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| Codes | Quotation | Theme | Transcript |
| 01:52 Transference and countertransference | shame doesn't only come with the client. It also comes with the parents, especially when you're working with younger age groups, the parent feel(s) like they are not doing their job right therefore their children has problems or you know, feel guilty along with the shame because they feel they're not good enough parents because they haven't protected their children properly because they were exposed to sexual trauma | Origins of shame | p.1. Pam |
| 03:10 Culture – | because of my cultural background, I'm Chinese and my social upbringing also had really close relationship with shame as well. The parenting, a lot of the time. | Origins of shame | p.2 Pam |
| 03:10 shame used to discipline children | …they can use shame to discipline their children. | Origins of shame | p.2. Pam |
| 03:10 Social control | …sometimes even in…Western society. Sometimes we see shame to model (behaviour to) other people as well | Origins of shame | p.2. Pam |
| 03:10 Where is shame | It's just everywhere | Where shame can be found | p.2. Pam |
| 03:10 Self esteem | affects people’s self-esteem and how, how they, you know, the perception of themselves. | Affects of shame | p.2. Pam |
| 03:10 Shame is elusive | We never actually talk about it enough | The nature of shame | p.2. Pam |
| 03:10 Imposter syndrome | impostor syndrome, and that is, I personally think associate with shame, thinking that you're not good enough. | How shame manifests/hides in plain sight – therapist shame | p.2. Pam |
| 04:10 It’s in the air | But it's almost like in the air, | Where shame can be found | p.2. Pam |
| 04:10 People do not want to talk about shame | I'm so used to it that (it) isn't near, so there's no point of talking about it | The nature of shame | p.2. Pam |
| 04:51 Not spoken about much | There was a mention | Formalised learning about shame | p.2. Pam |
| 05:18 Culture- there's an awareness of shame culture, of shame in clients and their parents, it's in the air but it's not spoken about | we talked about how the culture side of thing(s) had affected the hierarchy in society | Formalised learning about shame | p.2. Pam |
| 06:00 Masked | It's very easily masked on account of something else. You know they would mask as they're incompetent; they can't do something; they're not good at something | How shame manifests/hides in plain sight | P.3. Pam |
| 06:20 Low self-esteem | 00:06:20 Pam  clients who are ashamed of themselves, obviously the most common theme would be low self- esteem, they just think very little of themselves. | Triggers | p.3. Pam |
| 06:20 Trauma | And some of them, a lot of the time client shame come from trauma as well. | Triggers | P.3. Pam |
| 06:20 Being shamed, attacked | There is a significant other or an authority figure in their lives (who) at some point attacked them as a person, attacked their personality, their characteristics | Triggers | p.3. Pam |
| 06:57 Shame is deep down | it's very very very deep down, but it sort of manifests or presents in a different way | Nature of shame | p.3 Pam |
| 06:57 Blocks - Power imbalance | think less of themselves and therefore a lot of the time they put themselves in a lower position in a relationship. Or always having a hierarchy of ‘other people are better than I am, so I'm here to serve other people as well | Blocks - How shame affects | p.3. Pam |
| 00:07:30 Blocks - Masked | shame can also be masked by being overconfident. I'm not afraid of anything. ‘I'm OK, I'm not vulnerable, I'm not weak. I can do everything there's no, no problem with me’. It goes to like two different ends of the extreme | Blocks - How shame manifests/hides in plain sight | p.3 Pam |
| 07:51 Blocks – Spectrum of - I can't do to - I can do everything spectrum which crumble and can lead to overwhelm | both of the response, when you do touch on the word, shame like, OK, you know, or even getting close to it. That those two things would just crumble into sort of a mess for them. Because that ‘I can't do’ mask, or,  ‘I can do everything’ mask, when they've crumbled and shattered. They don't know how to. So to walk around that mess, if that makes sense, it's sort of like, ‘Oh my God, it's just a mess. and then they can get overwhelmed | Blocks | p.3 Pam |
| 08:32  Fear, resistance to talk, avoidance, stone in the throat | they get afraid, so then they would start at avoiding talking about other things, distracting,  (getting)resistant:  ‘I don't know’. ‘I don't want to talk about it’. Because it's big and I always describe it like a stone in your throat, but it's there. You can feel it, you can't swallow it and you can't cough it out either. | Blocks | p. 3 Pam |
| 08:54 How shame feels | It's a terrible, terrible feeling | Working with shame | p. 3 Pam |
| 09:13 Shame triggers shame | If I say the word (shame), then it would trigger even sometimes it would trigger even more, about how they feel. They would, you know, some of the clients would sort of start sobbing, and then start it. Sort of like, ‘Why can't I do it? Why can't I do it?’, then just go onto a downward spiral? | Triggers | p.4 Pam |
