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| Codes: Time | Quotation | Theme | Transcript |
| 00:00:32  Person-centred, pluralistic | I've been qualified just a little under a year now.  Now I'm …quite pluralistic, person-centred is my base. | How you work | p. 1 Jo |
| 00:00:32  Client led, integrative, therapeutic relationship | I also strongly believe that different things work for different clients depending on who they are, where they are. | How you work | p. 1 Jo |
| 00:02:05  counselling training, supervision and personal therapy | Yes, all three (counselling training, supervision and personal therapy). So in terms of training, as in the course that that we attended, we had one lecture on shame, and then in my, I did a lot of training around shame in terms of my placement and where I've continued to work out because I work in the area of sexual violence. So naturally shame goes hand in hand with that with that area, and so there was a lot of work and I've sort of realised as well, through personal therapy that I carry a lot more shame than I was perhaps aware of. Erm so there's been a lot of acknowledging it you know. It’s almost like the elephant in the room, you know. | Shame training  The nature of shame | p. Jo |
| 00:02:05  Taboo | there's been a lot of acknowledging it you know. It’s almost like the elephant in the room, you know | The nature of shame | p.2 Jo |
| 00:03:29  Insidious  It clings  There’s a lot of it  It’s underlying  We’re unaware of it | it's a very insidious emotion. And I think it sort of …it clings to everything ,you know. I feel like there's a lot of underlying shame, even if we're not aware of it on a conscious level | The nature of shame | p. 2 Jo |
| 03:54 Core beliefs  It’s hidden from our awareness | You know those core beliefs that we carry and underneath kind of motivations behind doing things erm and we're quite often, we're not aware of its impact. | The origins of shame  Shame drives motivations | p. 2 Jo |
| 04:07  It’s everywhere  It clings  It operates in secrecy | when people have been smoking in a room, and then they leave but all that smoke is still kind of there, in the air?  00:04:21 Jo  I feel like shame is very much like that. It's sort of there. And if shame is a factor in what I'm going through or what clients going through, it sort of clings to everything. Erm, and it's summit that always operates in secrecy, you know? | Metaphor - smoke | p. 2 Jo |
| 00:04:47 Jo  You can't grasp it, (elusive)but it's there.  It's insidious. | You can't like grasp it, either. But it's there. I mean, it's just, it's insidious. | Like smoke | p. 2 Jo |
| O5.01  Shame is dangerous | And the dangers of it, you know, smoke, the smoke is dangerous, you know. And I feel that shame has that potential | Like smoke | p. 2 Jo |
| 05:01  Socially acceptable shame | you've got the area of, kind of correct, socially acceptable shame. | Types of shame | p. 2 Jo |
| 05:01  Attached to scripts and core beliefs | And then you've got shame that we carry that is attached to our values or core beliefs. The scripts that have been handed down to us . | Types of shame | p. 2 Jo |
| 05:01  Socially correct/acceptable/accurate shame that will prompt us to apologise and make amends | you've also got, you know, the different types of shame that I would feel, say if I had, I don't know, gone and put someone’s window through. You know if I felt shameful for that, that is something that would prompt me to maybe going apologise to make amends. | Types of shame | p. Jo |
| 05:39 Accurate shame | if I was to feel shame because I don't know, I haven't sat at my laptop doing 15 hours of work on my day off, for my uni essay and I'm beating myself up. That's not necessarily accurate shame | Types of shame | p. 3 Jo |
| 00:06:09  Accurate – it guides us to be decent human beings, we should feel certain ways, it guides us to correct our behaviour, to grow to be better, to be accountable, to make amends, to work on ourselves. | It's… always tied in with being a decent human being. I feel like, to an extent, there are things that we should feel. And I don't know, I like, that's interesting. I don't really like the word she ‘should’ 'cause I was, you know, the counsellor usually goes:  ‘Whose ‘should’ is that?’  That's the counsellor in me, but I feel like there is…some shame guides us to correct our behaviour. It guides us to grow to be better. You know, I wouldn't want to go through life and not be accountable. And I suppose it goes on to being accountable. So shame might make me think:  00:06:50 Jo  ‘Hold on a minute. Actually, that wasn't the most appropriate response’ or that wasn't, you know, I've torn a strip off somebody, but actually, that's about me. It's not about them, and that might guide me to then go making amends. It might guide me to go and do some further work on myself, to find out where's that come from, why was I so reactive. Erm and I think …it helps us. | Types of shame - | p. 3 Jo |
