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| Codes | Quotation | Theme | Transcript |
| 00:00:30 Person-centred integrative. Worked for organisations, education and private practise | …Well, I qualified in about 2005….  00:02:52 Anna  Over the last few years,  00:02:54 Anna  but never really took the plunge to come out of … working for an organisation, so I've had varied experience, children and adolescent and sixth form.  00:03:08 Anna  I’m doing a bit more adults now, so doing my PP and I'm also working for universities now. | Background of therapist | p.1 Anna |
| 00:03:34 Person-centred  Focus on the relationship  Building trust  Building the relationship – these values that underpin work – more important than technique or theory  Not being the expert – being equal  I-Thou – way of being  Breaking down the barriers – shame of coming to counselling | But it's definitely since I've qualified, I am more person-centred and very much about the relationship and the building trust and the building relationship and having those values … that underpins my work. So, without that, and there is no way, even in brief-  00:04:09 Anna  therapy, the, that, that needs to be present. That is the most important thing to me, than technique and theory.  00:04:18 Anna  And so it's a very down to Earth approach where I've I I'm showing value. I'm showing respect and I'm very...  00:04:27 Anna  like not. ..  00:04:29 Anna  I think about disclosure and I think yeah, I'm not. I don't go into a therapy session thinking about going to tell you about myself maybe 'cause that would be inappropriate.  00:04:38 Anna  And I always stop myself and would think is this going to benefit the client? But when I say disclosure, I am very open to saying that you know, …I've felt anxiety in my life.  00:04:49 Anna  Before or … I feel vulnerable sometimes, or that you know….putting that across that I'm a human being. I think it's also important, … and I feel that that has really helped.  00:05:02 Anna  And in their approach and it's helped with that. It does help with shame because it's helped with that, being equal and trying to be equal and not the expert …and that, because… I know that  somebody can come into counselling and almost shamed that they're needing to come for counselling. And shamed that they’ve been  00:05:22 Anna  in a school, you know, sent to counselling.  00:05:26 Anna  And who's going to know about this? And …so I need to get across straight away that any, anybody can come for counselling, and I've had to counsel them before, and I feel it's a really worthwhile experience. So yeah, I think …it's. It's mainly about the person-centred, and I think that really helps.  00:05:44 Anna  with this,…with understanding this | How to work with shame  Qualities of therapist | p.2- 3 Anna |
| 05:44 Being creative | but to integrate, yeah, I'm very. I can be creative. I've had young people  00:05:52 Anna  …if they're struggling, talking about their feelings or thoughts. I'm like, OK, we can be creative with this:  00:05:59 Anna  ‘What's your interests?’ Erm, they might write song lyrics and to open up, and you know they …might draw. I've had artists you know, were looking at drawings, | Working with shame | p.3 Anna |
| 06:13 Not an expert  Always learning from client and experiences  Personal health issues have made them recognising their own humanity | **I'm never going to be an expert and I'll never want to be an expert, you know, erm I'm always learning and I'm learning from the client and I'm learning from my experience from me own personal experience**. .. I'm flawed. You know, … I'm imperfect. | Qualities of therapist | p.3 Anna |
| 00:07:23  Therapists can exacerbate shame in therapy by being an expert  You have to explore what is happening with the client | **Well, I, I think shame is universal, so, so shame is there, you know. And …it's there. And to me you can, either you could make the shame worse.**  **00:07:36 Anna**  **by coming across as an expert or …you've got to check things out**  00:07:42 Anna  with a client. | Triggers/vulnerabilities  How to work with shame | p. 3 Anna |
| 00:08:02  Shame is about ‘not being enough, needing to be perfect, being wrong’, and it can rise up in supervision – which helps understand client shame | So to me, so the shame is about  00:07:47 Anna  ‘not being enough’  00:07:49 Anna  ‘needing to be perfect’ and or it, it's about ‘being wrong as that person’ …and so like you said rightly before you know this is this can happen in supervision.  00:08:02 Anna  **‘Being aware of my own shame’, this can happen in supervision. This can happen personally to me, so I so I really understand it.** | Therapist shame | p. 4 Anna |
