

creating excellence in therapy

5 minutes at a time

with Rob McNeilly



foreword by Birgit Valla & Paul J Leslie

Contents

Foreword by Birgit Valla	3
Foreword by Paul J Leslie	4
Preamble	5
Learning	6
Listening	9
The therapeutic relationship	11
Creating expectancy	13
Accessing resources	15
Creating genuine confidence	18
Self care	21
Personal therapy	24
Summary	26
Contact details	29

Foreword by Birgit Valla

For my entire career, I have systematically tracked when clients are improving and when they are not. My ever-pressing question has been “What is helping? And what is not?” I have no doubt that to become better, we need to go back to the basics. Our field is lost in techniques and methods, one more sophisticated than the next. And yet, this does not make us better. So what should we do?

Rob McNeilly shows us some very important clues about where to look for excellence. His videos and his message may look simple, but they are not. What he teaches us is fundamental and the very basis of achieving excellence as a therapist. To many experts, this can be intimidating because they wish to hold on to their preferred way of working. When you follow Rob McNeilly’s videos you have to let go of what you think you already know. Each of the elements in the videos is a playground for discovery, and they provide structure for where to start looking for excellence.

The simple complexity in Robs McNeilly’s message reminds me of the famous poem by William Blake. The opening lines goes as follows.

*To see a World in a Grain of Sand
And a Heaven in a Wild Flower
Hold Infinity in the palm of your hand
And Eternity in an hour*

McNeilly encourages us to play with the elements he offers in the videos. Based on my experience, I can promise you that the more courageous you are, the greater the gain. Sticking to the basics and expanding from there will open a world of possibilities and new discoveries. Only then can you move to something bigger than what merely meets the eye at first glance. Everything opens up, and you can truly begin to see the whole world in that small grain of sand.

Birgit Valla
clinical psychologist, author of Beyond best practice – How mental health services can be better.

Foreword by Paul J Leslie

Several years ago, I met Dr. Rob McNeilly at an international conference that focused on the work of the amazing psychiatrist and hypnotherapist, Milton. H. Erickson. Knowing that Rob had been a direct student of Dr. Erickson, I looked forward to sitting in on his workshops. In Rob I found a teacher who was able to simplify many of Erickson's cryptic ideas in a manner which anyone could understand them. His ability to break things down so that practitioners could instantly use what he offered was a welcome gift to us all. Rob and I have since become good friends and I consider him to be one of my valued therapy mentors.

In addition to his expertise on Dr. Erickson's work, Rob is equally skilled in teaching the most crucial elements of creating successful therapy encounters. Even though many of the gifts Rob shares in this short book are so important for successful outcomes, unfortunately these very gifts are often the aspects of therapeutic interaction that many therapists pay the least consideration to in their work. He reminds us of the importance of paying attention to such concepts as the role of expectancy, accessing client resources, and attending to the therapeutic relationship. These are all essential components of doing good therapy, but often do not get the attention from clinicians that they need. Research over the past two decades on psychotherapy outcomes has repeatedly shown that it is not just a theory or technique that creates change in clients, but rather the very aspects of therapy that Rob has written about in this book.

Rob has fully integrated Dr. Erickson's recommendation that each client is a unique individual whose worldview needs to be respected and understood. Rob's assertion that providing clients with genuine therapeutic presence, connection, and compassion is of the utmost importance in therapy is a much welcome reprieve to the relentless onslaught of overzealous theory proponents and unyielding therapeutic technicians that seem to be prevalent in the "psychotherapy marketplace" far too often these days. I hope you enjoy and learn from this offering Rob has provided. I know I did.

Paul J. Leslie

Preamble

I recorded these 5 minute videos several years ago as a reminder to us therapists that although we have learnt techniques, protocols, structures - even going to workshops, reading texts to develop even more - that all therapy happens in a context.

And according to the context we create, so the therapy evolves.

We all want to do the best we can to relieve the suffering that clients bring to us which is why we went to those workshops, read those texts ... but there is insufficient attention given to the context.

