with Shame

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| Qty | Id | Desc | Name |
| 08:54 How shame feels | It's a terrible, terrible feeling | Working with shame | p. 3 Pam |
| 09:41 Navigating ways round the blocks – looking at what the client can do, what choices they have | so a lot of the time instead of naming you are ashamed of yourself, then you sort of like yourself, saying we try to ease ...in a bit more gently. You know you feel quite low about yourself because you felt like you can't do this. Then we sort of name that, oh, actually ...you can do some of it. Although the choices you can't make here, but what are the other choices that you can make? | Working with shame | p. 4 Pam |
| 10:29 Navigating ways round the blocks – reducing the stone and increasing the tolerance to shame | we're not trying to ...remove the shame completely. It's sort of just wiggling it so that that stone can be a bit smaller, or, the tolerance of it can be a little bit bigger | Working with shame | p. 4 Pam |
| 11:15 The therapist can give reassurances that it is OK to think about and as trust grows, this leads to talking about what makes you ashamed which leads to a tolerance of shame | shame can be so powerful sometimes you can't even think about it. So we just start from ‘let's just think about it’,  and ‘it's OK to think about it.’ So then the the shame might still be there. But then the tolerance of that you know that tunnel (throat) of holding the shame becomes slightly bigger that you can just wiggle it around | Work with shame | p. 4 Pam |
| 12.07 Short term therapy – it can take time to build up enough trust to work with some clients | in my experience about like a year into ...the therapy, that the client was able to just think about it (shame):   ‘Oh yeah, I can think about these things, it's not my fault,’ that ‘I can think about these things’. | Working with shame | p. 4 Pam |
| 13:01 Overcome fear of being shamed and rejected Build trust that it’s OK to think about and talk about shame | what consequence I'm going to have if I do voice it out. Then it's people putting us to shame.  00:13:01 Pam  Really, because when we voice out our need and then people shut it down, if that makes sense, like brush it off or whatnot, saying your... voice is not important. Your need is not important. But when they managed to overcome that... The tunnel (with the stone in the throat) had sort of widened at the same time. That shame (is) sort of getting, maybe it's just a scratch smaller, but I'm happy and the client is happy with it as well because that had never come across in their mind that it's OK. Because he's always been  ‘it is not OK’. | Working with shame | p. 4-5 Pam |
| 14:14 Short-term work and shame - needs support from the client's support system | it needs a lot of positive reinforcement from the environment. | Working with shame | p. 5 Pam |
| 14:45 clients do not live in isolation. | OK, so it's not just the work you do, but it's also the surrounding life that they have. You know, where they're living. Perhaps the people in their lives around them | Working with shame | p. 5 Pam |
| 14:50 How to manage shame with short term work - the client needs to be safely contained | The other thing about short term work is when you do tap into it. When you open it, you really need to make sure that you're holding and then you need to put it back. So then therefore, once you put it back like I said, the shame will still be there. But then, because after six sessions or 18, whatever it is. Uhm, it's not my. I'm not there to help them to sort of  wiggle things around anymore. | Working with shame | p. 5 Pam |
| 15:29 The client needs family support to reinforce there is no need to feel ashamed of the client's struggles with life, their emotions | (they)  greatly rely on family (and) schools ...to present that there is nothing to be ashamed of. You know whether it's (their academic) ability; going (to) school; their ability (in) reading, you know, because there's quite a lot of school refusal, as you can imagine, or anger | Working with shame | p. 5 Pam |
| 15:29 The social environment also needs to be supportive (empathic - it's OK) and accepting of their emotional expression of upset, anger, tears etc | that is what the society, the environment basically,  factor needs to come in because we’re always sort of being told off if we're too emotional, we're being angry with crying in the toilet. ‘Oh stop crying’ and stuff like that. | Working with shame | p. 5 Pam |
| 15:29 Counsellors need to build a safe space around the client to prepare them for the big dangerous world | being in counselling is that you build up a rather safe space for the client and then you need to let your client go back in that big dangerous world, of you don't know what's going to come (in to) their way | Working with shame | p. 5 Pam |