| 07:15 Accurate shame that leads to a moral compass  (Nathanson’s compass of shame does not include this) | in a wider context in society, you know. We should be ashamed that we, in this day and age, we have people sleeping on the streets. Not that it's shameful to sleep on the streets, but I find it shameful that as a society we can't provide for the people around us. And I think we should feel ashamed about that. You know, we should feel shame that we're still having to deal with racism. You know, I feel ashamed, sometimes.  00:07:44 Jo  As a society, we're, that's still going on and we're still having to have those conversations or about, you know, sexuality. I feel ashamed that people have to ‘come out’. They shouldn't, in my opinion, there shouldn't be a thing is as ‘coming out’. You know somebody should be able to just say this is my girlfriend, this is my boyfriend, this is my nonbinary, no labelled, you know. This is the person that I'm with, you know, and I ….think shame can push us to go:  00:08:12 Jo  ‘How can we do this better?’ I think for me that's what ‘accurate shame’ is . And sometimes you need to be uncomfortable, to take that brave step of going:  ‘This isn't right.’ And that can come from shame. | Types of shame | p. 3 Jo |
| 09:14  Body language, Shrinking in size, avoidance and eye contact, fiddling, skin picking, language e.g. ‘should’ ‘Not ok’ | I can see a client shrink in front of me. You know they, it's almost in, you know, in their body language they kind of shrink down there might be a lack of eye contact, you know. Some increase of messing with… rings ,if they wear rings or skin picking. or sometimes it's in the language that they use. You know if… I've got a client that is using lots of:  00:09:43 Jo  ‘I should do this?’ ‘Should do that?’ ‘ It's not OK for this.’ ‘It's not OK for that’. | How to spot shame | p. 4 Jo |
| 09:49 Scripts  Not feeling valid. There’s something wrong with me – conditions of worth | where does that come from? And…usually that goes back to a script that they've been told about themselves, or feeling this emotion isn't valid, or it's not OK, and they've internalised that, usually as a  because I am feeling this’ or because I am, you know, ‘there's something wrong with me’ and that usually comes down to shame, or that ‘not feeling good enough.’ And I think they go hand in hand as well. | Where shame comes from/origins | p. 4 Jo |
| 10:57 People who have experienced domestic and sexual abuse | I do see some clients that are shame prone, and I think, particularly because I… would say 80%, I do have some clients that are related around sexual violence, but I'd say 80% of my clients fall into that category. | Who is more prone to shame | p. 5 Jo |
| 11:36 People who have experienced trauma | even if it's not sexual violence, it's trauma 'cause that's primarily what I work in. There’s usually comes down to shame. | Who is more prone to shame | p. 5 Jo |
| 11:36 We can trigger shame in our clients | you know that I'm just aware that what I'm saying might… create a shame response in them. | How we deal with shame | p. 5 Jo |
| 11:36 Childhood experiences and messages | I do think some people are more prone to shame. Also, depending on, usually their childhood, and the messages that …they've received. | Shame identity – more prone to shame | p. Jo |
| 12:37  It absorbs/integrates into us without us knowing – lack of awareness, kept in the dark | I think because it is such an insidious emotion. A lot of the time, we're not consciously aware of it, and because of that, it gets absorbed into who we are and its almost as if it's something that is kept in the dark, if it is something that, there is a lack of awareness around, it becomes integrated in the way we are | Shame identity – identify with shame | p.5 Jo |
| Unaware of carrying shame until it was brought to light by PT | I was not really consciously aware of it. Apart from that appropriate shame, you know, I wasn't really aware of the shame that I was carrying, until my therapist explicitly brought it into the session | Hiding in plain sight | p. 5 Jo |
| 13:14 unaware of how much shame | And when I actually thought about it, I was like, oh, shit, actually, I do. There's… a lot of it. | Hiding in plain sight | p. 5 Jo |
| 13:42  Being shameful about parts of self | But the messages around what I'd absorbed had become part of me, so I thought that I was, you know… hard work difficult to be around, overly sensitive.  00:14:05  And all of those things, naturally, that was just all shame that had been put on to me, but I'd absorbed that as part of my identity. Actually, I am oversensitive. I am highly anxious. I'm this and that and the other. And so me, as an essence, was shameful because I was all those things. | Identity of shame | p. 5 Jo |
| 00:15:15  Taboos/stigmatized behaviours e.g. abortion, self harm,  p.77 Brown I thought it was just me – acknowledging vulnerabilities vs understanding shame triggers | I think anything that has a taboo or stigma within society, where there's a lot of shame around. Uh, you know, whether that's, you know, issues around abortion, pro-choice? And issues around self-injurious behaviour particularly, there's a lot of shame, I find around mental health and…unacceptable behaviours that are deemed to be calming. So behaviours that are stereotypically, you know. If you were to put that out there, it would just seem self-destructive.  00:16:05 Jo  And I feel like there's a lot of shame around, for clients engaging in those behaviours. And there's a shame that that is further attached to society. | Triggers | p. 6 Jo |
| 16:05  Instead of judging, empathising  Seeing the behaviour as a way of coping | for me, as a practitioner, you know, I see it as a coping mechanism, so that person is doing the very best thing they can do to stay alive. So yes, I would rather they weren't cutting themselves. But actually, I'd rather than cut themselves and going jump off a bridge. | How to deal with shame | p. 6 Jo |