In this short series of brief talks, I've attempted to outline some of the elements that can create the best contexts to enhance our effectiveness.

My invitation is to watch the video, try out some of what you discovered, and make your own translation of what I am offering.

I promise that it will be worthwhile, and the greater your silliness to play with them, the greater will be the benefits for you and your clients.

A big thank you to Birgit Valla and Paul J Leslie for their generous forewords.

Rob McNeilly
March, 2021

learning



Hi. Rob McNeilly here and welcome to the first of this series of videos.

I wanted to make some comments today about learning and how crucial it is in our work and for our personal experience and effectiveness and personal wellbeing.

Erickson made a big emphasis on learning. He said, “All of our lives we’re learning,” and he also said, “problems are learnt limitations,” so that if we can have a problem as something that we have learnt, then that creates the possibility of either unlearning that or learning something else instead of that so that we can learn to have a solution.

So, learning is a marvellous experience that gives us a lot of flexibility, and a lot of possibilities and a lot of opportunities to have a different experience ourselves and to help our clients to have a preferred

experience. Instead of having their problem, they can help to learn their solution.

So, the question that I want to have us look at together is how do you learn. And if we looked at our own individual learning, we all learn in our own way. Some people learn a series of steps and they kind of map it out. And then they practice it and then after a while, it becomes built in, and it just becomes something that's second nature.

Other people like to read something. And when they read it, if they understand it and they have a sense of it, then they can start to generate some actions from it.

Other people like to watch a video of someone doing some work, how to see someone else doing a certain therapeutic move or action, and then by viewing to somehow just soak it up and then be able to embody from that way.

So, the question is, "How do you like to learn?" And how ever it is that you like to learn, please leave a comment so that we can all start to see the different ways that we learn and to then explore the way we can make best use of that.

Now, obviously, this applies not only to us, but to our clients. And the beautiful opportunities that comes from learning, if someone comes with a problem and they don't necessarily think, "Oh, I've learnt this," they think that they've just got it. But if we can remind them that when they, say, if the person walks into the room, that if we can remind them there was a time when they couldn't walk, but they learnt to put one foot after the other, to balance their body, to move their arms, to keep their balance and so on. So, we've learnt to walk.

Most people can learn to read and we can look at a book, a text and it makes perfect sense to us. And that's something that we've learnt. When a child first has to deal with letters and numbers, they don't make sense at all. So, we've learnt letters, we've learnt to read, we've learnt to write, we've learnt to walk, we've learnt to crawl. There are a whole lot of things that we've learnt to do that once we realise that we have already learnt so much, then learning something else becomes relatively more accessible.

My wife and I decided to learn Spanish a few years ago. We didn't follow through with it, but we came across a wonderful teacher, Michel Thomas, who said that every word in English that ends in T-I-O-N is correspondingly very similar in Spanish, except in C-I-O-N. So, 'attention' in English becomes 'atención' in Spanish. My pronunciation is probably not accurate, but to get the point that T-I-O-N becomes C-I-O-N, so he said, "Now, with that, we have learnt 10,000 Spanish words." So, there are some ways of learning that aren't necessarily effortful, that aren't necessarily involving struggle. We've all got our own ways.

So, if you could give some thought to what is your way of learning, how have you learnt and then have this question in relation to clients, how they learnt what they've learnt, that will give us a clue about how to help them to learn something preferable and unlearn the situation that they're calling their problem.

Thanks for watching.

listening



Hello again. Rob McNeilly. So, welcome to the second video on the series.

Today, I want to explore some ideas about listening. Now, we usually think of listening as being something to do with our ears and hearing, but actually, it's not quite like that. When we pay attention what we mean by listening, it's a process by which we give meaning to something. It's not a matter of just hearing sounds, but when we hear the sounds, what do those sounds mean to us?

So, also, we know in our work how important listening is. We need to be a good listener. We know that. But how do you listen? How do we listen? What can we do to make our listening more effective, more relevant, more useful?

