

# DYNAMICS OF COMPLAINTS: POST CONFERENCE REVIEW

- Joan Wilmot & Robin Shohet



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## Resource Guide

# About Joan Wilmot

Joan Wilmot co-founded CSTD in 1979 and works as a trainer, supervisor, psychotherapist, mediator, and coach. She has been running supervision trainings and working with teams, in particular the NHS and voluntary sector for 38 years. Her particular passion is in enabling people to find the work they love and love the work they do. She is co-founder and active member of Findhorn Playback Theatre, Northern Lights Learning Conference and Mythodrama Scotland.



**Joan Wilmot**

Joan has written about supervision in the CSTD book, Supervision in the Helping Professions: Hawkins, P. Shohet R; also in Passionate Supervision ed Shohet R. chapter 5 The Supervisory Relationship: A Life long calling, and in Training and Supervision for Counselling in Action: ed Dryden W. Thorne B. The Key Issue in the Supervision of counsellors.

[Click here to watch Joan describe the Seven-eyed model of supervision.](#)

# About Robin Shohet

Robin Shohet has been teaching supervision for over thirty five years through the Centre for Supervision and Team Development ([www.cstdlondon.co.uk](http://www.cstdlondon.co.uk)). He is co-author of Supervision in the Helping Professions and editor of Passionate Medicine, Passionate Supervision, Supervision as Transformation and Supervision in the Medical Profession. He is now researching for a book on Supervision as Spiritual Practice.



**Robin Shohet**

# Event Details

On July 6th CSTDLondon ran a conference to look at the dynamics of complaints. Our aim was to understand some of the unconscious and systemic forces at work when a complaint is made. We will share some of the learning from the conference and how we can move towards a compassionate place which honours all points of view.



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**Exploring the Dynamics of Complaints. Robin Shohet**

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