



Using Counselling Skills on the Telephone and in Computer-mediated Communication

Pete Sanders

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This popular book was the first UK published book on the use of counselling skills on the telephone and telephone counselling, written by an author well-known for his direct and accessible style. The second edition looked at research into counselling on the telephone, presented the story of a real-life agency and considered the impact of technology such as caller identification and freephone numbers on helping agencies. The forthcoming third edition brings this useful book up to date. Essentially this is a how-to-do-it book and Pete Sanders doesn't disappoint.

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