

Information regarding Online and Telephone Counselling

Online counselling is a way for you to engage in counselling using the telephone or internet technology such as a webcam video platform. You direct your counselling by selecting the method of communication you feel most comfortable with. You choose the time, the place and the pace of your counselling to suit your needs. Every effort is made to provide a safe and secure environment for your online therapy with encryption software to protect your confidentiality and security.



How it works

Webcam counselling

Zoom is a way for you to see your counsellor face-to-face from your computer whilst engaging in therapy. You will be guided through setting up your own encrypted Zoom account and you will meet your counsellor on Zoom at a time that you have previously arranged. Sessions are 50 minutes in length. Being able to see your counsellor gives you more of the benefits you get from face-to-face counselling but with the convenience of online therapy. By talking you hear tone of voice which is a way to convey empathy and with video you see nonverbal communications such as facial expressions.

Telephone counselling

This is similar to webcam counselling as it can happen through the Zoom system, or via a handset, but without being able to see each other. An advantage of telephone counselling is that non-verbal communication can be carried in your tone of voice or the pace of speech which can be picked up by your counsellor. A disadvantage of telephone counselling is that you need a private room where you will not be overheard.

Online counselling offers certain benefits but there are also limitations that are worth bearing in mind when deciding which type of therapy will best suit your needs:

Benefits	Things to consider
<ul style="list-style-type: none"> • Counselling therapy from your own home at a time that suits you • Secure encryption software offers confidentiality and peace of mind • No chance that you may be seen entering the counsellor's practice • Therapy at a time, place and pace that suits you • Some find it easier to express their feelings by writing it down • Access to counselling may be more immediate • Flexibility to choose the technology you feel is best for you: telephone or webcam 	<ul style="list-style-type: none"> • Are you comfortable using internet technology or telephone? • Would you prefer to see your counsellor face-to-face? • Do you feel you can express your feelings effectively using words? • Do you feel your situation is too complex to discuss via the internet? • Is there a computer terminal that you can use privately without interruption? • There are no nonverbal cues or body language for you or the counsellor to read this can lead to misunderstanding