

TURNING MISTAKES INTO LEARNING

A difficult moment can hold responsibility, compassion and learning at the same time.

1. WHAT HAPPENED?

Describe the moment as simply as you can.
What did you do, say, miss or feel unsure about?

Try to separate what happened from what
your inner critic says it means about you.

What happened...

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What I am telling
myself about it...

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2. PAUSE BEFORE JUDGEMENT

What feelings or body responses are here?

- ☐ shame ☐ worry ☐ fear ☐ sadness
☐ frustration ☐ defensiveness ☐ something else

What might help me become steady
enough to reflect?

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3. IMPACT AND RESPONSIBILITY

What impact may this have had on the client,
the therapeutic relationship or safe practice?

What do I know?

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What am I
assuming?

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What may need
checking?

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4. DOES ANYTHING NEED TO HAPPEN NOW?

- ☐ Discuss promptly in supervision
☐ Check risk or safeguarding
☐ Seek ethical or organisational guidance
☐ Record or clarify information
☐ Consider repair with the client
☐ No immediate action identified
☐ I am unsure and need support

If safety, safeguarding or serious harm may be involved,
seek appropriate support without waiting for
the next routine supervision session.

5. WHAT INFLUENCED THE MOMENT?

Consider workload, experience, uncertainty,
emotional responses, assumptions, communication,
accessibility, organisational pressures or
missing information.

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6. BRINGING IT TO SUPERVISION

What do I need help to understand?

What feels hardest to say?

What response from my supervisor would help
me remain open and accountable?

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7. REPAIR AND LEARNING

A possible repair or next step...

What I would like to try differently...

What support, knowledge or practice may help...

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8. WHAT I WILL CARRY FORWARD

One compassionate truth about me...

One professional responsibility I will take...

One sign that learning is already happening...

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I am more than one moment.

Taking responsibility can be part of
becoming the counsellor I want to be.