

## What are the benefits of counselling?

Many people feel that a counsellor is someone who is on their side, someone who can offer different kinds of support: practical; emotional; and psychological.

Counselling offers a supportive relationship in which you can explore issues at your own pace. It can:

- help you see difficulties more objectively
- build self-esteem
- help you take control of your life and become more assertive
- improve communication
- help you to become more realistic in setting goals

Perhaps the greatest benefit of counselling is that it helps individuals to feel more in control and better able to do something about an aspect of their life that simply isn't working for them.

**HELPLINE: 0800 970 3980**

**EMAIL: [admin@timefortalking.co.uk](mailto:admin@timefortalking.co.uk)**

**If you have something that is troubling you**

**Don't struggle alone**

**Call our helpline – we can help**

**0800 970 3980**



**timefortalking**

is a free confidential counselling and support service which is available to all members of staff.



To access the service ring our help-line on

**0800 970 3980**

All helpline calls are now free and available 24hrs, 7 days a week throughout the year.

**T**his service is for Aberdeenshire Council Employees and it is in place to offer the following:

- A helpline for general advice and guidance
- Psychological guidance and emotional support when things are getting you down
- Individual counselling, either over the phone or face-to-face
- Post critical incident support
- Assistance for managers by offering a resource they can use in managing and assisting staff.

Managers contact: 03302 020283

### General advice and guidance

We provide information on practical matters which are causing stress, tension or difficulty. Typical areas of difficulty are financial, health, alcohol problems, substance abuse, or legal problems. Sometimes an early call may help 'nip them in the bud'. In many cases the answer to a question can be given immediately over the telephone. Where this is not possible, we will call you back as soon as possible.



### Psychological guidance and emotional support

Every day people seek counselling to help them deal with a difficulty in their lives. What might be easy for one person may be a real problem for another person. The good thing about counselling is that it does not measure the size of a problem but looks at the individual and the difficulties that person is having in dealing with their problems (and often there are many). Counselling gives additional support in a private and confidential environment.

### Face to face Counselling

Counselling gives you the opportunity to talk with a qualified person who can help you look at your situation in a new light. Your counsellor will offer support and encouragement to help you find better ways to cope with what is troubling you.

People go to counselling for many reasons but whatever the underlying causes, it is a way of 'fighting back' and resolving what it is that is troubling them.

### Telephone Counselling

Telephone counselling provides a convenient solution for individuals unable (for whatever reason) to attend face-to-face counselling. Once the individual has contacted the helpline, one of our counsellors will phone back at a time that is suitable.

### How long does it take to get an appointment with a counsellor?

If you decide that face to face counselling is what you want in almost every instance, meetings with a counsellor can be arranged within hours of a call being received. The actual meeting will take place as soon as possible thereafter to accommodate the diaries of the caller and the counsellor.

### Where does face to face counselling take place?

Counselling takes place at the counsellor's place of work. Every effort is made to ensure that the person receiving counselling can be put in touch with a counsellor within an easy travelling distance either from work or home.

### What about confidentiality?

Our service is entirely independent and confidential. Statistical information showing the uptake of the service is made available to your organisation but this information does not compromise the privacy or identity of any user.

### How many sessions can I get?

**timefortalking** provides short term counselling support paid for by Aberdeenshire Council. The number of sessions available will be explained to you at the beginning of your counselling.