

Transforming Anger, Confrontation, and Other Points of Disagreement

Speaker: Shawn Christopher Shea, MD

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About the Speaker

Shawn Christopher Shea, MD
Director, Training Institute for Suicide Assessment
and Clinical Interviewing (TISA)
www.suicideassessment.com
(603) 763-0536

Commercial Associations
Publishers: Elsevier

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4 Inner Phenomena Associated with Disengagement Points

- 1) Frequently appear abruptly, sometimes feeling as if "they have come out of the blue."
- 2) They demand an immediate response from the interviewer
- 3) The interviewer feels "on the spot" (Clinician's own defenses triggered).
- 4) Clinicians feel ungrounded and "at a loss", for they seldom possess a concrete and well-practiced strategy for comfortably handling such situations

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“Slow Things Down”

4

Language
of
Transformation

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2 Types of Disengagement Points

1) Moments of Angry Disengagement (MADs)

- a) Confrontational disagreements
- b) Oppositional behaviors
- c) Passive-aggressive attitudes

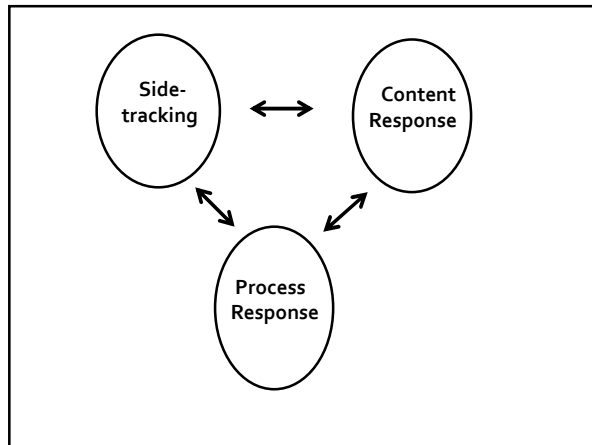
2) Potentially Disengaging Questions (PDQs)

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Languages for Describing Points of Disengagement & Their Transformation

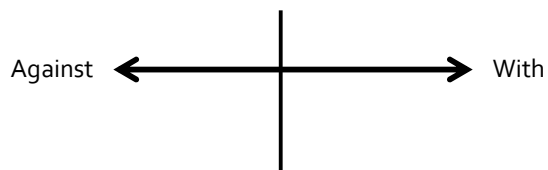
- 1) Traditional Language
- 2) Disagreement/Agreement Continuum (DAC)
- 3) Core Pains

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The Disagreement/Agreement Continuum (DAC)

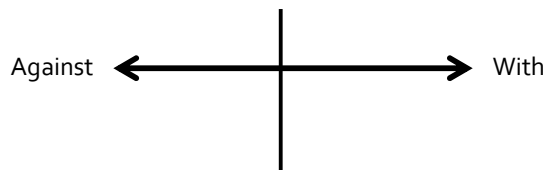


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“What are we feeling as clinicians during MADs and PDQs?”

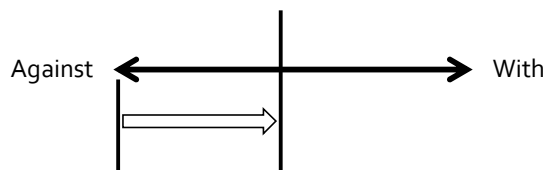
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The Disagreement/Agreement Continuum (DAC)



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Flexibly Moving Along the DAC



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Role-Play

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The Disagreement/Agreement Continuum (DAC)

Against ← —————→ With

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Everyday Strategies for Moving Along the DAC

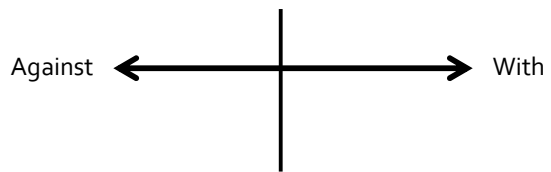
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Everyday Transformations

- 1) I apologize.

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The Disagreement/Agreement Continuum (DAC)



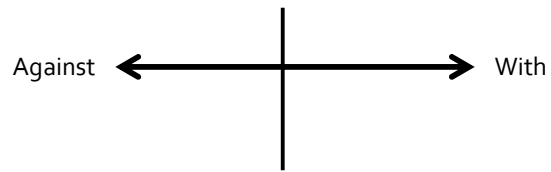
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Everyday Transformations

- 1) I apologize.
- 2) I'm really sorry.

