

**Eleni Langas MAPS**

B.Sc., M.A.(Psych), M.C/F Therapy

Registered Psychologist

ABN: 31 661 450 263

## Online Relating: Conceptualising the Therapeutic Relationship via e-therapy

Paper presented  
at the  
**40<sup>th</sup> APS Annual Conference**  
Past Reflections, Future Directions

28<sup>th</sup> September – 2<sup>nd</sup> October 2005

Crown Promenade Hotel  
Southbank, Melbourne, Australia



**Address:** PO BOX 6208 Boulkhani Hills Business Centre NSW 2153

**Phone:** 8850 3718 **Fax:** 8850 5328 **Mobile:** 0418 699 224

**Email:** [eleni@abouttherapy.com.au](mailto:eleni@abouttherapy.com.au) **Website:** [www.abouttherapy.com.au](http://www.abouttherapy.com.au)

This paper in its original form was written as a Dissertation for the award of Masters in Couple and Family Therapy at the UNSW. It was an extremely long paper and hence it has been a real struggle to try and compress it all into a 15 minute presentation. I have tried to draw out the main threads here today and hope that I have done it some kind of justice.

If I was to begin to explain what motivated me to write a paper on e-therapy we would be here all day as the current debate surrounding this topic is enormous. I will say however that my main interest has always been in the therapeutic relationship and its power to bring about change. My paper explores e-therapy and the conditions it allows and produces for the development of the therapeutic relationship. The focus on the therapeutic relationship was chosen partly in recognition of the importance of the therapeutic relationship in successful therapy outcomes, and partly because this tends to be the “sticking point” for many traditional therapists who are categorically opposed to the idea. Central to their thinking about the therapeutic relationship is that amongst other things, at the very least a physical presence is required. Time will not permit me here to discuss the other reasons outlined in my paper for why many traditional psychotherapists are opposed to the idea of e-therapy. The fact that I am probably the only presenter at this conference who is reading her paper without the help of a fancy Powerpoint presentation may offer you some insight. The title page was as far as I got.

Before I go any further, I would like to spend a few minutes explaining the “what is?” and the “why?” of e-therapy as this I hope will shed some light on why I chose the area of investigation that I did in my paper.

### **“What is” e-therapy?**

E-therapy is a term used to describe the process of therapists forming ongoing helping relationships with clients that take place solely via Internet communication. E-therapy modalities include: email, real-time chat (chat), secure web-based messaging, videoconferencing or web cam and voice-over-Internet Protocol. At present, email appears to be the most common form of e-therapy, often used as an adjunct to face-to-face therapy in much the same way that the telephone is used. With email, the therapist and client do not have to be online at the same time, hence both can take time with their thoughts and write at length. This is certainly the form of e-therapy that I have increasingly become accustomed to using in the course of my work as a therapist. Real-time chat involves the therapist and client being online at the same time and is preferred by clients who want an immediate response from the therapist. This form of e-therapy was the focus of my paper. I was interested in exploring the possibilities that surround therapists creating long-term, on-going, effective therapeutic relationships with clients in a chat room

using solely text based exchanges where it is not necessarily intended for therapy in person to eventuate. This form of e-therapy has the most potential to reach people troubled by serious problems for which traditional face-to-face therapy may not be an option. Videoconferencing (webcam) and voice-over-Internet Protocol are systems that work via sophisticated video and audio links whereby the therapist and client can establish a visual and voice connection. In Australia however this mode of e-therapy is more of a fantasy than reality at present. This is mostly due to the cost involved in acquiring and using such technology for client and therapist alike but also because many consumers appear to continue to prefer the nonvisual, nonvoice, low tech environment of email and chat because of the anonymity that it affords (Ainsworth, 2002).

### Now for the **“Why” of e-therapy?**

In the last five years increased access and use of the Internet has revolutionised work tasks in hundreds of occupations. The field of psychotherapy is no exception. It is well recognised today that one of the biggest growth areas in Internet applications in psychotherapy is the provision of therapy online. In the last two years the number of therapy providers available online has exploded and it is anticipated that this trend will continue. Although the number of Australian based, fee-for-service online therapy providers is small (approximately 20 in 2002), it's certainly growing. Simply put, e-therapy exists because there is a demand for it.

