

FIVE IVES™

AACHC CONFERENCE · FRONTLINE STAFF

Regulated on the Front Line

Nervous System Tools for High-Contact Work



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fiveives.com

Welcome!

Take a moment, pair and share with someone near you:

In one sentence: what's the hardest part of your day that isn't in your job description?



Today's Arc

70 minutes | Eligibility and Enrollment Teams

Name it

Five Ives™
continuum,
no shame attached

Get your data

The ICI, live

Learn why

The nervous system

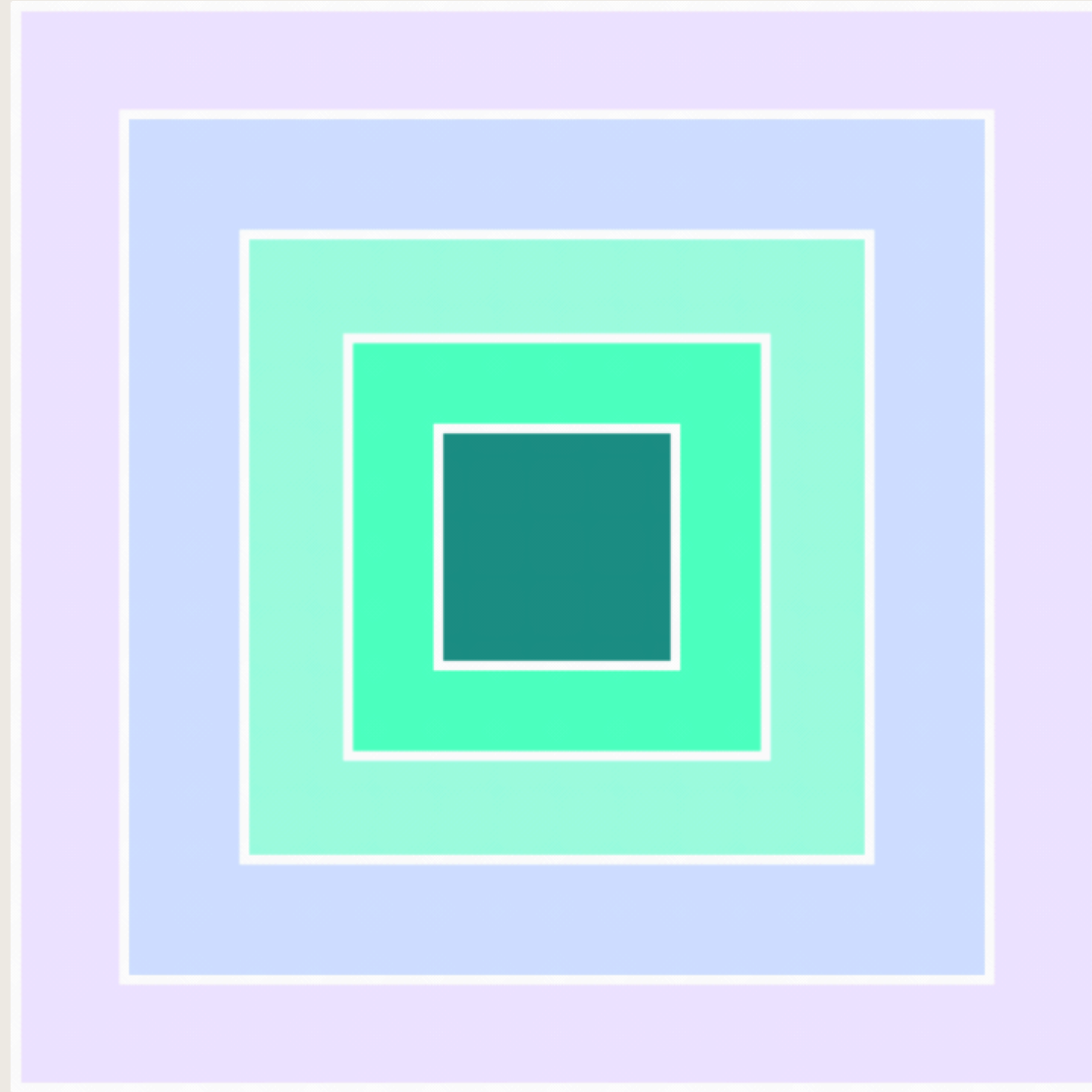
Build tools

Match tool to state

Commit

One realistic
next step

One minute of silence to reset



Today's Objectives

Essential Question:

What do you currently do with the weight of the work, and what every client hands you when they sit down, and does it actually work?

