



This chat transcript is part of a case study that is a fictional composite for illustration purposes. This transcript is excerpted from:

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[12:30:00 PM] Clara says: **Hi Mary**

[12:30:16 PM] Mary Flynn says: **Hi Clara - thanks for agreeing to meet up again**

[12:30:25 PM] Mary Flynn says: **really sorry abt yesterday**

[12:30:50 PM] Clara says: **That is fine- it happens with technology! I am glad we were able to reschedule for today.**

[12:31:14 PM] Mary Flynn says: **good - i think I said Jen downloaded the virus from facebook?**

[12:31:23 PM] Mary Flynn says: **THAT was a learning curve for us all**

[12:31:40 PM] Clara says: **Yes- I hope you have resolved that issue. And with that, the technology glitch and your concern about the security of email, I just want to assure you that because we use encrypted email, your communications are as secure as when you purchase something at a website and use a credit card.**

[12:31:45 PM] Clara says: **Does that make sense?**

[12:31:55 PM] Clara says: **I also hear that you think chatting might be easier for some issues.**

[12:32:09 PM] Mary Flynn says: **yes, thanks - perfect sense I'm learning a lot doing this!**

[12:32:31 PM] Mary Flynn says: **I think that I've really understood yr points abt owning stuff**

[12:32:47 PM] Mary Flynn says: **and so being able to control it**

[12:32:56 PM] Clara says: **very good-**

[12:33:12 PM] Clara says: **How do you think communication is going with your daughter?**

[12:33:37 PM] Mary Flynn says: **i think we're fine - with the virus happening in particular we had another chance to talk about safety**

[12:33:39 PM] Mary Flynn says: **online i mena**

[12:33:41 PM] Mary Flynn says: **mean**

[12:34:20 PM] Mary Flynn says: **i think she thinks I'm a little over-cautious but then i was able to say to her more about safety and stuff overall**

[12:36:43 PM] Clara says: **well if you can communicate about her online life in a way that appears that you are interested instead of a prying mom, that will be helpful.**

[12:36:50 PM] Mary Flynn says: **yeah that seems to work**

[12:37:01 PM] Clara says: **She will give you some information and she will decide what mom does not need to know.**

[12:37:26 PM] Clara says: **But it is also a way to indicate to her that you 1. care and 2. pay attention**

[12:37:32 PM] Mary Flynn says: **i still worry about her**

[12:37:53 PM] Mary Flynn says: **but i think we reached a point where she can keep herself safe**

[12:37:54 PM] Clara says: **I know- but you are doing what you need to do.**

[12:38:06 PM] Mary Flynn says: **or as safe as possible anyway**

[12:38:15 PM] Mary Flynn says: **we text a lot these days so i know where she is**

[12:38:17 PM] Mary Flynn says: **is**

[12:38:22 PM] Clara says: **You are laying a foundation for her and teaching her responsibility.**

[12:38:40 PM] Mary Flynn says: **yeah - maybe i should have had someone do that for me**

[12:38:53 PM] Clara says: **So Mary, you said you wanted to chat because you thought it might be easier to tell me about your assault.**

[12:39:03 PM] Clara says: **(now you are doing it for yourself!)**

[12:39:09 PM] Mary Flynn says: **:O)**

[12:39:20 PM] Mary Flynn says: **bit scary**

[12:39:27 PM] Mary Flynn says: **but built myself up for it today**

[12:39:34 PM] Clara says: **What can we do here to make it safe for you to talk about it?**

[12:39:39 PM] Mary Flynn says: **and the others know to leave me alone for the next hour**

[12:39:47 PM] Mary Flynn says: **it's nice to talk to you live!**

[12:39:49 PM] Clara says: **good so you are in a quiet place**

[12:39:52 PM] Mary Flynn says: **yeah**

[12:40:30 PM] Clara says: **Mary- do not feel compelled to tell details. My concern is that details can retraumatize you.**

[12:40:50 PM] Clara says: **So tell me generally what happened, be aware of your feelings while you tell and know that I am here**

[12:40:57 PM] Mary Flynn says: **i dont think i could be retraumatished... i feel like i've been traumatised for ever**

[12:41:02 PM] Clara says: **you can chunk the information in short bits if that helps**

[12:41:05 PM] Mary Flynn says: **but i want to get rid of that now**

[12:41:10 PM] Mary Flynn says: **no I'm ok**

[12:41:12 PM] Clara says: **ok**

[12:41:35 PM] Mary Flynn says: **tehre was this bloke who used to hang around the school**

[12:41:42 PM] Mary Flynn says: **we all talked to him**

[12:41:52 PM] Mary Flynn says: **seems odd now but in those days it was different**