| 00:08:10  antidote - person centred approach, empathy, compassion, leading to client's self compassion, realism that shame is always there, but we can talk to it. Shame gremlin. | **And the antidote to that is with the person centred** **(approach).**  00:08:13 Anna  **It’s having a real respect for that person on where there's coming from and the antidote to that is having empathy and compassion and hopefully that is going to lead to that person to start to have some self-compassion and to start to be realistic about: ‘Yes, I probably will never get rid of this shame, but I can be aware**  **00:08:34 Anna**  **of it and I can talk to it’.**  00:08:36 Anna  …I did do a bit of training where they talked about the shame Gremlin, and I thought that makes complete sense to me.  00:08:44 Anna  You know that  00:08:45 Anna  …we always, I still have it. | Working with shame - | p. 4 Anna |
| 00:08:53  Recognise the Gremlins | Gremlin that's going to say to us like, you know, you've got some…  00:08:56 Anna  You're … wrong. You've got something wrong or you're not good at  00:08:59 Anna  something or whatever. | Working with shame - | p. 4 Anna |
| 00:09:01 **It’s having the courage to be imperfect. The courage to accept that this is part of who I am, and**  **of being human.** | **So ..in that training, our learning, and what we've learned, in my own personal life as well, the courage is**  **00:09:09 Anna**  **the courage to be imperfect. The courage to accept that this is part of who I am, and**  **00:09:14 Anna**  **This is part of being human.**  00:09:16 Anna  So …it's there and I think it’s how you acknowledge that is very, very important. So obviously if you go in with a client and say, **‘Oh, I can tell you you're ashamed’, or ‘I could tell you’re ashamed’** they're gonna, or like you said before, that worried even.  00:09:33 Anna  **What …are you saying? Are you saying I need to be ashamed? …So it's how you give that warmth and that compassion and that acceptance of where they are at.**  00:09:42 Anna  You know, in their hopelessness, or in their, you know, where people are putting them under pressure to change, you know, so it's so it's meeting that really, | Working with shame | p.4 Anna |
| 10:16 Therapist shame - very important to acknowledge it, accept it , answer it back, admit feeling vulnerable, but recognise you are OK, but if it's overwhelming, reach out for help, or address it. | That's very important.  00:10:18 Anna  Because that called hinder or sabotaged my work with the client.  00:10:24 Anna  So it almost like, keeps me clean thinking right that I need.  00:10:28 Anna  To be very self.  00:10:29 Anna  Reflective and need to be that is going on for.  00:10:32 Anna  Me at the moment.  00:10:33 Anna  You know there's something about with the ME that it comes and goes, you know so where… So the physical and the emotional struggle and there can be a real strength and acceptance.  00:10:45 Anna  Then I know where I'm at and I've  00:10:46 Anna  got enough rest  00:10:47 Anna  days, but then all of a sudden,  00:10:49 Anna  something can pop up.  00:10:50 Anna  Well, yeah, I don't feel good enough for, but it's so, it's being able to address my own shame and know that it's there. And I I honestly believe it's given me peace,  00:11:01 Anna  knowing that that makes me who I am, that makes me the therapist I am and Anna, and the person I am.  00:11:08 Anna  Erm, so I'm not trying to get rid of it. I try and understand it and I accept it. And when I do have like a shame gremlin telling me I'm not, I don't say: ‘Go away’ and be ashamed of having that shame.  00:11:22 Anna  I sort of say answer it back and say you know, like OK yeah, you're feeling like this at the moment.  00:11:28 Anna  You're feeling vulnerable, but hang on a  00:11:29 Anna  minute, you're OK with this.  00:11:31 Anna  You need to put this  00:11:32 Anna  to one side, you know.  00:11:33 Anna  So it's being very aware and knowing when it it can be crippling can shame. Obviously if it becomes overwhelming, so knowing when I need to ask for help or I need to address it | Therapist shame -5 | p. 5 Anna |
