

22/10/2020

## **Training Resource Sheet Video and Telephone Work**

Working with clients by video or by telephone will be a different therapeutic experience for clients and counsellors. You will be looking at this when you undertake skills training during your seminars and your supervision. In addition, you should also take the opportunity to experience this in your personal therapy, so you have some recognition of what this is like for the client.

In order to equip yourself to work by video and by telephone we have put together the following resource sheet. Please note that the training is only aimed at delivering basic competencies so that you are able to think and work differently during the current public health crisis. It does not provide a full qualification to working by video and by telephone for which a minimum of 80 hours specific dedicated training is required (see BACP AND ACTO websites).

### **BACP/OU Course**

You will need to complete the short online BACP primer course which has been developed with the Open University and obtain a certificate confirming you have passed this. Whilst this is aimed at registered/ accredited counsellors who have transferred their existing clients to online/ telephone work, nonetheless it has lots of useful content for you as budding practitioners.

<https://www.bacp.co.uk/news/news-from-bacp/2020/17-april-new-course-for-online-counselling/>

Please also refer to the BACP resource page which will have up to date guidance on training during the Pandemic.

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/>

### **Developing Telephone Skills**

For students who have not yet started client work you can take this time to develop your telephone / video skills. One way to do this might be to volunteer as a befriender. We will let you know if opportunities arise to do this through the Counselling Foundation. Meanwhile you might want to consider volunteering for an external agency (see links below).

You will be able to hone your core listening skills, develop your empathic responses and put into practice some of the basic skills that you have started to develop in seminars, role play and through supervision.

Here are some organisations that might need more volunteers at this time. Please note you would be volunteering as a private citizen in the role of a befriender and not as a counsellor. The Counselling Foundation is not implying any endorsement or recommendation of any organisations listed.

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<https://www.stalbans.gov.uk/sites/default/files/CovidCommunityLeaflet.pdf>

<https://www.befriending.co.uk/about/become-a-befriender/>

## **Good Use of Supervision**

Please bring issues that arise in your befriending role /telephone / video work with clients to supervision for the group to consider so we can develop best practice and you can access support for yourself and your clients at this time. For those starting out on client work, we would also recommend that you practise role plays in supervision and with colleagues to prepare for working with clients in this new way.

## **ACTO**

The Association for Counselling and Therapy Online has some useful guidance on cyber security when delivering therapy online.

<https://acto-org.uk>

## **Study Day**

We will have a workshop dedicated to video and telephone skills training during the online Study Day on Saturday 28 November. More information to follow.

## **Books**

- Carlino, R (2011) *Distance Psychoanalysis: The theory and practice of using communication technology in the clinic*
- Lemma, A (2017) *The Digital Age on the Couch: psychoanalytic practice and the new media*
- Marris, P (1996) *The Politics of Uncertainty* Routledge. London
- Turkle, S. (2011) *Alone Together; why we expect more from technology and less from each other.* Basic Books. New York.
- Weitz, Philippa ed. *Psychotherapy 2.0* Routledge. Oxford
- Russell. G., (2015) *Screen Relations*, Routledge. Ch 3 Mapping the Digital Frontier
- Cundy, L., (2018) *Love in the Age of the Internet. Attachment in the Digital Era.* Routledge. Oxford

## **Papers**

Baylis, M (2012) Is Physical Proximity Essential to the Psychoanalytic Process? An exploration through the lens of Skype? *Psychoanalytic Dialogues* 22 569-585

Merchant, J. (2016) The Use of Skype in Analysis and Training a research and literature review. *Journal of Analytic Psychology* 61 309-328

Cundy, L. (2018) *Love in the Age of the Internet.* Ch 6 125- 153. Niki Reeves Oxford. Routledge.