

BASIC

Certification Guide

by Zengar



The Zengar **Basic Certification Guide**




NeuroOptimal® NO3

Basic Certification Course- 2019

Presented by Zengar Education
Department and Your Certified
Instructor



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PLEASE INTRODUCE YOURSELF

Before we start, please answer the following questions in the gotowebrinar question box:

- How long have you been using the NO system
- Do you own a system
- Where are you located
- Do you have an existing NO office/location?

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WELCOME TO THE NEUROPTIMAL® COMMUNITY

- NeuroOptimal® is a **General Wellness Product** as determined by the FDA
- Your **Dynamical Neurofeedback® Personalized Brain Fitness Tool**
- Brain Training for **Personal Transformation**
- Welcome to your new role as a **NeuroOptimal® Wellness Provider/Trainer**



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MEET THE FOUNDERS...

Dr. Valdeane Brown,
President







Dr. Susan Brown
Senior Vice President

www.neurooptimal.com

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MEET OUR LEADERS...



Samantha Diavatis
Director of Operations

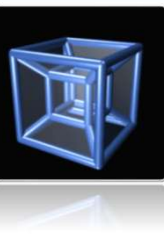
Alex Théoret
Director of Productions



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'BASIC CERT' GOALS TO UNDERSTAND:



- The method the **Brain** uses to 'Communicate' with itself
- The premise behind **Neurofeedback**
- The **History of NF** and specifically **NeuroOptimal®**
- Understanding the **Zengar History** therefore, the communication process of NO
- The difference between a 'Linear NF system & the Dynamical Neurofeedback' training process'
- **DIFS** – The 4-D model
- **Technical Information** such as "Running a Session", Media Downloads and NOMP



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GOALS CONTINUED...

- The NO3 process
- Role of the NeuroOptimal® Wellness Provider & Role of the Client
- Recognizing and tracking "Shifts"
 - Change- A Natural Characteristic of life
 - NeuroOptimal® detects 'changes' or 'differences'
- Answering Client questions & concerns Branding, Philosophy and Language of NeuroOptimal®
- Resources available to you through PASS: (how to log on to a Zen Connect, basic maintenance of your system and very basic troubleshooting)
- Business/Marketing for your NeuroOptimal® office

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MODULE 1

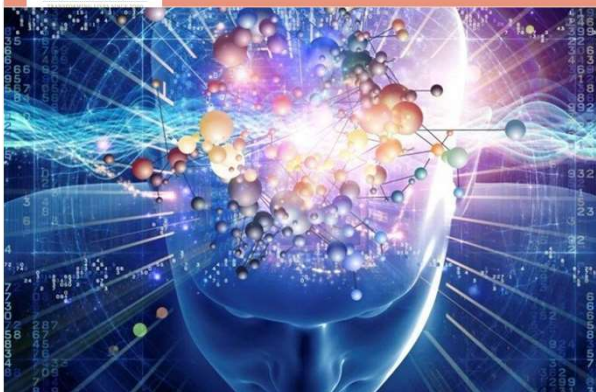


• The Foundation of NeuroOptimal® is based on this information

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The Philosophy & Theory



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BRAIN BASICS

What we Know About the Brain

- Your Brain is the center of your **Central Nervous System (CNS)**. It is a sophisticated command and control center.
- It is estimated that the human brain has approximately 100 billion (100,000,000,000) neurons and **each neuron** may have as many as 7,000 **synaptic connections** to other neurons



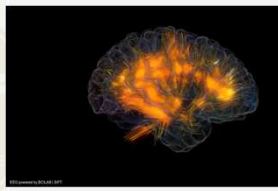
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The Brain...Sand on a Beach-

- Is like a tiny strobe light, **flickering** on and off
- Producing a **chaotic dance**
- **No rhythm** and **no pattern**
- However, each **flicker** influences others to flicker
- Sometimes they **dance together** smoothly other times separately almost clashing altering the landscape
- Just as a small sound can trigger an Avalanche of **electrical impulses**

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BRAIN DYNAMICS:

- **The Brain** is the most complex **DYNAMICAL** structure known to the Universe
- It is able to process massive amounts of information, develop responses and apply these responses for increased efficiency and mastery.



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The Brain is Dynamical

- The Brain is **ever-changing**
- Through research we have learned of **Neuroplasticity** as the Brain's way to **constantly change and evolve** after any damage
- Every time we learn something new it is making a structural change in the Brain
- The **Central Nervous System (CNS)** **communicates** with itself through the detection of change

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BRAIN DYNAMICS

THE BRAIN IS INHERENTLY GEARED TOWARDS GENERAL (BUT NOT ABSOLUTE) SELF-REGULATION BASED ON INFORMATION


NO NEED TO TEACH A CHILD THE 'BEST' WAY TO WALK - WITH EXPERIMENTATION THE BRAIN DISCOVERS AND DEVELOPS INTERNAL BALANCE & A NATURAL GAIT UNIQUE TO THAT INDIVIDUAL

BRAIN PROCESSES AND ASSESSES FEEDBACK (AS INFORMATION) FROM ITS OWN MUSCLES & MUSCULAR-SKELETAL SYSTEM ABOUT ITS POSITION AND STABILITY IN SPACE

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Process Variability



- Infinitely cycling & self regulating
- No **ABSOLUTE** values that are inherently 'best' or the "amount" of activity required for specific functions.
- It always varies from **Brain to Brain** and it always varies **with time** for that same Brain

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The CNS Detects Changes: DIFS (as information)

- Duration
- Intensity
- Frequency
- Shift


Resulting in Personal Transformation supporting general well being (a personalized journey unlike that of anyone else).



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WHAT WE NOTICE ABOUT A HEALTHY SYSTEM...




- The system is **flexible**. It is able to respond quickly to environmental changes and turbulence.
- It is also **resilient**, able to adapt to changes in the ever-changing environment without worry.

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MODULE 2



THE PARADIGM SHIFT IN NEUROFEEDBACK

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TRANSFORMING LIVES SINCE 2006

WHAT IS NEUROFEEDBACK ?



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What is Neurofeedback?

Neurofeedback is a process of measuring the EEG (electrical activity) Electroencephalogram

We can call it Neurofeedback®, NF, NeuroOptimal, NO

It is the process of training the brain/CNS (*central nervous system*) to learn to respond to the changes in the electrical activity that is emitted from the scalp



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NEUROFEEDBACK

Neurofeedback is considered a gentle, painless and non-invasive method of restoring effective balancing within the Central Nervous System


linear

DYNAMICAL



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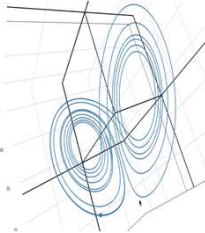
NEUROFEEDBACK – 2 BASIC PARADIGMS

LINEAR NON-DYNAMICAL NF-PROCESS USES A SOFTWARE PROGRAM THAT MEASURES CORTICAL ACTIVITY IN 2-WAYS


AMPLITUDE
FREQUENCY

NONLINEAR DYNAMICAL NF ®-USES A SOFTWARE PROGRAM THAT UTILIZES 4 WAYS TO DETECT THE CHANGES IN CORTICAL ACTIVITY-


DURATION-
INTENSITY-
FREQUENCY
SHIFTS



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WHAT DOES IT DO AND HOW DOES NF WORK?



- The **Neurofeedback** process involves the use of a **software program**, **EEG amplifier** and **Sensors** on the head.
- This process **measures the electrical activity** that is measured from the scalp (a summation of electro-magnetic information)
- **Linear Systems** believe this process ***helps** a person learn to become relaxed and/or focused by providing ****real-time information** as to how their **Brain** is performing.

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Navigating the Beam



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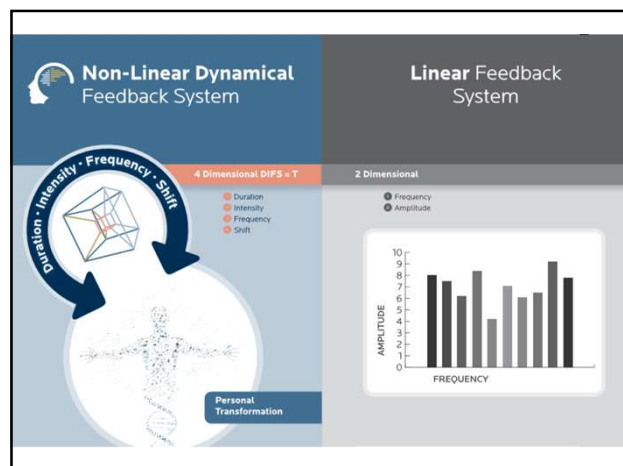
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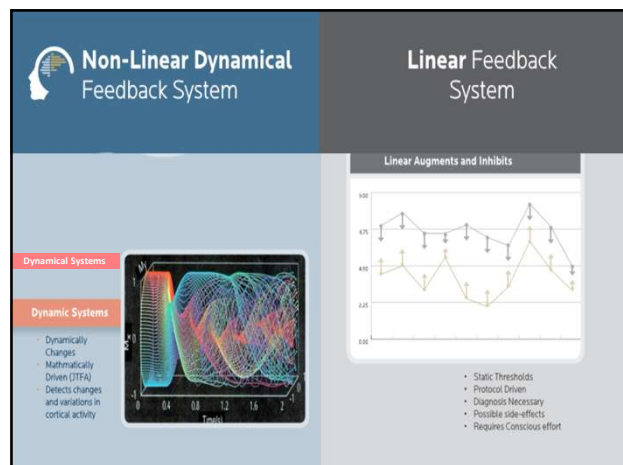
LINEAR MODELS

- The **linear model** believes that practitioners need to affect the strength (amplitude) of the signal (by *augmenting and inhibiting a specific frequency*). The frequency was *chosen by looking at pre-recorded activity under different conditions (eyes open, closed, reading, counting by 7's starting at 783) this is called a **QEEG**, (*Quantitative Electroencephalogram*). This **Linear approach** uses **thresholds** that are static bars that 'trigger' the sound, thereby initiating the feedback process.

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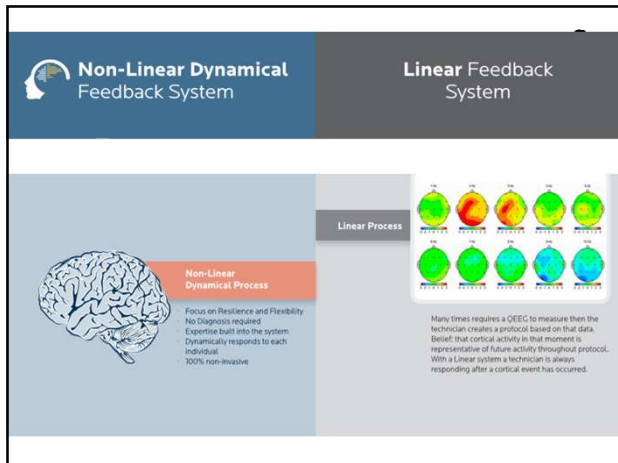


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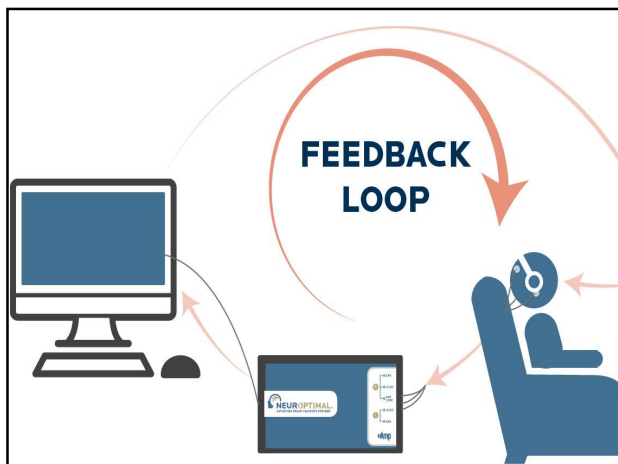


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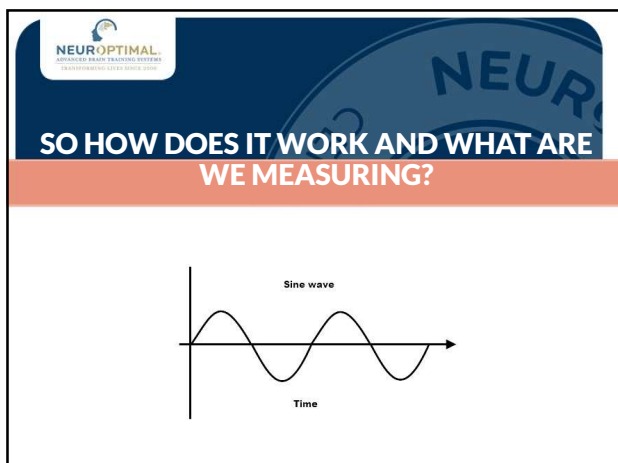
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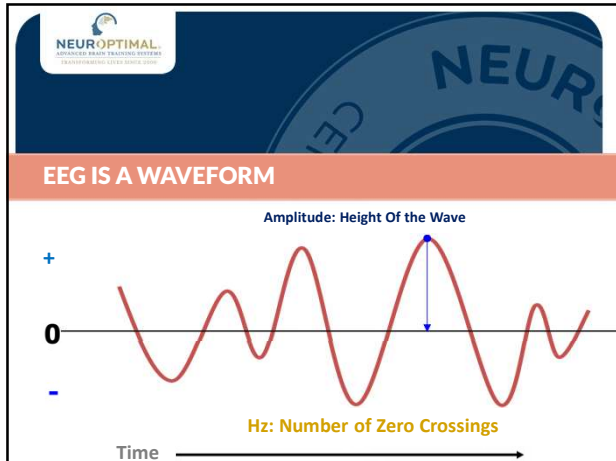