Objectives:

- Name where you are on the Five Ives™ continuum
- Get real data on your own capacity through the ICI
- Understand why regulation tools work
- Locate yourself in the Window of Tolerance and know your own signals
- Build a personal Regulation Map: reactive tools + one proactive practice
- Leave with one concrete, realistic next step

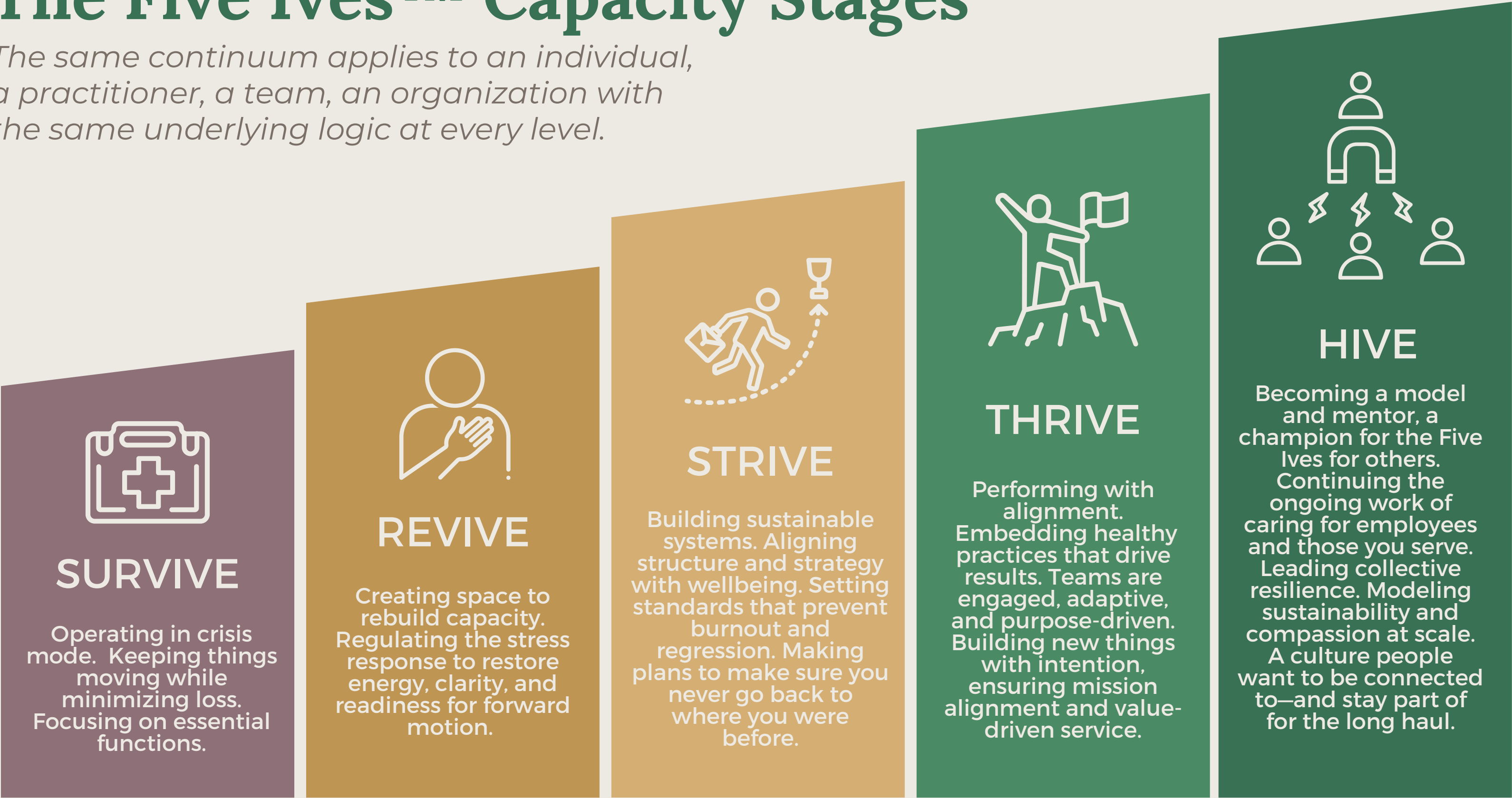
Foundations of the Five Ives™ Framework

Where we are today

- The Five Ives continuum — where are you right now?
- Individual Capacity Index
- Sit With It, Then Share It

The Five Ives™ Capacity Stages

The same continuum applies to an individual, a practitioner, a team, an organization with the same underlying logic at every level.



Handout

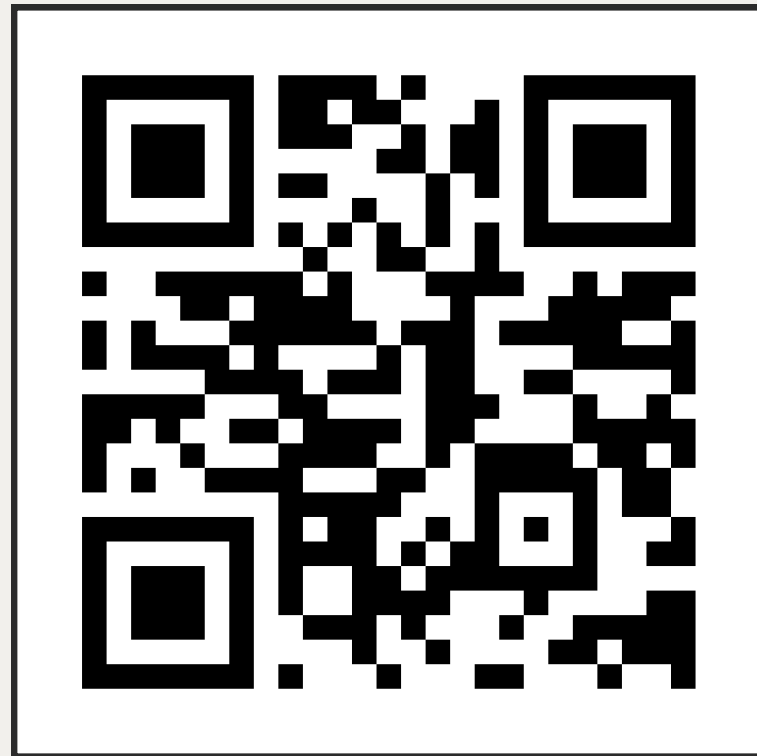
Activity

On your handout, circle the stage that matches where you are today – not where you wish you were.

This feeds directly into your ICI result in a few minutes.

Your ICI — Individual Capacity Index

5–7 minutes · live, on your own device



- Scan the code, or go to ici.fiveives.com
- Answer honestly — there are no wrong answers
- You'll get a short report showing where you land on the Five Ives™ continuum today

ici.fiveives.com

Sit With It, Then Share It

1

Individual (3–4 min): Sit with your own ICI results, silently.

Under pressure, which direction do you go — and does the data match what you assumed about yourself?

2

Pair Share (3–4 min): Trade one line with a partner.

Not the whole report — just what stands out. Is anyone else sitting in something similar?

3

Group Surface (2–3 min): One theme per pair, back to the room.

Not everyone's results — just enough to normalize what's showing up across the group.

The ANS Foundation

Why This is a Regulation Issue

- Sympathetic branch — revved up
- Parasympathetic branch — shut down
- The frontline implication

Your ANS Runs on Two Branches

SNS Sympathetic — Revved Up

Activates under perceived threat. Attention narrows.
Access to PFC and long-range thinking drops.

