

How Counsellors/People Can Help Customers/Friends Get Troubles Off Their Mind!

It is generous of Counsellors/Care-lines/Samaritans/Friends to let people contact them about sharing their troubles/problems but there is a better technique to also use to help people get troubles/problems off their mind.

When a customer/friend comes to you for help in getting troubles/problems off their mind it means they are trying to get something off their mind by themselves – which is the hardest way to do so.

This technique you can use as an answer to help these people:

- i. After having had someone share their personal problems/thought problems – whatever – with you, you are best to volunteer/tell them that later in the week/later next week/tomorrow/the day after tomorrow/Tuesday/Wednesday/next week whenever:-
 - You will ring them on their home or work telephone number to see how they are doing?
- ii. Doing this so long as you didn't give them a specific time such as 2pm/2.30pm/5.00pm would have them on the morning/afternoon/day you said you'd contact them:
 - Taking their thoughts off all their problems by being too busy thinking 'counsellor/friend such and such, said he'd/she'd ring today' 'I wonder what time they will be ringing at.'

Therefore putting their minds down on when they're going to have a call will be taking their minds off their problems – after their phone call no longer have them stuck on the front of their mind.