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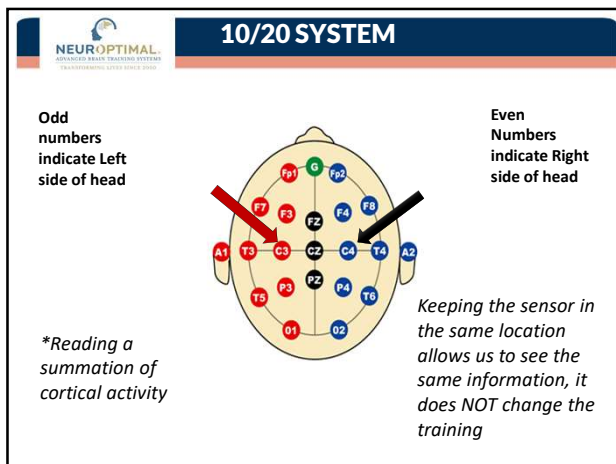


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WHY NEUROFEEDBACK HELPS

DISORDERS ARE EXACERBATED BY STRESS; AS THE BODY RESPONDS TO STRESS IT NATURALLY CREATES 'PATTERNS OF ELECTRICAL ACTIVITY' IN

AS ENVIRONMENTAL TRIGGERS GET ACTIVATED EVENTUALLY A PHYSICAL SYMPTOM WILL MANIFEST.

THE PROCESS OF GENERAL NEUROFEEDBACK WILL TRAIN A DIFFERENT RESPONSE BY USING THAT FEEDBACK LOOP. (PREVIOUS SCREEN)

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NOT EVERYTHING OUT THERE IS NF

Entrainment & Migration Systems


- Sound Systems
- Binaural Beats



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MODULE 3



THE HISTORY OF NEUROOPTIMAL®

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HISTORY OF NEUROOPTIMAL®

“Creating a Non-Linear System in a Linear World”

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Zengar Mission Statement

Zengar Institute Inc.

*The Zengar mission is to create, deliver and support the most effective and **safe brain training system** available in the world today.*

*The purpose of this endeavor reflects the mission of its founders- to **relieve suffering***

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A FEW HISTORICAL HIGHLIGHTS IN THE FIELD



Discovery of **SMR**
(Sensory Motor
Rhythm) 14 Hz
Barry Sterman

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ALPHA/THETA PROTOCOL



The Alpha/Theta -
Peniston Protocol-
for Addictions

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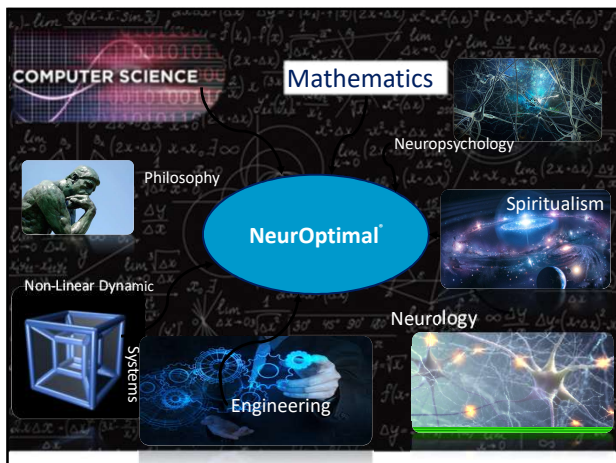
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LINEAR NEUROFEEDBACK AS A TREATMENT MODEL FOR ADHD



Theta-Beta Ratio and Alpha State Training for better focus- Joel Lubar

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COMPUTER SCIENCE

Mathematics

Neuropsychology

Philosophy

Spiritualism

Non-Linear Dynamic

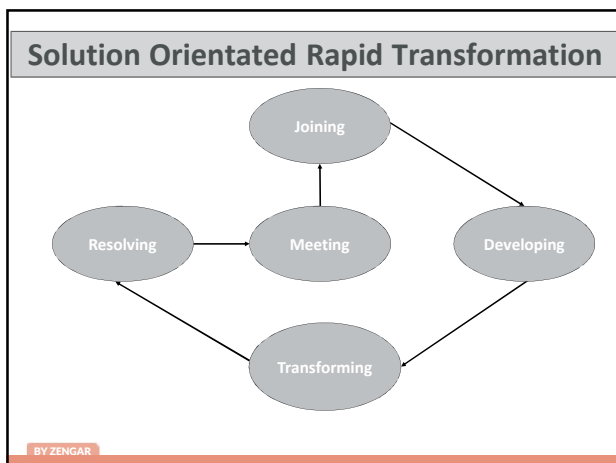
Systems

Engineering

Neurology

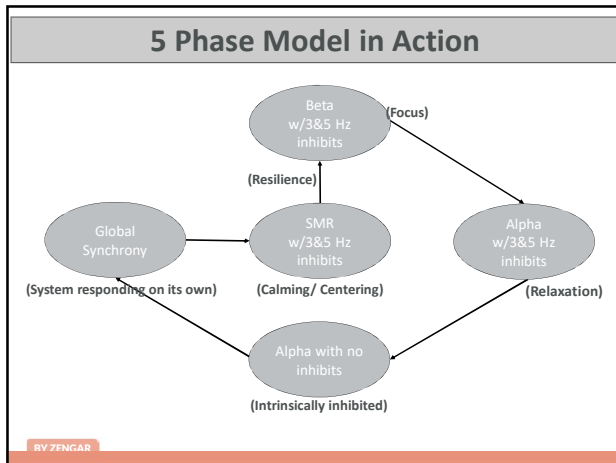
NeuroOptimal

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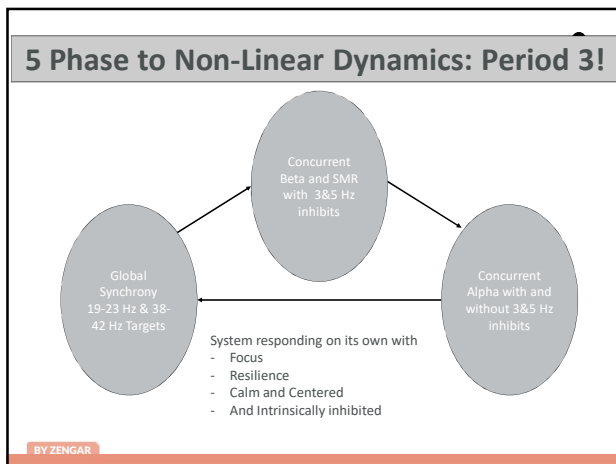


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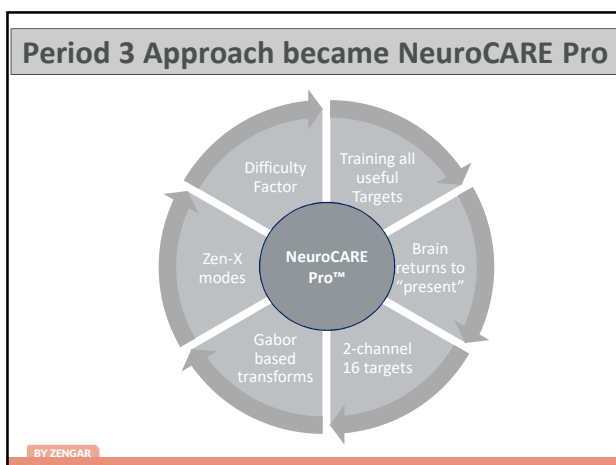
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CARE® MODEL IN NEUROCARE PRO



Comprehensive
Adaptive
Renormalization of the
EEG


- We simply give information to the **CNS**
- **JTFA** is used in the NO process- this mimics the **method of communication** used naturally in the **CNS**
- **Renormalization**, though non-linear dynamical
- **Transformation**

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OUR (NOW HISTORICAL): VERSION 2.0

- Transitioned into full Auto-Navigation
- No need to set 'Difficulty Levels'
- Completely allowing NO to 'dance' with EEG
- Additional Media Options



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NEUROPTIMAL® TODAY

NO3




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NEUROOPTIMAL®
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1993-2000

- 5 Phase Model
- Period 3


2003-2018

- NeuroCAREPro
- v.2

2018


- NO3

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NEUROOPTIMAL®
ADVANCED BRAIN TRAINING SYSTEMS

MODULE 4



WHAT IS NEUROPTIMAL® AND BASICALLY HOW DOES IT WORK?

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TRANSFORMING LIVES SINCE 2000


WHAT IS NEUROPTIMAL®



- It is **safe**
- **No** need for a **diagnosis**
- It is **training** not treatment
- It is a set of proprietary Mathematical Transforms-
- **JTFA and NDS** (Nonlinear Dynamical Systems)
- Unique **Time-Frequency Envelopes (TFEs)**


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NO & Process Variability

- Because our Brain is **Infinitely cycling & self regulating** NO is also responding in this same way.
- We understand there are **No ABSOLUTE values** that are inherently 'best' or the "amount" of activity required for specific functions. Therefore, we do not assume there is a 'perfect' amplitude of any specific frequency level
- It always varies from **Brain to Brain** and it always varies **with time** for that same **Brain** and therefore, the **NO system** also cycles and responds to each individual brain each time they are 'hooked-up'




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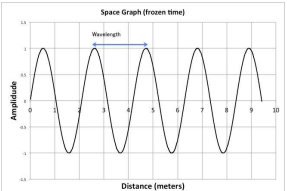
THE ORCHESTRA



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IN-LINE ADAPTIVE DE-NOISING



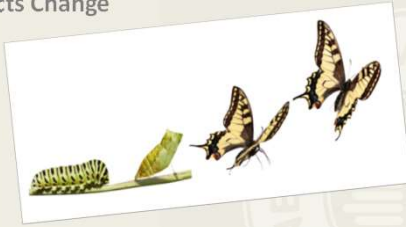
Line Noise is Irrelevant- the system filters out the consistent line noise paying attention to only the important Human **EEG** data

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NeuroOptimal® Detects Change



Change is a characteristic shared by all living beings.

Change is the only characteristic NeuroOptimal® detects, and is referred to as 'information'.

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NEUROOPTIMAL® DETECTS SHIFTS IN EEG

- Shifts in EEG are best understood in terms of "Fluttering"
- While the Brain dances on the cusp of Shifts the EEG "Flutters" just the same as the wings of hummingbirds

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Modified via Preferences Editor

Device ID: 0x1124::NI-VISA-10001: SN 4439

Notch Filter: Notch 60 Hz

Start Test Stop Test Clear Ch

Test Remaining

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Fluttering

NEUROOPTIMAL®

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THE ELEGANCE OF CAPTURING THE EEG FLUTTERING

- **NeuroOptimal®** can virtually ignore **linear** measures like Power, etc.
- Using Unique, Proprietary **Time-Frequency Envelopes or TFEs**
- **NeuroOptimal®** captures **EEG Fluttering** and this leads to
- **Interrupts** or Pauses in the Sound
- Heard as **“crackling”** or **“static”**
- Informing the **Brain** that it’s about to **Shift**

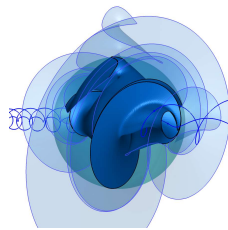


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FUNCTIONAL TARGETING

- This is how the Brain receives **crucial information** about itself via the mirroring of **NO**
- The ‘**Dynamical Range of Variability**’ or **Fluttering** around the different ‘**Time-Frequency Envelopes**’ (TFE)
- Allowing for **individualized optimal balancing** as determined by that **Brain**



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NONLINEAR DYNAMICAL SYSTEMS



- This **non-linear, dynamical approach** mirrors ‘**information**’ (*changes in cortical activity*) micro-second by micro-second
- And then the **CNS** (central nervous system) will respond by learning a **new pattern of cortical activity**
- Many experience the wishes for comfort as transforming improving their over-all wellness.

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Not Diminishing Turbulence...

- That's looking at Frequency and Amplitude based methods
- Assessment is irrelevant
- Diagnostically Agnostic
- Comprehensive and Adaptive Training: not "One size fits all" and NOT a "Plug and Play" that assumes it is all the same training.

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"DON'T GO THERE!!"

