

MICRO- MODULE SYLLABUS

E- Counselling and Multicultural issues

6.1. Multicultural issues that need e-counselling

Activity 1: Reading comprehension

Reading the paragraph on Multicultural e-counseling and answering those following questions:

What is multicultural e-counseling?

E-counseling is a method of counseling carried out from a distance through various online or offline ways. Nowadays, e-counseling is a counseling service implemented by utilizing current technological developments namely the internet or virtual technology so that counseling activities are able to run effectively, efficiently, and also confidentiality is maintained.

Multicultural e-counseling is a method of e- counseling that considers the different factors that affect racial, ethnic, and other types of minorities, special needs including historical oppression and its effects on society. This could be via email, or via a messaging service/video chat that allows the counselor to talk to the client with various socio-economic backgrounds in real-time.

Multicultural e-counseling for individuals with variety of needs

E-counseling for migrant people

In 2019, the International Organization for Migration (IOM) has introduced the Virtual Counseling project. Funded by the *German Federal Office for Migration and Refugees*, this project allows migrants living in Germany to contact IOM staff via *social media and online messaging services* in 16 countries of origin and receive Assisted Return and Reintegration (AVRR) counseling. Through the Virtual Counseling project, migrants also receive a culturally sensitive overview of the reintegration opportunities in their country of origin. In this regard, IOM staff inform callers about available reintegration options in each country. This can include, for example, financial assistance for a business start-up, support for housing or medical needs, psychosocial counseling or job counseling. Virtual Counseling uses different forms and technical means for communication such as Skype, WhatsApp, Facebook and other online messengers. As of 2020, Virtual Counseling is available in the following 16 countries: Albania, Armenia, Bangladesh, Bosnia and Herzegovina, Ethiopia, Georgia, Ghana, Guinea, The Gambia, Iraq, Kosovo, Montenegro, Nigeria, the Republic of North Macedonia, Pakistan and Serbia.

E-counseling for the disability

The development of e-counseling applications for children with disabilities is expected to be able to solve the problems faced by children with disabilities in academic and non academic aspects as well as efforts to improve university information services so that children with disabilities do not become an isolated part of relationships on campus or in the community.

Disability is a condition that limits performance and participation of people and is divided into medical and social disabilities.

Digital technologies are a tool to have an access to equal opportunities (Pordelan et al., [2022a](#)) in order to receive career counseling services (Pordelan & Hosseinian, [2021](#)). In this regard, evidences have shown that digital technologies (i.e. computer, laptop, smart phones) have changed the lives of many people with disabilities (Olumorin et al., [2022](#)). To provide better career counseling services, modern and various technologies are used such as online career counseling and digital storytelling. Despite the impacts of online career counseling on the lives of people with disabilities, limited studies have been conducted on the use of online career services for people with disabilities in Iran and the majority of studies have concentrated on normal students without any disability (Pordelan et al., [2018](#)). Online career counseling can be considered an assistive technology, because assistive technology has been defined by the United States as follows: Each item, component, or system, whether commercially, modified or customized, that is used to increase, maintain, or promote functional capabilities of people with disabilities (Fernández-Batanero et al., [2022](#)). So far multiple studies have been conducted on people with disabilities. However, limited studies have been conducted on career counseling and problems related to receiving career counseling services for people with disabilities and providing online career counseling services. Studies have shown that online counseling can help students in terms of career growth and academic progress but the majority of have concentrated on normal and healthy students and in Iran, limited studies are conducted on students with disabilities. Moreover, in similar studies, the use of digital storytelling has been limited to downloading video clips from YouTube or creating digital stories by researchers where no attention has been paid to disabilities while in this study, digital storytelling pays attention to spiritual and physical status of each person.

E-counseling for the unemployed youth during the Covid-19 pandemic

In a study by Santilli et al. ([2022](#)), an online career counseling group was created for unemployed youth during the Covid-19 pandemic. Twelve participants participated in online career counseling intervention based on life-design for an inclusive and sustainable future. According to the results, the participants showed a meaningful increase in scores in career adaptability, resilience, and orientation.

In a study by Chen et al. ([2021](#)), an online career intervention was designed during the Covid-19 pandemic to help Chinese high school students to improve career readiness and cope with career decision-making problems. All participants completed an evaluation before and after the intervention of career maturity, professional identity, and career decision-making problems. The results showed that online intervention significantly increased career readiness of high school students and decreased their career decision-making problems.

E-counseling for HIV/AIDS

In a study by Ezegbe et al. ([2018](#)), the effect of digital storytelling on the understanding of HIV/AIDS risk among students was investigated. The results showed that digital storytelling has a significant effect on increasing knowledge and understanding of students about HIV/AIDS risk. In this study, like the previous study, digital stories were downloaded from social networks and no customization existed. These studies are an example of studies on online career counseling or digital storytelling. However, studies on people with disabilities are very limited or digital stories are not prepared based on their conditions. In the current study, digital stories are automatically designed for each person. In digital storytelling customization, each person received interpretations from the completed questionnaires that according to these interpretations, instructional clips were provided. For example, for a person with career interest, related videos about successful people were created.

Why does a counselor need multicultural competence while they are doing e-counselling ?

Counselors need to provide consultancy to a variety of clients based on their individual needs and characteristics. For example: The counselor implements the advisory by groups/teams for Asean clients because they have a feature of easy going to accept. Or Clients from Minority group in Vietnam as H'Mong, Cham need language assistant in their therapeutic process as they use their own language

Counselors should not reinforce socio-economic norms during sessions with clients. Rather, they should mold their strategies to each client's needs, using cultural competence and multicultural counseling concepts to drive their practice.

For example, a person who is struggling with money seeks help from a therapist who was born into privilege and never had to worry about affording rent the next month or buying enough food to feed their family. If the therapist tells the client that money struggles are easy to overcome and suggests borrowing some cash from their parents, the client will have few practical tactics to overcome the stress and other challenges associated with financial hardship. When therapists do not understand their patients' backgrounds, it is difficult to offer a service that will benefit them.

Cultural competence is important because without it, therapists and counselors will be unable to provide therapy to anybody whose background is different from their own. Therapists must be able to form connections to make progress with their clients, who might be struggling with family issues, depression, anxiety, or other mental health and social woes. Without a connection built upon understanding, the therapeutic process would be restricted.

How to develop Multicultural Counseling Competence?

What kind of knowledge, skills and insights are necessary to be qualified for the social work challenges we have described in this article? It is, of course, impossible to give an authoritative and final answer to these complicated questions. The studies presented in this article may nevertheless give us some tentative answers. We have seen what the social workers in the field consider the major challenges in their work with clients of diverse backgrounds. We have also seen what knowledge gaps they are concerned about. By analyzing their answers, we have discussed what we consider to be the dominating perspectives in their answers and pointed to topics that are absent from their discussions of qualification needs.

Reflection

Question 1. What does Multicultural E- counselling look like?

Question 2. Which groups can we do multicultural e-counselling to? How do you think about doing multicultural e-counselling to those groups?

Question 3. Why does a counsellor need multicultural competence while they are doing e-counselling?

Question 4. Provide some strategies to develop Multicultural e-counselling Competence in your placement?

Activity 2: Analyzing the fact about Vietnam and Disability

- Review the fact in the report about VietNam and Disability and write an paragraph 300-500 words on situation in Vietnam.
- Give some reason why doing e-counselling in Vietnam as a multicultural country is important to ensure the quality education for people with disabilities

<https://s.net.vn/4f9K>
<https://s.net.vn/Nh1H>

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