It is not however anticipated that traditional psychotherapy will one day become obsolete. Throughout the literature, no one is suggesting that e-therapy is better than working with a therapist face-to-face. In fact, it is generally agreed that it will never replace the unique experience of forming a continuing face-to-face relationship with a psychotherapist. It is however a very effective way of reaching people whom would not be getting help any other way. Many people simply cannot, or will not seek help from a therapist in person for a variety of reasons. For instance those living in a rural community without readily available therapy services, those who will not access therapy because of stigma or for those who are housebound. In these situations some help is better than no help and if nothing else it may assist these clients to eventually move on to face-to-face therapy. In fact in a survey of 307 people for whom e-therapy was their first contact with a therapist, Ainsworth (2001) found that 64% eventually moved on to consult a therapist in person.

Furthermore therapist education and training programs are also slowly changing to accommodate the new computer technologies. Tertiary institutions are now beginning to offer specialty courses in technology-enhanced counselling and psychotherapy. With the advent of “virtual universities” some

courses in psychotherapy are even being offered in their entirety online. It is significant to note that most of the research for this paper was in fact conducted online as many therapist publications can now be accessed through web sites, various search engines and electronic databases in the form of e-journals. Given that we have well and truly entered the information age where computers have become an everyday part of classroom education, it's only a matter of time before a new breed of therapists begins to appear. New therapists entering the profession will undoubtedly have an interest in technology, the skills to deal with it and the imagination to develop ways of working that will combine "high touch" with "high tech". The truth is that whether or not we believe that all change is progress, the Internet has entered the therapeutic arena and given the current technological era that we live in, it's not likely to go away. In today's increasingly competitive world, therapists and organisations who do not have an online presence and are not prepared to develop skills for working in virtual environments, will not be able to deal with Internet savvy clients and as such are likely to be significantly disadvantaged.

Given that recent reviews of psychotherapy research are repeatedly identifying that the therapeutic relationship is responsible for much of the success associated with traditional psychotherapy, it seems foolish for therapists not to start thinking about the process of online relating. One of the biggest challenges facing the field of e-therapy today is how the relationship that develops between therapist and client over the internet can fulfill its important function in the process of therapy. In writing my paper I aimed to explore the following key questions: How does one conceive of a therapeutic relationship in the context of e-therapy? How does the therapeutic relationship that develops online compare to that which develops face-to-face? How can a therapeutic relationship develop and be maintained in the absence of physical presence and nonverbal cues? Can the existing theories and models of traditional therapy practice be applied to e-therapy or is there a need for new techniques and models? Given the smallness of the literature base directly addressing e-therapy, my paper was constructed around a series of intersecting literatures, with the major second literature base being the therapeutic relationship.

I began my paper by firstly addressing a range of complex ethical issues that surround the e-therapy debate in so far as they relate to the establishment and maintenance of a good therapeutic relationship. Naturally I concluded that the basic traditional principles of professional ethics that guide good clinical practice face-to-face can be and should be extended to e-therapy. The wheel does not need to be re-invented, it simply needs to be modified for working via this new modality and the more closely e-therapy develops in accordance with the basic ethical principles of traditional psychotherapy the more widely it will be accepted as a viable alternative to therapy in person (Stoffe, 2002). The four key ethical

practice issues relating to the development and maintenance of a good therapeutic relationship online covered in my paper were: therapist competency, client suitability, confidentiality and time and place where e-therapy occurs. Once again time will not permit me to go into each of these in detail but I will make the following key points:

