

Pillar #2 Skin Anatomy and Physiology

Today's agenda:

- Overall structure of CNAP consultations
- Intake
- Follow up/maintenance session consultations
- Safe space
- Asking the right questions
- Questions



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Overall Structure of All CNAP Consultations/Sessions:

- Welcome--start on a positive note. Ask what's going well for them
- Ask what their main concern/intention is for today's session
- Let them talk--ask clarifying questions when needed, reflect back and validate when appropriate
- Choose one topic that relates to their primary concern and teach it--offer it as a tool
- Set intentions/goals to work on until next session (homework/homecare)
- Close on a positive/encouraging note--confirm next appointment date



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The CNAP Intake

- Use a form (refer to sample template in your Document Library) that gathers a combination of general and skin health history, current lifestyle habits, current skincare regimen, goals (very helpful if they fill this out in advance!)
- Prepare ahead of time--read form first, write down any initial questions/comments that come up for you
- Greet client, make them feel at home, ask them how they felt filling out the form and if any questions or thoughts jump out at them
- Go over areas of form that are highest priority--clarify main concern/intention--but don't let them go off on a tangent!



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The CNAP Intake

- Ask any clarifying questions to gain understanding
- Ask open ended questions to gain a better understanding of the person's perspective and what might be holding them back
- Paint the big picture--ask the client to dream--what would they like to see happen? How will that change their lives for the better? What's getting in their way of that happening? What needs to change? How committed are they to doing whatever it takes to make that happen?
- Come up with a plan together based on responses
- Set initial goals/homework/homecare for client to work on until next session. Close on a positive note and schedule next appointment.



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Follow Up/Maintenance Consultations/Sessions:

- Greet, start on a positive note (note: if client comes in negative, reframe immediately into positive!)
- Review synopsis of last session and what homework was--ask how that went for them, what thoughts/questions they have--identify today's main focus
- If they did not do homework or did not have good understanding of last session's content, attempt to clarify why
- Follow rest of the basic session model



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Ensuring Safe Space Whether in Person or Virtual

- Implement the 6 Cs of Safe Space (reference NAA in Practice card): Clarity, Consent, Conscientious, Curious, Client-centered, Communication
- We can add a 7th--Confidentiality. Unlicensed health/medical practitioners are not bound by HIPAA, but confidentiality is a standard of CNAP practice
- Listen to understand, not necessarily to respond
- Be completely present--take whatever measures you need to prepare yourself before the session starts and after



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Ensuring Safe Space Whether in Person or Virtual

- Instead of rushing to answer, or comment, pause and ask a question that keeps the client engaged
- Encourage the client that they are safe to share as little or as much as they are comfortable
- Identify boundaries put up by the client--note what topics seem to close them off or cause tension or reluctance
- Know when to push for more information and when to hold off--change the subject. This is necessarily to build trust and maintain consent
- Enter into the space without assumption or pre-conceived notions



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Ensuring Safe Space Whether in Person or Virtual

- Safe Space is for you too--even if you work virtually
- Clear your space between sessions however you like to do it--sage, stones, prayer, open windows and air it out, etc
- Set and maintain your own professional boundaries. Refrain from sharing personal anecdotes or acting too chummy. Set clear parameters for what the client's access to you will be.
- Clear yourself and ground before next client. Sage/palo santo, stones, prayer/meditation, deep breathing, sitting on the ground, etc



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Asking the Right Questions

- Ask non-leading, open ended questions--not yes/no questions or questions that can be answered with a finite sentence.
- Who, what, when, where, why, how, how much?
- Don't use leading or judgmental language--example, instead of asking "did you notice your skin got worse from drinking that alcohol?" ask "what did you observe after drinking that alcohol?" or "how did your skin respond after you drank alcohol?"
- Ask "high mileage" questions (see Pillar #2 Additional Reading for a resource on this). The purpose is to encourage the client to think for themselves and keep the conversation going



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Asking the Right Questions

- Don't interrogate or cross examine!
- Watch your own triggers--if a client says something that you fundamentally disagree with or that brings up a personal experience or memory for you, make a mental note of it but do not bring that into the session.
- Master the art of the reframe. If a client constantly is stuck in the negative, or responds with negative or self-defeating statements, ask questions to help them reframe it and/or see things how they are. Example: Client says "Everyone is constantly staring at me and talking about me behind my back." Ask "What evidence do you have that that is true?"



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Asking the Right Questions

- Don't feel the need to fill silence with small talk
- Don't directly try to fix--ask questions to help clients come up with their own solutions. Example: Instead of saying "you really should eat less junk food," ask "what's one healthy change that you know you could make with your diet?"
- Don't feed into excuses or negative self-talk. Reflect back what you hear, but reframe in an empowering way--acknowledge that the person is whole and capable just as they are!



Do You Have Questions Today?

