

Phone Coaching 101

What Phone Coaching Is

- A brief check-in (5–10 minutes)
- A tool to support skill use in real-life situations
- A way to reconnect after a therapeutic rupture that cannot wait

What Phone Coaching Is NOT

- 24/7 crisis service (therapists are not always available)
- A place to vent without willingness to try skills
- Therapy over the phone

Tips for a More Effective Coaching Call

- Identify your SUDS score (current distress rated from 0-100), your current goal, and what skills you have tried.
- Call **BEFORE** a crisis escalates
- If you have already learned this skill, putting your request into a **DEAR** will help clarify your needs and goals.
- If your therapist is not available, **leave a message**. Do not assume they will return your call without a message.
- When in doubt, try the TIPP or ACCEPTS skills until your therapist can get back to you. Visit www.nowmattersnow.com for more skills to use in the moment.

In Case of Crisis

- If your message mentions a serious safety concern and you're unreachable, third parties may be contacted.
- Avoid this by staying reachable for a risk assessment.
- State clearly if you are safe and will use a skill (e.g., Distractions skills like ACCEPTS).
- Therapists must act if you cannot commit to safety.

Backup Crisis Resources

- National Suicide & Crisis Lifeline: 988
- Trans Lifeline: (877) 565-8860

No Coaching After a Life-Threatening Behavior

- Coaching is paused for 24 hours to avoid reinforcing harmful behavior.
- Seek emergency medical care if needed (e.g., 911 or ER).