| 00:11:33  be aware of the affect of shame, know when you need to ask for help if shame is affecting you from the sessions, be honest about making mistakes and being human, don't see yourself as more than or expert of the client, self disclose about being human, use appropriate humour. Take shame to your supervisor - admit mistakes – behave ethically | So it's being very aware, and knowing when …it can be crippling, can shame, obviously, it becomes overwhelming. So knowing when I need to ask for help or I need to address it  00:11:47 Anna  or I need to address it in supervision, or I need to go for my own personal counselling. Because otherwise it's going to be entangled, enmeshed, isn't it? That you're going to be in that room … with their shame and your shame, …and you know, …and with me what's helped me as well is it's voicing when I make a mistake.  00:12:07 Anna  You know that's about being ethical. That's about being person-centred, and that actually  00:12:14 Anna  helps somebody who is feeling that …there isn't this level. They see quite, you know, being equal that they feel I'm above there and being able to say you know, even if it was with tech or whether it was with  00:12:28 Anna  getting the pronouncement (pronunciation) wrong, or something like that; being able to say I'm sorry about that. I have got that wrong there.  00:12:35 Anna  I get things wrong sometimes you know, and  00:12:37 Anna  joke about it with them | Working with shame  Therapist shame | p. 6 Anna |
| 00:13:31  Carolyn Spring  Brene Brown – shame gremlins  Don’t fight shame or try to get rid of it, accept it as part of being human,  For a client to feel safe with me and show their vulnerability, I need to be able to be vulnerable too.  Therapist Shame – need to come to terms with own shame, vulnerability, let go of perfectionism, accept my humanity, use humour and be light hearted about the gremlins | There's two…, I know there's a lot of different people that have written about shame.  00:13:01 Anna  But the ones who  00:13:02 Anna  we gravitate to, are the people we can identify with, I think.  00:13:07 Anna  And the two people for  00:13:08 Anna  me is a,  00:13:09 Anna  Caroline Spring, who does …the pods training online. I don't know if you, have you heard of Caroline? So, I did the shame  00:13:17 Anna  training with that, and I think **that I learned from that is not fighting against it. Not almost like thinking. OK, now I know about shame.**  **00:13:27 Anna**  **Now I need to get rid of it. It's about**  **00:13:29 Anna**  **what makes me human.**  So …if I'm expecting a client to feel safe with me and be able to show their vulnerability, then I need to be OK with my vulnerability.  00:13:42 Anna  **I need to be OK with my demons, my gremlins, shame and be able to say yeah, …that's part of me, but**  **00:13:51 Anna**  **I don't suppress it. I don't, you know, bury it, and be ashamed of the shame sort of thing** …. I'm like yeah, OK and you know and it's when you started off and you said oh and some people with shame and **I was like, yeah.**  **00:14:04 Anna**  **Yeah, let's shout it. We've all got it, I**  00:14:07 Anna  have it. …It's a bit like  00:14:10 Anna  **if you had a**  **00:14:10 Anna**  **support group and I said, ‘Hi,**  **00:14:13 Anna**  **I'm Anna, I've got shame**  00:14:15 Anna  …in my life’...  00:14:18 Anna  **You know, so the peace and the…**  **00:14:22 Anna**  **It's …almost like letting go, of that perfectionism and thinking…I’m an imperfect human being, and I probably wouldn't do what I do …if I wasn't.**  **00:14:33 Anna**  **Or … get the success I have**  **00:14:35 Anna**  **got,**  **00:14:37 Anna**  **…with clients in the past …and that doesn't mean I'm complacent because obviously … not every client could be a success story, and you know, and …it doesn't work for one reason or another and that's taken to supervision,**  00:14:50 Anna  and the shame might pop up there, you know. And so I think …it was Carolyn Spring.  00:14:58 Anna  And the other person I just thought was great, … that Carolyn Spring mentioned … was Brené Brown.  00:15:03 Anna  the American researcher, and I just thought, yeah, she was talking about the shame gremlins. So that came from that, and joking about it a bit like, oh, it's like I've got this shame Gremlin: ‘you are not good enough’,  00:15:15 Anna  ‘You are not attractive enough’, ‘You are not…’, you know, and it's there, so it's so it's almost like acknowledging that, and **she brought a bit of humour into it**,  00:15:24 Anna  …which I liked. | Working with shame | p. 6-7 Anna |
| **00:14:04**  p.7 - congruence about own shame and remember you would not do this job if you were perfect  be congruent, let go of perfectionism and recognise your humanity | **Yeah, let's shout it. We've all got it, I**  00:14:07 Anna  have it. …It's a bit like  00:14:10 Anna  **if you had a**  **00:14:10 Anna**  **support group and he said, ‘Hi,**  **00:14:13 Anna**  **I'm Anna, I've got shame.’**  00:14:15 Anna  You know, I have shame in my life...  00:14:18 Anna  **…So the peace and the…**  **00:14:22 Anna**  **It's …almost like letting go, of that perfectionism and thinking…I’m an imperfect human being, and I probably wouldn't do what I do …if I wasn't.**  **00:14:33 Anna**  **Or … get the success I have**  **00:14:35 Anna**  **got,**  **00:14:37 Anna**  **…with clients in the past …and that doesn't mean I'm complacent because obviously … not every client could be a success story, and you know, and …it doesn't work for one reason or another and that's taken to supervision** | Qualities of therapist  Working with shame - | p. 7 Anna |
