
ABSTRACT

Challenges and problems of telephone counseling in EAP: Exploration through the two different modes of supervision

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The present study aimed to investigate the challenges and problems regarding one-time telephone counseling by professionals in EAP (Employee Assistance Program) by means of individual supervision. The actual functioning of the two different modes of supervision was discussed through the investigation. Supervision was conducted annually for 2 years by supervisors including a clinical psychologist outside of EAP, and a psychiatric social worker inside of EAP. The two supervisors and the three supervisees analyzed qualitative data collected during supervision. The challenges revealed during supervision by the internal supervisor consisted of the assessment of clients according to clients' needs, and interventions based on agreements with clients. The problems presented to the external supervisor consisted in the difficulty to confirm facts in clients' statements and the difficulty in having empathy. These results indicated the respective function of each supervisor. The internal supervisor engaged in managerial supervision dealing with practical skills, and the external supervisor engaged in clinical supervision dealing with the supervisees' affection and attitude. These results show the significance of complementary types of supervisors.

Key Words: telephone counseling, EAP, supervision