| 09:41 Navigating ways round the blocks – looking at what the client can do, what choices they have | so a lot of the time instead of naming you are ashamed of yourself, then you sort of like yourself, saying we try to ease ...in a bit more gently. You know you feel quite low about yourself because you felt like you can't do this. Then we sort of name that, oh, actually ...you can do some of it. Although the choices you can't make here, but what are the other choices that you can make? | Working with shame | p. 4 Pam |
| 10:29 Navigating ways round the blocks – reducing the stone and increasing the tolerance to shame | we're not trying to ...remove the shame completely. It's sort of just wiggling it so that that stone can be a bit smaller, or, the tolerance of it can be a little bit bigger | Working with shame | p. 4 Pam |
| 11:15 Shame silences, shame is powerful in disempowering people | So, it would be either that person then managed to voice out their needs because a lot of the time, shame really silences people (who) are voicing out their needs, like what what they wanted, because they just think they don't deserve to voice that out, or or it's wrong to voice it out. Then sort of, even if it's just a thought, because that shame can be so powerful sometimes you can't even think about it. | Blocks | p. 4 Pam |
| 11:15 The therapist can give reassurances that it is OK to think about and as trust grows, this leads to talking about what makes you ashamed which leads to a tolerance of shame | shame can be so powerful sometimes you can't even think about it. So we just start from ‘let's just think about it’,  and ‘it's OK to think about it.’ So then the the shame might still be there. But then the tolerance of that you know that tunnel (throat) of holding the shame becomes slightly bigger that you can just wiggle it around | Work with shame | p. 4 Pam |
| 12.07 Short term therapy – it can take time to build up enough trust to work with some clients | in my experience about like a year into ...the therapy, that the client was able to just think about it (shame):  ‘Oh yeah, I can think about these things, it's not my fault,’ that ‘I can think about these things’. | Working with shame | p. 4 Pam |
| 13:01 Overcome fear of being shamed and rejected  Build trust that it’s OK to think about and talk about shame | what consequence I'm going to have if I do voice it out. Then it's people putting us to shame.  00:13:01 Pam  Really, because when we voice out our need and then people shut it down, if that makes sense, like brush it off or whatnot, saying your... voice is not important. Your need is not important. But when they managed to overcome that... The tunnel (with the stone in the throat) had sort of widened at the same time. That shame (is) sort of getting, maybe it's just a scratch smaller, but I'm happy and the client is happy with it as well because that had never come across in their mind that it's OK. Because he's always been  ‘it is not OK’. | Working with shame | p. 4-5 Pam |
| 14:14 Short-term work and shame - needs support from the client's support system | it needs a lot of positive reinforcement from the environment. | Working with shame | p. 5 Pam |
| 14:45 clients do not live in isolation. | OK, so it's not just the work you do, but it's also the surrounding life that they have. You know, where they're living. Perhaps the people in their lives around them | Working with shame | p. 5 Pam |
| 14:50 How to manage shame with short term work - the client needs to be safely contained | The other thing about short term work is when you do tap into it. When you open it, you really need to make sure that you're holding and then you need to put it back. So then therefore, once you put it back like I said, the shame will still be there. But then, because after six sessions or 18, whatever it is. Uhm, it's not my. I'm not there to help them to sort of  wiggle things around anymore. | Working with shame | p. 5 Pam |
| 15:29 The client needs family support to reinforce there is no need to feel ashamed of the client's struggles with life, their emotions | (they)  greatly rely on family (and) schools ...to present that there is nothing to be ashamed of. You know whether it's (their academic) ability; going (to) school; their ability (in) reading, you know, because there's quite a lot of school refusal, as you can imagine, or anger | Working with shame | p. 5 Pam |
| 15:29 The social environment also needs to be supportive (empathic - it's OK) and accepting of their emotional expression of upset, anger, tears etc | that is what the society, the environment basically,  factor needs to come in because we’re always sort of being told off if we're too emotional, we're being angry with crying in the toilet. ‘Oh stop crying’ and stuff like that. | Working with shame | p. 5 Pam |
| 15:29 Counsellors need to build a safe space around the client to prepare them for the big dangerous world | being in counselling is that you build up a rather safe space for the client and then you need to let your client go back in that big dangerous world, of you don't know what's going to come (in to) their way | Working with shame | p. 5 Pam |
| 17:02 Future proofing | In my role, I do try to make sure that there is someone for that young person, for the client, so that ...when they do need it, they can go somewhere.... | Working with shame | p. 6 Pam |
