

**CONSULENZA TELEFONICA E RELAZIONE D'AIUTO**  
**La qualità dell'ascolto e dell'intervento con i bambini e gli adolescenti**  
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**Milano, McGraw-Hill, 2003**

A voice on the phone: a request for help. What hides behind this report? The call of a child or of an adolescent can mean a difficulty in the communication with parents or siblings, the need of telling what others would not listen to, of confiding one's troubles with someone. But what if it were more than this? Many children are manipulated by their parents in conflicting relationships. Problems of apparently little account can hide great sufferings and have a dangerous development. In other cases, apparently detached phrases can mean real emergencies, some of them old, such as violence or incest, others brand new e sometimes even more dramatic.

What can we do to deal with these requests for help, without losing the contact in such a delicate communication, what can we do not to fall into the trap of a report that can be manipulated or that relieves of responsibility?

In these cases phone counseling needs specific methodology and competence, the respect of precise managing methods of the interpersonal relation, besides certain operative and ethical principles, which are absolutely necessary for an effective and good quality counseling.

Starting from the experience grown in more than sixteen years by experts of Telefono Azzurro, this book deeply deals with the phone counseling field, both for children and adolescents and adults, describing characteristics, methodology and strategies used to guarantee its efficacy. The work is full of theoretic and practical references, of useful information to create a helpful relationship through a detailed consideration of phone communication, of models to evaluate cases, such as the model of developmental psychopathology, of quality procedures, of the competence of the phone counsellor, of dealing with local services and of legal aspects of taking the responsibility in cases of emergency.