



1st Phone Call Script

Client calls saying s/he wants to discuss setting up an appointment.

"Great! If you're in a place where you can talk about it, tell me a little bit about what you're coming in to counseling for help with?"

Client describes presenting concern.

"I'm so sorry. Let's see if we can find a time to meet so we can get you started on a better path. One of the purposes of a first appointment is to make sure we're a good fit for one another. Most of my clients come in because they're feeling really miserable and while some ambivalence is normal, they're willing to work their butts off to get to a better place in life. Do you feel like that describes you?"

Client responds "yes."

"Great! The first session is a great time for me to get to know you and what you're struggling with. It's an opportunity for each of us to ensure that we're a good fit. If either of us decides that we're not a good fit, I'm happy to provide referrals to therapists in town that I trust."