

Keep yourself grounded

Counselling through technology can sometimes feel a bit different to face-to-face sessions.

When we use the phone or chat online, lots might be said in a short space of time. This means we sometimes reveal more information than we usually would, or show aspects of our personality that are not always obvious to others.

The counsellor will chat with you about these themes so your sessions move at a slow and steady pace that you feel comfortable with.

Telephone and Online

Counselling

Guidance for Clients

Keep the connection

Create a before and after routine for the session e.g. a screen break, physical movement and exercise, have some food or a drink.

Create your counselling space e.g. a comfy seat with cushions. Use hands-free where you can and with earphones - this will reduce muscle strain and aid your concentration.

Remember the plan for how the counsellor will contact you to start the session, and the back up plan if there are technical issues.



Keep your privacy and security

Choose a quiet place in your home where you know you can use the phone or internet with minimal interruptions.

Think about how much privacy you need to be able to speak freely or look at your screen.

Password protect your devices and any accounts you use for counselling.

Make use of browser security / privacy settings and anti-virus software.

