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| Codes: Time | Quotation | Theme | Transcript |
| 00:27 Therapeutic Approach | Integrative therapeutic Counsellor MA and CBT therapist MSC | Participant’s background | p. 1 Kate |
| 00:41  Time qualified | 14 years | Participant’s background | p. 1 Kate |
| 02:04 , 03:07 Shame training | 1 session in each training, has read a book on shame and covered it in supervision | Participant’s background | p. 2 & 3 Kate |
| 03:30 Definition:  Uncomfortable emotion, secret, don’t want to be judged  Embarrassing  Difficult to think about | …I guess it's where a client  00:03:35 Kate  Is experiencing an unpleasant uncomfortable emotion which they feel they can't share with other people... whereby perhaps they feel that other people would judge them  00:03:51 Kate  And it's something that they feel embarrassed about and  00:03:55 Kate  find it difficult to even think about quite often. | Understanding of client shame - definition | p. 3 Kate |
| 04.21 Body language  Fidgeting | …body language might be that they kind of hold their head down, maybe fidgeting... difficult to make eye contact.  00:04:42 Kate  Maybe going red, looking away...  00:04:47 Kate  Yeah, definitely fidgeting. Fidgeting about, more than usual. I've got one client who regularly kind of goes from his knees to his feet and brushes from his knees to his feet in the session. | Client shame – how to recognise it | p. 3 Kate |
| Difficulty in talking about  Secret  Humiliating  Fear of being judged  Dread  Physical repercussions – toe curling | 00:05:46 Kate  This is something that I find really difficult to talk about and this is something that.  00:05:52 Kate  I don't want to go outside this room, uhm?  00:05:57 Kate  It's something I've never told anybody, uh?  00:06:01 Kate  If other people found out....  00:06:04 Kate  It would be disastrous...it would be... I wouldn't be able to cope with it. I'd be so humiliated, uh?  00:06:15 Kate  ...what else might they say? Ah, just like, oh, I feel  00:06:20 Kate  really awful when I think about this I.  00:06:21 Kate  Feel uncomfortable in my stomach.  00:06:24 Kate  One girl used to tell me that her she felt her toes curling up inside her shoes | Client shame - How to recognise client shame | p. 4 Kate |
| 06:33  How to recognise it | physical sensations and some general massive discomfort in talking about it | Recognising Client shame | p. 5 Kate |
| 00:07:16 sexual | But I guess there would be certainly some shame of a sexual element, so something that somebody's either done or had done to them that was...  00:07:27 Kate  that they then perceive as being wrong. Or maybe it was wrong. Maybe it was to do with something that happened when they were younger child... so any any element of UM, there would be many sort of.  00:07:41 Kate  Ways that would shame would come into a situation with regards to sexual thoughts or behaviour. | Types of shame | p. 5 Kate |
| 00:07:51 Mental health conditions, thoughts of doing or actual harm to others, or thinking they could cause something bad to happen | 00:07:51 Kate  I think sometimes shame can crop up with regards to certain conditions, so somebody got OCD. They're quite often experience shame, as in they think that they've done something or they think that they will do something to harm others, or even, they think that just having that thought  00:08:11 Kate  ...could cause something bad to happen | Types of shame | p. 5 - 6 Kate |
| 00:08:17  Sexual  Linked to disorders  Regrets – role as a parent, role at work,  Should have acted differently in a situation | One type of shame might be of a sexualized element and one...might be linked to certain disorders, such as that mental health disorders such as OCD....and there's probably others that it could be linked into…Sometimes I think people experience strong regret about things that have happened in the past, perhaps in their role as a parent, or maybe even in their role of work. So, I imagine that there's some kind of shame which is tied into… come to regret, orientation where people feel perhaps have strong feelings that they should have done something differently. They should have acted in a certain way, and they didn't | Types of shame | p. 6 Kate |