| 15:03  Carolyn Spring and Brene Brown gremlins – ‘not enough’ etc – treat them with humour | Carolyn Spring mentioned … was Brené Brown.  00:15:03 Anna  the American researcher, and I just thought, yeah, she was talking about the shame gremlins. So that came from that, and joking about it a bit like, oh, it's like I've got this shame Gremlin: ‘you are not good enough’,  00:15:15 Anna  ‘You are not attractive enough’, ‘You are not…’, you know, and it's there, so it's so it's almost like acknowledging that, and **she brought a bit of humour into it**,  00:15:24 Anna  …which I liked. | working with shame - | p. 7. Anna |
| 16:14 - The antidote is recognising we are human, being real and respecting the client with their shame., | **the antidote, to that it’s being realistic and being human. With that you know, and being human about being real and making mistakes, …or feeling vulnerable sometimes. And how this**  **00:16:28 Anna**  **is all normal**  **00:16:29 Anna**  **human being stuff. And then valuing and respecting**  **00:16:33 Anna**  **…that client with their shame, but knowing that that's their personal shame**. | Working with shame | p.8. Anna |
| 00:17:53  short term work can be tricky - you have to look for it (shame) - get the client to lead, say what they want from therapy. Shame can pop up at any time, so giving the client reassurances from the start that there's no right or wrong way to do therapy, it's their space and experience, and saying your role is to facilitate them. | …I've done different work where I've done longer term work and **I've done short term work and that can be quite tricky.**  **00:18:03 Anna**  **…because I think with long-term work you can take your time. Short-term work, you know that you've got to look for it.**  00:18:09 Anna  Well, …the way I work. Anyways. **I get the client to lead and tell me what they want to get,**  00:18:15 Anna  **the purpose of our work together, what their goal, what they want to get out of it, and then we're**  **00:18:21 Anna**  **working towards something.**  **00:18:23 Anna**  **But I think shame can pop up anytime, because shame is about ‘I'm doing something wrong.’**  **00:18:30 Anna**  **You know. So… I think in the client work I've always been really mindful of it popping up in different ways, …and having those conversations with the client that ‘there's no right or wrong way of doing this.’**  00:18:42 Anna  **‘That this is your time and space.’ This is, ‘this is you. I can guide you**  **00:18:46 Anna**  **with the skills I've got…**  **00:18:48 Anna**  **But this is your experience.’** | Working with shame - | p. 8. Anna |
| 00:18:51 Congruence is needed in the work, otherwise it could block the therapeutic process if the client feels ashamed within the process. The client could put the therapist on a pedestal. The therapist could blame the client if progress is inhibited. It’s important to continually check the client is OK with the work and work on the relationship. | So **I think that pops up a lot in work where the person, again, they start to get,**  **00:18:56 Anna**  **the shame is within our work together. There's not just them putting me on a pedestal, and thinking I'm the expert, and I have this expectation on them, and they're not working hard enough, or they're not reaching where they need to be, so it's a continuous relationship and checking in,**  **00:19:15 Anna**  **that that they're OK with the work, and that they want to continue with the work and that are they having any fears about**  **00:19:21 Anna**  **the work. Is there anything they're worried about, …so it's having those open conversations. Otherwise, if it's not talked about openly, somebody might…**  **00:19:33 Anna**  **make mistakes or things, never…**  **00:19:38 Anna**  **…go to…**  **00:19:39 Anna**  **…plan, but you might have a young person…**  **00:19:41 Anna**  **or somebody who disengages.**  **00:19:44 Anna**  **And you're left wondering, and you've never really worked out what went on there, so it's being alert to it, and it's being…able to be very open and…that they can say…from the**  **00:19:56 Anna**  **off .** | How to work with shame  Qualities of therapist | p. 9 Anna |