| 17:02 Future proofing | In my role, I do try to make sure that there is someone for that young person, for the client, so that ...when they do need it, they can go somewhere.... | Working with shame | p. 6 Pam |
| 24:02 People are defensive of shame | shame is complex because again when you touch on it then people become defensive towards it. | Working with shame | P 8. Pam |
| 24:16 Dealing with shame in self - self-awareness, discerning what others project onto me and what I genuinely feel about myself. | shame is complex because again when you touch on it then people become defensive towards it. | Working with shame | P 8. Pam |
| 24.40 Compartmentalise, work out what is theirs, what is yours to reflect on | In order to differentiate…you can … compartmentalise, … into different sorting pile(s), … that you need to digest, or …to reflect and explore. Then that's the difference. | Working with shame | P 8 - 9. Pam |
| 25:26 As counsellors we tell clients not to take things on board, but we also do this ourselves. (We need to listen to our own advice) | as much as we tell the clients don't personalise (it) , but as counsellors, very often we personalise quite a lot of things | Working with shame | P 9. Pam |
| 26:56 Working with shame - 'There is no straight road towards it' ' you will do a lot of… other work … to reach there' and ' sometimes … you didn't even notice you actually reached there' | There is no straight road towards it. …you will do a lot of the other work in order to reach there. And sometimes it can be (that) you didn't even notice you actually reached there. | Working with shame | p. 9 Pam |
| 27:59 Power dynamics - TA perspective, Client can use power imbalance to put you into shame by saying you didn’t help them | from a transactional analysis point of view trying to put yourself in an adult status, but the other person would try to be a different status as you are and form that hierarchy and try(ing) to put you to shame. Whether they're trying to be the parent or the child. It's still trying to be, not necessarily attacking, but sort of undercutting you. Using that power imbalance to put (you) into shame, like for example:  ‘I've, I've come here to ask for help and you didn't help me.’ Or - ‘you are no use of towards the scenario.’  You know, and sometimes even adults can take a child state to do that to just like, you know:  ‘You’re no help to me’, you know,   ‘Even though I asked for it, you didn't give me any help.’ | Working with shame | p. 10 Pam |
| 29:31 shame makes it harder to maintain an adult state (TA)  Power imbalance - can instigate shame with colleagues Shaming comes from an external locus of control (whether child or parent TA ego state). Shamers do not take ownership of what they do, and push others into a powerless feeling. | it's harder to maintain that adult state, sometimes. …to communicate even to fellow colleagues. Sometimes it can be difficult. Then it's sort of instigates shame.  00:29:55 Pauline  Yeah, and I'm just wondering, you know what that does to the therapeutic process when that happens?  00:30:04 Pam  That … would be the external locus of control. … whether it's an adult, state or child.. or ...people who …try to instigate shame, or …other people who's instigating shame on my clients,... those people are not taking ownership of what they do. And therefore it would further push my client or push me into the state of the powerless feeling. And yes, it was disempowering basically. | Working with shame | p. 10 Pam                        p.10-11 |
| 31:57 Solution to shame in the therapeutic process: Explore how the client became stuck, how they came to make certain choices. | it's about exploration as well. How come you're so stuck in there? You know, how come you always make that choice | Working with shame | p. 11 Pam |
| 33:19 person-centred approach follows the client, so they can bypass shame.   The nature of shame: it touches so many things, even though you don't focus on it deliberately. METAPHOR: It's like a boat tied to the pier - it bumps against the side of the pier - much like in therapy, you bump into shame | Well, from a person, centre(d) point of view. Obviously, it's always about what the clients want and …need in the here and now … (shame) touch(es) on so many things, … even though you don't talk about it deliberately or you don't process it deliberately. …you're still scratching the surface of it from time to time. It's almost like a boat that(s) tied on the pier and …the rim of the boat keep(s) … bumping onto the pier ... And then …you'll touch on it … here and there. | Working with shame | p. 12 Pam |