| 00:09:32 If unexpressed or explored, it could lead to long term mental health disturbance; ruptures in relationships; inability to feel – dissociation; wanting to hide parts of self | I think if it  Isn't expressed or explored, or  00:09:36 Kate  ...therapeutically…. Or if a person isn't able to share or vent their shame or their feelings of shame. Then I think it can lead to long-term, my guess is, sort of, long term mental health disturbance. Or I would think that it could lead to  some maybe ruptures in their relationship with other people....especially if it's something of a sexualized nature, it could lead to inability to maybe be able to even feel...dissociation, you know when it comes to maybe, being in close contact with somebody else or it could lead to perhaps a person wanting to hide various bits of their body. | Long term effects of unexpressed/untreated shame | p. 6-7 Kate |
| 00:10:26 Loss of pleasure (sexual) | I think it could result in somebody never.... I mean again, I'm mainly thinking of sexual shame at the moment, but  00:10:34 Kate  it could lead to people feeling that they're never able to experience pleasure because they shouldn't, or it's wrong, or they're not allowed. | Long term effects of unexpressed/untreated shame | p. 7 Kate |
| 00:10:44  - loss of pleasure in any aspect of life due to regrets | Yeah, not able to maybe  00:10:48 Kate  find pleasure in any aspect of life due to a feeling that they... should have behaved in a certain way, or should or shouldn't have done something, | Long term effects of unexpressed/untreated shame | p.7 Kate |
| 10:48  Guilt attached to shame – not worthy, or shouldn’t enjoy certain activities | then that whole feeling of maybe guilt that's attached to shame ...and kind of feeling, perhaps that they're not worthy of ...or shouldn't now be able to enjoy certain activities | Long term effects of unexpressed/untreated shame | p.7 Kate |
| 11:20  Physical manifestations, such as sleep and eating disturbances | course it could lead to some sleep disturbances, eating disturbances...mood..rapid mood disturbances, kind of fluctuations. I imagine. Loss of libido... increased or decreased appetite. So, I imagine that there's lots of physical things that could happen as a result of long-term unexpressed or ...untreated shame. | Long term effects of unexpressed/untreated shame | p. 7 - 8 Kate |
| 00:12:28 Shame identity/Core beliefs Conditions of worth; introjects – e.g. I am a bad person | I mean, I guess people could have a core belief ...about themselves with regards to. You know, I'm a bad person. And then in future life it could make them feel kind of guilty. It could crop up for them, but I don't know. I haven't really given it any thought as to types as such in that way. Identities. | Triggers/vulnerabilities | p. 8 Kate |
| 13:09 COW/Introjects/Coercion | Yeah, I mean, I'm sure childhood would be a trigger.  being forced or encouraged to…do things that perhaps a person later regrets. So, sort of coercion, I imagine...coercion ..from others | Shame Triggers/vulnerability | p.8-9 Kate |
| 00:13:39  - Matching triggers with past memories of events that trigger present events through association. e.g. a place, object or smell that has associations | 00:13:39 Kate  And then kind of matching triggers in daily life could be if it you know if somebody experienced something...whereby they have experienced shame when they were younger, say, and then something happens now which reminds them of that situation. That could be a trigger. | Shame triggers/ vulnerabilities | p. 9 Kate |
| Shame defences Dissociation | 00:16:32 Kate  I think commonly people do ...dissociate and so that there's a feeling that they weren't actually there.  00:16:43 Kate  ...or they're not there now. When they think of a certain situation,….or maybe that they were...That ... it was as a result of their upbringing, maybe that they performed... a certain act, and that that it was... not due to their own decisions, it was. It was, you know that....Whether it was other factors that kind of made them act a certain way, it could be alcohol or drugs that would be ...a kind of a…thing that people might use as a... kind of defending...their behaviour. | Triggers/ vulnerabilities | p. 10 Kate |
| 00:18:26  Memories | I would think a memory of an event that has happened. I would think that memory would be a cause of the shame feeling coming up. | Triggers/vulnerabilities | p. 11 Kate |
| 00:18:51  Secret addiction e.g. porn | If people have an addiction to something and they feel that they can't control this addiction and the addiction supersedes anything and everything in their life, so it might supersede a relationship that they have…a mum or you know, family and it might be that the addiction …is compulsive gambling or it could be compulsive watching of porn  So ...I've worked with several people where they've compulsive addiction to watching porn, and it's caused a massive problem on family life. | Triggers/vulnerabilities | p. 11 Kate |