| 16:33  Eating disorders, sexual violence, anything taboo, anything that touches a core belief from childhood. | eating disorders. You know that's another one. And obviously you've got the whole field of sexual violence that's, you know, shame in that. So anything really that has a taboo, and then anything that touches… a very deep core belief that comes from childhood | Triggers | p. 6 Jo |
| 16:33 Unable to express anger with parents  17:08 Conditions of worth – honour thy mother and father  They did their best  Be grateful  Unable to admit or express their feelings  Fear of being judged by therapist  Self-condemnation | I get quite a lot of clients that are perhaps angry with parents and but they don't feel like they can express that.  00:17:08 Jo  Because you know they…should be grateful. You know parents did their best and they find it incredibly difficult to actually acknowledge for themselves that they might feel angry or they feel hurt. And then they feel like, I'm going to judge them, thinking they're a terrible person, because how could they be saying all these things about their parents? And that's usually a kind of sticking-block to try and get a client to a point where they feel able to express what they really feel, without having to worry about me thinking they're terrible for expressing whatever it is that…they feel and… there's a lot of shame I find attached to… | Blocks to therapy | p.6 Jo |
| 17:56 - emotions that are not validated, judgements from others, comparisons that others are worse off, | …emotions that haven't been validated, and the connotations that are applied to that, you know the… whole you know, being oversensitive, being you know,  ‘being dramatic ‘is a big one. You know,  ‘I feel like I'm being silly, saying this’,  ‘There's lots of people in the world.’ ‘  They've got bigger problems than me’, you know, and  ‘I'm sitting here upset about this, when you know Ukraine…’ | Triggers | p. 6 Jo |
| 00:18:46  Counselling  Conditions of worth/scripts  Comparisons  Judgements from others  Self-condemnation | and there there's a shame for sometimes even coming to counselling in the 1st place.  ‘Why I shouldn’t I be able to cope with this?’ I you know,  ‘It's not really a big deal.’  00:18:54 Jo  ‘There's…people starving.’  ‘There's… real problems…I should be better, I should be more able to..why can’t I just…bottle it up and and carry on. So even just coming to counselling, for some people, can be shameful. | Triggers | p. 7 Jo |
| 19:38 Choice of words by the therapist: concerned for you | I think it's really important, to be mindful that words that I might choose to use, could actually really trigger something in the client. | Triggers | p. 7 Jo |
| 20:58  Watch body language  Check if conversation shut down | I'm more mindful of you know ,those little things, body language. Did I say something and suddenly they looked away? You know. Did I say something and suddenly the conversations shut down? | Watching for triggers – how to deal with shame | p.8 Jo |
| 21:38 Explore what the client heard  However, this can also trigger shame | I try and explore what the client heard…And what I said and comparing the two and that normally quite often leads… into shame as well | How to deal with shame | p.8 Jo |
| 21:38  Assess what is happening for the client by coming back to the moment after 10 minutes – ‘I noticed when…’ | If I felt it was appropriate, I mean. If, you know, I felt like they sometimes, clients are just looking away 'cause they just need a minute to gather themselves, you know. If I've got a client that is uncomfortable… visibly expressing emotion, me drawing attention to that might make them immediately shut down because I've noticed. Erm, so it might be that I don't draw attention to it there and then, but maybe 5-10 minutes later I might say, you know.  00:22:06 Jo  ‘I notice when we were talking, that it was very difficult for you to maintain eye contact. You know. Is there something… in what we were talking about … that was difficult for you. And then usually once they've they kind of gathered themselves a little bit at that point say, we can explore it without shame | How to deal with shame – when the client is feeling ashamed | p. 8 Jo |
| 22:06 Client misunderstood therapist | or sometimes I'll directly ask client what it is they heard me say.  00:22:33 Jo  What was it in that exchange? And then I'll say, uh, you know, thank you for telling me what you heard. What I was actually trying to express was.. this, this and this | How to deal with shame | p. 8 Jo |
| 22:06/ 22:33  Client misunderstood therapist |  |  | p. 8 Jo |
| 23:20  use the client's language, unless it’s the stick they beat themselves with, validate and give perspective on what you observe. This gives opportunity for the client to pick it up or put it down. | I think where possible **it's helpful to use the client language**. **Unless the language itself is the stick in which they're using to beat themselves up, because obviously you don't want to reinforce that.** Erm, so in that case, I might **gently challenge** it so, you know, with a with a client that's full of:  ‘ **I should have done** all the housework ‘and I you know,  ‘I should have read five stories to my kids’ and  ‘I should have done…this, that and the other, and I didn't, 'cause I'm a terrible mum’, and I'm this, I'm that I’m the other, you know.  **I would acknowledge everything that they said,** but **then I would challenge tha**t, and I would say, you know I'm aware you've told me this, but actually **what I'm hearing and what I'm seeing**, is a mother that's given everything they possibly can, and actually, you may have felt like you were just sat on the sofa, not really doing a lot, but actually you were still with your children. You know they were still in the room. You were still, you know, yes, you were watching films, but actually that was still time with you so, that's actually what I'm hearing from you. And so, **I'll try and give them my perspective on what I'm seeing ,and then that gives them the opportunity to pick it up or put it down.** | How to deal with shame | p.8/9 Jo |
