

# Wisconsin Public Psychiatry Network Teleconference (WPPNT)

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# WPPNT Reminders

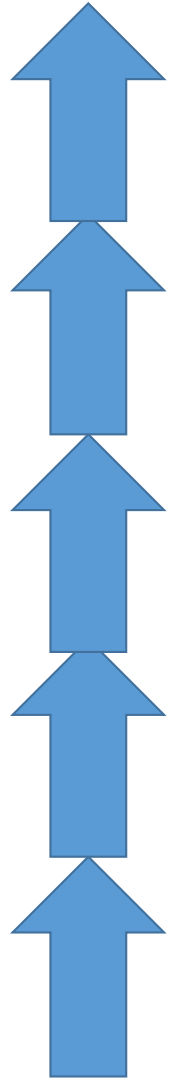
- Call 877-820-7831 before 11:00 a.m.
- Enter passcode 107633#, when prompted.
- Questions may be asked near the end, if time allows.
  - To ask a question, press \*6 on your phone to un-mute yourself. **Please \*6 to re-mute your line.**
  - Ask questions for the presenter, about their presentation.
- The link to the evaluation for today's presentation is on the WPPNT webpage, under today's date: <https://www.dhs.wisconsin.gov/wppnt/2020.htm>. Complete the evaluation to receive the CEH.
- The teleconferencing phone system often reaches capacity. If you're unable to join live or experience technical issues, an [audio recording will be available on our website](#) within two business days, often by late afternoon the day of the presentation. You can still receive CEH for listening to the audio recording and completing the evaluation within two weeks of the live teleconference.

# Extinguish the Fuel to the Fire: Understanding Clients Underlying Needs

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Off The Couch Counseling & Consultation

“The child who is not embraced by the village will burn it down to feel it’s warmth.”

-African proverb



# Hierarchy of Needs:

Self Actualization: Meaning in life, challenged, reach persons full potential, **self fulfillment**, growth, creativity.

Esteem: Recognition, self worth, pride, achievement.

Love/Belonging/Social Needs: Attention, community, affection, companionship, **fulfilling relationships**.

Safety/Security: Job security/happiness. Environment. Mind/body. Sense of control.

Physiological: biological requirements for human survival. These needs are the most instinctive needs because other needs become secondary until these needs are met. Food, water, air, sleep.

# Fire Analogy

Flame: The signal something is wrong: the behaviors

Smoke: Results/consequences from the behaviors

Trigger



Fuel: What is actually causing the fire

# Underlying Needs

Underlying needs= “the why” = the fuel

- Why is something (typically a behavior) happening?
- Where on the hierarchy is something missing?
- Are there deeper desires someone is trying to satisfy?
- Begin by examining what lies on the surface of their life: how they behave and often the consequences. (smoke and flame)
- If their thoughts focus on someone or something outside of themselves then they haven't yet arrived at *their* underlying thoughts and needs.
- They have to ask what they think about *themselves*, and not others.

**THEIR BEHAVIORS ARE VISIBLE, THEIR NEEDS ARE NOT**



## SAMPLE SCENARIO

Gracie is a 22 year old female coming in due to feeling unhappy at work. She reports people around her are getting recognition frequently for their jobs and she feels like she is not valued. She admits to getting behind occasionally and has been “talked to” by her supervisor 1x. She is getting irritated and sometimes short with co-workers. She is thinking about quitting her job and maybe even finding a different career.

When getting her history and current status in other life areas she reveals she lives in a nice home she bought herself after working hard and saving up.

She lives her with boyfriend of 3 years. She describes him as “somewhat controlling” at times, she doesn’t feel heard by him, there are time she hasn’t felt safe. She minimizes all of this and says it’s really not why she is here.

She also reports she used to work out several days a week but due to BF not liking her going to the gym she really hasn’t been exercising.

She continues to describe her upbringing as pretty standard any nothing is standing out as a concern.



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# Fire Analogy

Flame: quitting job, leaving career, short with co-workers

Smoke: getting behind at work, talked to by boss, feels undervalued

Trigger



Fuel: BF issues, job security potentially, mind/body, sense of control

# Take Away

- Many people don't know what drives them to think, feel, and act in unhealthy ways.
- People will get their needs met, even if they are in destructive ways.
- Being person centered starts with hearing a story and then offering feedback/education.
- Help your client understand the fuel.
- Treatment plans and goals reflect the fuel they are working on.

# Questions

## Additional reading and resources:

Maslow's Hierarchy of Needs By [Saul McLeod](#), updated March 20, 2020  
<https://www.simplypsychology.org/maslow.html>

Underlying Needs: The Cause and Solution for Conflicts  
<https://static1.squarespace.com/static/537e4a6ce4b0ded903cd630e/t/559dab8fe4b0292b6a13c124/1436396431722/Underlying+Needs+Article.pdf>

Identifying Underlying Needs  
<https://edhub.ama-assn.org/data/journals/steps-forward/937327/10.1001stepsforward.2017.0046supp4.docx>