



The Clinical Hypnotherapy School  
Handout

Solution Focused Conversation in  
Emergency Situations

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## UKASFP Conference July 2024

### About us

#### **Dr Rachel Gillibrand DSFH HPD Director of CHS**

Rachel is a Chartered Psychologist specialising in the application of psychology to health and wellbeing. She is registered as a practitioner psychologist with the Health and Care Professions Council and is an Associate Fellow of the British Psychological Society.

Rachel was a Senior Lecturer at the University of the West of England with 20 years' experience of training psychologists through Masters and Doctoral level qualifications. She holds the Post Graduate Certificate in Higher Education training and is a Fellow of the Higher Education Academy. Rachel was awarded her Doctorate in Philosophy from the University of Southampton in 2003. A qualified Supervisor and SFBT trained by Brief, Rachel is also registered with the Association for Solution-Focused Hypnotherapists and the Complementary & Natural Healthcare Council.

#### **Dorothea Read Senior Tutor for CHS DSFH SFBT HPD**

Co Founder of The Clinical Hypnotherapy School. Dorothea is a Clinical Hypnotherapist, Solution Focused Hypnotherapist (CPHT trained) and trained in SFBT. Registered with Complementary & Natural Healthcare Council and is an accredited member of National Council for Hypnotherapy. Dorothea is an experienced supervisor, she did her supervision training in CPHT in 2016.

Dorothea gained her Diploma in Solution Focused Brief Therapy with the International BRIEF organisation in 2017.

Dorothea is experienced in using clinical hypnotherapy in clients with significant health challenges, both in hospital and in the therapy room. She also has a private practice in Cyncoed, Cardiff.

Dorothea founded the Hospital Hypnotherapy Service in The University Hospital of Wales (UHW) in Cardiff. As well as teaching in CHS Dorothea lectures in Hypnotherapy to NHS staff.

All lecturers and supervisors at CHS can be contacted at:

[admin@clinicalhypnotherapyschool.com](mailto:admin@clinicalhypnotherapyschool.com)



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### About the School

We deliver post-qualification training for working with clients with a range of specialist health concerns such as chronic illnesses, pain, trauma, palliative care and end of life care.

This course is suitable for all qualified hypnotherapists and psychotherapists

Our aim is to ensure our graduates feel confident working with clients with a range of complex health needs using a solution-focused approach.

To that aim, we focus on the science of our profession, we look at the science behind what we say to clients as well as the science of the hypnotic state.

### Learning with us

We offer a full range of courses to support the qualified hypnotherapist.

Our courses are available online and also face-to-face.

All courses are taught by subject specialists, between us we have over 30 years' experience of training professionals.

#### 1

##### SMALL GROUPS

All our modules are taught in small class sizes wherever possible, so you have the opportunity to ask as many questions as you like.

#### 2

##### FRIENDLY TUTORS

We are all fully qualified hypnotherapists and lecturers and excel at providing an informal, friendly learning environment.

#### 3

##### ALWAYS EVIDENCE-LED

All our modules are evidence-led. We refer to the latest scientific research in class to provide you with the most up-to-date material possible.

#### 4

##### PUT INTO PRACTICE

You will have the opportunity to put your newly-learned skills into practice during the workshop and are supported to carry on using them once you leave.

#### 5

##### SUPERVISION AND MENTORING

After every course you will have the opportunity to speak to the tutor to ensure you fully understand how to put your new knowledge into practice. We also have our two highly qualified, experienced supervisors to offer regular support, Dorothea and Rachel.

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### “TELL ME MORE”

The phrase "Tell me more" embodies several key aspects of the solution-focused (SF) approach.

Listening to the client ensures that they feel validated and they know we understand they are the expert in their experience, the expert in what they can manage in their own life by inviting them to share their experiences and perspectives.

The phrase encourages clients to discuss their strengths, skills, and resources.

By inviting clients to elaborate, we are building engagement and rapport which helps when people are in fight/flight/freeze.

The open-ended nature of "Tell me more" fosters collaboration rather than compliance.

Active listening demonstrates that the therapist is genuinely interested in understanding the client's perspective.

Once we have engaged in actively listening we may then be able to ask follow-up questions that focus on the client's goals and preferred outcomes.

The tell me more approach involves balancing exploration with action-oriented steps. "Tell me more" can lead to rich discussions, which then may well translate into concrete, actionable steps towards their goals.

### THE LINE IN THE SAND

In situations where clients in a hospital setting are refusing treatment due to fear or anxiety, employing solution-focused (SF) techniques can be particularly beneficial. Just as an example here is a structured approach that includes validating their concerns and using SF questions to explore alternatives and potential solutions:

#### *Validation of Their Statement*

Validating the client's feelings is crucial for building trust and showing compassion.

#### *Acknowledge Their Feelings.*

"I can see that this situation is really challenging for you, and it's completely understandable to feel scared about this."

"It sounds like you have some very strong feelings about this procedure, and that's okay."

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### *Listening and using their words:*

"I hear you saying that this is a line in the sand for you, and it's something you're not comfortable with."

"You mentioned that having an intravenous drip inserted is a big fear for you, and I respect that this is a significant concern."

"Is there anything that we could change about the procedure that might make it more acceptable for you?"

"What could be done to make you feel more comfortable with this process?"

### **SOLUTION FOCUSED QUESTIONS**

Once you have validated their feelings, you can move on to SF questions to explore alternatives and solutions:

#### *Exploring strengths, skills resources.*

"Can you think of a time when you faced a similar fear and were able to manage it? What helped you in that situation?"

"Have you ever been able to go through a medical procedure despite your fears? What made it possible for you then?"

"What strengths or past experiences do you have that might help you cope with this fear?"

"Who or what has helped you manage difficult situations in the past? How might they help you now?"

#### *Identifying small steps*

"What is one small thing that might make this situation a little bit easier for you?"

"If we were to break this down into smaller steps, what would the first step look like for you?"

#### *Future-Oriented Questions.*

"Imagine that you were able to get through this procedure successfully. What would you have done to make that possible?"



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"What would be different for you if you could find a way to manage this fear and go through with the treatment?"

### PROVIDING ALTERNATIVES AND COMPROMISES

#### *Working with multi disciplinary teams*

"Thinking of the big team we have here, is there someone else you'd like me to talk with, make aware of this situation?"

#### *Gathering support form family/friends*

"Is there someone you trust who could be with you during the procedure to provide support?"

#### *Using Hypnotherapy*

"Would it help if I talked to you about using hypnotherapy? (We are qualified in this and use evidence-based techniques to reduce and/or remove phobias)

#### *Using Distraction and Relaxation Techniques:*

"What types of activities or techniques do you find relaxing? Could we use them to help you get through this procedure?"

"Would listening to music or having a guided relaxation during the procedure be helpful for you?"

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