Welcome to **The Treatment Zone**




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NEUROOPTIMAL® IS NONMEDICAL


- There is no diagnosis necessary
- No treatments
- No protocols
- No therapy
- No stimulation
- No entrainment or migration

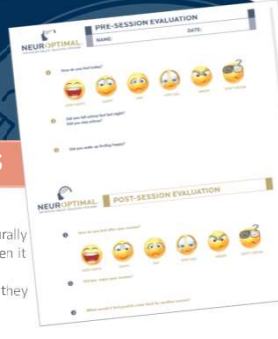




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NEUROOPTIMAL® BENEFITS

- The benefits are **subtle** changes that occur naturally at different times for different people. In children it may look like they just **matured**.
- It is not uncommon for people to suddenly feel they are better but not recognize when the change occurred.
- This is why we suggest **tracking feelings and changes** using our **Progress Tracking Tools**, or in a journal to measure the process over a period of time to realize how the body has "matured" over the process.

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Let's Take A Ride...



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DYNAMIC SYSTEMS CONTROL PROCEDURES:

entrainment

- **Extrinsic Constraints-**
 - Anything that limits the *range of variability in nonlinear systems*
- **Chaotic Perturbation**
 - Randomly changing individual controls (like Linear systems do)
- **Entrain & Migrate**
 - Sound systems- 'Listening System', Binaural Beats etc....
- **Synchronization through Chaos**
 - *The NeuroOptimal® process*

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EXTRINSIC CONSTRAINTS



Medications

Light & Sound Therapy


Linear Neurofeedback

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CHAOTIC PERTURBATION

Chasing Chaos to see what might work...



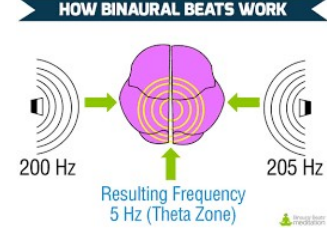
HERDING CATS

Randomly Changing Controls until you discover something that you believe might work

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ENTRAIN & MIGRATE



BINAURAL BEATS

HOW BINAURAL BEATS WORK

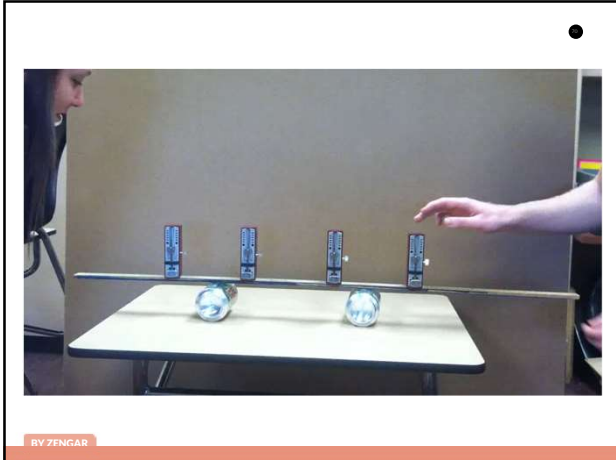
200 Hz

205 Hz

Resulting Frequency 5 Hz (Theta Zone)

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So, using a Control Procedure called '**Synchronization through Chaos**', JTFA, a mathematical process is able to measure and give feedback (data) to the CNS about the cortical activity

Making Sense of the EEG Chaos...

JOINT
TIME-
FREQUENCY
ANALYSIS

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DIAGNOSTICALLY AGNOSTIC


- Therefore, with the **NeurOptimal®** process it doesn't matter if the individual has a **diagnosis** or a **condition**.
- The Mathematical Software program gives **Information** that is Individualized and 'fed-back' for personalized **Optimal Training**.
- We will **not** do anything different with our process, the system will mirror the information and the individual will readjust for their own 'Optimal' as their body determines is best for them.

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WHAT DOES NEUROPTIMAL® DO?


ANALYZES SHIFTS OR FLUTTER IN THE ELECTRICAL ACTIVITY THAT IS BEING RECORDED

SAMPLES DATA 256 TIMES PER SECOND.

TRIGGERS AN INTERRUPTION OF SOUND

THE BRAIN SEEKS SELF-REGULATION BY USING A RE-ORIENTATION PROCESS

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WHAT DOES THE BRAIN DO WITH THE INFORMATION?

- When the 'flutter' is detected by the NeuroOptimal® system the brain notices and adapts/or self regulates by returning to the present moment.
- The brain perceives the interruption (at a non-conscious level).
- The interruption is the 'feedback' that triggers the brain to reorient and self-regulate

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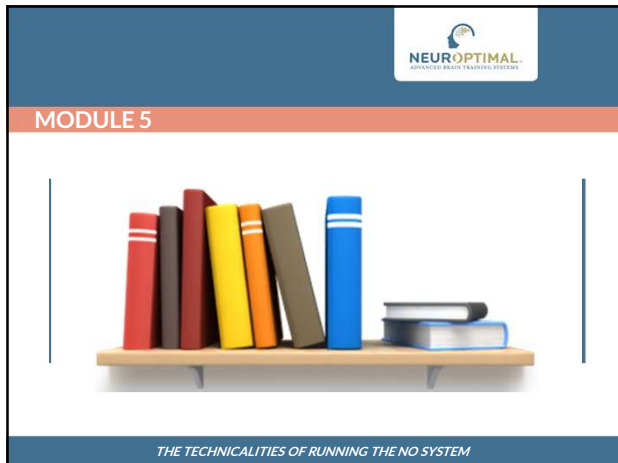
THE BRAIN SELF-REGULATES

- NeuroOptimal® provides the notification to the brain to self-regulate, as well as it can, depending on its needs, with its abilities and limitations.
- As this 'feedback' facilitates the brain regaining its intrinsic resilience and flexibility.

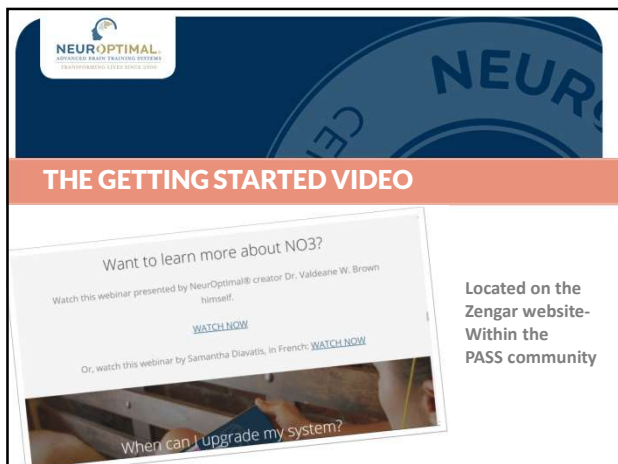


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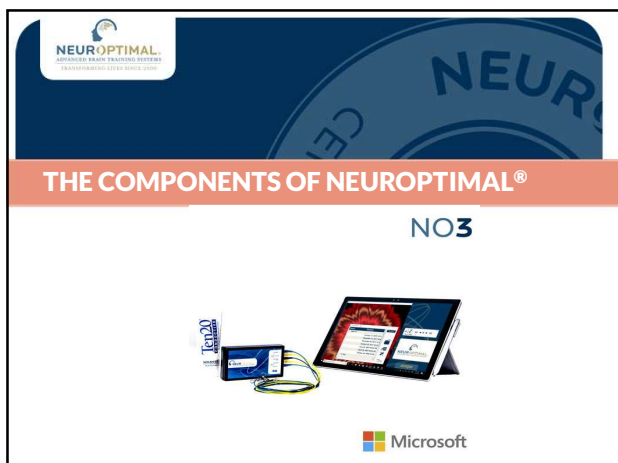
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OPEN YOUR SYSTEM AND WE CAN JOURNEY TOGETHER


Navigating Zengar NO3

Basic Concepts, Controls and Functions

- How to Add (and edit) a Client
- Add a Location
- Adding a Trainer
- Starting the Session
- After Session Views




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NeuroOptimal® NO3

NeuroOptimal® 3 Tutorials: General Tour

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Resources for Learning How to Run NO Sessions

- Video Library
- Facebook NeuroOptimal® Community Group
- Facebook NO3 PASS Support Group
- Documents in PASS
- Forms in PASS
- New User Webinars
- PASS Webinars
- Basic & Advanced Certification Courses
- Business Building Course
- ZenConnect
- YouTube Zengar Channel

Running NeuroOptimal® Sessions:

This Getting Started Manual will guide you through the process of running Client Sessions. This manual and our Tutorial Video Library (located in the Tools menu within NeuroOptimal®) both provide you with all the information you need to run effective Client Sessions. While this is only the tip of the iceberg in terms of what is available to you in NeuroOptimal®, it is all you NEED to know to get the stage for effective Client change. When you are ready to learn more you can explore the following resources:

Resources Guide:

- Video Library in the NeuroOptimal® program
- Facebook "NeuroOptimal® Community Group"
- NeuroOptimal® NO3 PASS Support Group
- Documents in PASS
- Forms in PASS
- PASS Forums
- New User Webinars
- PASS Webinars
- Basic and Advanced Certification Courses
- Business Building online workshop
- ZenConnect
- YouTube NeuroOptimal® YouTube channel

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Connecting to the Internet

C Connecting Your System to Wi-Fi

IMPORTANT!
Your system must be connected to the internet in order to launch NeuroOptimal®, so please do connect it to your Wi-Fi. There is a seven day grace period should you be in a place that does not have an internet connection. We recommend using your cellular phone as a hot spot if you are out of internet range for more than seven days.

How to connect to Wi-Fi on Windows 10

- 1 Click on the Wi-Fi icon found at the bottom right of your screen
- 2 Choose your Wi-Fi network from the list and tap on it

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So that we may comply with USA/Canada regulatory requirements, please select your location:
USA | Canada | Other

- NeuroOptimal® does all of its updates through internet
- Your system should be connected to WiFi to get these important updates
- If you are traveling or out of range for any length of time we suggest that you use your cellular as a Hotspot

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Setting up the Client Monitor

B Setting Up the Client Monitor

NOTE:
If you are sending Clients you will likely want to hook up a conveniently positioned "Client Monitor". This is what the Client will watch during their Session. Monitors are included with the Professional Bundles.

- 1 Find the "Client Monitor"
- 2 Find the HDMI and mini display to HDMI adapter
- 3 Connect the HDMI cable to the mini display to HDMI adapter
- 4 Connect the mini display to the corresponding port on your tablet
- 5 Connect the other end of the HDMI cable to the HDMI port on the back of your Client monitor
- 6 Switch on the monitor by pressing the Power Button, make sure the blue light goes on

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NEUROOPTIMAL
ADVANCED BRAIN TRAINING SYSTEM
TRANSFORMING LIVES SINCE 2009

The Cheat Sheet

Navigating NeuroOptimal® is easy. You can invoke responses in the VAULT two ways.

- 1 **Touch and Hold:**
Touch the screen, leave your finger on it for a moment and then release. This will bring up a menu of all items that can be taken from there. This is the equivalent of a right click on a mouse.
- 2 **Double Tap**
(Tap an item twice)
Double tapping anywhere in the VAULT will result in the most popular use immediately being invoked.

Double Tap Cheat Sheet:

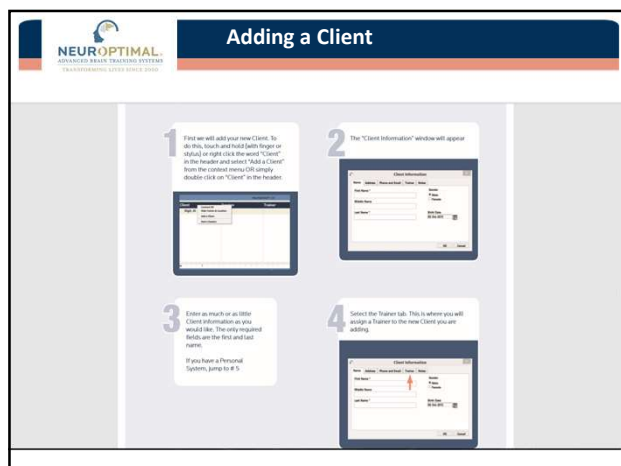
IF YOU DOUBLE TAP:	THIS IS WHAT HAPPENS:
"Client" in Header	"Add a Client" window appears
"Client Name"	Session begins for that Client
"Session" in Header	Client list appears, adding you to select who you would like to start a Session for
Session Date (Pro Only)	"Termets" appear for that Session
Tools Icon	"Enhancements" window opens
PRO ONLY, IN A COLUMN VIEW	
"Trainer" in Header	"Add a Trainer" window appears
"Operations" in Header	"Add a session" window appears