| 00:24:40  de-shaming can be scary if the client has never had their feelings validated, UPR, offered a safe space, nurtue and acceptance | What I also find with Shame, actually it's just popped into my head, is that sometimes trying to de-shame a client can be more painful in that moment, than the shame that they're feeling. Because they've never heard somebody validate their feelings. They've never had somebody be OK with how they're presenting, and it still be safe. So, for somebody to be nurturing and accepting can be really scary. | How to deal with shame - | p. 9 Jo |
| 25:23 validation, congruence, acknowledging it's difficult and it's OK not to trust my intentions towards you right now. | And it can be more painful, because it touches that place that they've never… experienced, and that can increase vulnerability. Which then can almost trigger a panic in that…aww, my counsellor’s got too close to me… I need to shut this down, you know? So… it's getting that right, and acknowledging that as well. So I will normally, Uh, say, with a client that I feel that's going on in our process, erm, and I don't feel like they are in a place to be able to hear me, but I still feel it's important that they're validated. I will very explicitly say that, so I'll say to them.  00:26:07 Jo  ‘I know you can't hear this right now and you don't have to accept it, but I just want to tell you that, you know, I think you've shown incredible courage, say, telling me this…has gone on, so you know, I don't…need you to respond but I just want you to know. | How to deal with shame | p.9 Jo |
| 00:26:23  Building trust – it’s OK to not be OK, I know you may not be ready to/want to hear this right now, but – validate what you see and hear in the client– takes the pressure off – puts client in driving seat | And…then that takes the pressure off them to: A. respond or to B. to pick it up. But it's just it's out there, and it's almost like drip feeding, until eventually you can get to the point where you don't have to do that little warning, you know, because actually, they are in a place where they can pick that up, and it's safe to pick that up, and they're not worrying. Particularly if it's somebody that's been in a domestic violence situation: | How to work with shame | p. 9 Jo |
| 26:23  Building trust  Overcoming fear | ‘Oh you know, my counsellor is… being really validating, and that's really nice. But actually what's the cost of that?’  00:27:03 Jo  What's… coming next? And it's panicky, because then their body and their nervous system is so equated to:  ‘This isn't safe, this isn't…You know, this is only temporary. You know, when is my next beating gonna happen, and yes in counselling, it's not going to be a beating, but it might be to the client, an emotional beating. You know, so…that's an alarm. | How to deal with shame  Shame is a warning system | p. 9 Jo |
| 27:54 Insidious and taboo | it keeps going back to it being insidious and taboo | The nature of shame | p. 10 Jo |
| 27:54 | A lot of those messages that I find particularly, that come from core beliefs or scripts. | Origins of shame | p. 10 Jo |
| 27:54 Avoid being seen | And around safety as well. So I suppose with my primary experience being in sexual violence, you know my clients have spent the majority of their lives being safe by not being seen. | How to avoid being shamed (and stay safe) | p.10 Jo |
| 27:54  Avoid being seen  Not express emotion | Being safe by being as small as possible, being safe by not expressing any emotion… | How to avoid being shamed (and stay safe) | p. 10 Jo |
| 27:54  Fear  Lack of trust in the counsellor and the process  Questioning whether the counsellor genuinely cares – is it the therapist script? | and so to come to a place where actually, they can be, however they are, and they can express however they are, can be really, really scary because they've not experienced that and they don't know what that feels like and they don't know.  00:28:52 Jo  ‘Am I actually OK with that? ‘Or  ‘Am I just being a good therapist, but you know, trotting out these expressions because I'm trained and that's what you say when somebody is upset, you know?  00:29:06 Jo  Erm, there's often this,  ‘But is that really how you feel?’ ‘Is that really what's going on?’ You know? ‘Or are you just playing good counsellor?’ | Blocks to therapy | p. 10 Jo |
| 29:37 Comes from conditions of worth  Ferguson, Eyre and Ashbaker in Brown p.74 (2000) ‘‘Unwanted identity’ elicits of shame – they undermine our vision of our ideal selves’ | wherever this place of shame has come from because they've usually internalised that, in terms of messages about themselves. | Shame identity/internalised shame | p. 10 Jo |
| 29:37  Challenge of scripts and COW | When you've got a therapist that is challenging that, it'll be… it doesn't fit with the scripts that they carry, so it's hard to trust when your therapist is questioning that | How to deal with shame | p. 10 Jo |