In the front line, this looks like:

- Talking over the client
- Rushing to close the case
- Every question feels like an emergency

PNS Parasympathetic — Shut Down

Activates for recovery and connection, but under chronic load can push into shutdown: flat, foggy, withdrawn.

In the front line, this looks like:

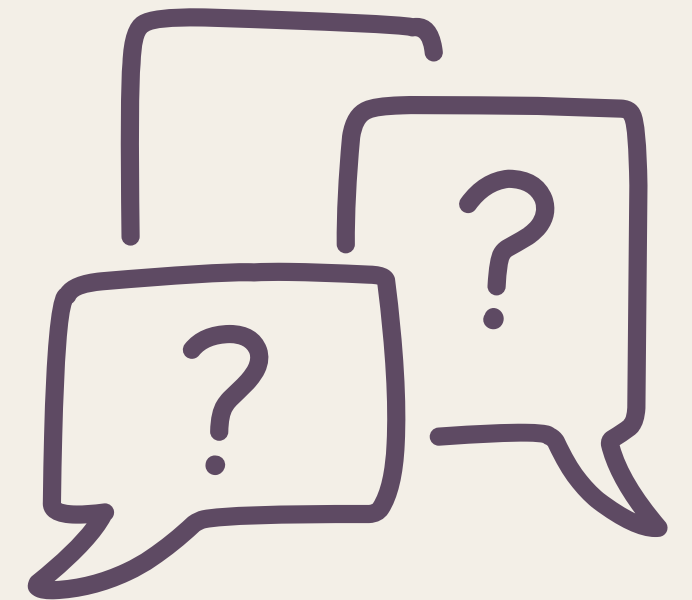
- Reading flatly off the screen
- Present in the chair, gone in attention
- Missing a client in real crisis

Coaching Questions

The ANS Foundation

Q1

Which one do you recognize in yourself by two o'clock on a hard day?



The Window of Tolerance

Where Do You Go Under Pressure?

- The conceptual container
- Enough to locate yourself accurately
- Then: your own signal

WINDOW OF TOLERANCE

The 'Window of Tolerance' is the ideal state of energetic and emotional existence, enabling effective stress and emotion management, avoiding extremes of hyperarousal and hypoarousal; broadening this window allows individuals to navigate experiences more flexibly and effectively.

hyperarousal/SNS

FLIGHT / FIGHT RESPONSE

Hyperarousal is where an individual experiences overwhelming emotions or stress responses.

Looks like: Pounding heart, scattered or racing thoughts, anxiety, the urge to run, leave, fight, restlessness, panicking, sweating and difficulty relaxing, sleeping



window of tolerance



The 'window of tolerance' is an individual's emotional comfort zone where they can handle various experiences without being overly affected by stress or pressure.

Looks like: Calm, flexible, focused, engaged, communicative

hypoarousal/PNS

FAWN, FREEZE

Hypoarousal is where an individual experiences reduced emotional presence.

Looks like: Disengagement, depression, numbness, and dissociation from emotions and external stimuli. It's also known as "shutting down" and is the opposite of hyperarousal.



Handout

Activity

*On your handout:
what's the earliest sign, in your own body, that you're
starting to leave the window?*

*Not the blow-up, the first flicker before it.
Write it down in one phrase.*

The Regulation Map

Reactive Tools + Proactive Practice

- The between-clients reality test
- Reactive tools — downshift / upshift
- One proactive practice

The Standard for Every Tool on This List

THE WORKPLACE REALITY TEST

If it requires a quiet room, 20 minutes, a yoga mat, or conditions that don't exist in a health center, it doesn't make the list.

Every tool here can be done in under 3 minutes — in a car, a hallway, a bathroom, or at a desk. They work because they directly activate a branch of the ANS.

If You're Revved — Downshift

Reactive tools · activates the parasympathetic branch directly



Extended exhale

Exhale longer than the inhale, 4–6 rounds. Works in 90 seconds.

Cold water on the face

Triggers the dive reflex — immediate heart rate reduction.