84

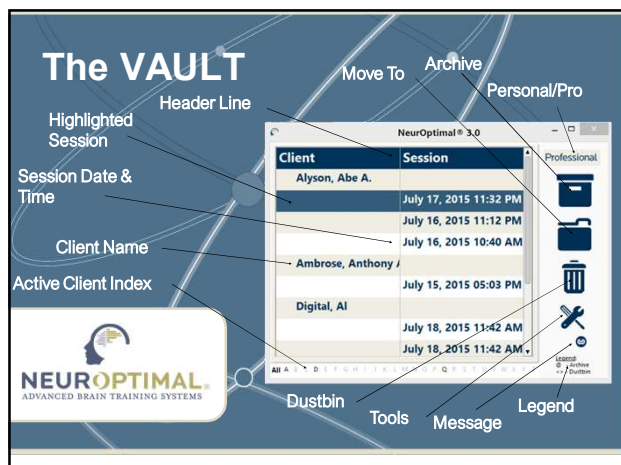
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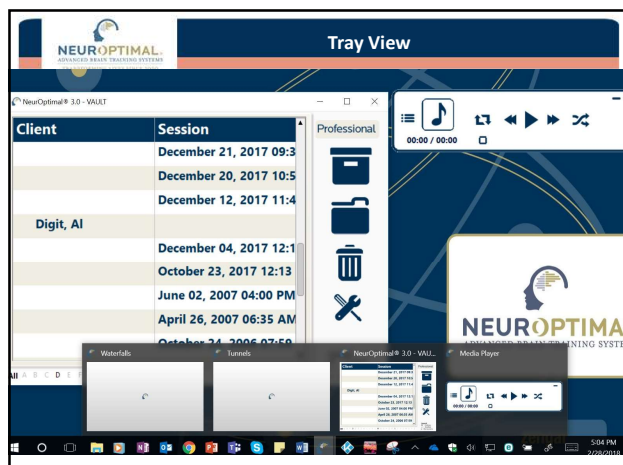


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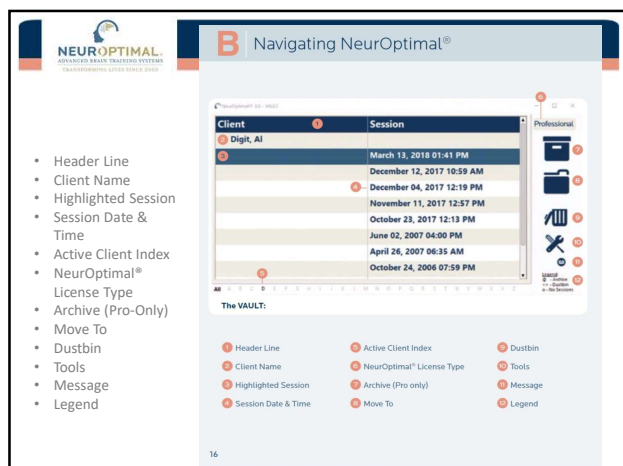


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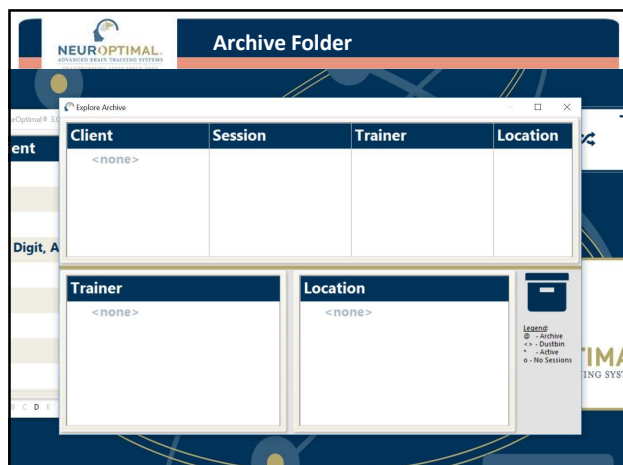
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I Don't See Trainer Or Location

- Press & Hold on the word **Client** or **Session** and select **Show Trainer & Location**
- The **VAULT** expands to reveal **Trainer** and **Location**
- Grab and Drag the edges of the **VAULT** to resize it as you like
- Grab and Drag the **Windows Title Area** at the top of the **VAULT** to reposition it
- Your new **Preferences** will be remembered the next time you start **NO3**

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Client	Session	Trainer	Location
De****, S*****	December 21, 2017 08:53	Default, Trainer	Default
De****, M***	January 28, 2018 01:39 PM	Default, Trainer	Default
	January 27, 2018 10:33 AM	Default, Trainer	Default
	December 12, 2017 10:06	Default, Trainer	Default
De****, L***	March 02, 2018 07:14 AM	Default, Trainer	Default
	February 27, 2018 07:50 A	Default, Trainer	Default
	February 26, 2018 03:52 P	Default, Trainer	Default
	February 13, 2018 06:41 A	Default, Trainer	Default
	February 11, 2018 05:34 P	Default, Trainer	Default
	January 30, 2018 02:22 PM	Default, Trainer	Default

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What Can I Do With A Session?

- Right Click on a **Session** – NOT the **Header** – and you will see all of the options that are available to you
- **Personal** will not have a number of these options: eg **Playback This Session**, **Tunnels** and **Waterfalls**
- Let's choose a **Session** and select **Playback This Session**
- You'll see the **Matrix Mirror** pop up along with the **TRAIN Player**
- The **Media Player** interface has also been visible and we'll explore it later

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Some Windows Are Rounded

- The **TRAIN Player** and **NO Media Player** both have rounded corners
- They can not be resized but you can **Grab and Drag** them wherever you want and they will open up where you left them last
- The "X" in the upper right corner of the **TRAIN Player** will stop **Playback** of the **Session** and close the **TRAIN Player**
- You can **Grab and Drag** the **Progress Bar** to move to a different time in the **Session**

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The Matrix Mirror: Introduction

- The earliest versions of **NeuroCARE Pro™** used the **Matrix Mirror**
- **Spectra** and **Targets** were layered on top of each other and you had to **Grab and Drag** each of the **16 Targets** to change their **Thresholds** throughout the **Session**
- **NO3** brings back the **Matrix Mirror** with some new Features – and no longer having to **Grab and Drag** each **Target**
- The **Matrix Mirror** integrates **High Hertz** into the new, default **20 Targets**

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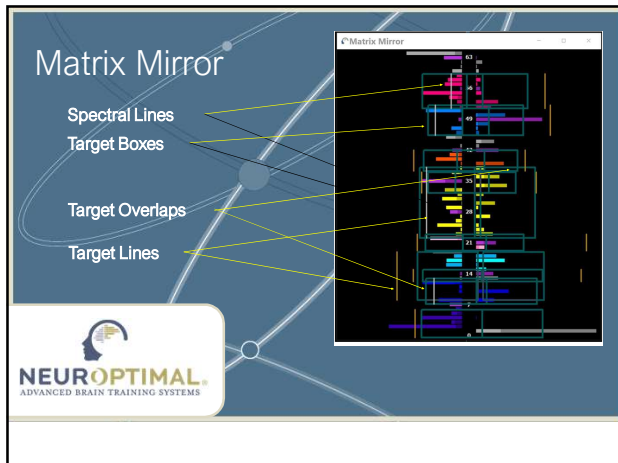


The Matrix Mirror: Introduction

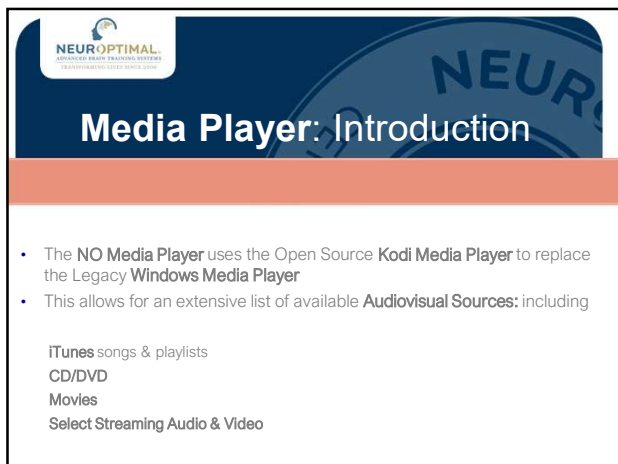
- You can change the vertical scale of the **Matrix Mirror**
- You can **separate Spectra** and **Targets** and set a different **Time-Frequency Scale** for each
- You can migrate the **Time-Frequency Scale** of one to the other
- If **Spectra** and **Targets** are in differentially sized **Windows** they will overlay in the same sized **Window** but will remember the separated sizes when you return.

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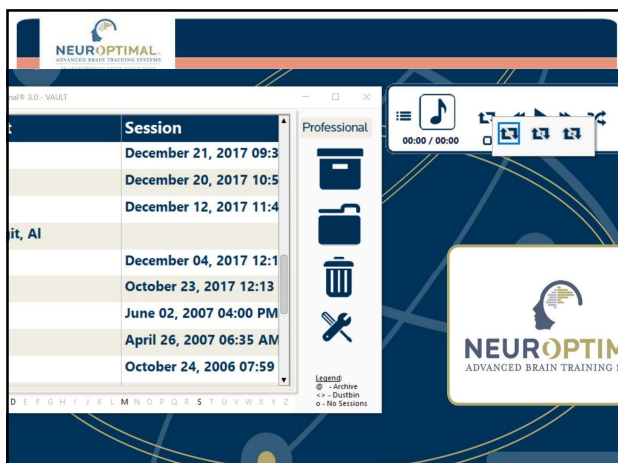
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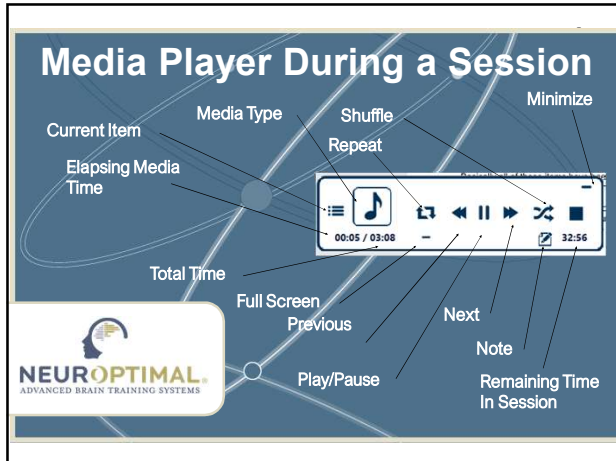


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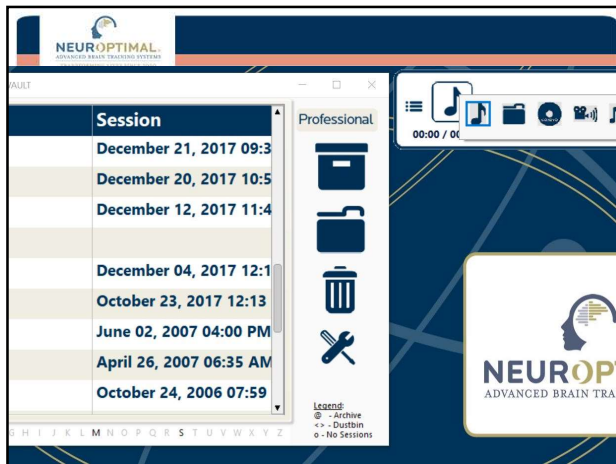


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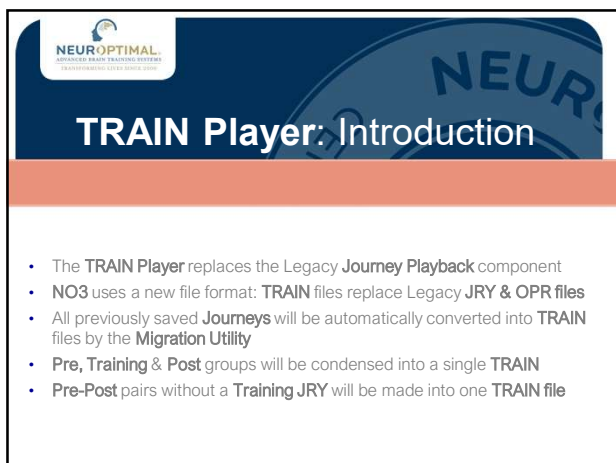
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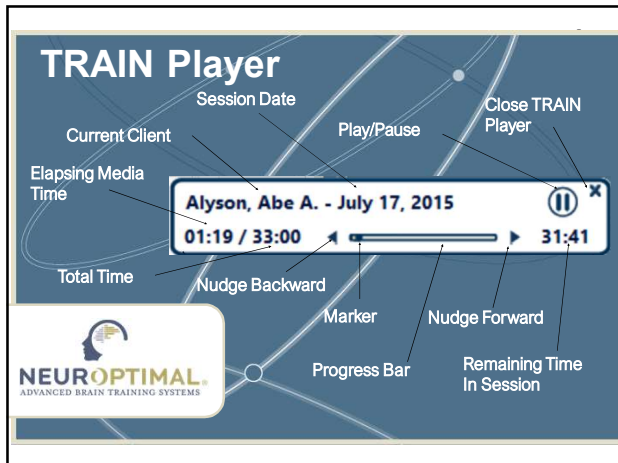


