

### **Telephone Counselling**

If you choose telephone counselling then this article needs to be read, in addition to the counselling agreement. A copy of the counselling agreement is available on the [www.1to1counselling.co.uk](http://www.1to1counselling.co.uk) website. If you have not read this prior to telephone counselling then time will be taken to discuss and agree to this in the first session.

Telephone counselling is a flexible way of accessing counselling – it can often take place at times to suit you and there are no travel costs or travel time. Telephone counselling can be particularly useful for anyone with limited time, limited transport, or lots of responsibilities but it can also be useful if you wish to retain a degree of anonymity, if you wish to discuss anything that you fear would embarrass you if addressed face to face or even just to test the counselling therapy waters.

Prior to the agreed telephone counselling session, you, the client, will be expected to prepare for the session as follows:

- To read and be willing to work within the 1 To 1 Counselling agreement.
  - Have tried to ensure you won't be disturbed or overheard during the session.
  - Have taken some time to prepare for the session – consider what you want to talk about and maybe what you are hoping to gain from the counselling?
  - Have a pen and paper handy, can be useful to write things down.
  - Once the time of the call has been agreed you will be expected to telephone the number listed above – the counsellor will wait for twenty minutes and then the session will be marked as: “cancelled at short notice”.
  - As specified in the counselling agreement, in the event of you being unable to participate in a session please ring the number above to let us know as soon as possible as most cancellations require a minimum of 24 hours notice or full session fees may be charged but, circumstances are listened to if you ring.
  - If the counsellor is not available at the agreed time, the client would be expected to try five minutes later for at least three attempts. An apology, full / partial refund and / or alternative appointment will be offered if the full session is not possible.
  - Neither you or the counsellor can avoid unexpected interruptions but if possible switch off other telephones – if something unavoidable happens during the session then a five minute time-out will be offered.
  - Counselling sessions can be more thought provoking than expected – please allow yourself some reflection / re-entry time after the session.
  - Please give the counsellor your permission to send you this or any other counselling items to you via email.
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- If using telephone counselling for relationship counselling – this works best if you either have a handset each or you are both sat near the speakerphone.
  - A five minute time-out will be offered if you (and / or partner) become distressed in the session. If longer than five minutes is needed the session may have to end early – the counsellor will discuss if extra time can be added to future session(s) but only if session ended in the first thirty minutes – this can be done via email prior to, or at the start of the next session.