- ? A competent and skilled face-to-face therapist will not necessarily make a competent and skilled e-therapist. The emphasis online is "speed". Therapists need to be able to think on their feet. Because of perceived anonymity, clients tend to reveal more information and at a much quicker rate online. What this means for e-therapists is that they often have to deal with serious and painful disclosures that may be revealed within minutes of commencing the first session. Responding appropriately, ethically and sensitively to such disclosures poses a huge challenge for the e-therapist and the development of the therapeutic relationship.
- ? Therapists must also possess chat room comfort and skill. They need to be good at typing but also competent in interpreting text and using text to communicate. Skills in online interaction are essential in order to use clients' openness to develop the therapeutic relationship thus facilitate change more rapidly.
- ? It takes an extraordinary amount of concentration to provide therapy in a chat room. E-therapy commands more attention than providing therapy face-to-face because there is greater potential for distraction, both self-distraction and distraction from others or other things. If the therapist is distracted by something that appears outside their window or another incoming call, opportunities to 'tune into' the client can be missed and consequently may affect the client's experience of the therapist and the relationship.

Following my discussion on the ethical practice issues relating to e-therapy, I then went on to review some clinical practice issues that pose a challenge to building effective therapeutic relationships online. These were: the lack of physical presence, the lack of non-verbal cues, the loss of temporal and pacing cues and cultural issues. It's no secret that face-to-face therapy relies on so much more than just our eyes and ears. The information we get from the complex and subtle integration of all our senses far exceeds the interpersonal meaning we can extract from any one of them alone. In face-to-face therapy we use body language, facial expressions, eye contact, autonomic reactions, voice tone, pitch, intensity, speed and inflection, physical characteristics, grooming and even dress to communicate information that words may be unable to. Using text only to communicate, the rich interpersonal information afforded by all our senses is lost when working online. In my paper I discussed the greater

potential for words and meaning to be misinterpreted by therapist and client alike when working online, often creating ambiguity in the process of therapy and the relationship itself. I also explored the implications for the use of humour, the use of silence and the expression of empathy in the process of therapy, all factors that have been shown to influence the development and maintenance of a good therapeutic relationship.

Skeptical about the ability to form effective therapeutic relationships through text alone, traditional psychotherapists argue that with no face-to-face contact, psychotherapy and everything it encompasses simply can't be done online in the same way that it is face-to-face. In my paper I argue that whilst it seems completely reasonable - trying to compare the nature of the therapeutic relationship which develops face-to-face with that which develops online can be a little misguided. Besides - those who have been most vocal in advocating e-therapy as an alternative to traditional psychotherapy have never argued that the therapeutic relationship which develops online is the same or better than that which develops face-to-face. They tend to emphasise that such relationships are different, rather than better or worse. Different, in that the relationship between client and therapist online is developed not by reacting to another person's physical presence and spoken word, but by entering the client's mental constructs via the written word. It is argued that by developing skills and techniques that contextualize and enhance the meaning of text based communication, it is possible to produce therapeutic experiences that rival those of traditional face-to-face therapy. Whilst dramatists, poets, novelists and diarists for centuries have appreciated the link between emotional disclosure in writing and health, research in this area has led to the adage 'the pen is mightier than the pill' and thus increased attention to the use of writing in psychotherapeutic settings (Wright, 2002). In my paper, I explored how writing with and by the client online (as opposed to, about or to the client) can enhance the process of therapy and the therapeutic relationship. I looked at the potential writing online has to address the power imbalances that are often inherent within many traditional helping relationships. The ability to empower clients is enhanced online because with the entire process of therapy conducted in writing, clients have greater control within the therapeutic relationship. That is, writing allows clients more freedom to define their own experiences, explore whatever feels more relevant and proceed at the rate they feel most comfortable with.

I then went on to describe the work of Murphy & Mitchell (1998) who have been instrumental in demonstrating how some of the techniques and skills developed by writing therapy can be applied to working effectively online. They propose that with some imagination and creativity, therapists and clients can learn to use a set of techniques that will facilitate the development of an effective therapeutic

relationship online. Drawing on other instances of text-based communication such as the ability of novelists to draw you into becoming emotionally involved with the characters of a book, Murphy & Mitchell (1998) give credence to the ability of therapists to convey warmth, caring and compassion through text alone. Some of the skills and techniques they have developed that I reviewed in my paper include: presence techniques; descriptive immediacy, emotional bracketing, emoticons, literary techniques, nontextuals and online demeanour.