[12:42:12 PM] Clara says: **yes**

[12:42:16 PM] Mary Flynn says: **but everyone talked to him - bioys and girls and even the teachers sometimes**

[12:42:28 PM] Mary Flynn says: **i think we all thought he was fine cos everyone talked to him**

[12:42:36 PM] Mary Flynn says: **can u imagine that happening now?**

[12:42:53 PM] Mary Flynn says: **Jen pracitcally has to show her pasport to get into class lol**

[12:43:16 PM] Clara says: **It is good we have better boundaries around schools now for sure!**

[12:43:22 PM] Mary Flynn says: **yes - that's reassuring**

[12:43:55 PM] Mary Flynn says: **so i'd been chatting to him over a while and he just was walking with me away from the school**

[12:44:16 PM] Mary Flynn says: **my friends (didnt have that many) walked a different way home**

[12:44:24 PM] Mary Flynn says: **and i was glad of the company now i think abt it**

[12:45:00 PM] Mary Flynn says: **and we sort of tookt he shortcut past some woods**

[12:45:10 PM] Mary Flynn says: **well not really woods - more of a pond and copse**

[12:45:11 PM] Clara says: **ok.**

[12:45:29 PM] Mary Flynn says: **and he just suddenly grabbed me**

[12:45:49 PM] Clara says: **that must have been startling!**

[12:45:59 PM] Mary Flynn says: **i didnt know what was going on**

[12:46:10 PM] Mary Flynn says: **one min we were talking - no idea about what**

[12:46:22 PM] Mary Flynn says: **the next we were within the trees and i was on the ground**

[12:46:56 PM] Mary Flynn says: **now i think of it, i think being so suddenly startled was the most confusing thing**

[12:47:11 PM] Clara says: **do you remember what you felt like when you found yourself on the ground?**

[12:47:34 PM] Mary Flynn says: **confused and i banged my knee quite hard**

[12:47:39 PM] Mary Flynn says: **so that hurt**

[12:47:53 PM] Mary Flynn says: **i remember thinking someone had fallen on me**

[12:47:54 PM] Clara says: **yes I can imagine both the confusion and the pain.**

[12:48:22 PM] Mary Flynn says: **from the tree (that actually happened to my big sister once at the same place - lad in a tree fell out and hit her, hurt her back)**

[12:48:54 PM] Mary Flynn says: **so i thought that was what was going on that the hand over my face was to stop me crying out in pain**

[12:49:01 PM] Mary Flynn says: **god i was niave**

[12:49:27 PM] Clara says: **Twelve year olds should be allowed their naivety**

[12:49:40 PM] Mary Flynn says: **yeah but it seems so obvious now**

[12:49:57 PM] Clara says: **Of course because you are peering in on the experience with adult eyes**

[12:50:02 PM] Mary Flynn says: **i think i said in one of my emails that think the worse and that was what it was**

[12:50:16 PM] Mary Flynn says: **i see it now.**

[12:50:23 PM] Mary Flynn says: **god this is hard**

[12:50:37 PM] Clara says: **Mary- let's take a break for a moment.**

[12:50:41 PM] Mary Flynn says: **ok**

[12:50:42 PM] Clara says: **Breathe.**

[12:50:44 PM] Mary Flynn says: **that would be good**

[12:51:02 PM] Clara says: **I am sensing that you feel overwhelmed so will you let me pace this experience for you**

[12:51:07 PM] Clara says: ?

[12:51:09 PM] Mary Flynn says: **I'm going to get a glass of water i've drunk this one is that ok?**

[12:51:18 PM] Clara says: **Indeed**

[12:51:20 PM] Mary Flynn says: **brb**

[12:52:50 PM] Mary Flynn says: **k, I'm back thanks**

[12:51:53 PM] Mary Flynn says: **you can pace this better?**

[12:52:44 PM] Clara says: **well I think for this session you have given me enough of the story. And what I would like to do now is talk a bit about the feelings behind the story so far.**

[12:52:48 PM] Mary Flynn says: **ok**

[12:53:13 PM] Clara says: **Then I want to make sure you are feeling good about self before we end the session.**

[12:53:18 PM] Mary Flynn says: **ok thats fine**

[12:54:15 PM] Clara says: **So, what you have described is this: someone you trusted (doesn't matter what you know NOW as an adult- the 12 year old little girl trusted this person) caused you harm and instilled great fear in you,**

[12:54:43 PM] Clara says: **Without me knowing anymore of the story, I know that in that moment you were terrified.**

[12:54:51 PM] Mary Flynn says: **yes**

[12:55:11 PM] Clara says: **And there were more moments to come. So the experience was a series of terrifying moments**

