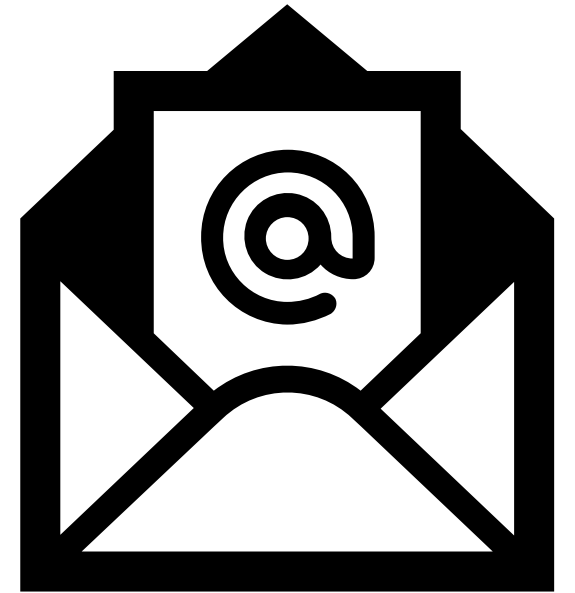


Email versus Instant Chat

Which is right for me?



Let's explore...

There are many things to consider when choosing between Email and Instant Chat for your online therapy.

Technology and devices

Internet connection

Instant or delayed response

Reading skills

Writing skills

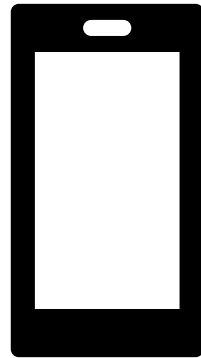
Typing skills

Privacy

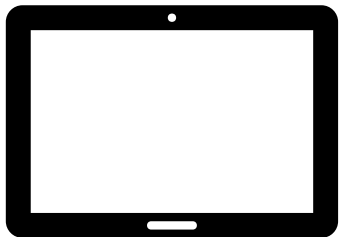
Technology and Devices



Which device you will be using to communicate with your therapist? Do you have different devices, or a preference?



Your therapist may use a specialist platform or app for Instant Chat which may be more compatible on different devices.



You might want to exchange emails via a different service provider that is recommended by your therapist. Which device would make that easier for you?

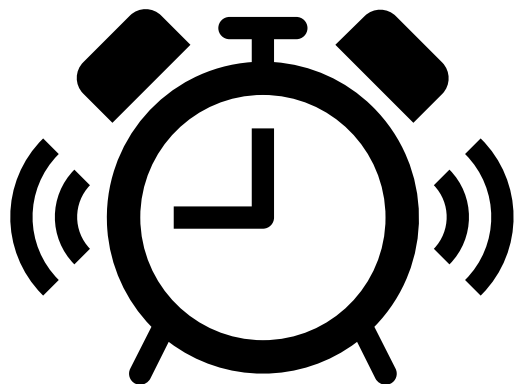
Internet connection

Speed and consistency of your internet connection will influence how smoothly your Instant Chat exchanges flow between you and your therapist.

Being able to send and receive your emails, perhaps with attachments, could be hindered by your internet connection.

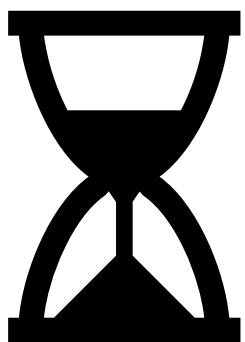
How your device connects to the internet is important for managing the cost of your data usage.





Instant or delayed response...

Instant Chat can offer an immediate response and discussion between you and your therapist. Some clients feel this offers a greater sense of presence, and feels more like a spoken conversation. You will have a appointment time for your session.