Following this I concluded my paper with some possibilities for the application of e-therapy across the theory and practice of four models of therapy. These were Psychoanalytic therapy, CBT, Systemic Therapy and Narrative Therapy. The applicability of different theoretical orientations to e-therapy could prove to be the subject of an entirely different paper. My aim was to simply stimulate thinking about some of the possibilities. Since writing my paper, much research has been published on the application of CBT in Internet Interventions for the treatment of a wide range of conditions. Most of these have involved minimal therapist contact via email and the results have been very promising.

I will conclude by saying that at present e-therapy is a new and challenging area for therapists. Research in the field of e-therapy is extremely limited. Much research is needed to evaluate the impact and effectiveness of what is currently being offered online. Practitioners in the field need to keep evaluating their work and publishing their findings so that others can learn. Therapists and organisations need to keep working together to establish sound ethical and clinical practice guidelines to ensure that the advantages of working via this new modality outweigh the disadvantages. As the field continues to grow and we learn more about conducting therapy via the Internet, both access to therapy and therapeutic outcomes will benefit. I only hope that my paper opens the door for more discussion on the possibilities of developing genuine, warm, ethical and effective therapeutic relationships online.

Thank you.

Eleni Langas

1 October 2005.

## REFERENCES

- Ainsworth, M. (1995-2001). ABC's of Internet Therapy [Online]. Available: <http://www.metanoia.org/imhs/>.
- Ainsworth, M. (2002). My Life as an E-Patient. In Hsiung, R. C. (ed) E-therapy: Case Studies, Guiding Principles, and the Clinical potential of the Internet. New York, Norton, p.194-215.
- Anthony (2000). Counselling in Cyberspace. In Wright, J., Online counselling: learning from writing therapy. *British Journal of Guidance & Counselling*, 30, 3, 285 – 298.
- APS (1999). Considerations for Psychologists Providing Services on the Internet. The Australian Psychological Society Limited. February 1999.
- Atwood, J. D., Schwartz, L. (2002). Cyber-Sex: The New Affair Treatment Considerations. *Journal of Couple and Relationship Therapy*, 1, 3, 37-56.
- Bachelor, A., & Horvath, A. (1999). The Therapeutic Relationship. In Hubble, M.A., Duncan, B.L & Miller, S.D. (Eds). *The Heart and Soul of Change: What Works in Therapy*. Washington, American Psychological Association, p.133-178.
- Bloom, J. W. (1998). The ethical practice of WebCounseling. *British Journal of Guidance and Counselling*, 26, 1, 53-59.
- Bloom, J.W.; & Waltz, G.R., (eds) (2000). *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc.
- Bolton, G. (1999). The Therapeutic Potential of Creative Writing – Writing Myself. In Wright, J. Online Counselling: learning from writing therapy. *British Journal of Guidance & Counselling*, 30, 3, 285 – 298.
- Boscolo, L., & Bertrando, P. (1996). *Systemic Therapy with Individuals*. London, Karnac.
- Bouchard, S., Payeur, R., Rivard, V., Allard, M., Paquin, B., Renaud, P., & Goyer, L. (2000). Cognitive Behavior therapy for panic disorder with agoraphobia in videoconference: Preliminary Results. *CyberPsychology & Behavior*, 3, 2, 999-1007.
- Carr, A. (2000). *Family Therapy. Concepts, Process and Practice*. Chichester, Wiley & Sons.
- Casey, J. A. (2000). Managing Technology Wisely: A New Counselor Competency. In Bloom, J.W; Waltz, G.R., (eds). *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.17-28.
- Cade, B. W., (1986). The Uses of Humour in Therapy. In de Shazer, S., & Kral, R., (eds) *Indirect Approaches in Therapy*. Rockville, Maryland. Aspen Publishers Inc.
- Chechele, P. J., & Stofle, G. (2003). Individual therapy online via email and Internet Relay Chat. In Goss, S., and Anthony, K. *Technology in Counselling and Psychotherapy: A Practitioner's Guide*. Hampshire, Palgrave, p.39-58.
- Collie, K. R., & Mitchell, D., & Murphy, L. (2000). Skills for On-Line Counseling: Maximum Impact at Minimum Bandwidth. In Bloom, J.W; Waltz, G.R., (eds). *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.219-236.
- Colon, Y., & Friedman, B. (2003). Conducting group Therapy online. In Goss, S., & Anthony, K. *Technology in Counselling and Psychotherapy: A Practitioner's Guide*. Hampshire, Palgrave. p.59-88.
- Cook, J. E., & Doyle, C. (2002). Working Alliance in Online Therapy as Compared to Face-to-Face Therapy: Preliminary Results. *CyberPsychology & Behaviour*, 5, 2, 95- 105.
- Corey, G. (1991). *Theory and Practice of Counselling and Psychotherapy*. 4<sup>th</sup> Edition. Pacific Grove, California, Brooks/Cole.

