



Hebden Bridge and
Halifax, UK

Information Pack for Face to Face Clients

Dr Jim Byrne

Coaching and Counselling
Psychologist/Philosopher
and REBT/CBT/CENT Therapist

**ABC COACHING AND COUNSELLING
SERVICES**

GENERAL INFORMATION AND ADMINISTRATIVE MATTERS

(Updated 25th October 2009)

Introduction

This information pack is designed for individuals or couples who live within commuting distance of Hebden Bridge and/or Halifax, West Yorkshire. If you live further afield, then you need to find out about my long-distance services, at [Long-Distance Coaching and Counselling Services](http://www.abc-counselling.com/id88.html). (Web address: <http://www.abc-counselling.com/id88.html>).

This pack includes the following attachments:

- Information about Jim Byrne;
- Information about my availability;
- Information about my sliding scale of fees.

In addition, this pack contains the basic information you might require to aid your decision-making, as follows:

1. My availability:

My availability during the week – from September 2008 – has expanded somewhat from earlier.

Halifax: I see clients in the Consulting Room, above *Food Therapy*, 11 Northgate, Halifax, on some Mondays and Saturdays, by arrangement. Appointments are available at 10.00 and 11.00am, 12.00 noon, and 2.00, 3.00 and 4.00pm.

Hebden Bridge: I see some clients at 27 Wood End, Hebden Bridge, by arrangement (often on Tuesday or Thursday); including a small number of appointments on Monday and Tuesday evenings, during the academic term (Further Education college timetable).

To arrange an appointment, please call Jim Byrne on 01422 847 882 (office); or 01422 843 629 (home). Or email me at Jim.byrne@abc-counselling.com.

TRAVEL TO HEBDEN BRIDGE

By Road: Leeds Airport: 1 hour; Leeds: 1 hour; Bradford: 35 mins; Halifax: 20 mins; Manchester: 1 hour.

By Train: Manchester: 35 mins; Leeds: 1 hour; Bradford: 25 mins; Halifax: 10 mins.

Halifax: Halifax is on the same railway line as Hebden Bridge, and they can be accessed from the M62 motorway.

2. Attendance and costs:

You may wish to attend weekly, fortnightly or monthly, for 45 minutes at a time. My recommendation would be one 45 minute session of face to face contact each week, but many people are subject to economic constraints which could reduce that to fortnightly or even monthly sessions. The scale of fees is shown below.

3. Number of sessions:

I have found that most clients need at least three or four sessions (each lasting 45 minutes) to overcome a single problem. Clients with multiple problems could take at least six or eight sessions; and sometimes much more than that. (I had one client who attended more than 50 sessions over the course of one year! However, that is highly unusual; and the more usual number of sessions is three or four, or a little more). Ultimately, the number of sessions you attend is open-ended, and entirely up to you. The fundamental questions seem to run from: *How strong is my desire for relief from emotional suffering?* Up to: *Just how much personal development can I afford at this point in time?* The more REBT sessions you have, according to the research evidence, the better the results you will gain. I am here to help you, according to your goals and budget.

4. Length of session, and late arrival:

I will make myself available for the full 45 minutes that we agree on. If you arrive late, you will be missing out on some amount of our time together. I don't normally run over at the end of sessions to make up for late arrival. My commitment is to provide up to 45 minutes of session time. However, to repeat, the session begins at the

appointed time - not when the client arrives. Clients pay for the amount of time booked - not the amount attended.

5. Homework assignments:

If you see me for approximately 45 minutes each week, that is less than one out of 168 hours, which is a very small fraction. (And you may even see me for much less than this amount of time, if you do not attend weekly!) For serious therapeutic benefit, it is important to spend between 30 and 60 minutes of each day, in the time between our meetings, working on reading the handouts that I give to you, or reading relevant books, or applying some aspect of the philosophy that I will be teaching you. I will normally give you photocopied handouts to read; and normally an audio tape of the session; plus I might recommend a particular book, or an audio programme. This between-session-work I call Homework Assignments. This is an important part of our contract, and I will ask you to update me on your progress in this area. (You would not expect to develop your muscles by sitting on the sofa and wishing for change. It's the same with cognitive-emotive development).

6. Fee payment:

Fees for face-to-face sessions are to be paid in full at the end of each appointment, in cash; or by cheque, provided the cheque is supported by a cheque guarantee card. Payment may also be made in advance for a block of sessions. See **Schedule of Fees**, below).