| 18:08 Congruence with supervisor impaired by shame - fear of being judged and attitude towards authority | Understanding own shame. It's ...down to communication. Obviously it's sort of like private life and professionally I have been through a period of time when I was in training that I was in a placement, and I haven't been going to my supervision for a while, Uhm, that, I know that it was shame because I felt like, I'm alright doing at my job as a counselling student, but I was so worried about getting judged by my supervisor. Although my supervisor had never had the problem. You know, I think it's just me at the time. My relationship with authority that you know I don't want to be judged. | Therapist shame | p. 6 Pam |
| 19:16 understanding - realisation, talking about it (Courage to be transparent, congruence with self and with supervisor) Recognising the power imbalance, fear of authority figures or no respect if the authority figures are not congruent. Being given the space to process, personal therapy to understand what is happening with authority figures, and dispelling the fears. Needed to be congruent with supervisor about issues with authority and fear of being judged, seek personal therapy | And understanding that, and once I managed to book the time with my uni supervisor, and then we talk(ed) about it and then I realised my relationship, how my relationship with authority, is that, you know,  I would despise people who claim(ed) to be (in) authority, but they don't act like one, but when there is an authority and when I highly respect them, I find that I'm afraid. And going through that hurdle when processing it, put me back in the space of going back to sort of go through some personal therapy work with how come I'm having that relationship with an authority figure. And it makes me even more open after I managed to process it because  I no longer feel like I need to be afraid. | Therapist Shame  Qualities of therapist | p. 6 Pam |
| 21:22 Parents confronting and questioning abilities of therapist | understanding - realisation, talking about it (transparency, congruence with self and with supervisor) Recognising the power imbalance, fear of authority figures or no respect if the authority figures are no congruent. Being given the space to process, personal therapy to understand what is happening with authority figures, and dispelling the fears. | Triggers of therapist shame | p. 7 Pam |
| Part of therapist recognises they are part of the puzzle, but still question their skills and feel ashamed | ...that normally would be the biggest trigger is telling (you) that:  ‘You're not helpful, nothing changed.’  00:22:32 Pam  That shame sort of. Although part of me would understand that it's not just me. Because I'm only a part of the puzzle. At the same time, I think I feel ashamed because I felt like,  ‘Is it because my skills are not good enough to make a change?’ | Therapist Shame | p. 8 Pam |
| 23:03 Shame may be a projection from a parent - ‘You are professional, you can’t help with it’ and they felt probably feel the same:  ‘I'm the parent, and I can't help.’ | shame might be a projection from parent. Projecting on us. If that makes sense, and the fact that, you know:  ‘You are professional, you can’t help with it’ and they felt probably feel the same:  ‘I'm the parent, and I can't help.’ | Therapist shame | p. 8 Pam |
| 24:02 People are defensive of shame | shame is complex because again when you touch on it then people become defensive towards it. | Working with shame | P 8. Pam |
| 24:16 Dealing with shame in self - self-awareness, discerning what others project onto me and what I genuinely feel about myself. | shame is complex because again when you touch on it then people become defensive towards it. | Working with shame | P 8. Pam |
| 24.40 Compartmentalise, work out what is theirs, what is yours to reflect on | In order to differentiate…you can … compartmentalise, … into different sorting pile(s), … that you need to digest, or …to reflect and explore. Then that's the difference. | Working with shame | P 8 - 9. Pam |
| 25:26 As counsellors we tell clients not to take things on board, but we also do this ourselves. (We need to listen to our own advice) | as much as we tell the clients don't personalise (it) , but as counsellors, very often we personalise quite a lot of things | Working with shame | P 9. Pam |
| 26:56 Working with shame - 'There is no straight road towards it' ' you will do a lot of… other work … to reach there' and ' sometimes … you didn't even notice you actually reached there' | There is no straight road towards it. …you will do a lot of the other work in order to reach there. And sometimes it can be (that) you didn't even notice you actually reached there. | Working with shame | p. 9 Pam |
| 27:59 Power dynamics - TA perspective, Client can use power imbalance to put you into shame by saying you didn’t help them | from a transactional analysis point of view trying to put yourself in an adult status, but the other person would try to be a different status as you are and form that hierarchy and try(ing) to put you to shame. Whether they're trying to be the parent or the child. It's still trying to be, not necessarily attacking, but sort of undercutting you. Using that power imbalance to put (you) into shame, like for example:  ‘I've, I've come here to ask for help and you didn't help me.’ Or - ‘you are no use of towards the scenario.’  You know, and sometimes even adults can take a child state to do that to just like, you know:  ‘You’re no help to me’, you know,  ‘Even though I asked for it, you didn't give me any help.’ | Working with shame | p. 10 Pam |