| 19:56 Icebreakers, normalise difficulty of starting therapy, be friendly | **I can pick up on if somebody is really, they want to do the work. They're not being forced into the work, but they're struggling…**  **00:20:04 Anna**  **to make a start. So it's being open about this, it’s quite normal,**  00:20:07  all the time.  00:20:08 Anna  **This is normal that you might struggle to start, and I had one the other day where I said: ‘Right, just tell me a bit**  **00:20:15 Anna**  **about yourself’, ‘Well, what do you want to know?’**  **00:20:16 Anna**  **‘Well, anything, what do you….?’ And then they went. ‘Oh well I used**  **00:20:21 Anna**  **to play cricket’, ‘Oh OK, so,**  **00:20:22 Anna**  **you used to play cricket?’ and that was like an icebreaker** | Blocks | p. 9 Anna |
| 00:20:27  way of being - I - thou, being warm, smile, friendly, gentle, relationship, being curious  UPR, | it's having a skill to be, I'm not here on this pedestal, that is judging, and, … I had one young person in the school once that said that  00:20:36 Anna  is not what I expected.  00:20:38 Anna  I expected you to have this this form and this clipboard and, and tick, ‘ Oh yeah, depression, exactly got this’…  00:20:48 Anna  And I was like, ‘No, …not at all.’  00:20:50 Anna  You know they  00:20:51 Anna  amused me, so like you know, I'm like, ‘Oh so you thought something like that, that's interesting you know, …  00:21:00 Anna  smiling and being able to be appropriate, animated, where that person is very sad and you're in that moment with that person, but also in the beginning, that warmth,  00:21:10 Anna  You might not get that if you're on the phone, so obviously it's with tone of voice, isn't it? And being gentle.  00:21:16 Anna  But I don’t know if it relates, but it is … like I keep going, ‘relationship, relationship. **Relationship’.**  **00:21:23 Anna**  **It's …there all the time, but it's bringing it back, and if that person’s stuck and then they're ashamed of being stuck.** | Qualities of therapist  Working with shame - | p. 9 Anna |
| 21:31 Congruence in questioning own approach for blocks- humility  Consult supervisor – be congruent | **You know, I'm still asking myself. Well, there could be something I'm not doing here or there could be my approach here that's causing this stuckness, and that's where, I mean supervision,**  00:21:42 Anna  You'll probably agree  00:21:43 Anna  with me. **It's just absolutely amazing. And I've had three good supervisors where**  **00:21:50 Anna**  **…they're just great, …on being congruent, and I don't. It's not challenging. I know Carl Rogers says no, he never challenged.**  **00:21:59 Anna**  **It's not about challenging, it's about being congruent**  **00:22:03 Anna**  **…in the moment.**  **00:22:04 Anna**  **But checking out how that felt for them,**  **00:22:07 Anna**  **to say that.** | Qualities of therapist  Working with shame | p. 10 Anna |
| **00:22:26**  Working with shame – takes congruence of the therapist as well as the client  Therapist – needs to be honest and genuine in their respect, value, compassion and empathy. That you love your job and respect your client to let them go at their pace.  The client may guard their shame until they build trust with you and feel safe. They may test you to see if you are genuine. Being honest is being an ethical practitioner both professionally and personally. | **Well, to be congruent, …it's to be honest, isn't it? It's to be rea**l. Now, …if that person in the client situation,  00:22:37 Anna  …to me, it's that knock on effect**. If you are giving that respect and value and that compassion,**  00:22:47 Anna  **and that empathy. But it's …from a genuine place, and it's a place where they can tell that you want to do your job, that you're not just doing a job. That you love what you do,**  **00:22:58 Anna**  **…and you're with them, and you're not putting them under pressure to rush them, and you know, and there's all that stuff built in.**  00:23:07 Anna  They may not be congruent with you in the beginning. Because …it's about trust, isn't it? **They**  **00:23:12 Anna**  **have to think:**  **00:23:14 Anna**  **‘I'm guarding this shame and I … have to feel safe with this person. I have to trust**  **00:23:19 Anna**  **that it's OK.’**  00:23:20 Anna  **And they may be… testing as well where they try different things and**  **00:23:24 Anna**  **think ‘How does**  **00:23:25 Anna**  **she react to that?’**  00:23:27 Anna  You know, so  00:23:28 Anna  I feel like, yeah, that’s …**a big big thing about what I do**. I mean**, I follow the ethical framework. There's no other way for me.**  **00:23:36 Anna**  **I mean, there's no other way in my**  **00:23:37 Anna**  **personal life as well.**  **00:23:39 Anna**  **It’s being congruent, you know. And being, and being open and honest, and I think that really affects that person then,**  00:23:47 Anna  being able to … be more open to the shame | Working with shame  Qualities of practitioner | p.11 Anna |