Dr. Don Wood's 3-step protocol

You're flooding multiple sensory and cognitive channels at once,

1. Physical touch
2. Safe space
3. Script

Bilateral movement

Walk and swing your arms, or tap alternating knees.

30-second panoramic view

Widening your visual field reduces amygdala activation.

If You're Shut Down — Upshift

Reactive tools · activates the sympathetic branch gently



Brisk walk

Even two minutes down the hall. Movement is the fastest upshift.

One micro-completed task

Finishing anything activates the reward circuit.

Hum or Sing

Activates the vagus nerve through vibration.

Cold water on the wrists

A softer, mild orienting stimulus — pulls attention out of the fog.

Reach out, say one true sentence

Co-regulation works through a faster pathway than solo tools.

Proactive Practice — What Keeps the Window Wider

Not emergency tools — daily or weekly practices that build vagal tone.

Extended exhale breathing

1-2 min / daily

Directly trains vagal tone — the single highest-return practice for the time invested.

A role-transition ritual

30 sec

“I am done being CEO for now. I am going home.” The nervous system needs the signal to switch contexts.

Movement WITHOUT goals

Variable

Discharges stress hormones that have built up AND rhythmic movement regulates.

Genuine Absorption

Minutes

Most of what we call "relaxing" — scrolling, watching TV, listening to a podcast— keeps the task-positive network engaged. We need to actually fully enjoy something!

Sleep

7–8 hrs / non-negotiable

This is when the ANS resets. No other tool compensates for chronic sleep deprivation.

One Thing Per Day That Produces Genuine Absorption

Your brain needs to stop monitoring and needs to actually relax and enjoy.

Music

Sit and listen. No other task.

A Meal

No device. Notice flavor and texture.

A Conversation

No agenda, genuine curiosity.

Physical Making

Cooking, woodworking, gardening.

Reading Fiction

A world you lose track of time in.

Nature

No destination, no podcast.

Build Your Regulation Map

10 minutes — on your handout

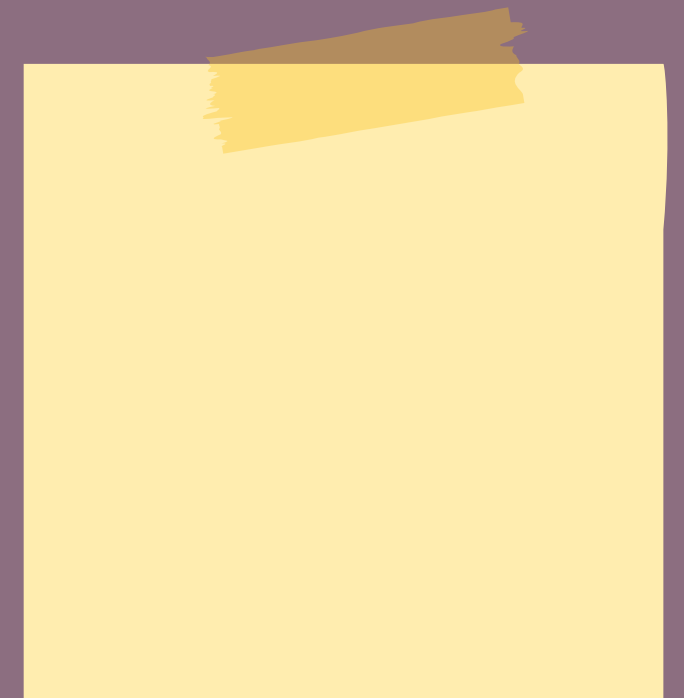
- Pick two reactive tools you'd actually use — one for revved, one for shut down
- Pick one proactive practice you'll try this week
- Write down when, specifically, you'll use each one



Post It + Commit

*Complete the bottom section of your map right now.
Two minutes.
Then tell us where you're going to post it.*

Post it somewhere you will actually see it — a wall, a mirror, the back of your office door.
Not a notebook. Not a digital file.



Regulation is not a wellness practice.
It's what lets you keep showing up.

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