| 29:37Questioning the counselor, the process, not sure if they can trust  Breaking the secrets – loyalty to/betrayal of parents | ‘They're being paid this hour to sit and trot out these…things, and to be there for me but actually are they sitting there judging me because I've said that my parents were awful human beings?’ | How to deal with shame | p. 10 Jo |
| 30:36  the process of trust, fear, shame, trust, fear, shame. It's hard. | And because shame, particularly when clients start to trust a little bit, I find that there's a little bit of trust. But as the trust increases, the fear increases as well. For a little bit. And then you almost create a stability again, and then they take another step forward of trusting, and then the shame rears its head and then the fear. And then you almost have to stabilise it again. And you know this is still OK and it's that that sort of teetering.  00:31:08 Jo  You know, erm, and that can be really hard to clients as well, to work through. | How to deal with shame | p. 11 Jo |
| 31:18 - shame and fear are closely allied - fear of being seen (judged) | …in my experience, it's the fear of, I suppose it comes back to being seen, you know, the fear of:  ‘What will happen if I am actually seen?’  ‘What is my counsellor really thinking, now that I've been seen? what does this say about me, now that I've been seen? | How to deal with shame - the process | p. 11 Jo |
|  | I feel that as counsellors it should be more of our training. It should be a bigger portion of our training. There should be more. Yeah, I think it's great that you're doing this research because there needs to be more research on it. |  | p. Jo |
| 32:04 Should be more | I feel that as counsellors it should be more of our training. It should be a bigger portion of our training. There should be more. Yeah, I think it's great that you're doing this research because there needs to be more research on it. | Shame training | p. 11 Jo |
| 32:20  Ethical responsibility towards our clients to be mindful of shame in ourselves and others | We need to stop being ashamed of having shame, both within our profession. and within, you know the issues that our clients are bringing to us. You know, there just needs to be more of an awareness of it. You know…we hear a lot about trauma informed counselling and attachment informed counselling. I feel like because shame genuinely, I think it impacts all of us at some point.  00:33:00 Jo  And I think all of us carry it even if we have worked through it, and we can go  ‘Oh I know where this is coming from.’  00:33:05 Jo  It's still there a little bit and I think…that should be something that we're all consciously aware of, for ourselves, and for our clients, and being mindful that we can carry that shame as well, you know. | Shame training - | p.11/12 Jo |
| 33:27 Accept our shame | we shouldn't be ashamed of our shame | Insights on shame | p.12 Jo |
| Imposter syndrome  Devil we carry  Not good enough | as the practitioner, it’s tied into a lot of impostor syndrome. You know, and that Devil that we that we carry. You know, for me, it's:  ‘Am I good enough?’ | Therapist shame | p. Jo |
| 34:05 being congruent about our values, how we really live and what we expect for our clients | the values that I place upon myself as a counsellor and my the shame that I personally tend to carry is when I'm not doing what I'm almost preaching, not I preach at clients, but you know, I think, when you're talking to clients and you're expressing how important it is to take time out for yourself and you're sitting there thinking, oh, I'm so tired 'cause I've not taken time out for myself, you know, and… I think, particularly in the early stages of training. | Therapist shame - | p.12 Jo |
| 00:34:50 Accepting yourself for being human | I remember when I, you know I went into counselling, and being like, yeah, you know I'm sorted. I'm together now , … I can be a counsellor now. And I'm far from sorted, you know? And I'm, and I've got to a point where I'm OK with that. You know, that's absolutely fine. Uh, but there was a point where it was like :  ‘Who am I, as a counsellor, when I'm struggling with the fact that I'm not really taking care of myself very well’ | Therapist shame | p. Jo |
| 00:35:14  Self-acceptance  Not doing perfect self-care | You know we have all of this. There's always a shame around, if you're as a practitioner, if you're not doing perfect self-care, as well, you know if you're not doing Yoga, and you're not, you know, meditating 5,000,000 times a day and you're not…wandering through the forest singing Kumbaya with a guitar. You know, how can you possibly be well enough and together to you know… and actually we are human as well. We are human 1st, and actually there are. ..We do need to take care of ourselves. Don't get me wrong, I'm not saying.  00:35:47 Jo  That, but actually there are times when actually our self-care does take a back burner because we have crises and families and responsibilities and deadlines, and so it's also about accepting who we are, as counsellors, primarily as human beings that have also had difficult lives, difficult situations going on | Therapist shame | p. 12/13 Jo |
| 35:47 It's ok to struggle and not live up to other people's expectations. | it's OK for us to struggle, and I feel like there's a shame around us not doing that because we should be together and sorted and have all the answers and who are we? If we're not, | Therapist shame - | p. 13 Jo |
