

"BEHIND THE SCREEN" - SESSION 4

Working Therapeutically From a Distance in
Real-time or Synchronously

- KATE DUNN & CAROLE FRANCIS-SMITH



onlineevents
Learning Together Online

Resource Guide

About Kate Dunn

I have worked as a psychotherapeutic counsellor in a number of settings, including local authority groups and charitable organisations. Much of my time has been spent working in Higher Education, counselling students at the Universities of Sussex and Portsmouth. I have been privileged to work with people of all ages who come from a very wide range of backgrounds and from many different parts of the world. Prior to becoming a counsellor I was a teacher, working in primary and early years education. More recently, I have taught psychology and counselling skills in further and higher education and for therapy training organisations.

I have a special interest in the needs of families impacted by disability and offer informed therapeutic support in this area, having worked for some time within a Social and Caring Services Disability Team.

I have also worked in a Pain Clinic and have a particular interest in the value of mindfulness-based approaches when addressing either psychological or physical pain and suffering and I teach mindfulness techniques both to groups and one-to-one. These techniques can be helpful whether they form a part of counselling and psychotherapy or are learned separately.



Kate Dunn



About Carole Francis-Smith

Carole Francis-Smith is a counselling psychologist working in private practice. Carole currently provides therapy both face-to-face and online, runs trainings for therapists considering working online (and other mental health/staff resilience areas), and business coaching for therapists setting up an online practice. Her doctoral research was in the Online Therapeutic Relationship from which she also became fascinated by online communications in broader contexts, especially where these impact on the work of therapists and the experiences of clients.

Carole writes articles on the subject, gets involved in debates and writes reviews for/advises other private practitioners through an online resource called The Private Practice Hub.



Carole Francis-Smith

Event Details

"I sometimes offer the occasional Skype™ session..."

Is this you, or have you heard colleagues say this and wondered whether this is something you might do? Or perhaps you have questioned the process or felt uncomfortable with the idea?

Providing online synchronous therapy has become much more popular in recent times, as information technology has advanced. Many more of us are using Skype™, FaceTime™ and other apps in our private lives. Should we also consider offering these (or perhaps safer clinical equivalents) within our therapeutic interventions?

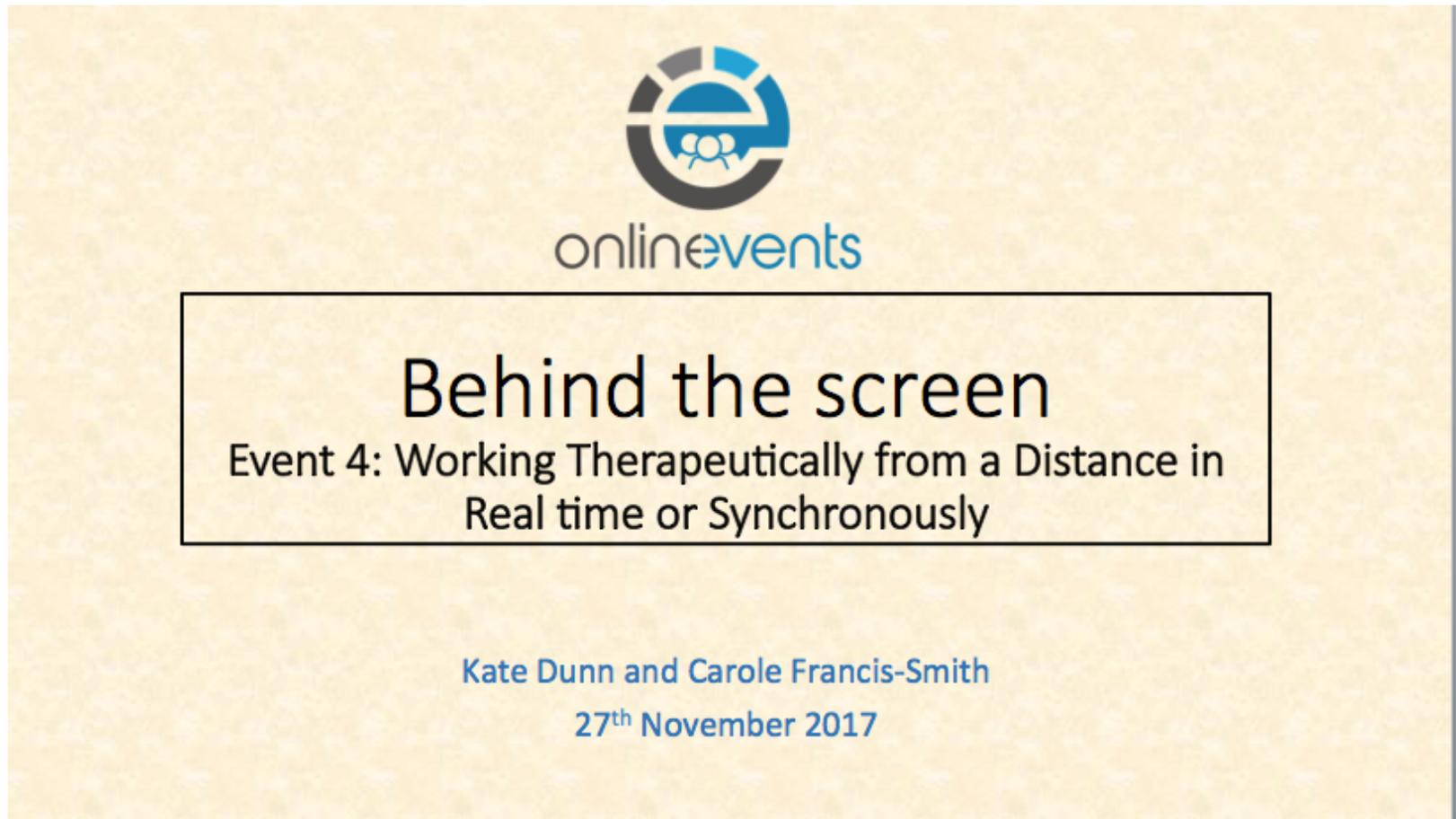
Therapists increasingly meet clients online in real time via webcam and instant message. Both approaches pose a variety of questions concerning suitability and efficacy. Working in real time in this way is often seen as most closely reflecting what happens when therapist and client meet in person in the therapist's consulting room. However it is important also to contemplate the differences that may arise both for practitioners and clients when they are located at a distance, behind a screen. There is much evidence that clients seek the convenience of engaging with a therapist from home or work locations, and perhaps part of the therapist's remit should be to ensure that their client has thought carefully about the pros and cons and that both parties enter this arena mindfully and with awareness.





