



Telephone Counselling: A Handbook for Practitioners (Professional Handbooks in Counselling and Psychotherapy)

Maxine Rosenfield

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The use of the telephone as a tool for counselling is increasingly appealing, providing clients with a service that combines accessibility and convenience. But how can practitioners ensure the same quality of support as in their face-to-face counselling? And how can they adapt to the different demands and restrictions of counselling by telephone?

This comprehensive guide:

- Supports the reader step by step in setting up their own practice, including vital tools such as confidentiality and payment agreements.
- Considers different approaches that can be used over the telephone, such as humanistic and cognitive behavioural techniques.
- Provides engaging case studies to illustrate the distinctive character of telephone counselling and offer practical guidance.

This book is the perfect introduction to counselling by telephone for students and trainees on counselling and psychotherapy courses, and is an essential guide for practitioners looking to develop skills in the area.

Maxine Rosenfield has over twenty years experience working as a counsellor, supervisor and coach. She is a past President of Helplines Australia and of the Counsellors and Psychotherapists Association of NSW. She is currently a counsellor, trainer and consultant in private practice and is the Vice President of the Australasian Association for Supervision.

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