

The Adam May CBT Practice

Friendly and encouraging Cognitive-Behavioural Therapy,
Face to face, online & by telephone

Making the Most of Online or Telephone Therapy

If you are able to use a landline or a web based system, like Skype or Google Plus, then we will call you. Just let us know which system you prefer. If you want to use a mobile, then you should call us at the agreed time. The number you use will depend on the therapist with whom you are working. It is a good idea to ensure that we have all your telephone numbers and online contact details so that we can establish contact by another means if we have technical problems with your referred option. You can find contact information for each therapist of their biographies, sent to you when your first appointment was confirmed.

As with a face-to-face meeting, remote meeting benefit from being free from distractions and interruptions. You will get most benefit from the meeting if it takes place in a quiet room.

Familiarise yourself with whatever system you are using, and make sure you know where the controls are. Skype and Google Plus allow you to use a chat box as well as sound and video. If bandwidth is limited and the picture and sound are breaking up, switch of the video. If both sound and video are poor, you can use the chat box to arrange to break the connection and call again. You need to coordinate calling again, otherwise you might both be trying to call one another and get an “busy” message.

Speak clearly in a way that lets the other person know when you have finished your point. Try to avoid trailing off at the end of sentences. Avoid speaking over one another.

Be aware where the mute button is. There are probably two mute options: one on the messaging software, Skype or Google Plus, and one on the general, computer software in a toolbar. When you are not speaking, think about muting your microphone, especially if you are moving things around on your desk or eating crisps! Avoid tapping or fidgeting near the microphone. Modern microphones are extremely sensitive.

If you can hear your voice coming from the other person’s speakers and being relayed back to you through their microphone, ask them to turn down their sound.

When using a web camera, think about what is behind you. Do you mind the other person seeing whatever is behind you? Can you position your camera so that it is not picking up something distracting behind you? Ensure that there is light shining on your face, from the direction of the camera. If you have bright light coming from behind your head, your face will be silhouetted so that your facial expressions will not show on camera.