Email can offer you the flexibility to write when it is convenient to you. You can choose to write one email or write throughout your week collating your thoughts over a number of days. An appointment isn't necessary, but it is likely you will arrange a timeframe with your therapist to send and receive your email exchanges to maintain regular contact. Email can allow you to time to reflect on the email exchanges at your own pace.

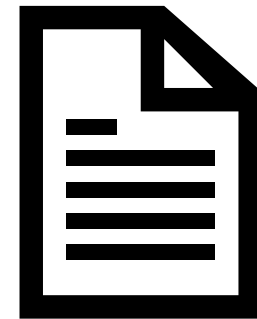
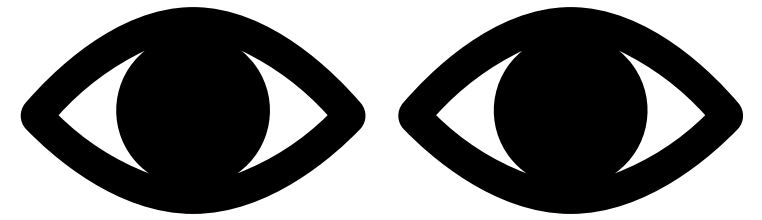
Reading skills

What is your reading speed? This isn't just how quickly you can read text, but also understand it and think about it. The reason you are reading influences how you read.

Appreciating how comfortable you are reading and responding in text communication when someone is waiting for your immediate reply could help you to decide whether to choose Email or Instant Chat.

What size device and screen size could influence how comfortable your eyes will be and easy it is to read the text.

Your therapist will give you time to respond during Instant Chat, and it is important you give yourself time as well.

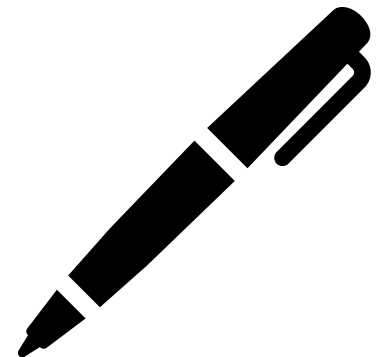
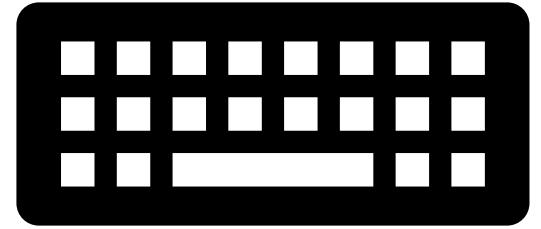


Writing skills

What styles of writing do you prefer? Short sentences and phrases, that can be direct and to the point, perhaps faster paced. Or writing longer pieces where you get to express yourself using more words.

Our writing style is different to how we speak, it is more likely that when using Instant Chat you'll write as if you are speaking. Whereas Email can feel more like letter writing, requiring full sentences and a structure.

Language and vocabulary are important in communicating by text, however, your therapist wants to understand you, they are not there to mark or criticise your writing ability.

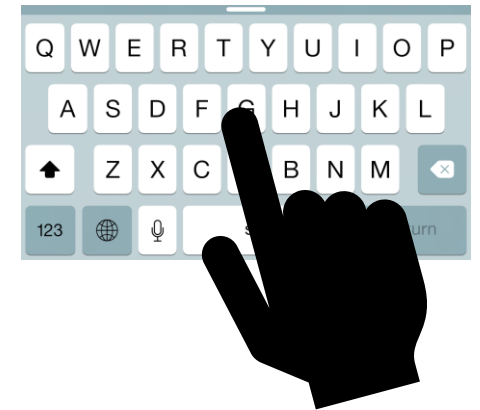
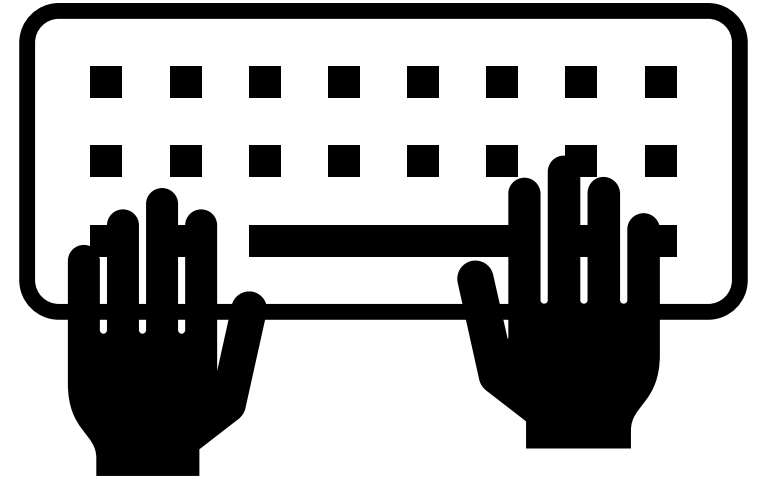


