



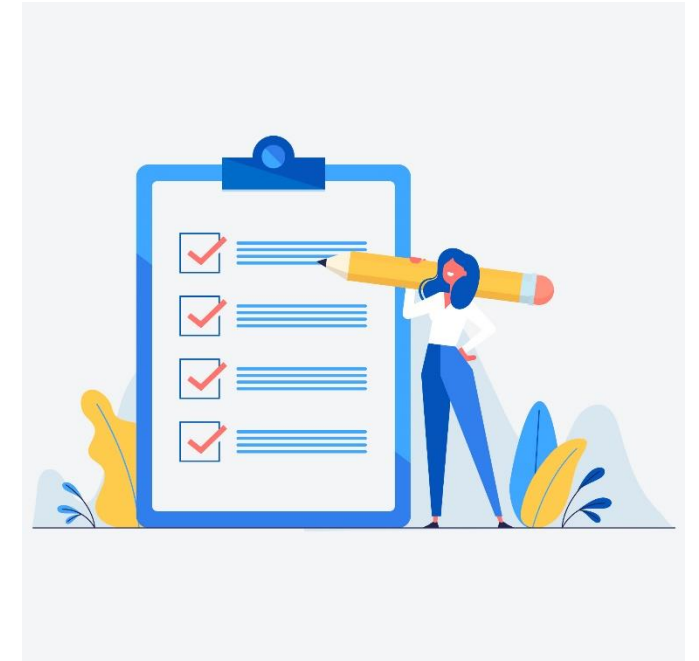
Transference: In the Workplace

A TRAINING BY SHARE! THE SELF-HELP AND RECOVERY EXCHANGE

Learning Objectives

After this training, you will be able to:

- Define Transference
- Recognize people transferring and how to handle it
- Understand triggers in relation to transference
- Identify different types of transference
- Recognize when we are engaged in transference and how to stop it



What is transference?

- **Merriam-Webster Dictionary definition:** “the redirection of feelings and desires and especially of those unconsciously retained from childhood toward a new object.”
- A psychology term
- When a person is not seeing someone for who they are, they are using transference.
- Example: A person who grew up in a household where their siblings were favored by their father sees their coworker having a conversation with their supervisor and is triggered by seeing this, so rather than communicating well with their supervisor, the person lashes out and becomes hostile toward him.
- Other examples?

Why People Do Transference?

- People's Child parts use symbols to define their world. When somebody reminds them of someone early in their life, their inner children tend to ascribe all the attributes of that earlier person onto the person in the present. These attributes may be good or bad.
- Transference may take place as a way of trying to resolve issues from the past. It may be too threatening to face the actual people involved in the unresolved issues, so people try to resolve them through transference.
- Transference is a way that people try to stay safe.
- Unjust experiences from the past may cause people to expect the same now, leading to transference as they try to come to terms with these experiences.
- Transference can be invoking the response that people want from others so they don't have to look at their part or how they can change.

I am A Walking Transference Object

- People transfer onto us.
- People are more likely to transfer onto those who are safe.
- Therapists get the people they work with to use transference on them, as the therapist is safe. This allows people to work through issues in therapy.
- When people transfer onto us, we may feel triggered and transfer right back.



Navigating Transference Toward Us

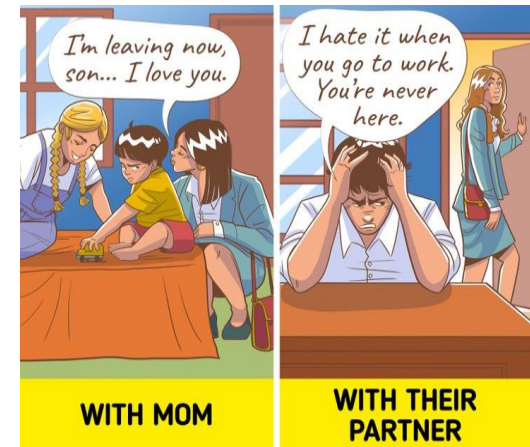
HOW CAN WE HELP OTHERS NAVIGATE TRANSFERENCE IN A HEALTHY WAY WITHOUT BUILDING RESENTMENTS?

- Join the Person, including finding shared interests
- Triple A (Attention, Affection & Approval)
- Use dialoguing and ask questions about what makes them think I am this way
- Gently tell the person that's not who I am
- If the person insists on maintaining the transference, you may need to get a coworker to work with them

Can anyone think of some other ways to do this? You're welcome to enter them in the chat or raise your hand.

We Transfer Onto Other People

- Being human, we all do transference.
- When we transfer onto others we may be acting on our triggers, when others transfer onto us we may also feel triggered.
- Typically, we do transference when we are triggered. It's important to know what our triggers are and how we feel when we've been triggered.



Making a list of your own triggers and the feelings they invoke can help you recognize when you're triggered and likely to do transference.

What are your triggers and the feelings associated with them?
(use annotation or the raise hand function)

None of us are perfect, but as soon as we recognize that we are triggered or doing transference, we need to comfort our inner children and stop the transference.

Transference Is Not Always Negative

Transference can be expressed as:

- Positive emotions and reactions (love, adoration, worship, etc.).
- Actions that we take because somebody reminds us of someone from our past.
- “Adopting” someone in a particular role that the person may not actually fit.

Countertransference

- Countertransference is when someone transfers onto me which triggers me and leads me to transfer onto them.
- Countertransference means both people are not seeing reality. This can be very destructive because when both people are transferring, they are stuck in a swirly where communication is not possible. The only way out of this swirly is to stop.
- If you are doing countertransference, you have to stop.