- Daniels, M. H., Tyler, J. M., & Christie, B. S. (2000). On-Line Instruction in Counsellor Education: Possibilities, Implications, and Guidelines. In Bloom, J.W. & Waltz, G.R., (eds) *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.303-317.
- Day, S. X., & Schneider, p. (2000). The Subjective Experiences of Therapists in Face-to-Face, Video, and Audio Sessions. In Bloom, J.W. & Waltz, G.R., (eds) *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.203-218.
- Egan, G. (1994). *The Skilled Helper: a problem-management approach to helping*. Fifth Edition. Pacific Grove, California, Brooks/Cole.
- Flaskas, C. (1994). Exploring the Therapeutic Relationship. A Case Study. *Australian and New Zealand Journal of Family Therapy*, 15, 4, 185-190.
- Flaskas, C. (1996). Understanding the therapeutic relationship: using psychoanalytic ideas in the systemic context. In Flaskas, C. & Perlesz (eds). *The Therapeutic Relationship in Systemic Therapy*. London, Karnac. p.34-52.
- Flaskas, C. (1997). Engagement and the Therapeutic Relationship in Systemic Therapy. *Journal of Family Therapy*, 19, 3: 263-282.
- Flaskas, C. (2002). Thinking about the Therapeutic Relationship: Emerging Themes in Family Therapy. Revised version of paper presented in the plenary panel "Enduring Themes, Enduring Struggles: Challenges for Family Therapy" at the Australian Family Therapy Conference held in Hobart, Australia (August 2002).
- Flaskas, C., Perlesz, A., (Eds) (1996). *The Therapeutic Relationship in Systemic Therapy*. London, Karnac.
- Freedman, L. S. (1997). Hot Chat: Virtual Affairs can become very real emotionally. *Family Therapy Networker* 21, 3: 69-76, May/June 1997.
- Gale, J., Dotson, D., Huber, M., & Young, K. (1995). A new technology for teaching/learning marital and family therapy. *Journal of Marital and Family Therapy*, 21, 183-191.
- Gary, J. M., & Remolino, L. (2000). Coping With Loss and Grief Through Online Support Groups. In Bloom, J.W. & Waltz, G.R., (eds) *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.95-114.
- Gedge, R. (2002). Online Counselling Services In Australia – The Challenges of A New Vehicle For An Old Art. [Online]. Available: <http://www.webCounselling.com.au / renee.gedge@infotech.monash.edu.au>
- Geslo, C. J., & Carter, J. A. (1994). Components of the therapeutic relationship: Their interaction and unfolding during treatment. In Hubble, M.A., Duncan, B.L & Miller, S.D. (eds). *The Heart and Soul of Change: What Works in Therapy*. Washington, American Psychological Association. p. 137.
- Glosoff, H. L., Herlihy, B., & Spence, B. (2000). Privileged Communication in the Counselor-Client Relationship. *Journal of Counseling and Development*, 78, 4, 454-462.
- Goss, S., & Anthony, K. (2003). *Technology in Counselling and Psychotherapy: A Practitioner's Guide*. Hampshire, Palgrave.
- Grohol, J. (1997). Why online psychotherapy? Because there is a need [Online]. Available: <http://www.psychcentral.com/archives/n102297.html>
- Grohol, J. (1999). Best practices in e-therapy: Confidentiality and Privacy [Online]. Available: <http://www.psychcentral.com/best/best2.html>
- Harris-Bowlsbey, J. (2000). The Internet: Blessing or Bane for the Counselling Profession? In Bloom, J.W. & Waltz, G.R., (eds) *Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium*. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.39-50.
- Hines, M.H. (1994). Using the Telephone in Family Therapy. *Journal of Marital and Family Therapy*, 20, 2, 175-184.