And one of the ways that we can explore this area, so critical, so central, is to think of what we are listening for. Now, in a problem-solving approach, we listen for information so we can make a diagnosis, so that we can then treat the condition. In the solution approach, we're more inclined to listen for resources, for disconnections, for areas where someone has got out of touch with something or for area of learning. So, when we're listening for possible solutions, our listening is going to be very different from when we listen for the possible causes or for a possible diagnosis.

Also, there's a way we can talk about listening as being from our head where we're listening intellectually for information. We can say speaking metaphorically that we listen from our heart, so we're listening for emotions. We can say I'm listening from my gut with our intuition.

So, depending whether we're listening from our head for intellectual understanding, from our heart for an emotional connection, from our gut for some kind of insight that's intuitive. So, the different places that we listen from will affect how we make sense of what a client says and what a client hears that we are speaking.

So, my invitation is for you to start to notice when you're with a client what are you listening for. Are you listening for understanding, for diagnoses, for causes or are you listening for possible futures, for opportunities, for areas of disconnection, areas that we can explore and to just notice what it's like when you listen from your head, from your heart, from your intuition; what it's like when you listen for the causes, diagnoses, intellectual understandings as distinct from listening for who this person is, how they learn, what's possible for them, what is it that they believe, what possible different futures might be there. And in particular, if we start to listen for concerns, what are the values that this person has? Who are they at a soul level?

So, see what happens. If you listen under the resolve of listening in those two different ways from those different places, it gives a very different direction, very different outcome. And so, if you can start to pay attention to that, be curious about that and see what you can discover, it's an area that we can all become more sensitive to and we could learn in this area of listening and in that way, we can add a lot to the effectiveness of our work.

See you in the next video.

the therapeutic relationship



Hello again. Rob McNeilly again. Welcome to the third video.

I want to say something this time about the therapeutic relationship. The nature, the intensity, the value of the therapeutic relationship is becoming very clear as one of the most important contributions that we as therapists can make to a client's effective therapy.

We all know how it is when we are with someone who we trust, who trusts us, who is on the same page as us, who is connecting with us, there's a sense of being with and we all had the experience of the huge healing that happens when we are simply in the presence of someone whom we trust and we have a trusting relationship with. So, this is one of the areas that we can explore to allow our effectiveness to move towards excellence and how to generate a therapeutic relationship that is going to be perceived by the client as being respectful, as being human, as being relevant and useful to them.

And one of the ways we can do this is simply through the human experience of empathy. If we are able to listen to a client respectfully and wonder just how it would be for us to be in their situation, to feel with them as if we are in their shoes, so to speak, so then if we can do that, we can have a sense, not a direct experience, but a sense of who they are, how they are, what their experience is for them. And to be able to generate that experience of being with another person without judgments, without criticism, without praise, but simply being with them is something that we can play with, we can attend to, we can learn.

And it's going to be such a pivotal experience for us to develop some sensitivities around so that we can be more empathic, so we can be more accepting, so we can be more with someone just as they are without trying to help them, without trying to fix them, without trying to resolve anything, but simply to be in the experience with them.

There's a joke that says, "You don't really know another person until you've walked a mile in their shoes." And the joke goes, "and after a mile, if you still don't like them, well, you've got an extra pair of shoes and you're a mile away from them." Anyhow, that's a bit trivial, but if you come back to the value of this and just see what happens, when you're with a client, if you restrain from any tendency for the moment, not permanently, but for the moment, restrain any attempt to help, to interfere, to suggest, to do some kind of interaction and simply be with them as they are, be with them as if, as much as possible, you can be in their shoes, to be with them and see how that is for you in the therapist and notice what you can discover, what changes you notice in the client.

I invite you to play with that and I think you'll find that that will be very useful and please leave a comment down below here so that we can all learn together from our joint experiences.

See you in the next video.

creating expectancy



Hello. Rob McNeilly again and welcome to the fourth video in this series.

I want to have us explore something today about expectancy. And clients come to see us and they don't typically say, "I've got this problem and I know that at any moment, things are going to be just fine." That's not normally how clients approach us.