| 34:26 Bypassing shame: How can you bypass shame when it keeps touching you (like a boat tied to the pier, it keeps bumping into you) | How do you bypass something that keeps touching you? | Working with shame | p.12 Pam |
| 35:21 The relationship is important - to be strong, non-judgemental non-aggressive and non-intimidating. This means the client is more open to talking about what they are not capable of doing | it's (the relationship) very very important because like I mentioned earlier on, from person-centred perspective, it's the judgement that sometimes a lot of people feel. And if that relationship is quite strong and ...the other person always comes in in a non-aggressive, non-intimidating way then, you will probably feel more open to talk about that shameful feeling or what you're not capable of, etc | Working with shame | p.13 Pam |
| 36:24 The integrative approach helps to see shame as it is - in the air, not trying to separate it out - shame is in the layers - it is delicate. | how it's sort of in the air, but nobody talk(s) about it? That sort of analogy. The integrative approach make(s) me see it as that. Because it's not something,  because it sort of slip(s) into the layers, I recognise the complexity of it rather than maybe you know, ...not saying (an)other approach is not good, ...but just sort of like other approach(es) would be trying to separate it. | Working with shame | p. 13 Pam |
| 37:30 What is shame like from an PCSTI approach: METAPHOR Like a napoleon cake that has fragile layers. If you try to isolate shame it will crumble. By using an integrative approach, you can go to that point to release that stress rather than taking it out. | like a Napoleon cake, you know? That that the have very fragile layers and if you try to isolate it, it will work, but then it crumbles. Understanding it from an integrative approach, is that because you can recognise where that stress point is, then you can sort of try to go that point to... release that stress, rather than taking it out. | Working with shame | p. 13 Pam |
| 38:34 How to deal with shame from a holistic integrative approach: You are aware of different sources contributing to the shame instead of using one school of thought where you would just understand the shame from that one perspective. An integrative approach gives a broader understanding. | you can see more sources contributing towards the shame. Whereas if a lot of the time you're ... stressing one particular approach, what's gonna happen is that you will only follow that school of thought, to understand a certain issue. | Working with shame | p. 13 Pam |
| 39:38 How to deal with shame: Asking the client to explore the shame with curiosity instead of saying they have irrational thoughts (CBT) | OK it sound(s) like it makes sense to you. Can you break it down for me? Because at the moment I don't understand where ...that (is) coming from? | How to work with shame | p. 14 Pam |
| How to deal with shame: Asking the client to explore the shame with curiosity – their frame of reference | I don't understand where you're coming from, so can you break it down for me?’ And once the client break(s) (it) down, and then they realise, Oh yeah, that part. That come(s) from nowhere, and (when) we take out that ‘coming from nowhere’, then we further analyse and further explore, actually, where does that come from or what does it trigger | How to work with shame | p. 14 Pam |
| 41:27 The client, not the therapist is the expert | I never feel like I'm the expert, but simply, I know, I study it, I know a little bit, more because I study it, but that doesn't necessarily make me the expert of the client life | How to work with shame | p. 14 Pam |
| 44:13 'the main thing is making yourself comfortable in (the) uncomfortable'. Explore client choices, get comfortable sitting with uncomfortable feelings…45:20 don’t rush into doing anything | the main thing is making yourself comfortable in (the) uncomfortable. OK, so it's almost like. Uhm, you sort of gear yourself up so that you're comfortable. Getting ready to walk in that uncomfortable feeling of talking about shame. Just like any of our topics that we will touch on when we're working with clients. [you] Basically... that's it, you know. Obviously earlier on I talk about, well, I talk(ed) about the ... choices and then we talk(ed) about sort of, understanding it, but mainly it's about how you .. need to know how comfortable you are to sit with that uncomfortable feeling, and I feel like that(‘s), sort of what the training has put us through? It's like sitting with that uncomfortable feeling…. before we're rushing to do anything about it | How to work with shame | p. 16 Pam |