| 00:26:04  Empathy, compassion and wanting to alleviate human suffering and to go through the client’s process | Yeah,… definitely, and you’re going **back to those two words again. That empathy and that compassion for that human suffering, and to want to alleviate that. But… to go through their process.** | How to work with shame | p. 13 Anna |
| 00:26:41  To help the client feel held, safe, supported, accepted, despite their shame and if they feel wrong about who they are  It’s not a quick fix, it’s not about rescuing them,  It’s about validating their feelings and their shame – they have a right to feel these  Reflecting on how I feel and empathising with the client’s feelings and experiences | I can't think of anything else. I think it just makes sense, doesn't it? **That the person is completely held and supported and safe. And acceptance. A complete acceptance for that person, even if they're feeling … shame**,  00:26:57 Anna  and they're feeling  00:26:58 Anna  wrong about who they are. So **it's not about the quick fix. It's not about wanting to**  **00:27:04 Anna**  **Rescue. It’s very important to not get into: ‘Oh no, you've no need to feel like that’, because that almost … takes away how valid their feelings are. …That they feel that shame.**  **00:27:16 Anna**  **So it's about understanding that …this is normal and they’ve every right to feel it. You know they’ve every right…**  **00:27:25 Anna**  **'cause that's how I look at myself personally. You know, on a bad day, you've every right to feel this frustration** | How to work with shame | p. 13 Anna |
| 00:27:37  As a therapist it’s knowing yourself – shadow side, shame parts and being open and honest with yourself, as this is going to impact the therapeutic process | let me down and my mind is always racing and I'm always very reflective, so then, that's very frustrating. So **…I think to be a therapist as well. It's knowing yourself and knowing those dark parts, and knowing the shame parts,**  **00:27:52 Anna**  **and being OK to be open with yourself, and honest with yourself . It’s gonna then impact**  **00:27:58 Anna**  **on the understanding with that**  **00:28:00 Anna**  **person that comes to see you.** | How to work with shame - | p. 14 Anna |
| 28.08 | **something that I have used over the years as well, is …the perfectionism which is part of that. It’s …trying to show that it takes courage**  **00:28:22 Anna**  **to be vulnerable. People tend to be surprised about that where they feel it takes courage to be fixed…**  **00:28:31 Anna**  **‘If I'm not anxious and I'm not depressed … and I'm not going for help, then I'm a courageous person.’**    **But actually, I'm always …like a cheerleader for them. Getting to the point that**  **00:28:43 Anna**  **they've got to come in to see me, but actually, well, you know, even if you only get so**  **00:28:47 Anna**  **far with me.**  **00:28:49 Anna**  **It takes courage to take those steps and to think there's something not working in my life at this time, or I'm reaching out for help. So, I've always got a lot of respect for that.**  00:29:00 Anna  And I think.  00:29:01 Anna  **If you show that (respect) right at the**  **00:29:02 Anna**  **beginning of the work.**  **00:29:04 Anna**  **And I do. I do believe in the person-centred approach. …I know the core conditions where**  **00:29:10 Anna**  **if you are**  **00:29:11 Anna**  **giving that, and it's a genuine giving. …Not just following in a textbook and thinking**  **00:29:15 Anna**  **‘Oh, that's what I’m meant to do’. It's a genuine wanting to give those conditions, and then it usually has a knock-on effect.**  **00:29:24 Anna**  **That that person then starts to look at ‘Oh well, if I care for myself**’ | Working with shame | p. 14 Anna |
| 00:30:00 shame gremlins keep you safe because they prevent you from fighting back (against abusers) | and all when I did the training, it did mention about **the shame Gremlins again, and it said that they protect us from taking risk.**  00:30:09 Anna  But …what she was saying was, she was looking at it, not being a negative thing. That actually the shame  00:30:16 Anna  Gremlins kept - 'cause she went through trauma in her life – didn’t she? So, she was saying they kept her safe, because actually, if she hadn't had that feeling of shame, she would have fought back | How to work with shame – | p. 15 Anna |
| 00:30:37  We are not the expert, we can learn from our clients | And …like you said from the beginning, being **so important to not be this expert to …sit in the room and think, well, maybe I could learn something from this here.** | Working with shame | p. 15 Anna |
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