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The Disagreement/Agreement Continuum (DAC)



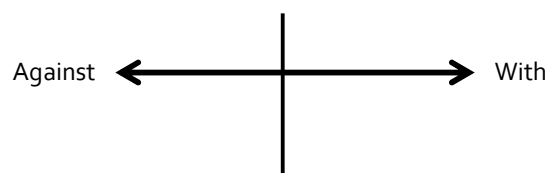
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Everyday Transformations

- 1) I apologize.
- 2) I'm really sorry.
- 3) Well, I'm 100% wrong and I'm a total idiot.

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The Disagreement/Agreement Continuum (DAC)



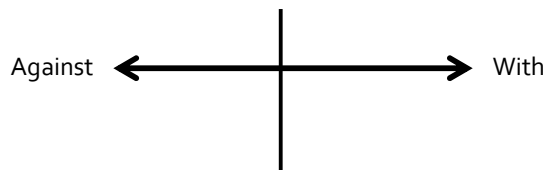
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Everyday Transformations

- 1) I apologize.
- 2) I'm really sorry.
- 3) Well, I'm 100% wrong and I'm a total idiot.
- 4) I see what you're saying . . .

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The Disagreement/Agreement Continuum (DAC)



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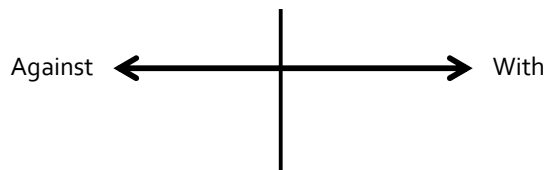
"I don't really see it that way, but I can see where you're coming from."

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“I can see where you’re coming from, but I don’t really see it that way.”

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The Disagreement/Agreement Continuum (DAC)



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“I can see where you’re coming from BUT I don’t really see it that way.”

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Everyday Transformations

- 1) I apologize.
- 2) I'm really sorry.
- 3) Well, I'm 100% wrong and I'm a total idiot.
- 4) I see what you're saying . . .
- 5) "comping"

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Clinical Strategies for Moving Along the DAC

- 1) Pull disengagement towards oneself
- 2) Strategic Empathy
 - a) Safe empathic statements
 - b) Personalized empathic statements
 - c) Avoid Paranoid Spiral
- 3) Counterprojection

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Strategic Empathy: "Safe Empathic Statements"

- 1) "No wonder you're so upset."
- 2) "Anybody would be upset in your position."
- 3) "Who wouldn't be upset."

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Strategic Empathy: “Personalized Empathic Statement”

“I can really understand why you are so upset about what happened out there, and I’m going to personally make sure it does not happen again.”

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Clinical Strategies for Moving Along the DAC

- 1) Pull disengagement towards oneself
- 2) Strategic Empathy
 - a) Safe empathic statements
 - b) Personalized empathic statements
 - c) Avoid Paranoid Spiral
- 3) Counterprojection

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Counterprojection

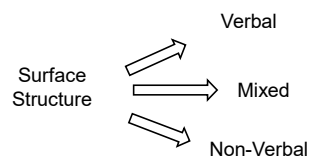
See Flips

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Role-Play

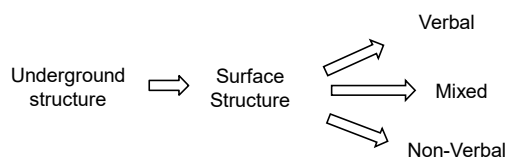
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The Structure of MADs and PDQs

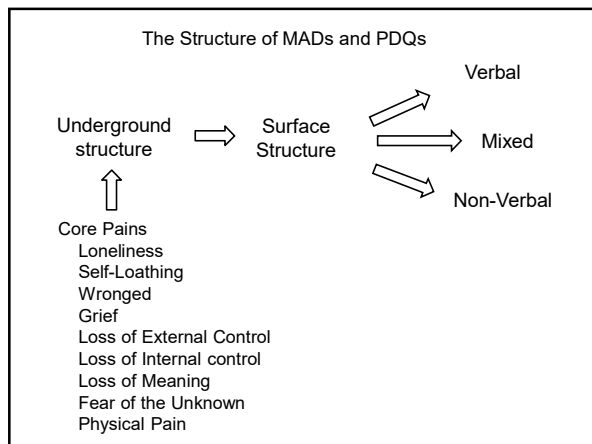


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The Structure of MADs and PDQs



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Role-Play

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Putting It All Together

- 1) Pull disengagement towards oneself
- 2) Move naturally along the DAC with everyday transformations
- 3) Move clinically along the DAC
- 4) Address Core Pains

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