Typing skills

Our typing skills vary depending on what devices we use and how regularly we use them.

Do you use your mobile phone, tablet or laptop?

Your typing speed may influence how comfortable you are with Instant Chat and the pressure to respond promptly.

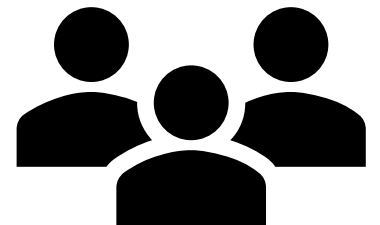


Privacy

When working online privacy is crucial.

Device safety is important for your confidentiality. This is more than internet security with firewalls and virus protection. Password or pin protection adds a layer of security. If you are sharing your device how would you keep your therapy private. Your therapist can advise you on ways to add security depending on how you choose to work together.

Be mindful of your environment. Can anyone see your screen? Are you feeling overlooked, can you be distracted or interrupted? Where you choose to be when engaging in your online therapy can influence your concentration, your ability to reflect and how safe you feel to discuss difficult topics or emotions.





Questions...

You may want to think about your answers to the following:

Do I like the idea of having an appointment?

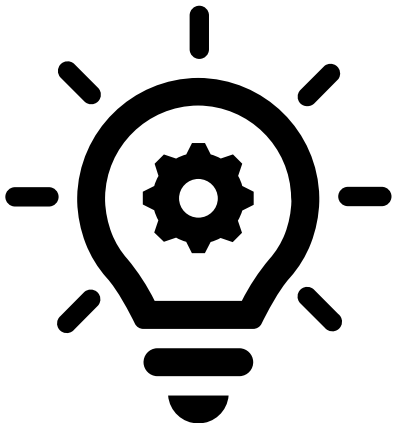
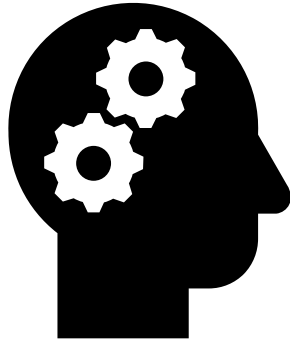
How much flexibility do I need?

Do I want to communicate in real time?

What device will I be using?

Am I more familiar with Email or Instant Chat?

How do I feel about learning to use new technology?



Therapy is a journey

When deciding to embark on online counselling, be sure to check with your therapist what methods of online counselling they offer.

Requesting a trial session could be helpful.

Therapy is a journey, you will need to give yourself time to learn and adapt. You may find that your reading, writing and typing skills develop just as your relationship with your therapist does.

Email and Instant Chat could work for you at different stages in your therapy.

Experimenting is okay.

Changing your mind is okay.

Not having all the answers is okay.



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Phone: 07980 957698

I offer the following options for sessions:

Video via Zoom or VSee

Email via secure provider Protonmail,
(you can use your existing email service)

Instant Chat via Zoom or Vsee or Signal