7. Cancellation policy:

I will require two full days notice of your intention to cancel an appointment. If I receive less than two full days notice, I will be obliged to send you a bill for £15.00 as a late cancellation fee. If the amount of notice is minimal, I reserve the right to charge the full cost of the missed session. To cancel an appointment, please telephone 01422 843 629, and tell me directly, or leave a message on my answer-phone, giving two days clear notice. If you fail to turn up for an appointment, and you have not informed me, then I will charge you the full fee, as that time is set aside for you, and cannot be used for another client. (If I ever fail to attend one of our sessions - which could only be due to a very serious emergency or an unusual breakdown of communication - I will give you your next session free of charge as recompense).

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### **8. Booking a session:**

If, having read this information pack, you decide you'd like to book a session of REBT/CBT/CENT counselling/therapy with me, then please phone me on 01422 847 882, or 01422 843 629; or email me at [Jim.byrne@abc-counselling.com](mailto:Jim.byrne@abc-counselling.com). This document is the basis of our contract.

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9. Location of offices:

I see clients at the Consulting Room above *Food Therapy*, 11 Northgate, Halifax; and at 27 Wood End, Hebden Bridge, HX7 8HJ. For directions to 27 Wood End, please phone me on 01422 847 882.

10. The Halifax Office:

The Halifax office is on the top floor of 11 Northgate, near Halifax Bus Station, and directly opposite Halifax Central Library. The ground floor is *Food Therapy*, the health food and alternative remedy shop. If you stand in the doorway of Central Halifax Library, on Northgate, and look diagonally to the right at the opposite side of the street, you can't miss *Food Therapy's* sign. When you enter the shop, you can do one of two things. Firstly, you could look for the staircase, near the left rear of the shop, and go up two flights of stairs until you reach the top floor; and I will normally be in the Consulting Room, which is the first room you come to on the top floor. My name will be on the door. If my name is not on the door, please check the second door on your left. Alternatively, you could go to one of two counters, on the ground floor, and ask to be directed to the Consulting Room. My name will be on the door of the Consulting Room, or the second room on the left, on the top floor.

Looking forward to hearing from you, and meeting you.

Yours sincerely,

Jim Byrne
Doctor of Counselling
Fellow of the International Society of Professional Counsellors
Coach/Counsellor/Mentor/Psychotherapist (REBT/CBT/CENT)
October 2009

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### **CODE OF ETHICS**

I subscribe to two codes of ethics - that of the International Society of Professional Counsellors (ISPC), and that of Counselling (CCC). I am also subject to the Complaints Procedures of ISPC and Counselling CCC. See my website for future information, at: <http://www.abc-counselling.com/id70.html>.

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SCHEDULE OF FEES (Sliding Scale)

The scale of fees for face-to-face contact, in Hebden Bridge or Halifax, related to client-income, is shown below (as at 25th October 2009):

Income level and fee for 45 minute session:

GROSS ANNUAL INCOME (BEFORE TAX)	FEE PER 45 MIN SESSION
Earning more than £70,000 per year gross	£100
Earning more than £60,000 per year gross	£90.00
Earning more than £50,000 per year gross, but less than £60,000	£80.00
Earning over £40,000 per year, gross, but less than £50,000.	£70.00
More than £35,000 per year, but not exceeding £40,000, gross	£65.00
Between £30,000 and £35,500 per year, gross	£55.00
Less than £30,000 and more than £20,000 per year, gross	£50.00
Earning £10,000+ but not exceeding £20,000 per year, gross	£40.00
Earning £10,000 or less, per year, gross.	£30.00
Fulltime Student, Pensioner or Unemployed person, etc.	£25.00

The cost of online coaching, counselling and therapy is **not** subject to a sliding scale, and the fees can be determined by consulting the Fees Schedule at <http://www.abc-counselling.com/id104.html>.

The costs of training courses and other services are announced as and when those services are advertised.

This schedule of fees may be amended at any time, without any notice whatsoever. (If it is amended after you commence coaching/counselling/therapy with me, then the new fee level will **not** apply to you during your *current* series of sessions).

If you have any questions about fees or fee payment, please phone me on **01422 847 882**, or **01422 843 629**, or email me at jim.byrne@abc-counselling.com.

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Thank you for your attention, and I wish you well!

Jim Byrne  
Doctor of Counselling  
Fellow of the International Society of Professional Counsellors  
**ABC COACHING AND COUNSELLING SERVICES**  
01422 847 882  
01422 843 629

Email: [jim.byrne@abc-counselling.com/](mailto:jim.byrne@abc-counselling.com)

Website: <http://www.abc-counselling.com>.

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ADDITIONAL INFORMATION

Who is Dr Jim Byrne?