[12:55:16 PM] Mary Flynn says: **yes**

[12:55:22 PM] Clara says: **Can I ask you a question?**

[12:55:25 PM] Mary Flynn says: **yes**

[12:56:03 PM] Clara says: **Do you feel anxious much? Or, maybe not really anxious in the purest sense of the word, but do you well, startle easily?**

[12:56:53 PM] Mary Flynn says: **i feel anxious all the time but worse than that i think that the person i was before wouldnt be**

[12:56:57 PM] Mary Flynn says: **does that make sense?**

[12:57:04 PM] Mary Flynn says: **he changed me**

[12:58:07 PM] Clara says: **Yes. Here's how it makes sense to me. That experience became imprinted on you- not just your memory of the event- but it became imprinted at a soul-level. Some would even say a cellular level,.**

[12:58:19 PM] Mary Flynn says: **ok...**

[12:58:38 PM] Clara says: **It is like the fear gets trapped. And part of you grows up into the reasonable and responsible adult that you are-**

[12:58:55 PM] Clara says: **but that frightened 12 year old got trapped**

[12:59:10 PM] Clara says: **and was never able to truly escape the experience**

[12:59:20 PM] Clara says: **Now it is time to release her from that fear.**

[12:59:31 PM] Mary Flynn says: **yes i see what yr saying**

[12:59:40 PM] Clara says: **It is somewhat symbolic but also very real.**

[12:59:47 PM] Mary Flynn says: **how can i do that?**

[12:59:58 PM] Clara says: **It takes practice...:)**

[1:00:03 PM] Clara says: **But-**

[1:00:08 PM] Mary Flynn says: **:) thot it might**

[1:00:08 PM] Clara says: **here is how to start.**

[1:00:13 PM] Mary Flynn says: **ok**

[1:00:30 PM] Clara says: **Be aware the next time you feel scared, fearful or anxious.**

[1:00:52 PM] Clara says: **Let the adult part of you do that 'check' - sort of like you did when you said 'Seems so obvious now...'**

[1:00:57 PM] Clara says: **remember earlier in the chat?**

[1:01:01 PM] Mary Flynn says: **yes!**

[1:01:02 PM] Mary Flynn says: **oic!**

[1:01:15 PM] Clara says: **Look into your feelings with that rational adult part of you.**

[1:01:52 PM] Clara says: **If you look in and see that it is the 12 year old inside who is scared then nurture that part of you just like you would your daughter**

[1:02:19 PM] Clara says: **The first step is being able to recognize the feeling that is attached to the event**

[1:02:24 PM] Mary Flynn says: **ok**

[1:02:53 PM] Clara says: **Then next is being able to be the parent to yourself - the nurturing adult to yourself- who was not there to protect you then in that moment**

[1:03:05 PM] Clara says: **It is a way of 'reframing' the experience**

[1:03:10 PM] Mary Flynn says: **yes - wehn i found out Jen was talkign to a stranger online i was more thatn startled, i was like a deer in headlights**

[1:03:46 PM] Clara says: **ok. And part of that fear is reasonable. We have fear to alert us! But part of that fear comes from your own experience**

[1:03:50 PM] Mary Flynn says: **so like i do with Jen except i need to do it in reverse?**

[1:03:58 PM] Mary Flynn says: **no not reverse - like retrospct?**

[1:04:09 PM] Clara says: **It is a bit of self-talk.**

[1:04:12 PM] Mary Flynn says: **yes i see**

[1:04:24 PM] Clara says: **That can be literal or you can talk to yourself quietly.**

[1:04:44 PM] Mary Flynn says: **sometimes i say 'come on Mare, get it together already'**

[1:04:55 PM] Mary Flynn says: **but i could be nicer than that to me i spose**

[1:04:57 PM] Clara says: **But if you can imagine the little girl inside you - scared in that moment- then also imagine what you as a nurturing parent would do in response.**

[1:05:04 PM] Mary Flynn says: **yes!**

[1:05:18 PM] Clara says: **Instead say, 'Mary, you will be ok because I am here and will keep you safe.'**

[1:05:38 PM] Mary Flynn says: **i like that a lot**

[1:06:02 PM] Clara says: **Good. I am glad that feels like a fit for you.**

[1:06:16 PM] Mary Flynn says: **yeah - cos i do that with Jenny so I can do it for me as well**

[1:06:28 PM] Clara says: **That is right!**

[1:06:30 PM] Mary Flynn says: **and if i can keep her safe i can certainly keep me safe**

[1:06:40 PM] Mary Flynn says: **i just always thought to keep her safe which is fine**

[1:06:48 PM] Mary Flynn says: **but i can keep me safe as well**

[1:07:11 PM] Clara says: **And in keeping yourself safe you will have more to give to her.**

[1:07:41 PM] Clara says: **So we have covered alot of ground today. I want to make sure you are ok.**

