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## ABSTRACT

Collaboratively developing a systematic telephone counseling program in EAP

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This article describes the collaborative process of developing a systematic telephone counseling program within Employee Assistance Program (EAP). For three years, 26 counselors and two supervisors worked together to develop shared goals and policies for the program. The process involved exploring counseling tasks through individual supervision, proposing a standard model of counseling by both counselors and supervisors, introductory training for the model, and evaluating its availability. By following the model, the counselors gathered information about their clients' counseling needs, perceived program effectiveness and availability, and associated sense of security. The characteristic process that defined our approach was bottom-up collaboration, through individual supervision, introductory training, and meetings among supervisors and counselors. The process described in this study can be a significant resource for telephone counseling programs within other EAPs keen on fostering collaboration among counselors.

**Key Words:** telephone counseling, systematic program, EAP, collaboration

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