

# Welcome

**When Therapy Goes Wrong:  
Ownership, Accountability & the  
Essential Role of Supervision**

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**Enhancing positive change  
and empowering individuals.**



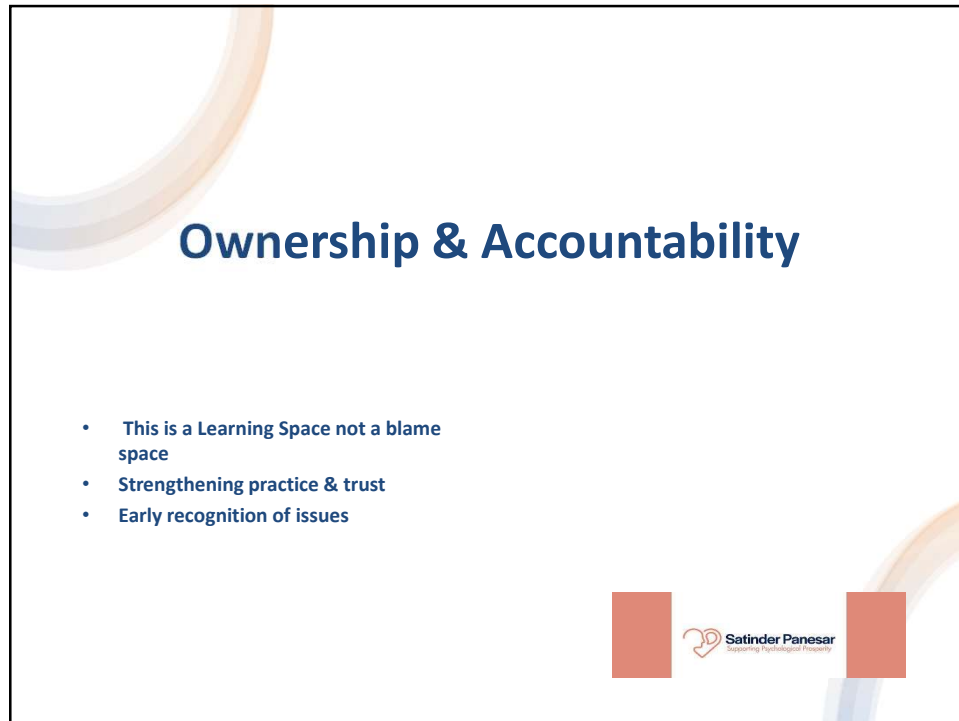
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# Introduction

- Opening Story
- Audience Reflection
- Framing the Conversation
- Navigating Challenging Situations with Confidence, Personal Growth & Development
- Self Awareness when the “ Something is not OK “ moments
- Developing Best Practice to Strengthen Skills and Approach
- Preventing Complaints
- The Essential Role of Clinical Supervision
- Audience Reflection & Break out Session
- Q & A




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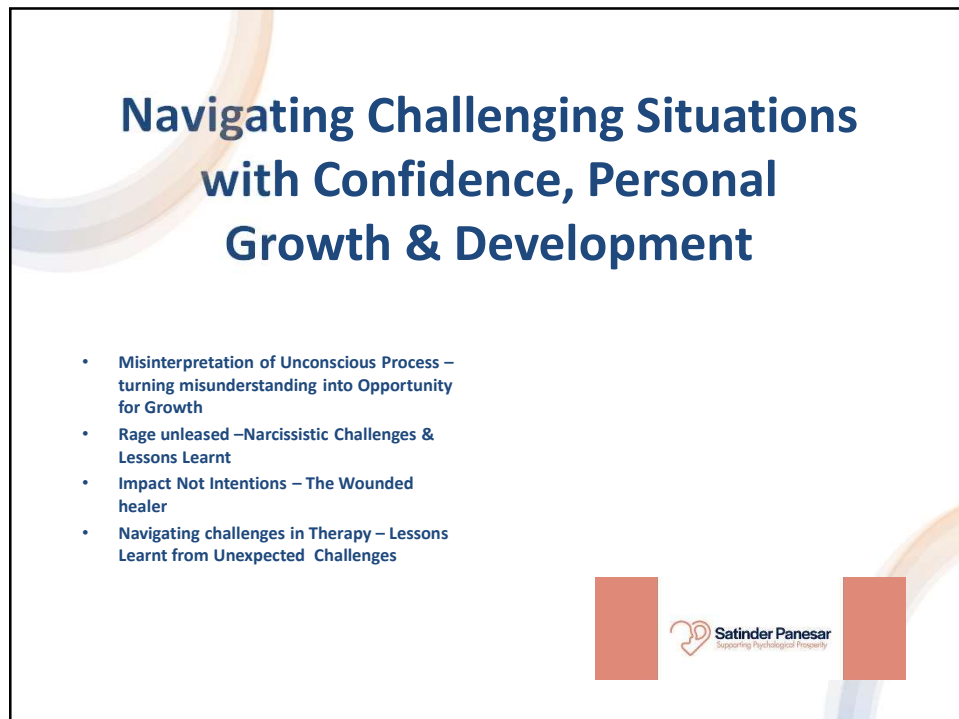