- Horvath, A., & Luborsky, L. (1993). The Role of the Therapeutic Alliance in Psychotherapy. *Journal of Consulting and Clinical Psychology, 61, 4: 561-573.*
- Hsiung, R. C. (ed) (2002a). E-therapy: Case Studies, Guiding Principles, and the Clinical Potential of the Internet. New York, Norton.
- Hsiung, R. C. (2002b). Suggested Principles of Professional Ethics for E-therapy. In Hsiung, R. C. E-therapy: Case Studies, Guiding Principles, and the Clinical Potential of the Internet. New York, Norton. p.150-165.
- Hubble, M.A., Duncan, B.L., & Miller, S.D. (Eds) (1999). The Heart and Soul of Change: What Works in Therapy. Washington, American Psychological Association.
- Hughes, R. S. (2000). Cybercounseling and Regulations: Quagmire or Quest? In Bloom, J.W; Waltz, G.R., (eds) Cybercounseling and Cyberlearning: Strategies and Resources for the Millennium. Alexandria, VA; Greensboro, NC, American Counselling Association, CAPS Inc, p.321-338.
- Kahan, M. (2000). Integration of Psychodynamic and Cognitive-Behavioural Therapy in a Virtual Environment. *CyberPsychology & Behavior, 3, 2, 179-183.*
- Kahn, M. (1991). Between Therapist and Client: The New Relationship. Revised Edition. New York, Freeman & Co.
- Kennedy, R. S. (2002). The Information Explosion in Mental Health. In Hsiung, R. C. (ed). E-therapy: Case Studies, Guiding Principles, and the Clinical Potential of the Internet. New York, Norton p.1-23.
- Kids Help Line (2003). Online Counselling 2002. *Kids Help Line Infosheet 27.* [Online]. Available: <http://www.kidshelp.com.au/research/infosheets/27OnlineCounselling2002.pdf>
- King, S. A., Engi, S., & Poulos, S. (1998). Using the Internet to assist family therapy. *British Journal of Guidance & Counselling, 26,1, 43-52.*
- Kottler, J. A.; Sexton, T. L., & Whiston, S. C (1994). The Heart of Healing: Relationships in Therapy. San Francisco, Jossey-Bass Inc.
- Lambert, M. J. (1992). Psychotherapy outcome research: implications for integrative and eclectic therapists. In Cook, M. S., & Doyle C. Working Alliance in Online Therapy as Compared to Face-to-Face Therapy: Preliminary Results. *CyberPsychology & Behavior, 5,2 95-105.*
- Lamble, J., & Morris S. (2001). Online and Personal: The Reality of Internet Relationships. Lane Cove, NSW Finch Publishing.
- Levine, M., & Doueck, H. J. (1995). The Impact of Mandated Reporting on the Therapeutic Process: Picking up the Pieces. In McLeod, J. An Introduction to Counselling. Buckingham, Open University Press. p. 277.
- Manhal-Baugus, M. (2001). E-therapy: Practical, Ethical, and Legal Issues. *CyberPsychology & Behavior, 4, 5, 551-563.*
- McKey, J. (1999). Tapping into Technology: Health Goes Online. *Connexions, 19, 6: 16-21.*
- McLeod, J. (1998). An Introduction to Counselling. Buckingham, Open University Press.
- Murphy, L. J., & Mitchell, D. L. (1998). When writing helps to heal: e-mail as therapy. *British Journal of Guidance & Counselling, 26, 1, 21-32.*
- Oravec, J. A. (2000). Internet and comuter technology hazards: perspectives for family counselling. *British Journal of Guidance & Counselling, 28, 3, 309-324.*
- Perry, R. (1993). Empathy – Still at the Heart of Therapy. The Interplay of Context and Empathy. *Australian and New Zealand Journal of Family Therapy, 14, 2, 63-74.*
- Rait, D. S. (1998). The Therapeutic Alliance in Couples and Family Therapy. *Journal of Clinical Psychology / In Session: Psychotherapy in Practice, 56, 2, 211-224 (2000).*

