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| Codes | Quotation | Theme | Transcript |
| 00:47  No training | I qualified in 2014, with a degree in humanistic counselling | Training on shame | Lucy p.1 |
| 01:06  No training | No, not at all. I don't remember it being covered in my degree at all, which like, thinking about that, it's quite astonishing, because it is such a huge subject | Training on shame | Lucy p.2 |
| 02:03  No training | I think I think if you look at the trauma trainings then the word shame was probably mentioned. | Training on shame | Lucy p.2 |
| 02.30  Training about shame is not obvious | so it (the training) doesn't draw your attention to it (shame) at all | Training on shame | Lucy p.2 |
| 02:40 How the ashamed | to me it says we hide it, we're hiding it, we I'm honestly like we're ashamed of shame. | How the professionals feel about shame | Lucy p.2 |
| 02:54  uncomfortable | Because we're not comfortable with it, maybe. | How the professionals feel about shame | Lucy p.3 |
| 03:37  Shame elicits difficult emotions | it's things that people find really difficult to talk about. Where people have felt... embarrassed and humiliated. Often guilty and dirty, even. Like they're very small. Erm yeah, something that they really ... struggled to talk about or even even to broach the subject. | How people react to shame | Lucy p.3 |
| 04:28  Shame shuts people down | I have one client he just , a bit like me in therapy. I might get on to that. When there was shame around, there was hardly any conversation going on. | How people react to /experience shame | Lucy p.3 |
| 04:42  There is a parallel process between the therapist and the client | there's a bit of parallel process for me, because I'm, I'm very much like that. And it was really difficult even when trying to kind of dissect what's going on here. Whether that was talking to the client or my own process. Nothing was coming from her. | How people react to/experience shame – it is universal | Lucy p.3 |
| 05:12 There is a parallel process between the therapist and the client  Shame paralyses or opposite reaction – fidgeting, distracted | She was almost a copy of me. because I do that. I get frozen. She was very frozen. It's like no words would come out. Yeah, it's really hard to describe that actually | How people react to shame | Lucy p.4 |
| 05:36 Shame paralyses or opposite reaction – fidgeting, distracted | I've seen people kind of hunched over. Facing away, they literally face away. Can't look at me and looking at the sea over there, or the painting on the wall or their shoes. Uhm, they're really fiddling. Tapping of pens, fiddling of hands . Or, the opposite sometimes. Being absolutely still | How people react to/experience shame – physical manifestation | Lucy p.4 |
| 06:15 If shame is not verbalized, it manifests physically through fidgeting or paralysis | It's interesting how it could be opposite extremes - really fidgety. It's like like...Because it won't come out of their mouth they're having, so it's coming out of their body some way, or they're frozen and can't move almost. | How people react to/experience shame – physical manifestation | Lucy p.4 |
| O6:54  Being made to do something they are not comfortable with | that's probably partly my own experience, where if something being made to do something they're not comfortable with. But they know, it's not right. But they had had to do it anyway. Then there's a lot of shame around that | Triggers – therapists and clients | Lucy p.4 |
| 06:54 Guilt | And then the word guilty comes up,. I’m assuming that they are kind of related on that, guilt and shame. | Associated words with shame | Lucy p.4 |
| 08:25 Distress | sometimes people are very very distressed about it | t How people react to/experience shame – physical manifestation | Lucy p.5 |
| 08:56 A catalyst for change | I would say if someone can talk about it, then the shame can open up a conversation that can help. Because often the things that are the most difficult to speak about ... can be looked at, taken apart and maybe give a different perspective. | Positive aspects of shame | Lucy p. |
| 10:06 It pervades whole being  Not good enough  Ashamed to be me  Ashamed of what I have done/not done  Fear of rejection  Detrimental to relationships  In a ‘shame place’  Can barely walk into church on a Sunday morning – not that they would know  Don’t want to be seen  Think people don’t want to know me | For me personally, it can like pervade my whole being. Shame like, in a kind of ‘not good enough’ way. Ashamed to be me, ashamed, or maybe ashamed of what I've done, maybe or not done or ashamed to be me so. ‘I'm not good enough’. I would fear rejection. Erm, which can have a very detrimental effect on relationships. You know, even when I. Sometimes if I've been in that ‘shame place’, I can barely walk into my church on a Sunday morning. Because they want people to look at me and think, ‘Oh’. Not that they would know anything. But yeah, it would lead me to think people don't want to know me. | How shame manifests in the therapist and affects the therapist | Lucy p.5 |
| 11:17 Conflict – ‘A real dichotomy going on there and wanting to be seen and heard but not wanting to be seen and heard’ | Oh yes, not wanting to be seen. Yes, I think there's a conflict there in some ways, especially in therapy, for me. If it's a shame thing I don't want to be seen. Like I said to my therapist the other day:  ‘Can I sit behind the sofa, please?’  ... But actually wanting to be heard at the same time. Real conflict. A real dichotomy going on there and wanting to be seen and heard but not wanting to be seen and heard | How shame affects the therapist | Lucy p.6 |
