



**PERMANENTE MEDICINE®**  
The Permanente Medical Group

# Level 3: Intensive Pain Management Class Week 3

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Intensive Pain Management  
Program  
Level 3 Week 3  
**Monday Slides**

**Communication**

Joe Persinger, PhD

# Level 3 Class: House Rules and Guidelines

- Be **On Time**
- Come **Every Week**
- Keep Your **Camera On** During Class
- Keep **Muted** when not speaking
- Be **Active and Involved**. use the **Chat** option for comments, or **unmute** yourself and make comments
- Be **Positive** – No Pain Talk
- Respect **Privacy** – be the only one on the room during class. Don't talk about others. No Screen Shots. No Postings
- Walk or Any Aerobic **Exercise** For 30 Mins/Day; OK to split into smaller segments that total 30 mins.
- Practice each day the **skills** and concepts you learn in class
- Set at least one **Goal** each week
- **Mindfulness** practice at home minimum 10 min daily sitting and 10 minutes activity

# Level 3 Class: Week 3 Monday

## Communications Skills

### **Weeks 1 & 2 review:**

- **Persistent Pain Overview**
- **Body Awareness**
- **Mindfulness**
- **Pacing**

# Level 3 Class: Week 3 Monday

## Communications Skills

### Weeks 1 - 2 Skills review:

- Skill # 1: Brief Relaxing Breath
- Skill # 2: 7 Good Things
- Skill #3: Body scan, comfortable part
- Skill #4: alternate nostril breath
- Mindful Sitting
- Mindful Activity
- *Barriers?*

Level 3 Class:  
Week 3 Monday  
Communications  
Skills

Introduction to effective  
communications

Verbal communication:  
3 elements

4 styles of  
communicating

Introduction to  
effective  
communications

You cannot not communicate.



Types of communication:

Verbal

Nonverbal

Written

# Introduction to effective communications

- 3 parts to a verbal communication:
  - 1) What
  - 2) ?
  - 3) ?



# Introduction to effective communications

- 3 parts to a verbal communication:
  - 1) What
  - 2) How
  - 3) ?

# Introduction to effective communications

- 3 parts to a verbal communication:
  - 1) What
  - 2) How
  - 3) When, Where

# Introduction to Effective Communications

## Business Communication:

- **What**
- **How**

# Introduction to Effective Communications

## Personal Communication:

- What
- How

If these do not agree, you have a  
mixed message.

# Introduction to effective communications

## 4 styles of communicating:

### 1. Passive

- **Basic Belief:** You matter more than me. go along to Get along.
- **Social Behavior:** Compliant. Let others take the lead. Defer to others.
- **Tone of Voice:** Quiet. Weak. Soft. Child-like.
- **Body Language:** Flexed. Poor eye contact. Low energy.
- **Payoff:** Avoids conflict.
- **Consequence:** Doesn't get needs met. No real intimacy.

# Introduction to effective communications

## 1. **Passive – Aggressive:**

- **Basic Belief:** You matter more than me. (But not really).
- **Social Behavior:** Outwardly compliant. Obsequious.
- **Tone of Voice:** agreeable. Excuses. Mumbling.
- **Body Language:** fawning. Neutral.
- **Payoff:** Avoids conflict.
- **Consequence:** Indirect about getting needs met. Not satisfying. No real intimacy.

# Introduction to effective communications

## 4 styles of communicating:

### 2. Aggressive

- **Basic Belief:** I matter – You don't.
- **Social Behavior:** Bullying. Blustering. Disrespectful. Pushy.
- **Tone of Voice:** Loud. intimidating. Brusky. Impatient.
- **Body Language:** Extended. intimidating. Puffed up.
- **Payoff:** wins conflicts.
- **Consequence:** No real intimacy. Zero sum negotiating.

# Introduction to effective communications

## 4 styles of communicating:

### 4. Assertive:

- **Basic Belief:** we both matter.
- **Social Behavior:** direct. Inviting the other into the conversation. Genuine.
- **Tone of Voice:** natural.
- **Body Language:** good eye contact. Good energy.
- **Payoff:** can resolve conflicts through win/win. Risky, have to 'show up.'
- **Consequence:** best chance for real intimacy.



4:1

# Level 3 Class: Week 3 Monday

## Communications Skills

### Skill #5: 4/7/8 Breath:

- Tip of tongue on roof of mouth behind front teeth.
- Take a deep breath in for 4 seconds.
- Hold breath for 7 seconds.
- Purse lips and blow out for 8 seconds making a whooshing sound.
- Repeat 4 – 8 times.

Intensive Pain Management  
Program  
Level 3 Week 3  
**Tuesday Slides**


**Communication**

Judith Bernstein, LCSW



## Week 3 Communication

### Sample "I" Statement:

- ***When** you get home from work/school two hours late,*
  - ***I feel** anxious/ worried. **Because** I think you've been in an accident.*
  - ***I need/ want** you to call me when you'll be late."*
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## Week 3 Communication

### Spoon Theory

<https://butyoudontlooksick.com/articles/written-by-christine/the-spoon-theory/>

Intensive Pain Management  
Program

Level 3 Week 3  
**Wednesday Slides**

**Communication**

with Jenny Clark, LCSW

# Boundaries



KNOWING YOUR RIGHTS

LEARNING TO SAY NO

PERMISSION

# Difficult Situations

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What Saying No Really Means





# I Statements

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Practice. Practice. Practice.

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# 15 Minutes of Mindfulness

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