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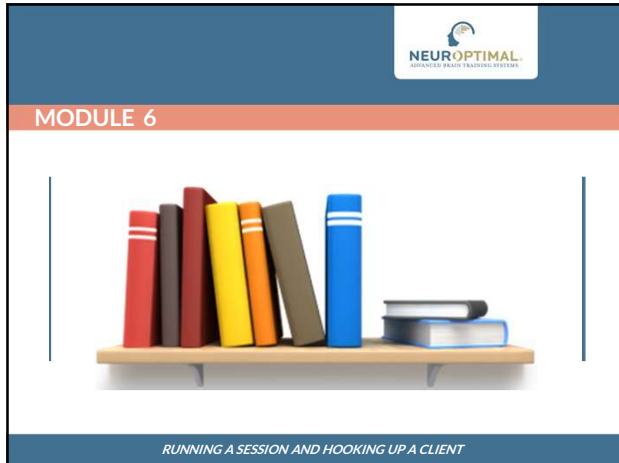
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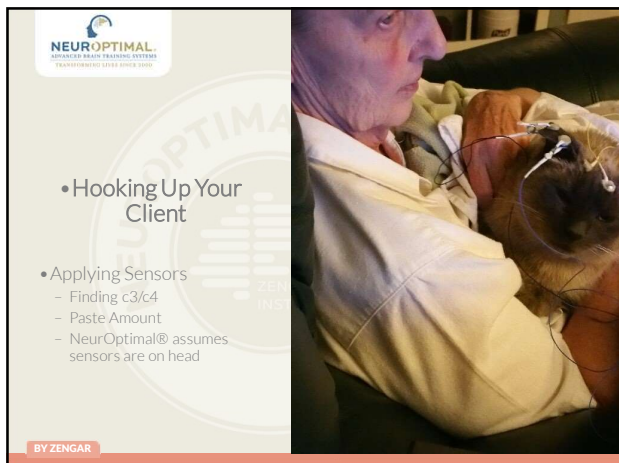
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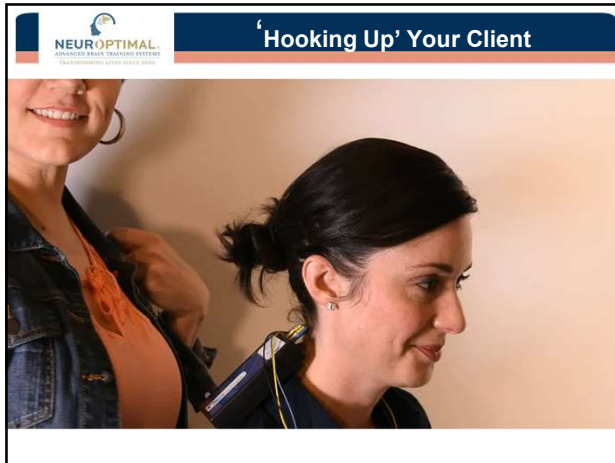


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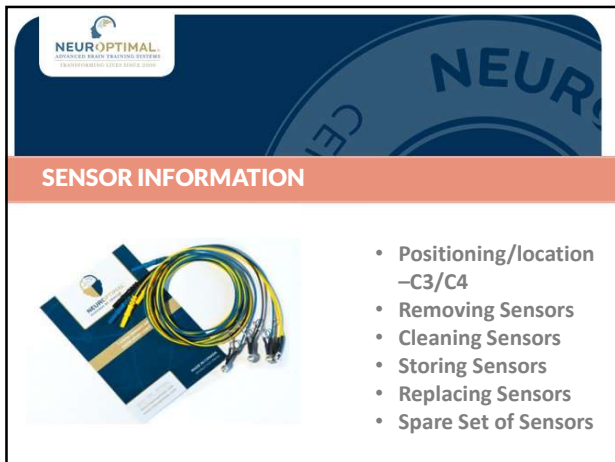


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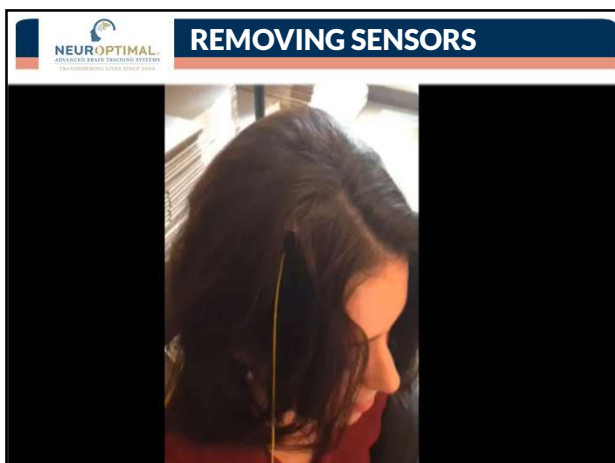
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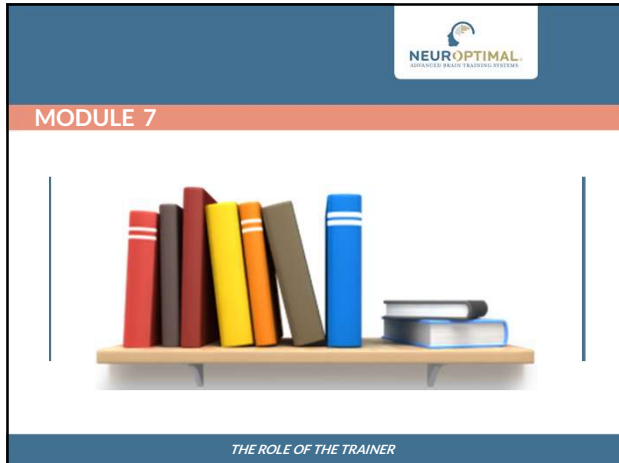


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THE ROLE OF THE TRAINER

- o Being a Detective... looking for minute 'shifts' (changes)
- o Releasing Expectations...
- o Educating the Clients...
- o Answering their questions
- o Monitoring their Shifts
- o Be OK if Client doesn't 'feel' a change

"IT IS NOT YOUR RESPONSIBILITY TO 'FIX' THE CLIENT, IT YOUR RESPONSIBILITY TO PROVIDE THE PROCESS..." DR. SUE BROWN

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AS A TRAINER OUR JOB IS TO HELP MEASURE THE DIFS



- **Duration**- how long does this symptom last
- **Intensity**- how strong of a feeling (i.e. pain, behavior or headache)
- **Frequency**- how often is this occurring now
- **Shifts**- the actual changes that occur

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Recognizing the Shifts




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ANALYSIS: MEASURING SHIFTS RATHER THAN COUNTING NUMBERS!




- What is a Shift- *a change/a flutter in the EEG*
- Types of Shifts- *Physiological, Cognitive, Psychological, Physical*
- How to recognize a Shift occurred- *a change in the perception of their concerns*
- Tool for Tracking Shifts
- The 'Wish List'




‡ TRAINER BEING A DETECTIVE IS A PARADIGM CHANGE...WE ARE NOT THERAPISTS

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MODULE 8



PROGRESS TRACKING TOOLS

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TRACKING YOUR SHIFTS

Client Instructions:

Choose items that you circled on the "Tracking Your Shifts: The One-Handed", and mark them down on this sheet.

Then assign their DIFS:

Duration: (How long that item lasts when it happens), **Intensity:** (How intense it is when it happens, on a scale of 0-10) and **Frequency:** (How often this item happens per day or per week) for each item.

In the following example, we will use feeling frustrated as the item we wish to track.


Duration: When you feel frustrated, how long does it last? Is it a few minutes? A few hours? Estimate this, not counting when you are asleep and write it down for each item.

Intensity: What is the average intensity, 0-10 of your frustration level when it happens?

Frequency: Using the past week as a guide, ask yourself "How often was I frustrated?" You can write down how many times you experienced something (3, for e.g.), but if you have a lot of something it is easier to ask "How many days this week did I feel angry?" So if you felt angry every day last week, your number would be 7 (7 days out of 7). If something happens really often, measure how many times per day it is happening. It can also be interesting to log what triggers the item and how you deal with it when it happens.

Trainer Instructions:

On this sheet you will simply double check if the DIFS (Duration, Intensity, Frequency) have actually been assigned to each item the Client wrote down. If they have not, ask questions.




COURSES: We offer a variety of different courses and certifications that go more into depth about the DIFS and other topics. Visit www.neurooptimal.com to learn more about our Basic, Advanced, Business and Re-Certification courses.


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The One Hundred





TRACKING YOUR SHIFTS: THE ONE HUNDRED

NAME: _____ DATE: _____ PRELIM/ONGOING/POST DATE: _____

Please check off any items that sound right for you. If you are unsure, use the past week as your guide. It's a time to add concerns if you wish.

1. I feel overwhelmed	21. I feel like I'm not in control
2. I feel like I'm not in control	22. I feel like I'm not in control
3. I feel like I'm not in control	23. I feel like I'm not in control
4. I feel like I'm not in control	24. I feel like I'm not in control
5. I feel like I'm not in control	25. I feel like I'm not in control
6. I feel like I'm not in control	26. I feel like I'm not in control
7. I feel like I'm not in control	27. I feel like I'm not in control
8. I feel like I'm not in control	28. I feel like I'm not in control
9. I feel like I'm not in control	29. I feel like I'm not in control
10. I feel like I'm not in control	30. I feel like I'm not in control
11. I feel like I'm not in control	31. I feel like I'm not in control
12. I feel like I'm not in control	32. I feel like I'm not in control
13. I feel like I'm not in control	33. I feel like I'm not in control
14. I feel like I'm not in control	34. I feel like I'm not in control
15. I feel like I'm not in control	35. I feel like I'm not in control
16. I feel like I'm not in control	36. I feel like I'm not in control
17. I feel like I'm not in control	37. I feel like I'm not in control
18. I feel like I'm not in control	38. I feel like I'm not in control
19. I feel like I'm not in control	39. I feel like I'm not in control
20. I feel like I'm not in control	40. I feel like I'm not in control
21. I feel like I'm not in control	41. I feel like I'm not in control
22. I feel like I'm not in control	42. I feel like I'm not in control
23. I feel like I'm not in control	43. I feel like I'm not in control
24. I feel like I'm not in control	44. I feel like I'm not in control
25. I feel like I'm not in control	45. I feel like I'm not in control
26. I feel like I'm not in control	46. I feel like I'm not in control
27. I feel like I'm not in control	47. I feel like I'm not in control
28. I feel like I'm not in control	48. I feel like I'm not in control
29. I feel like I'm not in control	49. I feel like I'm not in control
30. I feel like I'm not in control	50. I feel like I'm not in control
31. I feel like I'm not in control	51. I feel like I'm not in control
32. I feel like I'm not in control	52. I feel like I'm not in control
33. I feel like I'm not in control	53. I feel like I'm not in control
34. I feel like I'm not in control	54. I feel like I'm not in control
35. I feel like I'm not in control	55. I feel like I'm not in control
36. I feel like I'm not in control	56. I feel like I'm not in control
37. I feel like I'm not in control	57. I feel like I'm not in control
38. I feel like I'm not in control	58. I feel like I'm not in control
39. I feel like I'm not in control	59. I feel like I'm not in control
40. I feel like I'm not in control	60. I feel like I'm not in control
41. I feel like I'm not in control	61. I feel like I'm not in control
42. I feel like I'm not in control	62. I feel like I'm not in control
43. I feel like I'm not in control	63. I feel like I'm not in control
44. I feel like I'm not in control	64. I feel like I'm not in control
45. I feel like I'm not in control	65. I feel like I'm not in control
46. I feel like I'm not in control	66. I feel like I'm not in control
47. I feel like I'm not in control	67. I feel like I'm not in control
48. I feel like I'm not in control	68. I feel like I'm not in control
49. I feel like I'm not in control	69. I feel like I'm not in control
50. I feel like I'm not in control	70. I feel like I'm not in control
51. I feel like I'm not in control	71. I feel like I'm not in control
52. I feel like I'm not in control	72. I feel like I'm not in control
53. I feel like I'm not in control	73. I feel like I'm not in control
54. I feel like I'm not in control	74. I feel like I'm not in control
55. I feel like I'm not in control	75. I feel like I'm not in control
56. I feel like I'm not in control	76. I feel like I'm not in control
57. I feel like I'm not in control	77. I feel like I'm not in control
58. I feel like I'm not in control	78. I feel like I'm not in control
59. I feel like I'm not in control	79. I feel like I'm not in control
60. I feel like I'm not in control	80. I feel like I'm not in control
61. I feel like I'm not in control	81. I feel like I'm not in control
62. I feel like I'm not in control	82. I feel like I'm not in control
63. I feel like I'm not in control	83. I feel like I'm not in control
64. I feel like I'm not in control	84. I feel like I'm not in control
65. I feel like I'm not in control	85. I feel like I'm not in control
66. I feel like I'm not in control	86. I feel like I'm not in control
67. I feel like I'm not in control	87. I feel like I'm not in control
68. I feel like I'm not in control	88. I feel like I'm not in control
69. I feel like I'm not in control	89. I feel like I'm not in control
70. I feel like I'm not in control	90. I feel like I'm not in control
71. I feel like I'm not in control	91. I feel like I'm not in control
72. I feel like I'm not in control	92. I feel like I'm not in control
73. I feel like I'm not in control	93. I feel like I'm not in control
74. I feel like I'm not in control	94. I feel like I'm not in control
75. I feel like I'm not in control	95. I feel like I'm not in control
76. I feel like I'm not in control	96. I feel like I'm not in control
77. I feel like I'm not in control	97. I feel like I'm not in control
78. I feel like I'm not in control	98. I feel like I'm not in control
79. I feel like I'm not in control	99. I feel like I'm not in control
80. I feel like I'm not in control	100. I feel like I'm not in control

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- Ask Clients to go over their areas to Monitor
- Together pick out the top 3-5 to monitor
- Use this list as a Preliminary guideline
- Repeat at different intervals (possibly every 15 sessions)
- Use as a Post baseline list of domains

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Wishlist and Tracking Your Shifts...