| 29:31 shame makes it harder to maintain an adult state (TA)  Power imbalance - can instigate shame with colleagues  Shaming comes from an external locus of control (whether child or parent TA ego state). Shamers do not take ownership of what they do, and push others into a powerless feeling. | it's harder to maintain that adult state, sometimes. …to communicate even to fellow colleagues. Sometimes it can be difficult. Then it's sort of instigates shame.  00:29:55 Pauline  Yeah, and I'm just wondering, you know **what that does to the therapeutic process when that happens?**  00:30:04 Pam  That … would be the external locus of control. … whether it's an adult, state or child.. or ...people who …try to instigate shame, or …other people who's instigating shame on my clients,... those people are not taking ownership of what they do. And therefore it would further push my client or push me into the state of the powerless feeling. And yes, it was disempowering basically. | Working with shame | p. 10 Pam  p.10-11 |
| 30:53 The effects of shame or shaming in the therapeutic process - the client and therapist become stuck | It's very stuck, as one of my clients would feedback. (It) would be (that she feels) very stuck, and I would feel stuck with her or with them. | Blocks | p. 11 Pam |
| 30:53  How to become unstuck when in shame: change the environment  Once the therapist becomes aware of shame in the therapeutic process, because the process has become stuck, the therapist can then take action to make a different choice and get different results | unless (you are) changing the environment a little bit. And … sometimes it can be helpful because … we can … list out the formula, or operationalize the whole scenario when this person is trying to put that responsibility on you.  00:31:29 Pam  And if you make the same choice like the time, last time and the time before last … or, you know you're constantly making the same choice, then most likely you will be getting the same result. So if you want to unstuck yourself and it would be, we can, we may look into a different choice to respond. | Blocks | p. 11 Pam |
| 31:57 Solution to shame in the therapeutic process: Explore how the client became stuck, how they came to make certain choices. | it's about exploration as well. How come you're so stuck in there? You know, how come you always make that choice | Working with shame | p. 11 Pam |
| 31:57 disappointment in self or with others - a double edged sword. | disappointment is another big thing … associate(d) with shame, … whether it's (being) disappointed in themselves or disappointed with other people, … it(‘s) all brought into, … their associations, so it … is a double blade | Blocks | p. 11 Pam |
| 33:19 person-centred approach follows the client, so they can bypass shame.  The nature of shame: it touches so many things, even though you don't focus on it deliberately. METAPHOR: It's like a boat tied to the pier - it bumps against the side of the pier - much like in therapy, you bump into shame | Well, from a person, centre(d) point of view. Obviously, it's always about what the clients want and …need in the here and now …  (shame) touch(es) on so many things, … even though you don't talk about it deliberately or you don't process it deliberately. …you're still scratching the surface of it from time to time. It's almost like a boat that(s) tied on the pier and …the rim of the boat keep(s) … bumping onto the pier ... And then …you'll touch on it … here and there. | Working with shame | p. 12 Pam |
| 34:26 Bypassing shame: How can you bypass shame when it keeps touching you (like a boat tied to the pier, it keeps bumping into you) | How do you bypass something that keeps touching you? | Working with shame | p.12 Pam |
| 35:21 The relationship is important - to be strong, non-judgemental non-aggressive and non-intimidating. This means the client is more open to talking about what they are not capable of doing | it's (the relationship) very very important because like I mentioned earlier on, from person-centred perspective, it's the judgement that sometimes a lot of people feel. And if that relationship is quite strong and ...the other person always comes in in a non-aggressive, non-intimidating way then, you will probably feel more open to talk about that shameful feeling or what you're not capable of, etc | Working with shame | p.13 Pam |
| 36:24 The integrative approach helps to see shame as it is - in the air, not trying to separate it out - shame is in the layers - it is delicate. | how it's sort of in the air, but nobody talk(s) about it? That sort of analogy. The integrative approach make(s) me see it as that. Because it's not something,  because it sort of slip(s) into the layers, I recognise the complexity of it rather than maybe you know, ...not saying (an)other approach is not good, ...but just sort of like other approach(es) would be trying to separate it. | Working with shame | p. 13 Pam |