| 00:21:04 Behaviours that might upset others | doing something that might potentially upset other people if they knew, I think can be a massive cause of shame for people | Triggers/vulnerabilities | p. 12 Kate |
| 00:21:20  What causes shame are the things they keep secret  Causes of shame  Why people come for therapy | 00:21:20 Kate  ...Quite often the things that cause people shame are things that they'll never tell anybody else. I've had many many people come along for therapy and say you're the only person that knows this.  00:21:35 Kate  I haven't even told my husband or my wife, and they might have been married for 50 years, so I think  00:21:42 Kate  you're in a privileged position as a therapist to  00:21:46 Kate  Be party to and bear witness to  00:21:49 Kate  all of that stuff | Triggers/vulnerabilities | p. 12-13 Kate |
| 00:22:18  Blocks - If you do not understand or work through your own shame as a therapist, there’s a potential to:  Block it out  Not identify or over-identify with the client’s shame  It could cause trauma, upset, sadness, embarrassment.  This could be vented in PT, or repressed if it was too difficult to face  22:56 PT Importance of having personal therapy to deal with personal shame triggers or vulnerability - reflexivity | I think it's important because if I wasn't in touch with my own experiences of shame,  I could potentially block that out, and if it came up with a client then it could be something that I  either didn't identify with or maybe over identified with, if it was something that a client was experiencing, and I'd perhaps had a similar experience and not worked through it, then it could cause me to experience maybe trauma or upset or sadness or embarrassment.  Which I might either.  give vent to, if I was having my own private therapy, or try to... press down and repress if it was something that I wasn't comfortable to maybe admit to, or think about, or work through. So, **... I think that it's really important for therapist to**  **be either having their own personal therapy, or have had, and have access to personal therapy**, so that if any issues come up, ...which trigger a reaction around, shame, that people. And … go through that and process that themselves. | Blocks - Importance of understanding own shame  Blocks - Importance of understanding own shame  Qualities of therapist | p. 13 Kate  p.13 |
| 23:29 Supervision – to ensure congruence  Supervision– to ensure congruence  Self awareness  To feel okay in the sessions  To avoid feeling your own discomfort in the counselling room | And of course if it's client work, then it may be something that comes up in supervision.  00:23:38 Kate  Maybe something we need to talk to a supervisor about... But I definitely think it's important for therapists to...  00:23:47 Kate  ...be very open and aware of their own responses, thoughts, feelings,  00:23:55 Kate  past experiences and to have some level of ‘okayness’ about that. Otherwise I think it could easily come up ...  00:24:04 Kate  ...to ...cause you discomfort in the sessions. | Importance of understanding own shame – qualities of therapist | p.13 Kate |
| 00:24:22  Not dealing with own shame - If something triggers or touches vulnerability in the therapist, it could lead to the therapist shutting down the client; rescuing then client, block the therapeutic relationship, | I guess it could lead the, if the person was uncomfortable in thinking about their own issues, …or past experiences. Then when a client talked about something which triggered off a shame reaction, or thought in their therapist, the therapist could potentially want to shut the client down, because they're not able to listen to it, because it...reminds them of something. Or maybe they'll make an excuse up for the crying and say, well it wasn't your fault. You know ‘you were coerced, ‘or kind of telling a client how they should feel about a situation...if it was something that perhaps they over identified with, so ...it could potentially lead to a block within the therapeutic relationship. I imagine. | Importance of understanding own shame - | p. 14 Kate |