Usually, when any of us have a problem, it's not only the circumstances that are troubling us, but there's the way it feels like this is how it is and there's nothing I can do about it and this is the way it's going to continue. It's as if it's going to just continue like this forever.

And this happens, a problem always happens in a mood of resignation. We become resigned, we become helpless, we become hopeless. We feel there is nothing that we can do about the problem. And of course, in that mood, there's nothing we can do.

So, one of the gifts that we can offer a client, one of the gifts that we can learn to intentionally bring to the therapeutic conversation is our mood of expectancy so that if we have in our own body, in our own experience a position, a starting point, a mood, an emotion that at any moment for no good moment, something useful could happen.

Now, this is not just wishful thinking. It's not just new-age thinking. It's not just, "Oh, write it down. It's going to be okay." If we have an expectancy, it doesn't guarantee that we'll get a result. But the beautiful thing about expectancy is that if we have a mood of expectancy in ourselves, because moods are so infectious, if we can manage to maintain a mood of expectancy in ourselves, then some of our mood of expectancy will transfer over to the client.

Moods are very infectious and if we just sit with a client and they're sort of resigned, it's easy for us to think, "Oh, yeah, I don't know that I can help," we can catch their mood of resignation. But because the infection is a two-way street, if we can have a mood of expectancy, that can not only inoculate us against catching the client's mood of resignation, it offers the possibility of the client catching some of our mood of expectancy, which of course, is going to be so beautifully helpful and relevant to them.

So, my invitation is when you're with a client, for no good reason, just have the idea that you never know, something might happen here. Now, I'm not being a cheerful Charlie and don't overdo it, like, "Oh, isn't this wonderful?"

"I've got no legs. So, isn't that wonderful? I can learn to walk on my hands." We're not being positive about this. We're not offering any kind of hopeful promises, but simply, we're in a mood of expectancy there is a possibility then if something occurs, if some change happens, if something new comes at the client from over the horizon, then they might see it. In resignation, if something comes, they think, "Oh, yeah," we won't even see it.

So, have a play with that. See what you make of it. Leave a note and I'll see you in the next video.

accessing resources



Hello. Rob McNeilly here and welcome to the fifth in this series of videos.

And I want to say something today about helping to connect clients with their resources. One of the experiences that happens when we have a problem is that we feel that we don't have at our fingertips, or in our environment, or within ourselves, we don't feel that we have what is needed to deal with the problem.

Whenever we have any kind of problem, however minute or however massive, there's always an issue of resourcelessness. And so, what's missing always with any problem is a feeling of a resource that we can use that we can connect with.

Erickson said that every person has got many abilities that they don't realise. And I think that we all intuitively know that we've got abilities, all

of us, that we're not using. In a problem situation, a client knows that they don't have the resources, or if they do have them, they're just far away and inaccessible and so on. So, helping to connect someone with the resources is going to be really crucial.

Erickson said to me one day, "When a client comes to see you, they always bring their solution with them, only they don't know that they bring their solution with them. So, have a very nice time talking with your client, helping them to discover the solution that they brought that they didn't know that they brought."

Now, when he told me that, I thought, "That sounds just great. It sounds so full of possibilities, so wonderful." It was so nice. But then the dilemma came when I thought, "Okay, great. Sounds great, but how do you do it?" How do you help someone to connect with the resource that they've got they didn't know they brought?

So, one of the things that we've discovered, it's really nothing very complex, is that when anyone does anything that they like to do, when we do something we like, we've got our resources just there. When we're doing something we like, things can happen. There can be hiccups, things can go wrong, but we'd handle it. We'd deal with it. If someone likes cycling and the chain comes off their bike, they don't go to therapy. They just learn how to put the chain back on their bike.

So, it turns out that asking someone what they like to do is a way of creating, well, at least to start with, a mood of resourcefulness. And not only that, but when someone talks about doing something they like to do, they see a change in their mood. They lighten up. They brighten up. Their eyes widen. It changes the mood. And even just talking about that, helps to lift the mood of heaviness into a mood of possibility and resourcefulness.

