

# Heart, Hand, and Head Patterns

		Under Coordination	Under Stress
Heart 1s	Warm Empathic Connect Repair	Functional helper Share info. Make contact Cross-sector communication	Overly accommodating  Overly controlling  Anxious to fix things  Dysfunctional rescuing
Hand 2s	Assertive Directive, action oriented	Take the lead Confront Stand up Notice and share differences	Overly demanding  Hostile attack  Blaming the victim  Blaming the system
Head 3s	Neutral  Reflective  Problem-solve Dr. Connie Lillas	Take responsibility  Learn, ask, & notice the impact Dr. Valerie Batts	Overly detached Overly dismissive Passive-aggressive anger Denial Dr. Connie Lillas  Passive avoidance Antagonistic avoidance Denial of differences across domains Dr. Valerie Batts