MY WISHLIST

FILL THIS OUT BEFORE YOU START YOUR TRAINING WITH NEUROOPTIMAL™

I would be pleased if the following shifts were to take place in my life:

1.	
2.	
3.	

Put this in an envelope with your Checklist of Concerns and don't look at it until after you have filled in your next set of forms!



TRACKING YOUR SHIFTS

All this out in combination with the Checklist of Concerns before you start training and then every ten sessions.

NAME: _____ DATE: _____

SESSION (CIRCLE): 1 10 20 30 40

(Remember: not an hour mind, keep it fast! My quality of life will be a scale of 0-100.)

CONCERN	DURATION	INTENSITY	FREQUENCY
What is the concern?	How long is it?	How strong is it?	How often does it happen?
What you would like to see with this shift. What is the outcome you want to see?	Do not count on you, count on the shift.	How strong is it?	How often does it happen?
1.			
2.			
3.			

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PROGRESS TRACKING TOOLS ENCOURAGE THE INDIVIDUAL TO LOOK WITHIN...



- Self-Organizing
- Self-Healing
- Intrinsic
- Dynamical
- Ever-Changing
- Constantly Evolving
- No Absolute Values
- Infinitely Cycling
- Self-Regulating



CHARTS, GRAPHS, NUMERICAL VALUES

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WHY ELIMINATE NUMBERS, GRAPHS & CHARTS?



Numbers are external tool originating from outside the client, representing someone else's value of how things should be.

Charts or Graphs assume there is only 1 specific, **absolute value** that is the 'right' way to be

Linear analysis tools are always **justifying** an action or **predicting** a value



WE CAN'T DEPEND UPON SOMEONE ELSE'S VIEWS OF PROGRESS FOR WE KNOW "ANALYSIS CREATES PARALYSIS"

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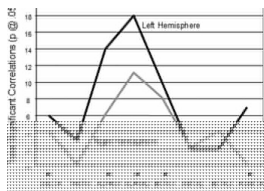
AFTER SESSION VIEWS ARE NOT A LINEAR PROCESS



No matter what you see in the numbers or colors that is in the session training, they do not reveal anything that will cause the Trainer to do anything differently within NeuroOptimal® Sessions.

So we do not tailor the Sessions predicting a change, nor do we look back on a session and try to 'justify' what happened in that session.

Nothing "Doesn't Work": it's always (information) or feedback the CNS responds to in a unique, personalized way



LOOK INWARD AND FEEL THE CHANGE... THAT IS THE EMPOWERMENT THAT WE SEEK

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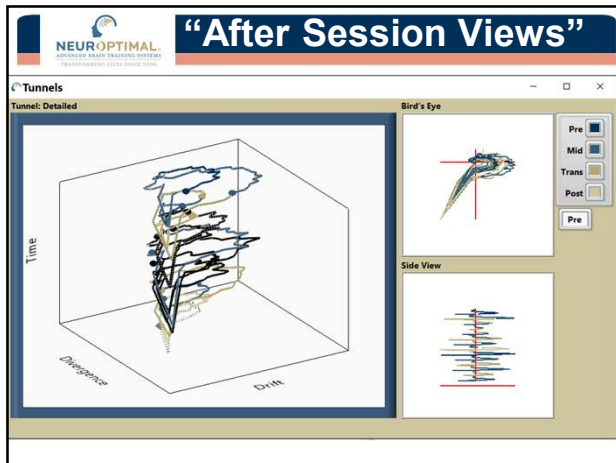


Cross Ambiguity Function

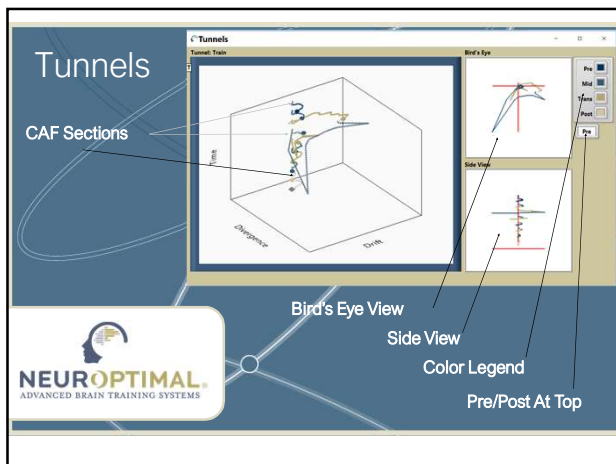
- The **Cross Ambiguity Function (CAF)** replaces the **Legacy CCACs** in the **past 2.0 program**
- **CAF** is the larger group of mathematical algorithms. The **CCAC** is a particular way of determining the **CAF** for the transition of **Eyes Open to Eyes Closed**
- **NO3** calculates **CAFs** from 3 minute segments of **EEG** throughout a **Training Session**
- These segments overlap 1 minute, making the **CAFs** even more robust

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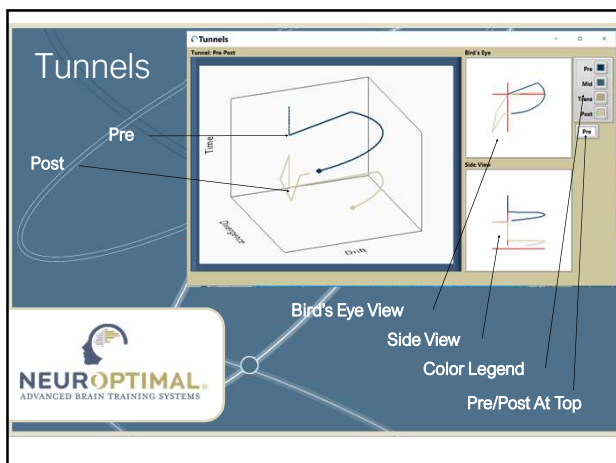
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The Waterfalls: Introduction

- The **Waterfalls Display** is one of two 'After Session Views'
- Multiple **Perspective Views** accessed by a **Tap** with their own **Grab and Drag, Zoom and Reorient View**
- **Line Noise** is removed by default
- You can **Zoom by Intensity** and you can set different **Regions of Interest (ROI)** for greater precision and clarity
- You can migrate **ROIs** between the Left and Right Channel **Waterfalls**

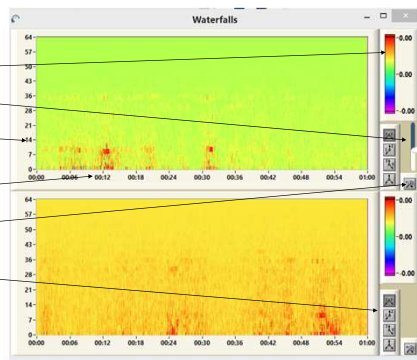
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Intensity
Scale

Zoom
Intensity

Time-
Frequency
Scale



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MODULE 9



THE TECHNICAL SIDE

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THE TECHNICAL SIDE

Maintenance of your system:
Please consistently update your NO3 system as they come in

Requesting Technical Support

Windows Updates--

- 1. Let them happen!
They can take time.
- 2. Is your system slow?
Do Windows Updates.
- 3. Keep doing updates until it tells you
"There are no updates left for this system".

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Updating Your New System

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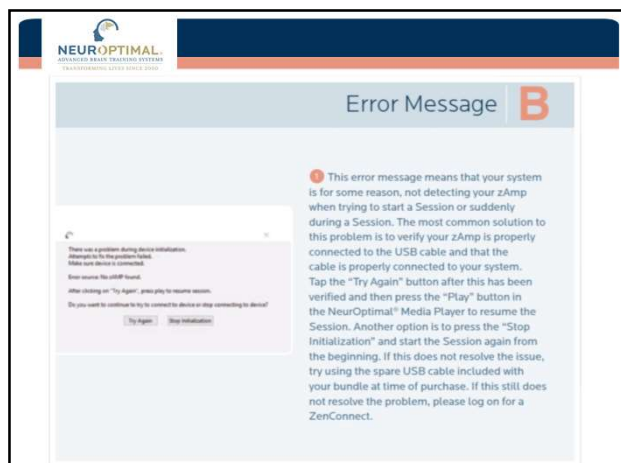
PART 6 Tips & Troubleshooting

A Tips

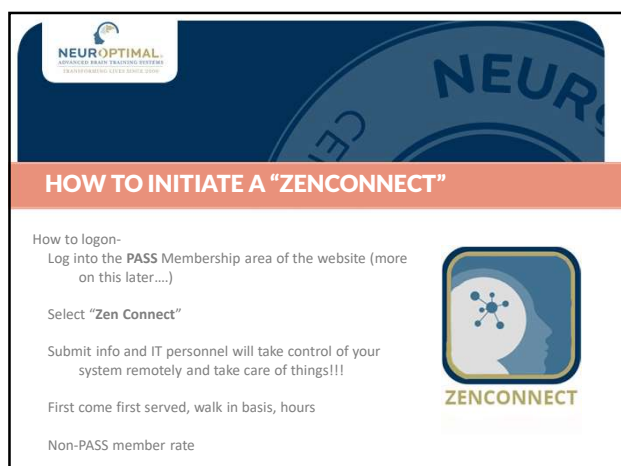
- 1. **Internet Connection**
Your system must be connected to the internet in order to launch NeurOptimal®. There is a seven day grace period should you be in a place that does not have an internet connection and you wish to run sessions. We recommend using your cellular phone as a hotspot if you are out of internet range for more than seven days and wish to continue to run sessions.
- 2. **Hardware Registration**
It is important to register your hardware. Please visit the Microsoft Website to register your device. This will ensure your Microsoft warranty begins on the date you purchased, not the date the unit was manufactured.
- 3. **Antivirus Registration**
Please follow the instructions included in your bundle RE: setting up Antivirus on your system. Your NeurOptimal® system will be susceptible to viruses if the installation process is not completed.
- 4. **Windows Updates**
Keeping your OS updated is imperative to keeping it running optimally. We recommend checking for Windows Updates daily, because having them pending in the background can cause your system to behave oddly. Sometimes Windows updates can take a while so be sure to leave enough time for them to finish if updating prior to a client or do them at the end of your day. Keep checking for updates until it says that there are "no updates left for this system".
- 5. **OS Language**
Your NeurOptimal® system is configured in a very specific way. Please do not change the language of the OS, as it will have implications on how NeurOptimal® functions.

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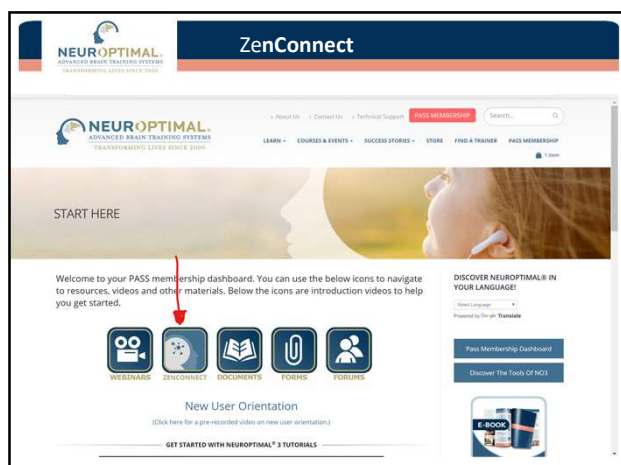
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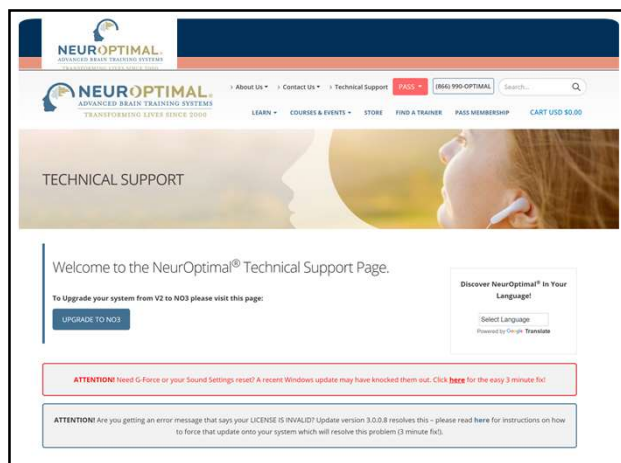