| 00:36:30 - parallel process with client | And even if we've got, you know, say, attachment again, this is my own experience. I..have an avoidant attachment style, which I'm very aware of, and you know, I try and compensate with that, you know through therapy and you know, various different things, but I'm aware of it. But again, it's that parallel process I was sitting with clients thinking who am I, you know, I can't even attach to my …counsellor because, you know, I have trust issues. So who am I to be sitting there telling them how to do it? You know how further along do I need to be? | p.13 Therapist shame | p. 13 Jo |
| 00:37:04  unrealistic standards placed on us as therapists by ourselves, trainers, society, creates shame | And I think sometimes we… absorb that because of …society's perceptions of us, the perceptions that we placed upon ourselves, and almost the standards that training places on us that we should be doing self-care and we should be doing this so we should be doing that. And actually, I think we're all just doing our best, as human beings and… there's no shame in that, but unfortunately there is. | Therapist shame - unrealistic standards placed on us as therapists creates shame | p. 13 Jo |
| 38:59  It’s two-way – dual process – both client and counsellor can be feeling shame- one for their issue, the other for not being sure if they can deal with the issue- that can hinder the process | it's a two-way thing. You know, clients can be sitting there feeling shameful because of what they're bringing. As a counsellor, you can be sitting there, feeling shameful thinking.  ‘Who am I to be doing this? ‘I'm not good enough’  you know…’I haven't done enough CPD hours to, you know, to work with this effectively?’ Erm… And actually that can hinder that process. | Shame in the process | p.14 Jo |
| 38:59 Be aware | - So I just think…it's being aware that it is potentially there. | Shame in the process | p. 14 Jo |
| 38:59 separate your shame from client's | And being able to separate: ‘Is this my shame?’ ‘Is this the client’s shame?’ Because you also don't want to be putting shame that's yours, onto your client. I think that's really important as well. | Shame in the process - separate your shame from client's | p.14 Jo |
| 40:36  doing more interventions to connect, but it was imposter syndrome | So I think particularly in the early days, when I was, you know, very newly qualified and I had a lot of impostor syndrome, and, you know, I was perhaps at times struggling to reach clients…and in the very early days. I almost felt like I had to be doing something, you know, so I was always churning out these interventions that just weren't landing. And so I was trying to do more and do more. And actually what I learned is, sometimes you just need to be there, you know. But that was my shame, in terms of:  00:41:18 Jo  ‘Am I good enough?’ ‘Am I doing enough?’ | Shame in the process - Not putting shame onto clients | p.14 Jo |
| 00:41:21  -therapist imposter syndrome | You know, I'm not, you know, experiencing of why am I not reaching this client, and actually if I had mislabelled that as ‘the clients feeling shame’ you know and ‘not connecting with me’. You know, and they really shut down. Because they, you know, because ‘they can't do this’. Actually, it wasn't… them, it was me. It was my impostor syndrome. | Blocks to therapeutic process | p.14 Jo |
| 00:41:44 Felt the need to achieve an outcome | It was…the values that I had placed on that, actually, to be an effective therapist, I needed to achieve an outcome, I needed to make it better. And that's so not what we're about. You know it took me a long time. To learn that, and it also took me a long time to be OK, that that was the process that I went through, because there's also a shame around | Blocks to therapeutic process | p.15 Jo |
| 41:44  Not being congruent with supervisor | you know, going to your supervisor and you know they, what are they going to think of you? | Blocks to therapeutic process | p.15 Jo |
| 41:44 Imposter syndrome leads to asking too many questions  Could blame the client for lack of connection  Seek supervision  Step back  Give space for the client to express themselves  Allow silence – allow the feelings | Before…asking those questions, you think:  ‘Oh God, I have asked 1001 questions, whose benefit am I asking these questions for, and you know, there's…a lot of that, and that was… all mine. But actually I could have put that on the client and just said:  00:42:28 Jo  ‘They're not connecting , they’re shut down.’  00:42:32 Jo  And actually it was me and once I'd let go. Because… through supervision. I kind of worked through that and actually I was able to take a step back. And you know the clients had room to express, and connect, and sometimes the connection that we made, wasn't through an intervention. It was through that moment of silence when we were both just feeling | Blocks to therapeutic process  Consequences of not recognising own shame  How to work with shame | p. 15 Jo |
| 43:12  Being there for the client – not outcomes or interventions  Ironically stepping back instead of fix and solve gave better outcomes. | what might have happened if you hadn't gone through that process.  00:43:12 Jo  Uhm, I ‘d have probably still..used too many questions, …used too many interventions and I think I would still be placing my value on a positive outcome. And then carrying Shame. Because I'm obviously not a decent therapist, because I haven't got, you know, the desired outcome. You know the client isn't suddenly sleeping better, you know they're still an insomniac? Or they're still so anxious that they're throwing up every morning, you know, whereas actually…  00:43:53 Jo  It's…not about that outcome, it's about being there and supporting, and ironically…client’s seemed to have had more of a positive outcome with me being like that, even when I was trying to ‘fix and solve’ in order to be a good therapist, you know. | How to work with shame | p. 15 Jo |