| 37:30 What is shame like from an PCSTI approach: METAPHOR Like a napoleon cake that has fragile layers. If you try to isolate shame it will crumble. By using an integrative approach, you can go to that point to release that stress rather than taking it out. | like a Napoleon cake, you know? That that the have very fragile layers and if you try to isolate it, it will work, but then it crumbles. Understanding it from an integrative approach, is that because you can recognise where that stress point is, then you can sort of try to go that point to... release that stress, rather than taking it out. | Working with shame | p. 13 Pam |
| 38:34 How to deal with shame from a holistic integrative approach: You are aware of different sources contributing to the shame instead of using one school of thought where you would just understand the shame from that one perspective. An integrative approach gives a broader understanding. | you can see more sources contributing towards the shame. Whereas if a lot of the time you're ... stressing one particular approach, what's gonna happen is that you will only follow that school of thought, to understand a certain issue. | Working with shame | p. 13 Pam |
| 39:02 e.g. CBT may say shame is an irrational thought and in saying that it could add to the client's shame | For example, even if it's CBT, let's say and you will only think this is irrational thoughts. OK, because oh this is nonsense. You know, it's silly why you're having these thoughts basically, and then you name those shameful feelings as irrational thoughts. Then you sort of put on more shame onto it. | Blocks | p. 13-14 Pam |
| 39:38 How to deal with shame: Asking the client to explore the shame with curiosity instead of saying they have irrational thoughts (CBT) | OK it sound(s) like it makes sense to you. Can you break it down for me? Because at the moment I don't understand where ...that (is) coming from? | How to work with shame | p. 14 Pam |
| How to deal with shame: Asking the client to explore the shame with curiosity – their frame of reference | I don't understand where you're coming from, so can you break it down for me?’  And once the client break(s) (it) down, and then they realise, Oh yeah, that part. That come(s) from nowhere, and (when) we take out that ‘coming from nowhere’, then we further analyse and further explore, actually, where does that come from or what does it trigger | How to work with shame | p. 14 Pam |
| 41:27 The client, not the therapist is the expert | I never feel like I'm the expert, but simply, I know, I study it, I know a little bit, more because I study it, but that doesn't necessarily make me the expert of the client life | How to work with shame | p. 14 Pam |
| 42:49 If shame is triggered in the therapeutic process: seek support through supervision  If shame is triggered - scoop it up and put it aside for the time being (bracketing)  Seek support once the session is finished | what I will normally do if there is a big emotion..., first off, I would see if my supervisor is available.  00:43:07 Pauline  OK, OK.  00:43:10 Pam  Uh, but I ... would take notice of it, definitely. And I would store it not like, suppressing it but, just hold it like having an extra pair of hand(s), scoop it up and put it somewhere else for the time being. …  and ... once the session is finished, then I would seek support | Triggers | p. 15 Pam |
| 44:13 'the main thing is making yourself comfortable in (the) uncomfortable'. Explore client choices, get comfortable sitting with uncomfortable feelings…45:20 don’t rush into doing anything | the main thing is making yourself comfortable in (the) uncomfortable. OK, so it's almost like. Uhm, you sort of gear yourself up so that you're comfortable. Getting ready to walk in that uncomfortable feeling of talking about shame. Just like any of our topics that we will touch on when we're working with clients. [you] Basically... that's it, you know. Obviously earlier on I talk about, well, I talk(ed) about the ... choices and then we talk(ed) about sort of, understanding it, but mainly it's about how you .. need to know how comfortable you are to sit with that uncomfortable feeling, and I feel like that(‘s), sort of what the training has put us through? It's like sitting with that uncomfortable feeling…. before we're rushing to do anything about it | How to work with shame | p. 16 Pam |
| 46:48 However, I can't answer that simply because (that) it's case to case. (It) depends on what client feels most comfortable with  Person-centred – identify the trigger, how the current source relates to the past, process it,  Narrative therapy – recognise the shame is not yours – it belongs to someone else, find the source then process and confront the scenario | So I again I was just going back to the person-centre(d) (approach)... . If that (shame) is triggered... what is it that’s making you feel like that? Is ..the purpose to identify the source of it and link... how this current source relates to... past experiences, and then process it, so that the client can recognise where they are in a picture? Or sometimes, if using narrative therapy, it could be: ‘actually that shameful narration does not come from you. It ...come(s) from someone else’, and once they can identify that because it doesn't just feel like (it) just suddenly appear(ed) ..., they find... it's source... They feel more solid to... be able to go to the next step (to) confronting this whole scenario or processing the scenario. | How to work with shame | p.16-17 Pam |