But specifically, if we can find out with each person what it is that's problematic, what's missing for them, if we find out just what it is that if they had it, they'd be okay, then we know what to look for. If we know what's missing for a client, we know what to look for and if we know what they like to do, we know where to look.

So, see what happens. Next time you're with a client, just play with this, if you're interested. Ask the client, "What do you like to do?" If it's the first time, see if you can start with that. "Before we talk about the reason

you're here, tell me what you like to do.” If they insist on telling you about their problem, after a while say, “So that I can get to know you a bit more, can you tell me something that you’ve been doing lately that you found enjoyable?”

And if you just have that conversation about what someone likes and see what might evolve from that mood of resourcefulness and if you can find out what it is in particular that’s missing for them in their problem, you might even have some fun playing with how to find that resource in their lives and then bring it to their problem.

Sometimes, that is so neat, so instant that some people will make the connection just like that, “Oh, right. Oh, okay.” Not everyone, of course. And so, then we can have some fun about how to help them connect with that. But if you would, just start to play with that and see what you discover and see what can follow from that.

It would be great if you'd leave some comments so that we can find out together about what was useful for you. See you in the next video.

generating genuine confidence



Hello. Rob McNeilly here again and welcome to the sixth video in this series.

Today, the focus of our exploration is this important issue of confidence. I've been teaching this work for decades now and I've heard a lot of people say that they've learnt various therapeutic approaches, techniques, been to workshops and been fascinated, interested, intrigued, but when they've come to in their clinical practice, they don't feel that they have the confidence to start to apply what they've learnt.

So, one of the really helpful things that stays with me that I learnt from Erickson all those years ago was a comment that he made, "You can always be totally confident that a client will have the resources that they need. You can always be totally confident that a client can go into hypnosis." And his emphasis on the confidence in the client helps to

take the focus from us and where it needs to be on the client. And having that sense of confidence in the client can be a huge relief.

Now, I don't think that's enough. I think we need to have the possibility to be solidly confident in ourselves. And Fernando Flores, one of my teachers, said that confidence comes from knowing our competences and our incompetences. So, if we want to be more confident, one of the ways of doing that, if we want to be confident is for us to be more competent. So, how can we become competent? One of the ways of becoming competent is through practice.

I learnt the violin from the age of eight and 10 years later, I pretty well stopped playing the violin, but over those 10 years, I'd done a lot of practice, played a lot of different exercises, scales, pieces of music and so on. So, I'd learnt to move my fingers and I'd learnt all that. And I did that through practice. So, if there's anything that we are interested to become confident in, practice is a great way of doing that.

If you want to learn to be confident driving a car, you get into the car and you drive it, and you drive it, and you drive it, and you drive it and you drive it. If you want to feel confident about speaking another language, well, you practice it, and you practice it, and you practice it here and you practice it there. So, the royal road to competence is practice. And competence is the marvellous avenue for moving to personal self-confidence.

So, if we're going to be self-confident, if we're going to be confident in ourselves, let's develop some competence by practicing specific skills. And the topics that I'm speaking about in this short video series are spectacular areas for us to practice to become more competent in, so then we can be more confident. So, that's the way for us to be confident and I want to balance that with Erickson's reminder to be confident in the client.

And there's something about either of those areas of focus, which is reciprocal. If we are confident the client can pick up some of our confidence and be more confident in themselves. If we are confident in the client and their abilities, then we can pick up some of the confidence in them and feel more confident ourselves.

So, there's something to play with. If you're interested, between now and the next video, or even sometime after the series is finished, have an

area, have a list of things, a list of skills that you might be interested to practice: listening, being expectant, learning how to help someone to connect with their resources, anything that I'm not even mentioning that could be relevant to you, give it some time, give it some practice, become competent so then you can become confident.

Thanks for watching and I'll see you in the next video.

self care



Hello. Rob McNeilly here again and welcome to the seventh in this video series.