Jim Byrne came to Hebden Bridge from Thailand in January 1979. After a career in non-formal adult education, he diversified into coaching, and then into counselling and psychotherapy. He has a doctoral degree in counselling from the University of Manchester, a broad-based diploma in integrative counselling psychology and psychotherapy, and he is a Licensed Fellow of the International Society of Professional Counsellors (FISPC). He was originally trained as a Rational Emotive Behaviour Therapist (REBT/CBT) by Dr Al Raitt, at the Institute for REBT, Bristol. Please see [the About Dr Jim Byrne page](http://www.abc-counselling.com/id1.html), at <http://www.abc-counselling.com/id1.html>.

What services does he offer?

Jim offers counselling, coaching and psychotherapy for anger, anxiety, depression, stress, couple conflict, life and business coaching, and confidence coaching. He does this in Halifax, Hebden Bridge and all over the world by telephone, email and via the computer. Please see [the Four Main Services page](http://www.abc-counselling.com/id2.html), at <http://www.abc-counselling.com/id2.html>.

What is counselling anyway?

Counselling is a process of being with a person in distress or difficulty, which offers both an *empowering relationship* and an *educational encounter*. It involves listening to the client; clarifying their problem or issue; offering insights and models to help the

client's thinking; offering support for the client's emotional distress or difficulty; and supporting the client through change or suffering. [For more on this topic, please see http://www.abc-counselling.com/id79.html](http://www.abc-counselling.com/id79.html).

How can counselling help people?

Counselling can help in a number of different ways: with emotional functioning; behavioural functioning; relationship management and communication; goal setting and pursuit; refining problems; identifying solutions; promoting efficient and effective actions; and so on.

Outcomes can include that the client...:

1. ...thinks more clearly, or to better effect;
2. ...manages their emotions better, in that they no longer over-emote, nor under-emote, relative to their environmental situations;
3. ...behaves more effectively at home and at work;
4. ...feels happier; more alive; more integrated; more in control; more goal oriented; and so on.

More at <http://www.abc-counselling.com/id81.html>

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### **What is the kind of Cognitive Counselling that Jim Offers?**

Cognitive Emotive Narrative Therapy (CENT) is a system of counselling, therapy and coaching which integrates Rational Emotive Behaviour Therapy (REBT), Transactional Analysis (TA), Zen Buddhist philosophy, moral philosophy, Object Relations theory, and several other cognitive, narrative and psychodynamic therapies. (For more information on this topic, please go here: <http://www.abc-counselling.com/id75.html>).

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What kind of specialisms does he offer?

In addition to his general counselling service, which helps lots of people with **depression** and **anxiety**, **panic** and so on, Jim offers the following specialisms:

- * Anger management
- * Stress management
- * Couples therapy
- * Confidence coaching



What other services does he offer? Jim also offers:

- * Supervision services for REBT and other kinds of counsellors and psychotherapists;
- * Training courses for counsellors and other kinds of carers and support workers; and for members of the public;
- * Information and support with: Philosophy of life; Happiness coaching; and Coaching for success;
- * Counselling research information; and:
- * Books for personal and professional development, linked to psychology, psychotherapy and counselling.



What kinds of people attend his counselling services?

Over a period of almost eleven years, he has helped more than 500 people, roughly 50:50 males: females; including dozens of couples; with a broad range of different kinds of issues and problems.

Those people who come to see him tend to have...

1. ...emotional problems; such as: anger, anxiety or depression, lack of confidence, low self esteem, stress, couple conflict, etc.
2. ...behavioural problems; such as: procrastination, passive-aggressive behavioural mode, reactivity, lack of proactivity, avoidance, submissiveness, domination, ignoring problems, escape into alcohol or drugs, and so on.
3. ...relationship problems; such as: unhappiness; growing incompatibility; verbal conflict; lack of intimacy; communication skills deficits; refusal to take responsibility; absence; coldness; judgementalism; sexual dissatisfaction; and so on.



What do people get from these services?

More than 85% of my clients experience my service as very good or excellent; and report achieving the result for which they came to see me. Another 10% do not respond to exit questionnaires. And, in a very small number of cases, very, very rarely, an individual may seem not to be benefiting from working with me, or with REBT/CBT/CENT/TA/Zen, etc., and in such cases I recommend that they try one of my colleagues, who may be better able to help.

However, it is important to note that the vast majority of people who come to see me, and to work on their problems with me, achieve dramatic results, and find that they quickly, and durably, get over their emotional, behavioural and relationship disturbances. As long as they keep reviewing the work we did together, they can continue to help themselves for a lifetime.

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Please see [the Client Testimonials page](http://www.abc-counselling.com/id6.html), at <http://www.abc-counselling.com/id6.html>.

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