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Power Point



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Resources - Web Links

BACP (2016) Telephone and E-Counselling Competencies

A very informative article about how we use eye-contact when talking face-to-face and what happens when we are using video-cameras.

Why its hard to talk and make eye contact at the same time

Link to the BBC correspondent video:

Web Therapy - the Lighthouse link (and access to more!)



Reading

Anthony, K & Nagel, D M (2010) *Therapy Online (A Practical Guide)* London: SAGE

Greenfield, S (2014) *Mind Change: How digital technologies are leaving their mark on our brains* London: Penguin

Jones, G & Stokes, A (2009), *Online Counselling: A Handbook for Practitioners* London: Palgrave MacMillan

Russell G I (2015) *Screen Relations: The Limits of Computer-Mediated Psychoanalysis and Psychotherapy* London: Karnac

Smithson, M. *Psychology's Ambivalent View of Uncertainty*. In G.Bammer & M Smithson (Eds) *Uncertainty and Risk: Multidisciplinary Perspectives*. London: Earthscan.

Turkle, S (2011) *Alone Together: Why We Expect More from Technology and Less from Each Other* New York: Basic Books

Turkle, S (2015) *Reclaiming Conversation: The Power of Talk in a Digital Age* New York: Penguin Books



Further Reading & Organisations

Weitz, P (Ed) (2014) Psychotherapy 2.0: Where Psychotherapy and Technology Meet London: Karnac

Online Book

Suler, J The Psychology of Cyberspace - [AVAILABLE HERE](#)

Organisations offering useful support and information

The Association of Counselling and Therapy Online (ACTO) This organisation was set up by a group of experienced UK online therapists to provide advice, guidance and information in the area. They are currently updating their website and organisation to meet the changing needs of therapists, and provide useful guidelines - their new website is still under construction and is available at: acto-org.uk

Online Counselling and Therapy in Action (OCTIA): OCTIA organise an annual conference for those interested in all aspects of online working and are currently planning their 10th anniversary event to be held in Spring 2018: octia.org.uk



Working Online Workshops



Diamondleaf Training



Starting up - 8th February 2018

Synchronous or Real-time methods - 22 February 2018

Asynchronous or Time-delay methods - 8 March 2018

Hybrid methods - 22 March 2018

[CLICK HERE FOR MORE DETAILS AND BOOKING](#)

Contact / Websites

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