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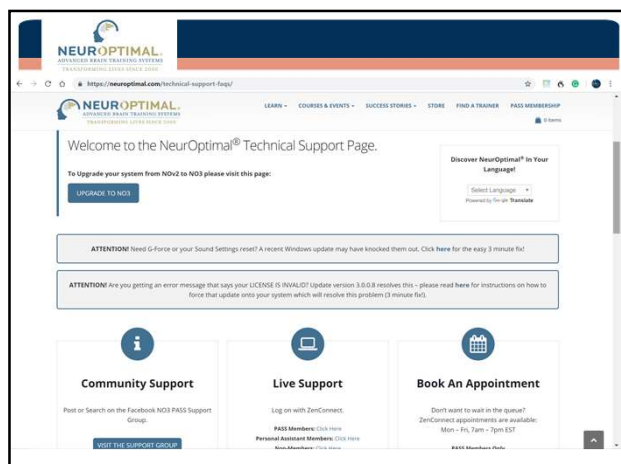


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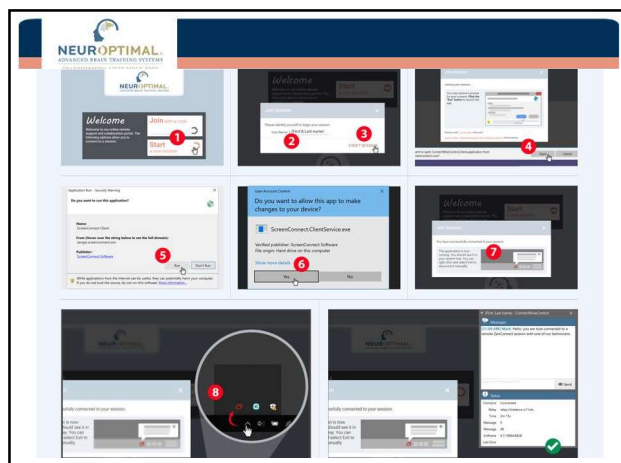
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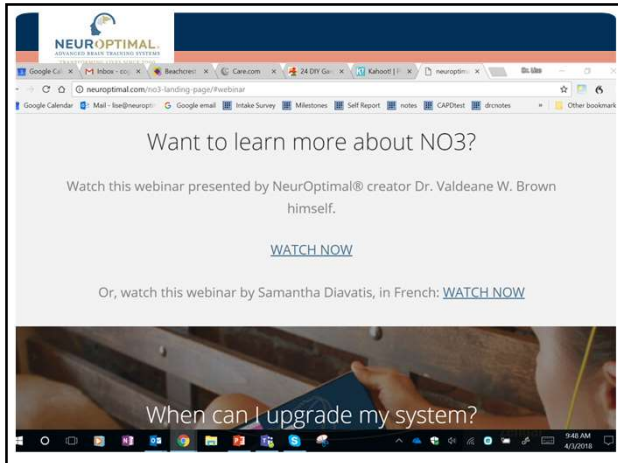
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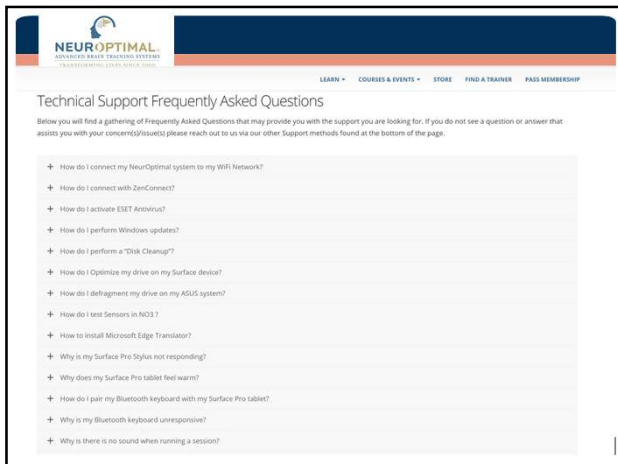
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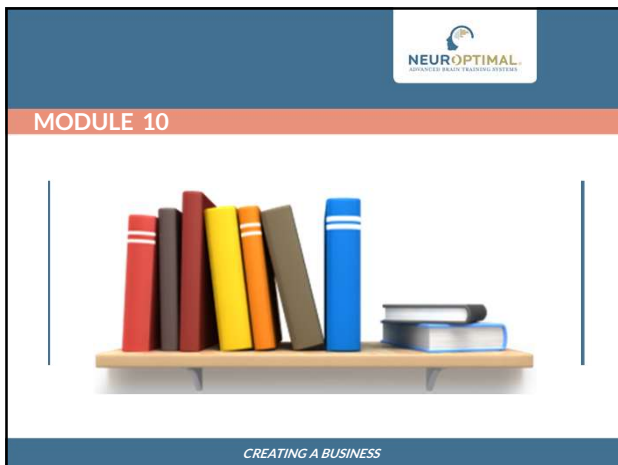
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BUSINESS -KEY POINTS:



- Train You Own Brain!!!!
- Leaving your **Client in the driver seat**: Let them to decide when they're "done" or when and if they want to come back
- Training one vs. **multiple members** of a family

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Every Session is the first and the last"

~Val Brown

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NEW TRAINEE MEETING...

• When discussing with trainees what they may experience remember:

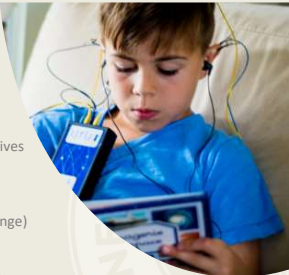
1. Everyone is **different**
2. No way to know what they'll see and experience
3. Typically, "**the more trained a brain is...**" you might see ...(Language)
4. **Subtleties**, examples of situations and shifts
5. Check-in and help them notice 'internal shifts' even ask them to look within at how the Sessions felt, and *would they like to schedule another appointment*
6. If they have been doing the in-office Sessions for a while does it make sense to **rent/purchase?**



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- Demo of a New Client Communication
 - Listen to their story
 - Explain the **NeuroOptimal®** Process
- Clients that notice differences in their lives = are **Happy Clients**
- Help them do that by:
 - **Progress Tracking Tools** (a diary of change)
 - How to use
 - Ask questions
 - Measurable- What # would you give it?



THE FLOW OF THE SESSIONS-EXTRINSIC CONSTRAINTS

BY ZENGAR

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ELEMENTS OF INITIAL CLIENT SESSION



Getting Client on Board –
Understand how **NeuroOptimal®** works

Pricing –

- Per session
- Per Package of sessions

Client Understanding of Office Policies

- * Late or No-Show fees
- * Any discounts or refunds you offer

Client Consent to Training

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The Neuroptimal® Session Experience

1

Before the first NeuroOptimal® session, you will ask your client to fill out a brief questionnaire describing how they are feeling and what they wish to achieve in coming to your training sessions



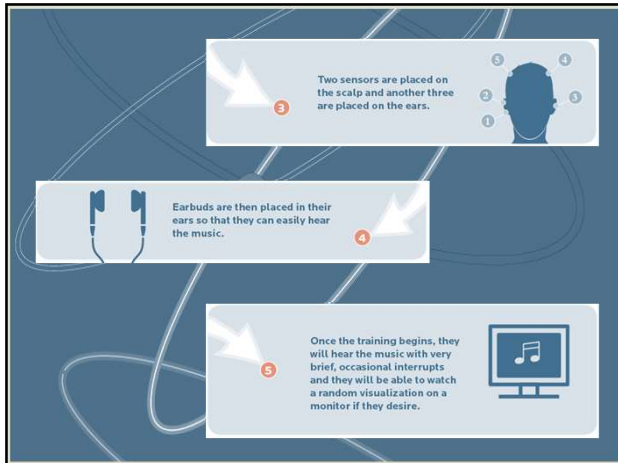


2

The client will be seated in a comfortable reclining chair facing a computer monitor.

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PRACTICALITIES OF A NEUROFEEDBACK PRACTICE



NO3

Rentals

Passive income stream

Less costly alternative for families who wish to train

Alternative for people who live far away

No hours required

Unlimited **Clients**

Low maintenance

Very affordable financing options available for **PASS** members



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NeuroOptimal® rental program version 3.0

Assumptions

Purchase price of unit	6,296	
Monthly rental income	700	
Rental efficiency	90%	to build in some inefficiency for when rentals are returned and re-rented
Maximum sessions/mo	15	allow max of 20 sessions per month however most use only 3-4 per week
# sessions w/ purchase	100	
100 Session reload	800	Most efficient reload point
Financing Option	2,750	Down pmt
12 month financed pmt	320	

Direct purchase per unit analysis

Cash flow per unit	Month																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Purchase unit/sessions	(6,296)					0	0	0	(800)					0	0	0	0	0	0	0	0	0	0	0
Rental income		630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630
Cumulative Cash flow	(6,296)	(5,666)	(5,036)	(4,406)	(3,776)	(3,146)	(2,516)	(1,886)	(1,256)	(626)	14	774	1,404	2,034	2,664	3,294	3,924	4,554	5,184	5,814	6,444	7,074	7,704	8,334
Sessions remaining	100	85	70	55	40	25	10	95	80	65	50	35	20	5	10	25	40	55	70	85	100	115	130	145

Session Reload	Month																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Rental income		630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630	630
Cumulative Cash flow		295	925	1,555	2,185	2,815	3,445	4,075	4,705	5,335	5,965	6,595	7,225	7,855	8,485	9,115	9,745	10,375	11,005	11,635	12,265	12,895	13,525	14,155
Sessions remaining		105	90	75	60	45	30	15	100	85	70	55	40	25	10	95	80	65	50	35	20	5	10	15

Multiple units cash flow	Investment cash @ 12 24		
	required	months	months
x2	(12,591)	929	12,849
x3	(18,887)	1,394	19,274
x4	(25,182)	1,858	25,698
x5	(31,478)	2,323	32,123
x6	(37,773)	2,787	38,547

Original Investment returned within 12 months

Positive cash of 6424.5 per unit by the end of 24 months.

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RENTAL CONTRACT FOR NEUROOPTIMAL® PERSONAL

This contract is between (renter name) _____ of (city/state) _____ and (owner name and address) _____.

Purpose: This rental is to provide the borrower with a Personal NeuroOptimal® system that will permit the borrower to provide NeuroOptimal® sessions to help mental, learn, and think. The renter may also use the system and use of the equipment with another, but the person signing this form accepts full responsibility for the safety and return of the equipment.

Duration: This loan is for a period of _____ months from _____ to _____.

However: the lender reserves the right to request return of the equipment at any time. In such an event, the borrower will be obligated to return the equipment by the date specified. If the borrower wishes to return the equipment prior to completion of the contract there will be no refund for unused time.

Rate: _____ dollars. No more than ten sessions in a day per unit. Fees are due prior to delivery. Acceptable forms of payment are: _____.

Return: The borrower must return the system, after the due date, the lender will, at its discretion, charge a rate of \$50 per day rental for late return. Failure to return the equipment within 15 days following the termination of this contract will result in the borrower's credit card being charged at Zengar Personal pricing currently \$1500 as payment in full for the system. At this point the borrower becomes a full legal owner of the loaner and equipment with all privileges therein. These fees are separate and additional to the contracted rental rate above.

Shipping (if applicable): Shipping is via (shipper) _____ Client covers these costs.

Insurance: The borrower may not generate income as a result of providing NeuroOptimal® sessions with this equipment.

Care of equipment: The equipment listed below is being rented out by the lender and remains the property of the lender. The borrower accepts personal responsibility for the care of the equipment at all times. Borrower will tag for a MicroCap at the owner's request if needed to troubleshoot the system, loaner for additional sessions and so forth. There will be no charge for this service. **No alterations, work or additions may be made to the computer at any time except to Zengar Institute technical staff.** Should technical problems arise as a result of additional software or hardware being installed, Zengar will revert the system to its original state and the borrower will be charged at Zengar's usual billing rate for this service. In the event of damage, theft or loss, the lender must be notified immediately. Compensation for lost, damaged or stolen equipment is the responsibility of the borrower and therefore insurance for the equipment is the purview of the borrower. Value of this system: \$1500 (lender set above \$150).

1 LAPTOP with power supply	Serial # _____
1 ring with 15' USB cable	Serial # _____
Sensors	1 set, sold other _____

Notes/Additional: _____

I agree to the terms and conditions set forth above, and my credit card being charged according to the said terms, should that be necessary.

Credit Card: _____ Number: _____ Expiry: _____

Signature: _____ Date: _____


NAME IN CAPS: _____

(Driving License Number) _____ (please attach photocopy)

Address on Driver License (if different from above): _____

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PRACTICALITIES OF A NEUROFEEDBACK PRACTICE

MODEL OF PRACTICE

- PRIVATE PRACTICE
- PIGGY BACK
- ON THE ROAD

MULTIPLE SYSTEMS VS. ONE SYSTEM

- SHORTER HOURS
- MORE CLIENTS
- MORE SLOT AVAILABILITIES DURING PEAK




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TRAINING LOCATIONS




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PHYSICAL LOCATION SETUP

Client Monitor set up in front of the Client Chair so visual is apparent.