| 00:25:34  Good Practice -  Supervision is a legal and ethical requirement  It’s important to be congruent with supervisor about our own feelings relating to the client, our triggers, potential issues around ruptures with the therapeutic alliance | Just that, legally, we obviously have to have supervision every month, but I think that ...if a person is triggered either by client, and then it brings up some stuff for the therapist, then I think  It's important to work through that process in supervision ...and talk about  How, what the client talks about, triggers a response in the therapist, and then the therapist is able to process that with a supervisor, in terms of how perhaps that might cause some sort of rupture within the therapeutic alliance, and how the therapist might be supported by the supervisor to think of ways ...of how to deal with that with the client.. | Qualities of therapist Importance of understanding own shame - | p.15 Kate |
| 26:32  If shame is not acknowledged (left in the dark) in supervision – the therapist would not grow | a therapist wouldn't, potentially  00:26:38 Kate  ...what's the word ,...grow and flourish | Understanding therapist shame | p. 15 Kate |
| 00:26:49  Supervision – being congruent with the supervisor  Being open to constructive criticism and learning  Being vulnerable  Trusting and congruent relationship with supervisor | Uhm, not that long ago and I guess I was a bit ashamed of my responses ….and behaviour within that session. It was a session I'd taped, and I'd had the client’s permission to tape and...obviously sharing supervision if needed, and I did share part of the tape with my supervisor in terms of my own performance and said, you know, I really don't think I did this very well and it was quite a humbling process because my supervisor basically agreed.  And said yeah,... I mean very politely. But yeah, I don't think you did that very well either. And but I had to be open to hear that feedback and then look at what I could do differently next time. But if I hadn't have been...if I hadn't had felt that my supervisor was someone I trusted well enough to to do that with and to make myself vulnerable in that way, then that growth wouldn't have occurred because ...through playing the tape and through listening to her feedback, I was able to think very clearly about what I would do differently next time, I guess  if somebody feels that they can't take stuff to their supervisor because it makes them look...potentially like a bad therapist, ... they won't make as much personal progress, as if they're able to kind of be open and honest about that. So ...that's to do with the relationship, I guess between the person and their supervisor... | Qualities of therapist | p.15-16 Kate |
| 29:34 - be prepared to be vulnerable , self-depracating, for the sake of the client | I think it was important to be, to kind of like lay myself bare and in that way be vulnerable …and kind of, say you know, I feel that I didn't do this very well ...and there is a certain amount of… I suppose. What's the word? That could be quite self-deprecating to do that, but I felt like it was important for the client to get the best outcome from me moving forward | Qualities of a therapist - how to deal with shame | p.17 Kate |
| 00:31:00 Shame can be triggered at any point by something the client or therapist says or does | shame could be triggered or activated, so  00:31:08 Kate  at any point, a client could say something ... about their own situation where they feel ashamed - the client - or the therapist could be triggered in terms of...there might be something that they say or do  00:31:24 Kate  of which they then become ashamed of.  00:31:28 Kate  Or have done in the past, which is triggered by something that a client says, so I suppose it's something that can arise ...at any point. | Triggers - Understanding of shame in the therapeutic process | p.18 Kate |
| 00:31:43  Validate and hold the client  Close the session safely  Be non-judgemental | Yeah, I mean when ...clients talk about situations where they've experienced shame, or where they currently experience shame, they're making themselves, as we've said before, very vulnerable and open, and I think it's really important for a therapist to validate...and hold a client with that. Because if a client walks out of the door having just talked about something where...they've been ashamed, or ... they've experienced shame and then just walk out of the door and not ...be in the right place at the end of the session that could potentially be very difficult for them. I also think it's important that the therapist is as non-judgmental as they possibly can be. | Understanding of shame in the therapeutic process – how to deal/work with shame | p.18 Kate |