[1:08:08 PM] Mary Flynn says: **i feel excited actually - its nice to think of it positively rather than this (that?!) big black cloud**

[1:08:41 PM] Clara says: **Sometimes when we disclose feelings about things we have never or rarely talked about it causes us to feel vulnerable.**

[1:09:00 PM] Mary Flynn says: **i feel ok - i think cos i didnt have to talk abt the detail**

[1:09:05 PM] Clara says: **So if in the next day or two you feel 'exposed' - like you told a secret or like it was unsafe to tell, that is normal.**

[1:09:07 PM] Mary Flynn says: **thanks for that i thot i would have to**

[1:09:27 PM] Clara says: **Mary, do you like to read?**

[1:09:32 PM] Mary Flynn says: **i have a lot to think about**

[1:09:38 PM] Mary Flynn says: **yes i do when i get the time**

[1:10:52 PM] Clara says: **Ok- I am going to make a book recommendation. Let me know how you like it. But I do caution not to read this sort of material late at night before bed.**

[1:11:00 PM] Mary Flynn says: **oh ok**

[1:11:06 PM] Mary Flynn says: **sounds like a horror movie lol**

[1:11:14 PM] Clara says: **When you read, do this when you are fresh and then take time like we did here to get centered**

[1:11:21 PM] Mary Flynn says: **ok**

[1:11:30 PM] Clara says: **No actually it is good nurturing reading but it can have a tendency to drudge up feelings.**

[1:11:41 PM] Clara says: **And I don't want your sleep to be interrupted.**

[1:11:50 PM] Mary Flynn says: **ok - the family are getting used to giving me time when i need it now**

[1:11:59 PM] Clara says: **The feelings are good- but when they come up it can be ...startling sometimes.**

[1:12:07 PM] Mary Flynn says: **so i have a kinda space after dinner to do this sort of stuff**

[1:12:12 PM] Clara says: **So take time for yourself like we have talked about here.**

[1:12:28 PM] Mary Flynn says: **i'll be prepared for the startling**

[1:12:53 PM] Mary Flynn says: **what is the book?**

[1:13:23 PM] Clara says: **Here is the link to the book: http://www.amazon.com/Inner-Bonding-Becoming-Loving-Adult/dp/0062507109/ref=sr_1_7?ie=UTF8&s=books&qid=1238519413&sr=1-7**

[1:13:31 PM] Clara says: **it is called Inner Bonding.**

[1:13:34 PM] Mary Flynn says: **ok**

[1:13:52 PM] Clara says: **Becoming a Loving Parent to Your Inner Child.**

[1:14:04 PM] Mary Flynn says: **oh thats rather nice!**

[1:14:06 PM] Clara says: **Captures much of what we talked about today.**

[1:14:07 PM] Mary Flynn says: **nice title**

[1:14:14 PM] Mary Flynn says: **yes i can see how it would**

[1:14:26 PM] Mary Flynn says: **thanks ! :)**

[1:14:29 PM] Clara says: **So, are you feeling centered?**

[1:14:47 PM] Mary Flynn says: **yes i feel fine i think - Geoff is cooking dinner and Jen's doing homework**

[1:14:57 PM] Mary Flynn says: **they have a pact to clear up so i can have a bath'**

[1:15:14 PM] Mary Flynn says: **i feel like part of the family more these days**

[1:15:27 PM] Mary Flynn says: **rather than the person who 'they don't get'**

[1:15:28 PM] Clara says: **Ok good! -**

[1:15:38 PM] Mary Flynn says: **yes its very good**

[1:15:52 PM] Clara says: **Would you like our next exchange to be email or chat?**

[1:16:13 PM] Mary Flynn says: **i think i'd liek to think about it and send you an email when I've thought about all this?**

[1:16:17 PM] Mary Flynn says: **is that ok?**

[1:16:59 PM] Clara says: **Absolutely! And by the same token, I may suggest we take up a particular issue in chat. Would that be ok with you?**

[1:17:16 PM] Mary Flynn says: **yeah sure**

[1:17:32 PM] Clara says: **I have a better sense of how you process with email and chat now. And I think the combination could be beneficial.**

[1:17:47 PM] Mary Flynn says: **ok**

[1:17:48 PM] Clara says: **Ok so I will wait to hear from you in an email.**

[1:18:03 PM] Mary Flynn says: **good - I'll have a look at the book as well.**

[1:18:11 PM] Clara says: **It is a pleasure working with you! Take care and have a great dinner!**

[1:18:23 PM] Mary Flynn says: **Thank you so much i'll be in touch**

[1:18:24 PM] Mary Flynn says: **bye**

[1:18:29 PM] Clara says: **bye**