I want to say something today about self-care. People in this field, we tend to be better at looking after other people than looking after ourselves. And we're not going to be much use to the people we want to help if we are not in an okay place ourselves. So, how can we take care of ourselves, not to just be self-indulgent, but how can we make sure that we are in good working order so we can do good work, so we can be relevant and helpful to the clients as much as possible?

I found one of the most useful ways that we can take care of ourselves is to do good work. There's something about seeing a result with someone, with someone coming in suffering and after some time, that suffering is resolved. They feel they can get on, they can start living again, and they can start being who they are again. There's something

about that that is very sustaining and very nourishing for us. So, I think for me, the biggest way that we can take care of ourselves is to do good work.

And one of the reasons that I'm offering this short series of videos is each topic that we're looking at has the potential of us being more effective in our work, more useful to our clients, so in that way, it does take care of our own self. So, that's the first thing.

The second thing is, Erickson always asked people about what their hobbies were and I thought, "Oh, he's just being polite, you know." But Sir William Osler also said 200 years ago how important it is for anyone who's a doctor, or anyone in the helping professions to have some occupation, some activity that is outside of this field.

And so, one of the ways that we can take care of ourselves and, for that matter, clients can take of themselves is finding something that we like to do. Well, whatever that is. Is it listening to music, is it reading a book, is it having a bath, going for a walk in nature, walking the dog, going to the movies? Something that sustains us, something that we enjoy, that we like, that we feel more complete after having done that. And to identify something that we like to do, and do to that is something that's very helpful in taking care of ourselves.

Also, there are some times inevitably in our work where we will have the experience of a client leaving some of themselves behind in a way that's not desired. Some people will think, "Oh, I wish they hadn't been here." But in any case, even if it's someone who we feel sympathy for, feel empathy for, whose suffering is genuine, we can sometimes be left with a sense of a heaviness, a sense of – people talk about vicarious trauma, sometimes we can feel traumatised, we can feel burdened by our client's experience.

And I've had this conversation with a number of people over the decades and people have their own ways of somehow dealing with that. Some people do something simple, like making a cup of tea, or burning a candle, going for a walk around the block, talking to a friend. Other people have more specific rituals. They will sit and meditate, or they'll light a candle, or they will pray, or some kind of some ritual. I've heard some people kind of say that they do that to sort of brush that person off them so that they can get back in their own skin.

A lot of people find it helpful to just spend a moment just sitting and being aware of their own breathing, notice our feet on the floor, to be more mindful of just where we are, who we are, how we are.

So, there are some ideas. Please leave a note below about what you found helpful to get back into yourself when something has been unwanted, has been unhelpful to you. And also, to see what happens if you can identify something that you like to do and do it just a bit more of it. And of course, my invitation is to explore anything that's going to allow you to do good work. So, that's going to be the most important contribution to self-care, but there are others as well.

So, leave some comments and I look forward to seeing you in the next video.

personal therapy



Hello. Rob McNeilly here again and welcome to the eighth in this video series.

Today, let's focus on our own person and our own personal development. We therapists are humans. We have problems, we have limitations, we can suffer; physician, heal ourselves.

So, one of the important issues that I think is overlooked is the possibility for any of us to have some therapeutic conversations. And I'm not talking about supervision. I'm not talking about cases, but, and some supervision processes include this, about doing some personal therapy.

I'm not recommending that every therapist should have therapy. I'm not recommending that at all, but I think it's something I'd like to emphasise that if we start to feel burdened, or overwhelmed, or somehow ill at ease

with the work that we're doing, then this is an opportunity to have therapy and to see someone and have some work done.

One of my colleagues that I spent some time with, wonderful people in Seattle. They were really troubleshooting therapists and one of them told me one day that he had some problems in his relationship and I said to him, 'Well, it must have been very hard for you, given the therapy work that you do to find someone that you could go and talk to.' And he said, "What are you talking about? I had problems in my relationship, so I went and had some relationship counselling and it was very helpful." So, I think that the possibility of us having some kind of therapeutic counselling conversations is something we shouldn't overlook.