| 46:48 However, I can't answer that simply because (that) it's case to case. (It) depends on what client feels most comfortable with Person-centred – identify the trigger, how the current source relates to the past, process it,  Narrative therapy – recognise the shame is not yours – it belongs to someone else, find the source then process and confront the scenario | So I again I was just going back to the person-centre(d) (approach)... . If that (shame) is triggered... what is it that’s making you feel like that? Is ..the purpose to identify the source of it and link... how this current source relates to... past experiences, and then process it, so that the client can recognise where they are in a picture? Or sometimes, if using narrative therapy, it could be: ‘actually that shameful narration does not come from you. It ...come(s) from someone else’, and once they can identify that because it doesn't just feel like (it) just suddenly appear(ed) ..., they find... it's source... They feel more solid to... be able to go to the next step (to) confronting this whole scenario or processing the scenario. | How to work with shame | p.16-17 Pam |
| Name it, be comfortable with it, don’t judge, empathise with client | there's something about naming. It is important and, so the client can see that I'm comfortable with it. I'm not judging them, but I can see it how hard it is for them | Dealing with shame | Tracy p.5 |
| Trust - important to build trust with client | It's been massive. The trust | How to deal with shame | Tracy p.6 |
| UPR  Sit with discomfort of shame  Do not judge  Respond and  use body language to communicate core conditions  Offer empathy | it's really most important is that, you know, unconditional positive regard, and really, genuinely being able to sit in that discomfort, and not - so they feel they're not being judged. I think how, yeah, how I respond my body language, what I say, how, how empathic I am. I'm not judgmental | How to deal with shame – Qualities of therapy - ways of being, skills | Tracy p.6 |
| Work space is sacred | maybe there's something about where I work as well, I work from home so it's quite, uh. I'd say for me, I always see it as a sacred space | How to work with shame - Spiritual | Tracy p.6 |
| Build trust | I can build trust very, very quickly | How to deal with shame - Qualities of a therapist to deal with shame | Tracy p.6 |
| Be grounded  Contain the shame  Show the client you can handle their shame | being able to contain, to be grounded, and contain it. I think that's really important, that you know, that the, the client knows, that I can handle it | How to deal with shame - Qualities of a therapist to deal with shame | Tracy p.6 |
| Client motivation to engage quickly | I think in private practise it's because people are ready, and they want to be here, and they are paying, do you know what I mean, and that they're going to engage very quickly | How clients deal with shame - | Tracy p.6 |
| Set boundaries  Make a contract  Which makes the client feel safe | set the boundaries. I always do a contract, you know to mean that I do all the boundary stuff which can help them feel safe | How to deal with shame - help them feel safe | Tracy p.6 |
| Compassion  Being human  Rmpathy  Don’t lose sight the client is human | I'm confident. But I'm really compassionate. And I'm very human, I don't lose sight that this is somebody else that's really human and I think one thing that stuck with me about Rogers is really prizing somebody | Qualities of therapist in dealing with shame | Tracy p.7 |
| Prize the client | one thing that stuck with me about Rogers is really prizing somebody | How to deal with shame | Tracy p.7 |
| Validation | sometimes it is about offering, you know, that they're doing really well or it's a hard session, or they've worked hard, you know, and one client who's struggling with that shame. | How to deal with shame | Tracy p.7 |
| embarrassment | I think he was probably a bit embarrassed | Associated emotions with shame | Tracy p.8 |
| embarrassment | there is a difference between embarrassment and shame | Associated emotions with shame | Tracy p.11 |
| 31:37   Be fearless and ask questions. p.13 | I'm a bit fearless | Qualities of a counsellor when dealing with shame | Tracy p.13 |
| 32:21   Not many people would ask certain questions p.14 | not many people are going to ask that question | 32:21 Qualities of a counsellor dealing with shame | Tracy p.14 |
| 32:21   Break their shameful dirty secrets   Break the cycle of feeling bad about themselves p.14 | ' I want him to have a space, where he could get it all literally off his chest, break the secret’ | How to deal with shame | Tracy p.14 |
