Consider the presence of unrecognized shame

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

- “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.

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