Specific Types of Transference

STEREOTYPING/PREJUDICES

CASEBUILDING

SCAPEGOATING

ISSUES WITH AUTHORITY FIGURES

Stereotyping/Prejudices

- Stereotyping in relation to transference can happen when we have an experience with a specific kind of person, so we begin to treat everyone who is similar to that person as if they all have the same characteristics.
- When we stereotype and group people together, we can transfer our negative feelings onto those who are undeserving of our negative responses.
- Everyone wants to be seen, and stereotyping causes people not to be seen.
- People are working hard to end stereotypes and prejudices based on race, ethnicity, gender, gender identity, sexual orientation, national origin, religion, age, looks, disabilities, etc. Unfortunately, they still exist and we have to be aware of them both as when people stereotype us and as we may have implicit biases because of stereotypes.

Casebuilding

Casebuilding is when almost every piece of evidence is made to fit into a particular scenario about a person. By definition, it's judging the person rather than actually getting to know them.

Casebuilding is coming up with a judgment about somebody and then continually adding evidence to support that judgment, whether it really fits or not.

Casebuilding can also be when someone has a preconceived idea about somebody and so every time they see that person, they see their preconceived idea about them whether it's actually there or not.

An example of this would be when a person thinks someone lied to them and therefore, when interacting with the "liar", is constantly looking for more lies or other negative behavior.

Can anyone think of other examples of casebuilding?

Scapegoating

- Scapegoating is using a designated person to always be wrong and to always blame when things go wrong.
- Scapegoating usually happens toward people who have the least power in the hierarchy.
- Newcomers often get designated as scapegoats, which may cause us not to see their recovery.
- When we use people as a scapegoat, we...
 - Isolate them
 - Don't treat them with dignity
 - Don't socialize them or socialize with them
 - Ice them out



Issues With Authority Figures

- Most people needing recovery were neglected, abused, or traumatized in their childhood where authority figures did not take care of them. Many are still wary of authority figures and transfer their negative feelings onto anyone they perceive as an authority, i.e. YOU

This may manifest itself as...	How to address these manifestations...
Distrust of anything the authority figure does	Join the Person
Getting into power struggles	Lose the power struggle
Complaining about the authority figures	Use fogging, which is acknowledging that the complaints may be accurate and asking if they have any other complaints
Undermining authority figures	Build Capital in the Bank
Resentments toward authority figures	Acknowledge my mistakes and make a commitment to do better
Expecting perfection from authority figures	Minimize Authority
Negative bonding with others about authority figures	Separate people who are negative bonding

Issues With Authority Figures Continued

- As people in recovery, most of us have had trouble with authority figures in our lives, so we tend to transfer negative emotions, feelings, and behaviors from our childhood authority figures onto current authority figures, i.e. SUPERVISORS
- Having a job means having to answer to authority figures.
- Example: A person whose mother constantly criticized them transfers their feelings about their critical mother onto their supervisor, so rather than taking direction, justifies, argues, defends, and explains (JADE) and may refuse to change, or lash out at the supervisor.
- In reality, the supervisor is trying to help the employee do their job well so that the employee can keep their job and be promoted.
- This is one of the biggest problems with productivity at SHARE!. Becoming aware of it and stopping it will make SHARE! and everyone who comes to SHARE! more successful.
- Being a functional team brings joy to everyone on the team.

Transference Prevention & Awareness

EVERYONE DOES TRANSFERENCE
RECOGNIZING MY TRANSFERENCE
RE-PARENTING OUR INNER CHILDREN
SELF-CARE

Everyone Does Transference

- Transference is part of the human condition.
- Doing transference does not make someone bad or wrong.
- We're not going to stop doing transference.
- What we can do is recognize transference and take action to stop it.

Recognizing My Transference

- “Is it my Child or my Adult?” Handout
- Listen to your mind when you’re feeling triggered
- Listen to your body when you’re feeling triggered
- Recognize the common signs and symptoms of what being triggered is for you

Hints to when I’m likely transferring:	How to stop transference:
Being annoyed with the same person all the time	Make a list of what the person does right
Replaying interactions with a person over and over again	Recognizing when I first felt the way I’m feeling and resolving these feelings in meetings or with a therapist
Recognizing the person reminds me of someone else	Taking counteraction to see them for who they actually are
Casebuilding	Being intentional about stopping
Having issues with an authority figure	Going to ACA (Adult Children of Alcoholics & Dysfunctional Families)
Seeing someone as a stereotype or scapegoat	Taking counteraction to see them for who they actually are
JADE – justifying, arguing, defending, and/or explaining	Just stop doing it
	The answer to all of these is to embrace reality and re-parent our inner Children

Re-Parent Your Inner Child

- To stop transference, we may need our Adult to re-parent the Child, letting them know it is safe and the Adult knows how to handle the situation and most importantly that the Child (Children) is/are loved.
- It is important to listen to your inner Children when not at work so their feelings, thoughts, and fears are heard and addressed.
- This may be done by:
 - Letting your inner Children write with your non-dominant hand and having your Adult answer and write with your dominant hand. A way to start the conversation is for the Adult to ask “How are you?”
 - Going to meetings e.g. ACA (Adult Children of Alcoholics and Dysfunctional Families)
 - Journaling
 - Meditating
 - Practicing self-love and self-compassion
 - Positive self-talk
 - Writing a letter to your inner Children



Practice Self-Care

How can we practice self-care?



Q&A

Thank you for your
participation!
