Counseling in a Technologically Advanced World

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Learning Objectives

• Demonstrate the benefits of telephonic counseling.
• Identify the different skill sets a clinician needs to be effective in providing telephonic counseling.
• Help clinicians identify the pros and cons of telephonic counseling versus face to face counseling.
• Discuss ethical considerations related to counseling in a technologically advanced world.
Introduction

- Presenters
- Who is Health Management Systems of America?
- What is EAP Counseling?
- Why do we use brief-solution focused counseling?
Health Management Systems of America (HMSA) is a nationally recognized leader in wellness and behavioral healthcare services utilizing Brief Solution Focused Counseling.

- EAP Counseling
- Gambling
- Critical Incident Stress Management
Differential Attending Skills Between Face-to-Face Counseling and Telemedicine
In order to build a firm foundation in any supportive or caring client-counselor/therapist relationship strong, clearly defined attending skills must be in evidence. These are skills that require being in attendance in the present, in any situation, and means that a counselor is giving their full attention and listening to the client at all times.
Attending Skills

**Basic**

- Attending Behavior
  SHOVLER or SOLER
- Listening Skills
  Closed and Open-Ended Questions
  Concreteness
  Clarifying
  Paraphrase
  Summary
  Reflection

**Advanced**

- Disclosure
- Interpretation
- Managing Resistance
- Challenging/Confrontation
- Immediacy
- Silence
Case Conceptualization Skills

* Awareness of essential message
* Ability to focus client’s attention onto it
* Ability to summarize critical points and leave out unimportant ones
Telephonic What Nots!

* Do Not eat/drink on the call
* Do Not check emails or text messages
* Do Not engage in side conversations
* Do Not over talk the caller
* Do Not assume the caller is in a confidential setting
Role Play

- Face to face counseling
- Telephonic counseling
Benefits of Telephonic Counseling

Client Benefits:

* Telephonic Counseling is convenient and less expensive than face to face appointments.
* Clients that might not otherwise visit a therapist, may take comfort in the anonymity that telephonic counseling provides.
* Counseling can be done in the comfort and safety of the clients’ home, office, or parked car.
* Clients can be transparent about sensitive issues without anxiety or fear of showing emotion.
* More time can be spent on telephone counseling sessions than traveling to face to face appointments.
* Telephone counseling is easily accessible to clients that have physical limitations or difficulties obtaining face to face counseling due to geographic distance.

Disadvantages:

* Clients may get distracted during counseling if in their own environment.
* Possible risks of telephone disconnecting during counseling session.
Benefits continued ...

Counselor Benefits:

* Counselors can be whomever the clients imagine them to be in person.
* Counselors can provide reflective listening without using nonverbal responses.
* Limits personal bias and anxieties.
* Counselors are able to reflect, compose thoughts and respond carefully.

Disadvantages:

* Counselors can not see important non-verbal cues.
* Lacking physical present may reduce clients’ trust and commitment in counseling, and limit client-therapist rapport.

Outcomes

- Data
- Case studies
- Testimonials
With the advent of technology, more and more businesses and clinicians are faced with the opportunities to provide counseling services in a more expansive model.

The 2014 American Counseling Association (ACA) Code of Ethics recognizes that counseling is no longer limited to in-person interactions.
H.1. Knowledge and Legal Considerations
H.2. Informed Consent and Security
H.3. Client Verification
H.4. Distance Counseling Relationship
H.5. Records and Web Maintenance
HMSA offers EAP counseling through a short term, brief-solution counseling model in two forms: telephonic and face to face.

- Attending skills
- Case conceptualization skills
- Ethics
- Benefits of telephonic counseling
Q & A
References