

Online counselling therapy is a way for you to engage in counselling using internet technology such as telephone or webcam video.

Every effort is made to provide a safe and secure environment for your online therapy with encryption software to protect your confidentiality and secure.

Webcam counselling

Zoom is a way for us to see each other face-to-face from our computers whilst engaging in therapy. I can provide guidance on setting up your own encrypted Zoom account and I will send you a link for you to join the session on the day and time agreed. Sessions are 50 minutes in length. Being able to see each other 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 helps us to know others understand us and with video you see nonverbal communications such as facial expressions.



Telephone counselling

This is similar to webcam counselling as it happens through the Zoom system, or via a handset, but without the visual aspects. You can choose to remain anonymous and the conversation is encrypted if held on Zoom. An advantage of telephone counselling is that non-verbal communication can be carried in you 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

- Counselling from your own home, saving you time and expense to travel
- Secure inscription software offers confidentiality and peace of mind
- Friends or family won't see you entering a counselling practice
- Online platforms like Zoom offer a chat function. Some find it easier to express their feelings by writing it down
- Access to counselling may be more immediate
- Flexibility to chose the technology you feel is best for you: telephone or webcam

Things to consider

- Are you comfortable using internet technology?
- Would you prefer to see a 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?
- Over the phone, there are no nonverbal cues or body language for you or the counsellor to read. This can lead to misunderstanding.

Confidentiality

Online counselling takes place within a secure, encrypted environment to offer you confidentiality and safety. Telephone and webcam counselling take advantage of the encrypted services offered by Zoom and I can provide you with guidance on setting up a free account for your therapy.