| 32:29 Bracket any personal preconceived ideas, judgements thoughts, be present, be in their frame of reference (Rogers) | 00:32:31 Kate  And ...I think that that can be achieved from through the therapist putting their own  00:32:38 Kate  preconceived ideas, thoughts, judgments about a.  00:32:42 Kate  ...situation to one side and being with the client ...in the session. For example, you know a therapist may have their own personal view about, say, for instance,  00:32:55 Kate  ...rapists. They may have a view, you know, all rapists are bad ... and then they may go on to work with somebody that's been accused of ...raping somebody and  00:33:10 Kate  in order to effectively support that client, the therapist is going to need to put their own,  00:33:18 Kate  ...their own kind of stuff to one side and actually be in the room. You know, using all the Carl Rogers elements, from being actually with the person, and getting into their world, and experiencing ...what  00:33:31 Kate  happened? Why did they? ...What was going on for the client at that time and kind of put your own stuff to one side. | Understanding of shame in the therapeutic process – how to deal/work with shame - | p.18-19 Kate |
| 34:32 - Integrative - Rogers, person-centred, Ellis and Wilber - lines of development, acceptance of the whole person, holistic | Well, I guess you know if we are thinking about integrative therapy...  00:34:39 Kate  It's very much based on  00:34:45 Kate  The… idea of being with somebody. The person-centred sort of type of stuff so,  00:34:52 Kate  … being with somebody in a room.  00:34:56 Kate  …Realising that a person may have developed on one level so they might be extremely …. So … also when I did my training we also worked on....  00:35:08 Kate  Our work was based partly on Rogers and Ellis, but then partly on a guy called Wilbur ...and …the Wilbur stuff was...  00:35:17 Kate  a part of what he said was about these pillars or...  00:35:22 Pauline  What were they called?  00:35:24 Kate  Lines, they called them lines of development, but basically the theory behind that was, you know a person.  00:35:32 Kate  There's all different areas of a person's life, so there's the spiritual components of a person. How ...physically able a person is, how intellectually able a person is, what the person is like as a parent. So and we all have these different lines of development where  00:35:52 Kate  we may be high on one level, but we may be low on another level ...and the theory behind that was to kind of ...accept a person.  00:36:07 Kate  And you know, knowing that somebody maybe high-  00:36:14 Kate  performing, functioning well in some areas, but not in other areas, and to see the person as a holistic being.  So yeah, ...I guess it would be looking at the person from a sort of a completely whole perspective. Really | Understanding how to work with shame from a theoretical perspective | p. 20 Kate |
| 00:39:24  Normalise the behaviour  Use the word e.g. porn  Speak it out  Show you can contain it without being triggered, embarrassed or ashamed  Get the client to verbalise the issue – help them find the vocabulary  Use ‘we’ to be inclusive and show that it is human to have certain thoughts, urges or behaviours | …he was edging around the subject so you know I.  00:39:26 Kate  might say something like,  00:39:28 Kate  ...I  00:39:30 Kate  ...might just make it very normal by saying you know, lots of people do watch ….porn ...and lots of men watch a masturbate to porn just so that I'm using the word.  00:39:43 Kate  ...I'm getting it out in the room. I'm making it OK, when it's clear that he's very embarrassed and very uncomfortable about talking about something.  00:39:52 Kate  And then when he can see that I'm talking about it without getting embarrassed, then it makes him be able to continue the conversation without being embarrassed. You know? So I think...  00:40:04 Kate  trying to encourage a client to  00:40:07 Kate  ...verbalise things ...and when they're struggling, sometimes just to say it just to get it out there and use  00:40:14 Kate  ...the words . And when they can see that you're not embarrassed at all, and I suppose ... you can normalise it, by saying something like: …'we're all sexual animals’, so so the client feels  00:40:29 Kate  that it's OK to to have sexual thoughts and behaviours and impulses. I think ...we can... sometimes it's appropriate to disclose stuff, sometimes it's not.  00:40:44 Kate  But I think ...to normalise it by saying something like, .you know we all have we all have sexual thoughts or sexual urges..  00:40:52 Kate  I think just sometimes a client hearing something like that ...can kind of put them at ease and be quite comforting for a client | Therapeutic keys/antidotes – how to work with shame | p. 23 Kate |