NeuroOptimal® system off to the side or behind Client



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ADDRESSING CLIENT QUESTIONS

- How often to do **Sessions**?
- How many **Sessions** for X,Y or Z?
- Is there an age limit?
- How many **Sessions** is enough?
- Regular **Session** only?
- Getting worse before getting better (side effects?)
- What to expect after first **Session**?
- Sensor Falls Off in a **Session**?

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CLIENT QUESTIONS

- Symptom coming back- something they are familiar with- how is it different?
1. Perception
 2. How dealt with it
 3. To step back and look at it
 4. Look at **DIFs**

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CLIENT QUESTIONS (CONT'D)

- Populations not to run?
- Do results last?
- Medications
- When to stop Neurofeedback
- **Booster Sessions**
- **Session** series vs. lifetime commitment
- Research

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BRANDING

Branding & Identity




- One consistent message
- In the same language
- Emphasizing the same things
- Leaving everything else out
- Nothing more, nothing less
- Or else you are not Representing Zengar Institute, Inc

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TRADEMARK RULES

Please refer to the trademark rules when using the **NeuroOptimal®** logo, speaking about **NeuroOptimal®** Dynamical Neurofeedback® publicly , building a website etc.

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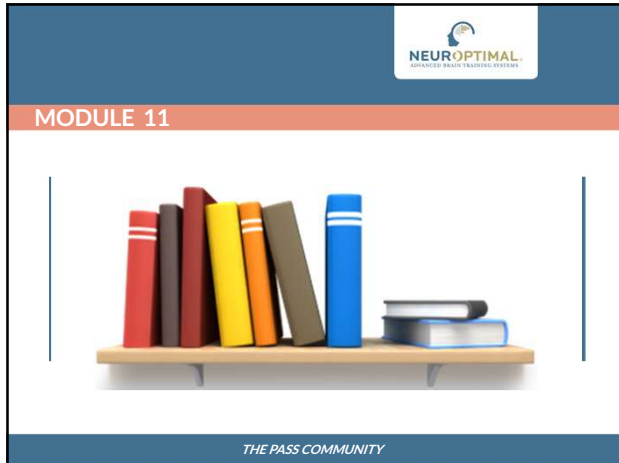
ELEVATOR SPEECH

- We all need a 3-5 sentence dialogue for when someone asks
- “What do you do”?



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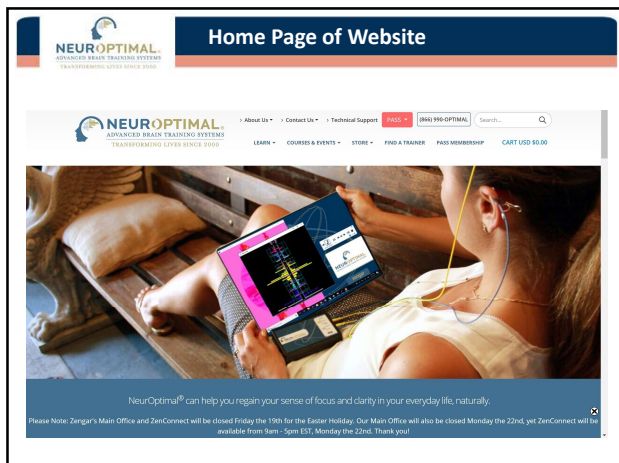
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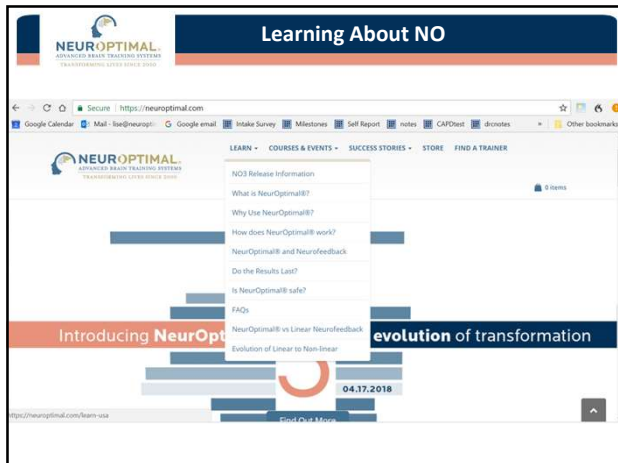


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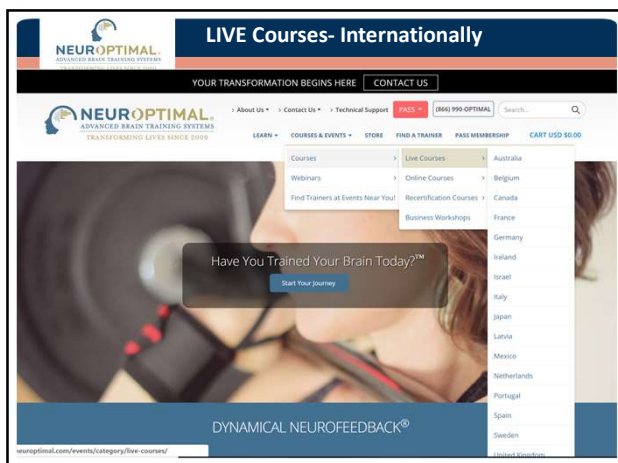
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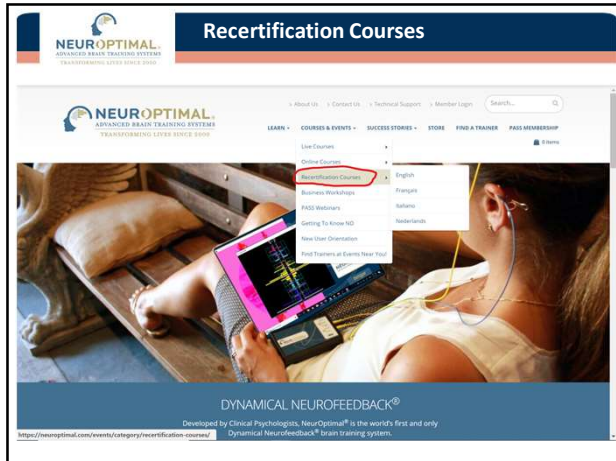


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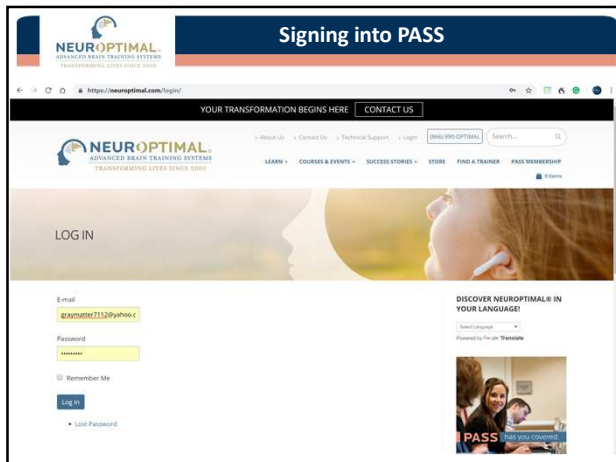


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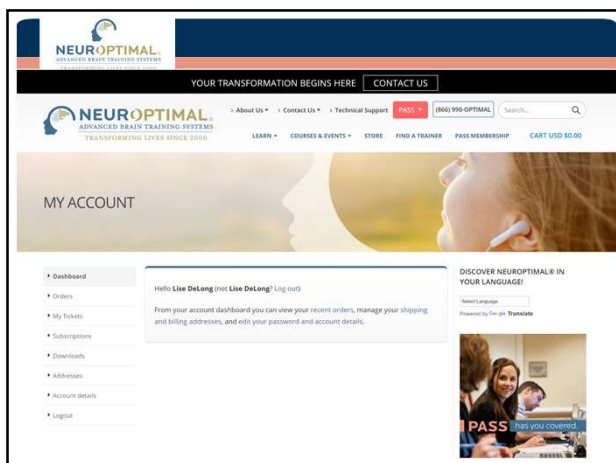
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MY ACCOUNT

- Dashboard
- Orders
- My Tickets
- Subscriptions
- Downloads
- Addresses
- Account details**
- Login

First name *
Use

Last name *
DeLong

Display name *
Use DeLong
This will be how your name will be displayed in the account section and in reviews

Email address *
graymatt7112@yahoo.com

Password Change
Current Password (leave blank to leave unchanged)

New Password (leave blank to leave unchanged)

Confirm New Password

DISCOVER NEUROOPTIMAL® IN YOUR LANGUAGE!
Select Language
Powered by the on Translate

PASS Make Your Choice!
[DISCOVER PASS](#)

COURSES & EVENTS
Find an event in your country & language

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NeuroOptimal® can help you regain your sense of focus and clarity in your everyday life, naturally.

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NeuroOptimal® 3 PASS Support Page
Post or Search on the Facebook NDS PASS Support Group.
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NeuroOptimal® Community Page
Post or Search on the Facebook Community Group.
[VISIT THE COMMUNITY GROUP](#)

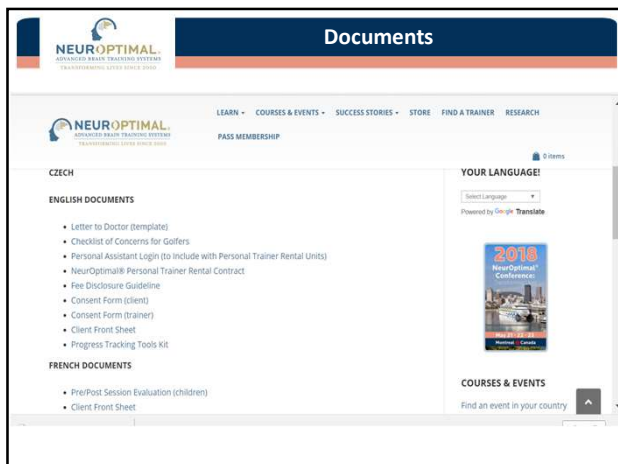
To visit the READ ONLY, archived v2 PASS forums please click below.
[VISIT v2 PASS ARCHIVE FORUMS](#)

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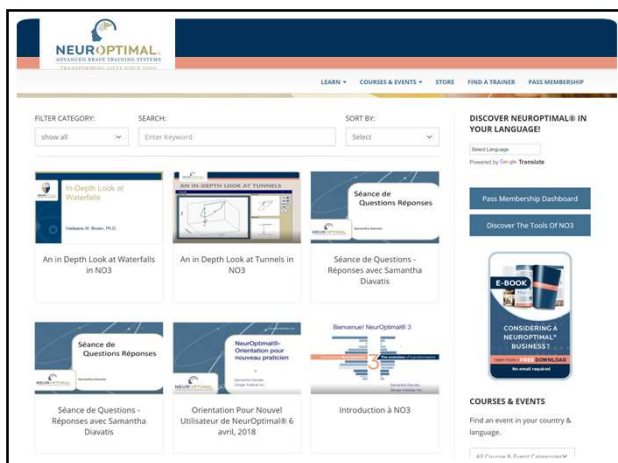
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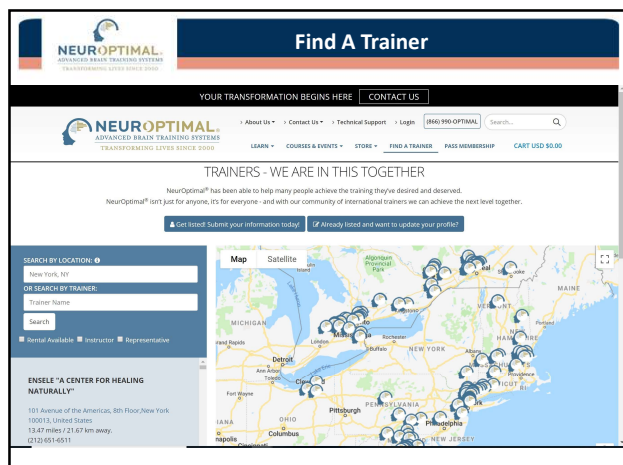
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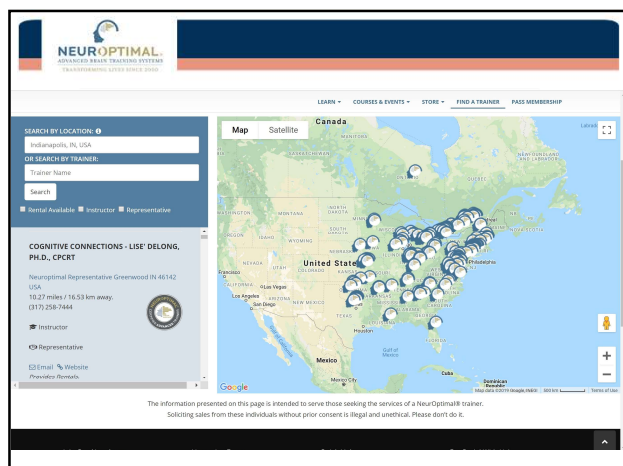




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