| 44:40 deal with our own shame and triggers to give us insights into our clients shame | Oh, it's huge. We… need to look in to be able to say:  ‘Is this my stuff? Is this their stuff?’  00:44:53 Jo  If it's our stuff, does that give us insight into… 'cause, even if it is our stuff that can still give us insight into what might be going on for their clients? Because what is it triggering in me? So then what is it triggering in them? What does this say about them? Is this how other people experience them? You know, is this what it's like to be them in their world? | How to deal with shame - | p.16 Jo |
| 45:15 deal with our own shame so we can have empathy with the client and the experience to help them with it | sometimes it helps us with empathy and to connect, you know, it helps us to understand what it's like to be in that position, to carry all that shame to, then sit in front of a stranger, and say this is all the shame that I carry. This is who I am. Please don't turn your back on me. | Dealing with shame - | p. 16 Jo |
| 00:46:08- more personal experience and way of being – accepting the client and their shame | I think it's more influenced, actually, by my own personal experience rather than a therapeutic approach, and not to say that it's not there. But I think part of having, being person centred at my very core, is accepting who they are… so even clients can carry, can be ashamed about having shame | Influence of therapeutic approach | p. 16 Jo |
| UPR  Validation of experiences and frame of reference  Accepting of their shame – which makes it safe to explore its origin, impact and purpose | So I think. Accepting them unconditionally, you know. Validating their experiences, whether it's accurate, whether it's an accurate representation or not. That is how it feels for that client. In that moment. You know, even if it's the most unrealistic thing in the world. That's still real to them. That's still how they feel, an, you being OK with the shame that they have, and you being OK with their experience, makes it safe to explore. Where did it come from? What impact is it having on you? What purpose does it serve | Influence of therapeutic approach - | p.16 Jo |
| 46:55- shame serves a purpose | 'cause sometimes shame, I know it ‘s a bit late in the day to bring this in, sometimes shame… carries a purpose, you know? | Influence of therapeutic approach | p.16 Jo |
| 00:47:39  Do they need to feel guilty?  Do they need to be responsible?  00:47:49  If they take the blame from their parents and carry the shame, they maintain image of nurturing parent | Are they feeling shameful because they believe that they should feel guilty because they feel that they've done something terrible, and does it keep that guilt at bay?  00:47:49 Jo  Is it they're carrying the shame because if they hold all the responsibility, it wasn't actually their parents’ fault and they can still have that image of a nurturing loving parent that they need to have? Is it that if they carry shame, it's their fault, and so, the pain is easier to deal with because it's all their fault rather than something was just terrible that just happened to have happened to them, so sometimes it's, it carries the purpose for them. So sometimes it's worth exploring : What function does it serve | p.17 Why some people carry more shame – does it serve a function? | p. 17 Jo |
| 00:48:26  Deal with the self-critic with empathy and self-empathy  Reframe those beliefs  Learn to put the shame down | 00:48:26 Jo  Do you still want to carry it? Can we reintegrate it in a different way? 'cause it sits a bit easier with you, so, you know, instead of beating yourself up with the entire tree, can we just use a branch instead?  00:48:40 Jo  And then maybe hopefully further down the line, we'll just use a twig. You know, and then maybe we'll… use a cushion, you know. Just working with her. And if we're OK with it, it gives the clients permission to be OK with it. And if you're not OK with it. And we've got experience of not being OK with it. We can also empathise with the struggle it is for clients to reframe those beliefs. To put that shame down.  00:49:09 Jo  Because it's been such a part of who they are. What are they without it? And I think it can help to have a deep understanding of how hard that is. | How to deal with shame | p. 17 Jo |
| 49:50 Humour (appropriate) | 00:49:50 Jo  Depends on the client. I think, uhm, sometimes humour can be really helpful. You know it can help if things have got really intense and the client's being really shameful, and you can see them struggling to catch their breath and to re stabilise themselves. Sometimes just breaking that ice. Using humour uhm, can be really helpful. It's not something that I would necessarily bring up straight away, so if a client had … maybe made a joke or made a flippant remark, I might kind of joke a little bit with them. Providing it wasn't clued in too much. You know, you've got to have that line between: Does the client need this in this very moment to be able to continue? Or is the client avoiding,? So sometimes you use humour… it can be a massive remedy. It can be soothing … it can make it more tolerable. And it can help the client see you as a human being as well, not just… the person with the clipboard, that's got all the answers and you're just waiting for them to hand them out of their bag ,because they're, you know they are experts. So humour I think. | Antidotes | p. 17/18 Jo |