| 11:42 Fear of facing what is shameful | I suppose because knowing that, pulling something apart with the therapist could help me view something differently. But actually, not wanting to go there, because, to be honest, it's too scary. | Therpist dealing with shame in therapy | Lucy p.6 |
| 11:56 Fear | yes, fear | Associated emotions | Lucy p.6 |
| 12:42 Core shame | when I feel ashamed of me? It's like, I don't feel good enough. To me, that's a kind of core shame, because it's like, the whole of me. Isn't, yeah it's not good enough | Types of shame | Lucy p.7 |
|  | that depend on our experiences of what we've been through. What we've yeah, what we've experienced in life. I think it can. Because people who might have maybe had abusive experiences, in particular, I'm thinking of, can be maybe more, shame prone? |  | Lucy p7. |
| 13:54 Shame prone | I have a client at the moment. Who was brought up to believe ‘You're not worth it. You're not worth the effort’. Whatever it is, you're not worth the effort. And so that's...He really struggled in his relationships because of that. | Types of shame/how shame affects clients/manifests | Lucy p.7 |
| 15:32  shame prone  children self-blame  carry the shame | I guess as children, we we make it our fault, because that's easier to believe it that way, isn't it? So he's carried that with him all his life, which has caused him awful relationship problems. | Types of shame/how shame affects clients/manifests | Lucy p.7 |
| 16:00 Anger | he was ashamed of his, his anger outbursts | Associated emotions | Lucy p.8 |
| 20:45  Dichotomy of wanting to be seen and talk, but not wanting to  Hiding  Avoidance  Distraction  20:45 Focusing away from instead of towards themselves | I go back to where people and myself included, want to hide. Er, maybe that dichotomy of wanting to talk, not wanting to talk so. I can think of a couple of clients who would talk about the colour of the sky; the weather? Erm, you know, what they had breakfast, anything, but what was potentially on their mind. But eventually we got down to it was something that was shameful. But they would talk about anything and I guess that was a defence. Anything out there, rather than in here. | Defences | Lucy p.9 |
| 21:53Surrounded in secrets | Clients have said: ‘I've had things in my life that have happened. I'm not going there.’ They are ‘really rigid’ | The nature of shame | Lucy p.10 |
| 21:53 Client led | ‘that's fine if you and if you don't want to go there, that's your choice.’ And then I I kind of try and do the.... | How to deal with shame | Lucy p.10 |
| 00:22:21  Fear – anti-therapeutic | ‘Often the things that we find most difficult to talk about can be the most releasing and we can look at ways of supporting you with it, giving you a new perspective. But they are, ‘ No, not going there’ ‘Not opening that door.’ | The nature of shame | Lucy p10. |
| 23:13 Closing door | that's the defence isn't it - you're not opening those doors. | Defence against shame | Lucy p.10 |
| 24:11 blushing | she was going bright red,... which was unusual for her | Manifestations of shame | Lucy p.10 |
| 24:58 Huge  Able to bracket own shame  Empathise with how awful it feels | Huge I think. To recognise my own (shame), so that I keep it out of the way of the client. Erm, and also maybe, just have, uh, also to have an understanding of how it bloody feels, because it can be bloody awful, can’t it? | Importance of understanding own shame | Lucy p.11 |
| 25:29 – how it feels | (shame) can burn right into the core of us. | Importance of understanding our own shame | Lucy p.11 |
| 25:37 so i(our own shame) doesn’t interfere | I think it's important that we're aware of our stuff so it hopefully it doesn't interfere | Importance of understanding our own shame | Lucy p.11 |
| 26:18  Triggers  Can be hard to bracket own shame if unresolved it | triggers from a client is when it touches on my own stuff. Which is, which can be hard to keep out of the way he actually, can't it? Even if we really try, if it's something that is burning in us, that we haven't, maybe quite resolved. | Importance of understanding our own shame – | Lucy p.11 |
| 27:10  Park it for that session (bracket)  Be congruent and empathic  Take it to supervision | I would endeavour to park ii for that session. Whilst also, in some way. Yeah, this makes sense, in some way relaying to them that I have an understanding that it's a difficult emotion to be feeling. But park my own stuff and make sure that I take it to supervision. | Importance of understanding our own shame  How to deal with shame when it is triggered | Lucy p.12 |
| 27:48  Fear and lack of congruence in supervision | when I first started and ...had my first private supervisor. I probably didn't take anything shameful to supervision, because I was too ashamed. That for me that was very scary. | Importance of understanding our own shame - in supervision | Lucy p.12 |
| 28:26  We can choose not to bring shameful issues to supervision | I almost wish we couldn't (choose what we bring to supervision) because in some ways it would be easier | Importance of understanding our own shame - in supervision | Lucy p.12 |
| 28:56  trusting relationship needed to be congruent about own shame | as I've as I've built the relationship with her, I trust her now | Importance of understanding our own shame - in supervision | Lucy p. |