| 32:57   Acceptance   Congruencep.14 | I'm just offering that real acceptance and understanding... then even in, what, three sessions he feels so... he’s like,  he’s had the whole weight lifted off his shoulders. You know you can see the difference in him the work can start to take effect within as few as 3 sessions | How to deal with shame | Tracy p.14 |
| 36:10   It’s important that the therapist has knowledge and experience to deal with shame p.15 | it's not to be dabbled with...it's quite complex | How to deal with shame | Tracy p.15 |
| 36:10   Participant feels there's not one theory to deal with it p.15 | I don't think there’s one theory to work with it. I might be wrong because I've not academically studied it | How to work with shame | Tracy p.15 |
| 37:02   Inexperience, not worked through their own demons | Newly qualified, but there might be some that is too much, or if they've got their own stuff. Demons that they’ve not worked through | How not to deal with shame | Tracy p.15 |
| 37:02   Some therapists and supervisors might skirt around it p.15 Some therapists could skirt around it. I tend not to work by skirting around things, and I certainly don't supervise by skirting around things | I tend not to work by skirting around things, and I certainly don't supervise by skirting around things | How not to deal with shame | Tracy p.15 |
| 37:32   Avoidance. p.15 | Therapists might do (avoid shame). A client could, a client’s not going to voluntarily go into it (shame), I don't think, because that's what shame does | How not to deal with shame    Client avoidance of shame | Tracy p.15 |
| 37:32 How to deal with shame - some therapists could avoid dealing with shame - in supervision and with clients and some clients can avod shame p.16 | 'I think a therapist could do, could avoid it.' ' I'm just trying to think if any of my supervisees in that situation. Yeah, that I think they can. They can come across it, yeah' | Avoidance of talking about/dealing with shame – therapist and client | Tracy p.16 |
| 38:09 T  he person-centred approach is helpful with shame - trust the client, their autonomy, be patient, use congruence, work with it in supervision p.16. | 'I do love the person-centred philosophy of trusting the client, and trusting the clients autonomy, and that they know what's best and being patient enough to, to work with that. Or, use that level of congruence' | How to work with shame - theories | Tracy p.16 |
| 39:14   Agree with some of what she says, feel it's valuable, but don't agree with all of what she says. e.g. dealing with personality disorders. p.16 | 'I think that's been really valuable. Maybe what she has put out about shame. I don't always agree with every aspect, but that's just because some of it just is slightly different of how I would work with personality disorders, and different aspects, than some of her beliefs, but I think she's opened a lot for therapist to to go and tap into, really' | Working with shame - theories - Carolyn Spring | Tracy p.16 |
| 40:49   Offer core conditions, compassion, relational depth. p.17 | I think essentially with the core conditions. But it's I guess its working with this compassion. And sometimes you might offer them at a very deep level | How to work with shame therapeutically | Tracy p.17 |
| 40:49   Be mindful if they are not ready to work with shame  Don't let shame stop you from working therapeutically p.17 | the client's not ready for it, or they're not used to it | How to work with shame | Tracy p.17 |
| 40:49   Prizing - shame can make this difficult for a client to receive from the therapist - reject p.17 | I really prize her, because I know how hard it is for her | How to work with shame | Tracy p.17 |
| 41:43  Sensitivity,  A deep awareness of shame  An awareness of the impact shame can have on the client.p.17 | I think you’ve got to have a sensitivity... A very deep awareness of shame, and the impact, and what the client might be going through | Characteristics of a therapist to deal with shame | Tracy p.17 |
| 41:43   If clumsy or forthright and wrong with intuition, it could put off client and might rupture the the process p.17 | if it's (shame is) not (there), and you're a bit too maybe forthright or clumsy, then it might put a client off. It might break the therapeutic process | How not to deal with shame | Tracy p.17 |
| 41:43   It is a fragile process - it needs intuition and sensitivity p.17 | I guess this is where it's a fragile process | How to deal with shame | Tracy p.17 |