| 00:51:10  consistency of UPR, validation - | 00:51:10 Jo  Consistency, and this comes from both my experience with clients and my personal experience of, if I've brought something that's shameful, I will be looking for cues for changes in my therapist behaviour, you know, and actually it's having that consistent response time after time, and it's something that I now take into my practise.  00:51:31 Jo  That creates the safety for them to think. Actually it is OK for me to say this that I've been carrying for years, because my therapist is always going to be the same, you know, and… that can help with the expectations of…are we just saying what we meant to say?  00:51:50 Jo  You know, so I think consistency and just that positive regard, that validation, on a consistent basis, regardless of how the client presents. So, I will validate that emotion, regardless of kind of where they're at, so you know if they're in the very early stages, I will do the. I know you can't hear this but…And I will continue doing that. | Antidotes | p. 18 Jo |
| 52:13 Validation - know you can't hear this right now, but... | . I know you can't hear this but…And I will continue doing that.  00:52:13 Jo  You know the clients that I've got a particularly good relationship with. You know, I might even say I know you don't like it, but I do feel it's important, that actually, you know, you have shown a lot of bravery. I know you don't see it like that, and that is OK. I'm not asking you to. But you have been very brave today. And then they can pick it up and put it down, and doing that on a consistent basis, you know, really helps with that . And acknowledging it, you know, I will openly say to clients as well when they come in… | Antidotes | p. 18 Jo |
| 52:46 Build trust – sensitivity, explaining the process, being congruent, setting boundaries, careful pacing with the client, being explicit and honest about your thoughts and feelings, but not bleeding over clients - then the shame can’t cling | 00:52:46 Jo  …particularly with me working in sexual violence, I will openly say, you know … this, I don't expect you to trust me straight away. Yeah, I'm a complete stranger you don't know anything about me. I need to earn that from you. So, you know, we're going to go at a pace that suits you, you know. And I have to be very careful 'cause I only have 12 sessions, so it's being mindful of that as well. So I'll say, you know we have only got these 12 sessions, but within these 12 sessions we'll take at the pace for you and it's going to take time for you to build that trust in me, and that's OK. And just having that complete open frank, honest. ..The client isn't then sitting there second guessing about what you're saying, what you're thinking because you've explicitly said, said it so, then the shame can't cling to that.  00:53:35 Jo  Because you've told them what you're thinking, you've told them.  00:53:39 Jo  What your feeling, where it's appropriate. Obviously, you know you don't wanna be bleeding all over the clients, but you know what I mean. | Antidotes | p. 18 Jo |
| Metaphor of a house refurbishment | 00:54:04 Jo  The greatest thing, and I somebody said it to me when I was struggling because …I started off as open ended and then because the nature of the service and funding and all that sort of stuff. It then got cut to 12 hours, and like:  ‘How can I work with trauma and sexual violence in 12, like, you can't’  And I was really freaking out because obviously I wanted these positive outcomes and how could I get a positive outcome in 12 weeks ? And the best things somebody said to me and I now use it with my clients and start of every session, because sometimes clients want everything fixed. So I use the metaphor of renovating a house.  00:54:37 Jo  So I'll say to them, you know when you renovate a house you don't give it all in once . You start with a room, so at the moment you know, I realise that everything feels you know really messy, everything is everywhere, but we have only got 12 weeks so we need to be realistic, what we can achieve. So it might be that actually this round of counselling, we're just focusing on, you know, going down into the basement and actually in the basement, there's electrics hanging off the walls, and there's a flood in the basement and you know the plastering needs coming off.  00:55:06 Jo  What do you want to look at? Do you want to look? Should we just mop up the water so it's not near the electrics, and we're going to spend 12 weeks mopping up that water. And yes, the house is a mess. But actually…there's lots of other things, but we need to make sure that it's safe first. And water and electrics don't go, so we're going to mop up. And then maybe you can have some time away reflect. And then maybe you can come back, and then actually, the next time you come back, because my clients can re refer.  00:55:32 Jo  So when you come back, maybe, you know, the water will be gone. So maybe we'll move the wires? And maybe you know we'll get some wire tape, and we’ll cover them up, so they're not sparking, and we'll spend some time doing that. And then next time ,you know, we'll get the plaster in. And I find that metaphor, some of their clients can really visually see, and it helps them. You know, understand that. And it keeps me in check as well. It keeps me grounded and I have only got 12 weeks. | How to deal with shame in short-term therapy | p. 19 Jo |
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