- Rasmussen, P. T., & Tomm, K. (1992). Guided letter writing: a long brief therapy method whereby clients carry out their own treatment. In Wright, J., & Chung, M. C. Mastery or mystery? Therapeutic writing: a review of the literature. *British Journal of Guidance & Counselling*, 29, 3, 277 – 291.
- Rosenfield, M. (1997). *Counselling by Telephone*. London, Sage Publications.
- Rosenfield, M. (2003). Telephone counselling and psychotherapy in practice. In Goss, S., and Anthony, K. *Technology in Counselling and Psychotherapy: A Practitioner's Guide*. Hampshire, Palgrave, p.93-108.
- Sanders, P., & Rosenfield, M., (1998). Counselling at a distance: challenges and new initiatives. *British Journal of Guidance & Counselling*, 26, 1, 5-10.
- Schofield (n.d). Draft Discussion Paper on Internet Counselling and Psychotherapy. Draft for circulation at the Psychotherapy and Counselling Federation of Australia Annual General Meeting: August 2002, Melbourne, Victoria.
- Sharpley, C. F., (1997). The influence of silence upon client-perceived rapport. *Counselling Psychology Quarterly*, 10, 3, 237-247.
- Speed, B. (1996). You cannot not relate. In Flaskas, C. & Perlesz, A. (eds). *The Therapeutic Relationship in Systemic Therapy*. Karnac, London. p.108-122.
- Springer, A. K. (1991). Telephone Family Therapy: An untapped resource. *Family Therapy*, 18, 2, 123-128.
- Stofle, G. S. (2002). Chat Room Therapy. In Hsiung, R. C. (ed) *E-therapy: Case Studies, Guiding Principles, and the Clinical potential of the Internet*. New York, Norton, p.92-135.
- Suler, J. (1998). The Showdown Between In-Person and Cyberspace Relationships: Some Definitions [Online]. Available: <http://selfhelpmagazine.com/articles/internet/definitions.html>
- Wilkinson, M. (1992). How do we understand empathy systemically? *Journal of Family Therapy*, 14, 193-205.
- Wright, J. (2002). Online counselling: learning from writing therapy. *British Journal of Guidance & Counselling*, 30, 3, 285 – 298.
- Wright, J., & Chung, M. C. (2001). Mastery or mystery? Therapeutic writing: a review of the literature. *British Journal of Guidance & Counselling*, 29, 3, 277 – 291.
- Yager, J. (2002). Using E-mail to Support the Outpatient Treatment of Anorexia Nervosa. In Hsiung, R. C. (ed). *E-therapy: Case Studies, Guiding Principles, and the Clinical Potential of the Internet*. New York, Norton p.39- 68.
- Yellowlees, P. M (2002). Clinical Principles to Guide the Practice of E-therapy. In Hsiung, R. C. (ed). *E-therapy: Case Studies, Guiding Principles, and the Clinical Potential of the Internet*. New York, Norton p.136-149.
- White, M., & Epston, D. (1990). *Narrative Means to Therapeutic Ends*. New York, Norton.
-