| 42:32   It may be a number of things - experience, training, CPD, PT, it still comes back to being one human being with another, trying to help, being compassionate - in a real sense, genuinely wanting to help, to pursue and guide somebody p.17 | I guess for me, whether it's experience, whether it's training, whether it's skills, whether it's my personal development, the work I've done on myself, I still come back to ‘it's about one human being with another, and trying to help, and being as compassionate, and I mean that in the real sense that I genuinely want to be able to help, not necessarily rescue, but be able to... guide somebody to stalk with it (pursue it) as well | How to deal with shame- therapeutically - | Tracy p.17 |
| 43:15 integrative with person-centred at the core p.17 | I'm not purist person-centred , I can't ,because I integrate all these other aspects, but that's my core. And especially what I would do | Ways of working with shame therapeutically | Tracy p.17 |
| 43:15   Anxiety is often linked. Use coping strategies for anxiety to help the shame to come out, be named and be worked with or processed. p.17 | often the anxiety can be linked to it. And sometimes getting the coping strategies for anxiety can help the shame to come out or to be processed. And if the client is really anxious, then I'd use coping strategies for the anxiety, and that might help to shame then to come, come up or be named or to be worked with | Ways of working with shame therapeutically | Tracy p.17 |
| 43:52 Working with shame - somatic markers p.18 somatic markers, and being very observant around what I'm noticing and offering that | somatic markers, and being very observant around what I'm noticing and offering that | Ways of working with shame therapeutically | Tracy p.18 |
| 43:52 Therapists want to bring about therapeutic change  p.18 | ultimately, I think, hopefully most therapists want to be therapeutic. Want to be helpful, want to help somebody to be able to change help, to bring change | Working with shame | Tracy p. 18 |
| 44:26    impact of therapy on shame when they leave the session....how do they integrate it?  p18 | How they are afterwards when they walk out. Yeah it's safe here. I can tell you my secrets, but gosh well how must they feel when they step out and walk out. How do they integrate it in their life? | How to work with shame | Tracy p. |
| 46:37   Core conditions,   Body language, do EMDR on self after a session,   Look after the therapeutic space. p.18 | offering the core conditions. But then if they’re, I would look at sharing techniques on how they can prevent vicarious trauma, whether it's looking at their body language, looking at doing some EMDR on themselves after a, a session, whether it's how they look after the space that this trauma has been shared in | How to work with shame (and trauma) | Tracy p.19 |
| 46:37   I clear negative energy, chakra work if their energy has been drained p.19 | You know, or if a therapist is saying they are drained, I work with the chakras which chakra is, you know is it being..are they allowing this client to drain them? And how can they protect that particular chakra in the body? | How to work with shame as a supervisor | Tracy p.19 |
| Spiritual therapy for energy levels to prevent burnout | it's fairly unique in supervision to be doing that work on an energy level, or whether it's a ritual or not - not a ceremony; to shift energy shift negative energy to prevent that burnout | How to work with shame in supervision | Tracy p.19 |
| 46:37   Holistic spiritual approach - core cranial sacral therapy p.19 | training in holistic therapies and I do core cranial sacral therapy with my spiritual path. So when you do it for like if the energy is there | How to work with shame - in supervision | Tracy p. |
| 46:37   Cleanse space, get rid ofnegative energy that may have passed over p.19 | What do they use to cleanse their room beforehand? How, do they get rid of any negative energy and negative in a sense of, it might be dark? Do you know what I mean? It might be an energy of somebody that has passed over | How to work with shame - | Tracy p.19 |
| 49:03 How to work with shame - soul work - with an energy or entity - an energy medicine - it's really out of the box - light  a candle - send it to the light. p.19 | It's like soul work...they end up picking an energy or an entity, and it's then in the supervision room. I don't want it in my room Pauline, so it's like, ‘Where, where is it?’ and next minute, it, they could feel sick or it's coming out ,so it then it becomes more on an energy work, an energy medicine. | How to work with shame | Tracy p. |
| 06:54 Guilt | And then the word guilty comes up,. I’m assuming that they are kind of related on that, guilt and shame. | Associated words with shame | Lucy p.4 |
