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Nota di contenuto	Cover; Contents; Foreword; Acknowledgements; Introduction; Chapter 1 - What is Counselling by Telephone?; Chapter 2 - Skills and Attitudes Needed when Counselling by Telephone; Chapter 3 - Training, Supervision and Quality Control; Chapter 4 - Theoretical Orientations; Chapter 5 - The Counsellor-Client Relationship; Chapter 6 - Telephone Group Work; Chapter 7 - Technology and Counselling by Telephone; Chapter 8 - Counselling by Other Media; Appendix of Addresses; References; Index
Sommario/riassunto	In 'Counselling by Telephone', Maxine Rosenfield explores the essential skills needed to carry out effective telephone counselling, which are necessarily distinct from those involved in face-to-face counselling.