

Advanced Seminar  
**Giving Uptake: Epistemological, Ethical, and Legal Considerations**  
St Catherine's College, Oxford  
November 27, 2019  
9-5 pm

This one-day Advanced Seminar examines what it means to truly listen to and respond appropriately to communicators —what I call giving uptake. The aim is to open up a co-creative multi-disciplinary dialogue between practitioners, academics, service users, and lay representatives about what enhances or impedes successful understanding and communication between service-users and their clinicians, case workers, and team support. In particular, we will focus on experiences of service users, who often feel like they are not truly listened to and not taken seriously as knowers who can contribute to knowledge production.



The concept of uptake has not been paid sufficient attention either theoretically or practically when it comes to clinical work. Yet one aim of clinical work is to develop an ethos of attentiveness not only to one another when communicating, but also to attend to distortions.

Communication requires two, or more, parties; all involved parties can be misunderstood, stereotyped or, alternatively, understood from their own world-view and experience.



Questions to be addressed include:

- What does it mean to 'give uptake' to a communicator, and how can that be enhanced in service-user/clinician interactions?
- What goes awry in co-production when, as a group, the team feels like a meeting or policy development goes well and yet service users do not feel heard or treated as equal participants?
- What mechanisms prevent giving uptake well, particularly to service-users?
- What does 'successful' communications look and feel like?
- From whose perspective should we consider that uptake has been given?
- What harms are done when communications go awry, and what practical suggestions can be found to address these harms or to avoid them in the first place?
- Under what conditions should we not give uptake to another, and what reasons would there be for this? (For example, should we give uptake to claims of 'alt-facts?')



The morning will offer a select number of presentations with discussion, followed by semi-structured group discussions after lunch.

Attendance is limited to 25 people. Please contact Nancy Nyquist Potter at [nancy.potter@louisville.edu](mailto:nancy.potter@louisville.edu) for more information or to reserve a place.