| 11:42 Fear of facing what is shameful | I suppose because knowing that, pulling something apart with the therapist could help me view something differently. But actually, not wanting to go there, because, to be honest, it's too scary. | Therpist dealing with shame in therapy | Lucy p.6 |
| 21:53 Client led | ‘that's fine if you and if you don't want to go there, that's your choice.’ And then I I kind of try and do the.... | How to deal with shame | Lucy p.10 |
| 27:10 Park it for that session (bracket)  Be congruent and empathic Take it to supervision | I would endeavour to park ii for that session. Whilst also, in some way. Yeah, this makes sense, in some way relaying to them that I have an understanding that it's a difficult emotion to be feeling. But park my own stuff and make sure that I take it to supervision. | Importance of understanding our own shame How to deal with shame when it is triggered | Lucy p.12 |
| 33:08 Lucy test reaction of therapist, if they can trust it can be contained, they can be congruent | Yes, that’s a good word (veneer). She just wanted to test out my reaction, I think. ... And then from the next week she started telling me more about how it actually was. And we did some some great deep work after that | Shame in the therapeutic process How the client deals with shame | Lucy p.15 |
| 35:13 Shame leads to incongruence, deceit, masking who they are and how they operate in the world | Well, yeah, because I don't think she was actually herself. Because she'd had this facade all the time. Because I think she carried it throughout her life. You know that in all aspects of her life. 00:35:26 Lucy ‘This is me, I'm happy. I'm cheerful, I'm never miserable.’ 00:35:33 Lucy But underneath it all, she was really unconfident. Really had no self-esteem at all It was all just veneer | Shame in the therapeutic process How the client deals with shame | Lucy p. |
| 00:41:02  Work in a humanistic, accepting way.  Accepting the whole person. | 00:41:02 Lucy I don’t know if this answers your question but I would definitely do it in a kind of humanistic, accepting way. Accepting the whole person, you know, because I think that people can often identify themselves as shameful, and not expect the whole of them to be accepted as they are. Which is what I try to offer them. | Therapeutic approach how to work with shame - | Lucy p.18 |
| 41:58 2 chair exercise Self acceptance See self from a different perspective | a two-chair exercise with it. Sometimes that can help the person that has is carrying that shame at that time to accept it, more or to accept themselves more. By seeing it from a different perspective | Therapeutic approach how to work with shame - | Lucy p.18 |
| 43:00  pushing shame away is not helpful,  It will continue to harm and... leak out in other ways | pushing it away is not going to be helpful, and it's just going to continue to harm and... leak out in other ways if you if you push it down, I believe. | Therapeutic approach how to/not to work with shame - | Lucy p.19 |
| 44:56  accept the whole person. | I think like I said it is accepting the whole person. People often come thinking we can't talk about this bit of me, because that's not nice and I'm not going to be accepted by the therapist, or anybody, if I if I admit to this. | Therapeutic approach how to work with shame Therapeutic Keys: | Lucy p.19 |
| 00:45:52  Immediacy, | I suppose sometimes immediacy, if they might say one thing when you when you perhaps can feel something else. Or sometimes people when they are ashamed of something, kind of laugh in a strange sort of way? And if you’re using immediacy, I can see or hear this is what you are doing, but actually what I'm picking up is… whatever it might be. | Therapeutic approach how to work with shame Therapeutic Keys | Lucy p.20 |
| 46:34 Acceptance | Yeah, acceptance | Therapeutic approach how to work with shame Therapeutic Keys | Lucy p.20 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 that, 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 |
| 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 |
| 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 |
| 00:48:26 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 |
| 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 |
| 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 |
| 00:31:43 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 |
| 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 |
| 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 |
| 00:08:10  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 |
| 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 |
| 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 real. 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 |