**Ownership & Accountability**

- This is a Learning Space not a blame space
- Strengthening practice & trust
- Early recognition of issues


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**Navigating Challenging Situations  
with Confidence, Personal  
Growth & Development**

- Misinterpretation of Unconscious Process – turning misunderstanding into Opportunity for Growth
- Rage unleashed –Narcissistic Challenges & Lessons Learnt
- Impact Not Intentions – The Wounded healer
- Navigating challenges in Therapy – Lessons Learnt from Unexpected Challenges

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## Reflective Questions

- What can this experience teach me about myself, my practice, my blind spots, and the therapeutic relationship?
- When therapy doesn't go as expected, do I respond with defensiveness and self-protection... or with curiosity, reflection, and a willingness to learn?

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## Self Awareness & “Something is not OK” moments

- Empowering Self determination – The importance of Cultural Humility
- Power, Sexuality & Inexperience – Lessons from a Student Counsellor
- The Pessimists Within – When unresolved Inner Conflict Impacts the Counselling relationship
- Freeing the Wounded Healer – Mixture of Dread, Stuckness & Accountability

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## Reflective Question

When Something in the therapeutic relationship feels “not quite right” do I allow myself to become curious about it ..... Or do I move past it quickly?

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## Developing Best Practice to strengthen Skills and Approach

- One Last Job – When Curiosity & Fear Colour Therapy
- When All that Could Go Wrong Goes Wrong – managing Risk in Remote Private Practice
- When Empathy Hurts – bringing n Neurological Trauma Informed Perspective
- When therapy Goes Awry – the Importance of Appropriate Referrals

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## Common Responses when Therapy Feels Difficult

- Defensiveness
- Overexplaining
- Self-doubt
- Avoidance
- Rescue responses
- Shame
- Withdrawal from supervision
- Hyper-responsibility

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## Reflective Question

When difficult moments arise in therapy,  
am I more focused on protecting myself...  
or understanding what the client may be  
experiencing?

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## Preventing Complaints

More commonly, they develop gradually through:

- unspoken dissatisfaction,
- misunderstandings,
- unresolved ruptures,
- unclear boundaries,
- lack of communication,
- or clients feeling unheard, unseen, or unable to raise concerns safely within the work.

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## Reflective Question

- Do my clients experience therapy as a space where concerns, discomfort, or dissatisfaction can be spoken about safely and openly?

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## The Essential Role of Clinical Supervision – 4 Reflective Questions

- How did the client experience help you improve your practice?
- How did Clinical Supervision support you through your experience – did you access any additional support?
- What insights have you gained from being curious about your experience and from the process of self-reflection ?
- What guidance and learning can you offer other therapists?

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## The Essential Role of Clinical Supervision

- Supervision “a lifeline” for complexities and ethical dilemmas & celebration
- Personal wellbeing - protection, reflection
- Supervision for Professional Development
- Attending supervision – how do you show up?
- Ten To Twenty Percent – When Therapy is not Therapeutic

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## Reflective Question

Do I hop, skip and jump to supervision... or  
hesitate when something feels  
uncomfortable .... reflect on why

Do I take to supervision what I don't want  
to take?

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## 60 second Reflective Exercise

Think of a moment in your work as a  
therapist where something in a session  
didn't go as you expected.

- Perhaps something felt slightly off.
- Perhaps a client reacted in a way that surprised you.
- Perhaps you realised afterwards the client experienced the session differently from how you thought it had gone

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## Breakout Group Discussion

Reflection Exercise rather than disclosure of identifiable cases

- Have you had a client unhappy with therapy without realising it?
- Have you experienced rupture in a session ?
- What stops therapist bringing difficult material to supervision?

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## Group Discussion

Invitation for reflections from the groups

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## Final Reflection

- If therapy never goes wrong, we probably, aren't looking closely enough. The courage isn't in being perfect ; it's in being reflective , accountable and willing to learn.
- Take to Clinical Supervision what you don't want to take
- If you don't hop skip and jump to supervision – reflect on why?



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## Q & A

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You'll find me on Linked In, Facebook & Instagram

I'm around for the rest of the afternoon and would love to speak to as many of you as I can.

Enhancing positive change  
 and empowering individuals.



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