| 29:05 relationship and trust needed to be congruent | Yeah, definitely for me. Yeah, and... I see that (a need to build trust in the relationship) in my clients as well. 9 times out of 10. I have the odd person who will come and offload straight away. That's quite rare | Importance of understanding our own shame - in supervision and with clients | Lucy p.13 |
| 00:29:41  Master Emotion | it's... the Master Emotion because the more I think about it - how much it controls, about what you do, what you say, what you don't say, and to whom. | The nature of shame – definition, how it affects us | Lucy p.13 |
| 30:38  Shame is universal whether or not it is spoken about  It takes bravery and courage to voice shame - even in the therapeutic relationship. | One of my understandings of it is that we probably all have it. Yeah, whether we speak about it or not. And actually, I think people who do speak about it are really brave. I think it takes a lot of courage to talk about that... even in the therapeutic relationship. | Shame in the therapeutic process | Lucy p.14 |
| 00:31:07  Courage, testing and permission | Well, I think it does (take courage). I know it did for me. And yeah, you see it in people. Kind of. You can almost see something in their thought process, with people thinking, ‘can I do this?’, ‘can I go there?’ | Shame in the therapeutic process  How the client deals with it | Lucy p.14 |
| 00:31:28 Testing | Yes, yes they might say one little thing, and see how it's received. | Shame in the therapeutic process  How the client deals with it | Lucy p. |
| 33:08 Lucy  test reaction of therapist, if they can trust it can be contained, they can be congruent | Yes, that’s a good word (veneer). She just wanted to test out my reaction, I think. ... And then from the next week she started telling me more about how it actually was. And we did some some great deep work after that | Shame in the therapeutic process  How the client deals with shame | Lucy p.15 |
| Long term therapy | It was about a year in. I saw her for three years. | How long does it take to develop trust? | Lucy p. |
| 35:13  Shame leads to incongruence, deceit, masking who they are and how they operate in the world | Well, yeah, because I don't think she was actually herself. Because she'd had this facade all the time.  Because I think she carried it throughout her life. You know that in all aspects of her life.  00:35:26 Lucy  ‘This is me, I'm happy. I'm cheerful, I'm never miserable.’  00:35:33 Lucy  But underneath it all, she was really unconfident. Really had no self-esteem at all It was all just veneer | Shame in the therapeutic process  How the client deals with shame | Lucy p. |
| 36:26 Not carrying other people’s shame | Yes, definitely. We eventually got to the stage where she could see it wasn't her shame to carry and that was such an enormous moment for her. Actually, it wasn't. It wasn't her doing and we unpicked so much. | Shame in the therapeutic process  How the therapist deals with client shame | Lucy p.16 |
| 37:09  Naming shame | we definitely talked about being ashamed | Shame in the therapeutic process  How the therapist deals with client shame | Lucy p17. |
| 37:33  The client becomes genuine, congruent, self-accepting. | she's such a different person (to) when she walked in. Now every now and again when I see her. Yeah, you know the shoulders the back. There's a beaming smile back even though before under that defence. Even in therapeutic relationship, of a pretence of being happy. It was completely. The real her is completely different. | Shame in the therapeutic process – when shame has been dealt with | Lucy p.17 |
| 00:41:02  Work in a humanistic, accepting way.  Accepting the whole person. | 00:41:02 Lucy  I don’t know if this answers your question but I would definitely do it in a kind of humanistic, accepting way. Accepting the whole person, you know, because I think that people can often identify themselves as shameful, and not expect the whole of them to be accepted as they are. Which is what I try to offer them. | Therapeutic approach how to work with shame - | Lucy p.18 |
| 41:58  2 chair exercise  Self acceptance  See self from a different perspective | a two-chair exercise with it. Sometimes that can help the person that has is carrying that shame at that time to accept it, more or to accept themselves more. By seeing it from a different perspective | Therapeutic approach how to work with shame - | Lucy p.18 |
| 43:00  pushing shame away is not helpful,  It will continue to harm and... leak out in other ways | pushing it away is not going to be helpful, and it's just going to continue to harm and... leak out in other ways if you if you push it down, I believe. | Therapeutic approach how to/not to work with shame - | Lucy p.19 |
| 44:56  accept the whole person. | I think like I said it is accepting the whole person. People often come thinking we can't talk about this bit of me, because that's not nice and I'm not going to be accepted by the therapist, or anybody, if I if I admit to this. | Therapeutic approach how to work with shame Therapeutic Keys: | Lucy p.19 |
| 45:37 UPR | Yes, yes. Definitely that (UPR). | Therapeutic Keys: | Lucy p.19 |
| 00:45:52  Immediacy, | I suppose sometimes immediacy, if they might say one thing when you when you perhaps can feel something else. Or sometimes people when they are ashamed of something, kind of laugh in a strange sort of way? And if you’re using immediacy, I can see or hear this is what you are doing, but actually what I'm picking up is… whatever it might be. | Therapeutic approach how to work with shame Therapeutic Keys | Lucy p.20 |
| 46:34 Acceptance | Yeah, acceptance | Therapeutic approach how to work with shame Therapeutic Keys | Lucy p.20 |