

After Hours Phone Coaching

Rationale for phone coaching: Not all therapy can be done within the context of individual and group sessions. Sometimes, it is necessary for you to call for individual coaching, especially in crisis situations when your urges to engage in self-defeating behaviors are very high.

Reasons for phone coaching:

- Practice changing ineffective ways of asking for help
- Generalize skills to everyday life
- Repair relationship with therapist

Goals of phone coaching:

- Decreasing crisis behaviors
- Increasing generalization of behavioral skills
- Decreasing sense of conflict, alienation, or distance from therapist

What to expect from phone coaching calls:

- Calls are brief—generally ten to twenty minutes
- After a brief description of the current situation, therapist will discuss skills that have been tried and review other skills that might help or other ideas that you have.
- Phone coaching calls are not meant for analyzing a crisis, generating solutions to a crisis, or for solving a crisis. They are to assist you in getting through the crisis without using ineffective behaviors so that analyzing and solving can be done in the next therapy session.
- To assist in generalizing skills, you may call for a brief check-in when there is no crisis situation.
- Your individual therapist will discuss what hours they are available during the evenings and weekends, how long you can expect to wait for a call back, and procedures for times when they are unable to return your call.

****24-Hour rule:** You are expected to call your therapist **before** you engage in ineffective or self-harming behaviors. Calling **after** engaging in these behaviors is not appropriate, whether during or after hours. The reasoning behind this is that your therapist is most helpful **before** you use these behaviors. In essence, you have already taken care of your distress by engaging in ineffective behaviors. **Therefore, following self-harming behaviors, you are not allowed to call your therapist for a 24-hour period.** If you do call during the 24-hour period following self-harming behaviors, you will be instructed to contact other resources; and the call will end.