Also, if there's something going on in our personal life, sometimes that can permeate, it can kind of trickle into our therapy life. You know, wherever we go, there we are. So, if something's happening in our personal life, then we're allowed to have problems, we're allowed to have help, we're allowed to be human and have some kind of input from someone like ourselves.

So, that's an invitation. Not a recommendation; it's an invitation.

So, if you have some thoughts about that or some experiences about that that was helpful for you, or that you think might be helpful in the future, please leave a comment.

And thank you for watching and I'll see you in the next video, which is the last in the series.

summary



Hello. Rob McNeilly here again and welcome to the ninth and final video in this short series of videos towards excellence.

So, we've looked together at certain topics and the list of topics that I've mentioned are not meant to be exclusive. There are probably others that are just as important, but they outlined the shortlist as areas that we can explore so that we can then play with, we can practice, we can extend ourselves. And in doing that, we can move towards excellence in our therapy practice, so that we can then be more effective in helping our clients, which is what we want to do.

And each of the topics, there's been somehow interconnected one with each other and it's in some ways even artificial to separate them, but we've done that just so that we can explore each one of them in turn.

When we look at learning, we can see that learning is going to be really helpful for us and for our clients to learn how to move from a problem to a solution. Also, we can see that when we listen to a client, and we start to listen to our own listening, and learn different ways of listening, and listen to our different ways of learning so that then adds to the richness of the soup, and richness of how we can explore, and learn and become better therapists.

When we listen to a client, that helps to generate a meaningful, respectful therapeutic relationship. And when we are in a therapeutic relationship that is nurturing for the client, then we can listen differently. And this is something that could be learnt.

When we can learn to be expectant and bring our mood of expectancy into the therapeutic environment, that adds to the therapeutic relationship, it helps us in our listening, and we can learn this and so this all blends in together.

When we are with someone and we're in a mood of expectancy, then just in that, there is a tendency for clients to start to connect with more resources than they brought in when they're in their mood of resignation and when they were stuck.

So, resources are going to be pivotal when someone's connected with a resource, they're okay, when they were disconnected, they had a problem. So, in the listening, and learning and having a therapeutic relationship that's going to be nurturing, that will allow for some expectancy to add to this whole process of reconnecting with resources.

And as we learn, and as we practice, and as we are in all of these together, so we can become more confident in our work, solidly confident, not just pretending, more confident in the client. And this is going to add to the relationship. It's going to be something that's going to be helpful for the resourcefulness.

And also, in doing all of this, this will help to take care of ourselves. This is going to be a way of helping us to be more effective in our work and so we won't get burned out, we won't get tired, and sick and hang out for holidays and so on. And so, that will take care of ourselves and also the invitation is to find some things that you enjoy doing outside of work. And whatever that is, then do some of that.

And finally, was the idea of not being beyond being a client ourselves. We've all got problems from time to time, personal, in our therapy. And that's part of the human condition that from time to time we all benefit from a therapeutic conversation with someone outside of ourselves, maybe outside of our network, but someone who we trust, who we can spend some time with and resolve some of our own personal issues just as we can help clients to resolve theirs.

So, thank you for being willing to stay with this process and I trust that even though the videos are really quite short, and by themselves, they are not in any way adequate to deal with a situation, but my wish is that in helping to clarify and really bring out some of these possible areas for exploration that you can become more sensitive to that. You can open yourself to learning something about any, or each, or all of those, or something else. In that way, you can be more confident, in that way, you can do better work, that way you can start to edge away towards excellence.

I don't expect that any of us will get to the peak, the top of the mountain called excellence just by watching a few videos. But in any case, the mountain doesn't have a top. When you get to a certain level, there's always some more.

So, thank you for being willing to be with these videos. Please leave a comment and it will be a pleasure to hear from you and see what you've been able to make of this.

Thanks for watching.

contact details



Rob McNeilly
191 Campbell Street
Hobart TAS 7000 Australia
+61 0433 273 352
rob@cet.net.au
www.cet.net.au

my other eBooks are available [here](#) [free]