| 00:41:49  ethics- own it - let the client know that you are OK with it. | ...I think owning it is important. Giving...clients the space to feel that it's OK to say anything ...and to let them know that you're gonna  be OK with that. | ... Keys/anitidotes/ways of working with shame | p. 24 Kate |
| 00:42:03 Ethics – ‘own it’ Take responsibility for when we have been triggered or made mistakes in a session, and admit it to your supervisor because we have a duty towards our clients | when we...as a therapist, if we experience shame, in terms of maybe something we've done in a session that hasn't been good  00:42:15 Kate  I think just to be open enough to talk to a supervisor about that. It does mean making yourself vulnerable and in exposing yourself really, for you know, because you know we're all part of a regulatory body, and I suppose you know we're all prone to, or there could be the potential for the supervisor  00:42:34 Kate  to say, well, actually, you know …that's dreadful. Let you know. Let's go and talk …to your governing body about that.  00:42:41 Kate  Not that I think many supervisors would do that unless it was kind of an illegal. But you know, we're all potentially making ourselves vulnerable by sharing stuff that might have come up for us.  00:42:53 Kate  With regards to our own behavioural performance, but I think that being able to own that and share it is important.  00:43:05 Kate  Yeah, and I suppose just for people to know, that shame is basically an important human emotion that everybody feels, because I think quite often.... it's something that people tend to want to keep secret or …to feel that they're... the only one that might be experiencing this.  00:43:25 Kate  But just for people to know that actually it's a  00:43:28 Kate  ...we all have something that we're ashamed of.  00:43:31 Kate  There can't be anybody  00:43:33 Kate  that that has nothing that they're ashamed of in their life. And... maybe even telling a crime that might be helpful.  00:43:43 Kate  Uhm so. So yeah, I think I think it's important …to kind of own it. | Qualities of therapist How to work with shame/keys/antidotes | p. 24 Kate |
| 00:43:05 ‘own it’  Let clients know that shame is an important human emotion that everyone experiences. People want to keep shame a secret and think they are the only one who feels it. | Yeah, and I suppose just for people to know, that shame is basically an important human emotion that everybody feels, because I think quite often.... it's something that people tend to want to keep secret or …to feel that they're... the only one that might be experiencing this. But just for people to know that actually, it's a..., we all have something that we're ashamed of. There can't be anybody …that has nothing that they're ashamed of in their life. And... maybe even telling a crime that might be helpful. … So yeah, …I think it's important …to kind of own it. | How to work with shame - Keys/antidotes | p. 25 Kate |
| 00:43:53 Important to have personal therapy – in the past present or future. Also important to explore any shame in PT that arises in client work – reflexive | I do really believe it's important for all therapists and counsellors to have  lots of personal therapy to either have had therapy, be in therapy or be open to having it in the future, and certainly if anything comes up whereby you know this touches a nerve for them, then I think it's really important for them …to explore that in their in their own therapy. | Qualities of therapist – have personal therapy How to work with shame – therapeutic keys/antidotes | p. 25 Kate |
| 00:45:00  Acknowledging shame acknowledges we are human. We make ourselves humble and vulnerable | I suppose if we admit that we feel ashamed of something, we're admitting that we're human and we're making ourselves humble and vulnerable, and taking ourselves down to kind of stripping ourselves bare. But actually…as I said before, there's something that we probably all feel ashamed of and I think by acknowledging it is  part of our acknowledging that we're human | Qualities of therapist – how to deal with shame | p.26 Kate |