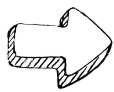


HOW TO REMEDIATE WITHOUT SHAMING



Consider the presence of unrecognized shame

Shame: an emotion that results from a global, negative self-evaluation

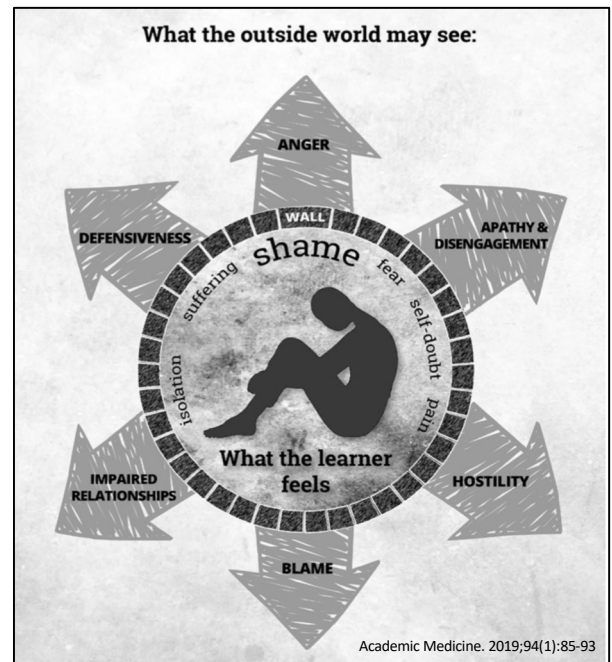
Self-Talk

"I AM BAD"
"I AM NOT ____ ENOUGH"
"I AM FLAWED & DEFICIENT"
"I DON'T BELONG HERE"

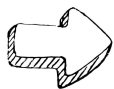
Potential Effects

WITHDRAWAL & ISOLATION
DISENGAGEMENT W/ LEARNING
DEFENSIVENESS, ANGER
LOSS OF SELF-CARE

Some unprofessional behaviors may be a manifestation of unrecognized shame. **Hold the learner accountable for the behavior without worsening the shame.**



- ✓ To assess for shame **Ask** "How are you feeling about yourself?"

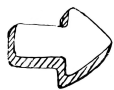


Establish trust & rapport

- ✓ Carefully manage your own emotional reaction to the learner
- ✓ Maintain the privacy of the learner

Partner & Empathize
with the learner

De-stigmatize & Normalize
the shame feelings



Remediate via focus on growth, active support

- ✓ Use remediation as growth opportunity w/i safe environment
- ✓ Focus on actions that can be changed & not the whole person
"You're not bad. You did a bad thing, and we need to fix it."
- ✓ Provide counseling resources & psychological support
- ✓ Provide active follow-up. Assess for & mitigate shame.