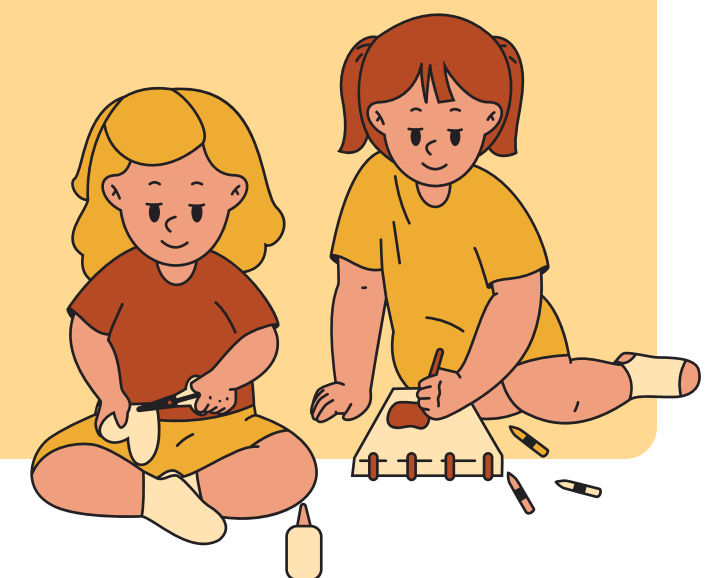


ECCO PROJECT

MICRO MODULE

Multi-culture and E-counseling

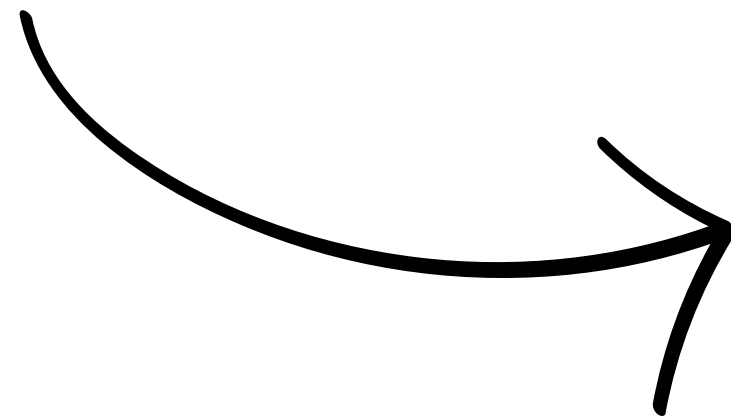


E-COUNSELING ACTIVITIES BASED ON MULTICULTURAL ISSUES

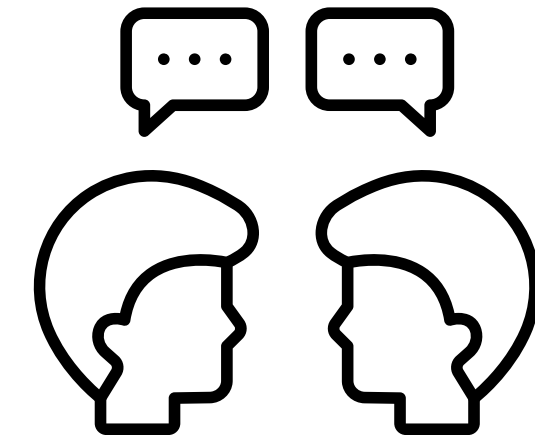


The context

After Covid-19 pandemic, many countries have necessarily built on existing tools and infrastructures, rapidly adapting their services to the new circumstances.



Countries in which digital forms of guidance provision are established, as well as countries that have existing multi-channel capacity (different channels to provide guidance: phone, on-line services, face-to-face) seem to have been faster and more effective in transitioning to the new reality where all support services and careers learning are provided remotely.



The context

The lockdown appears to have triggered the use of web-based interactive guidance tools and services (e.g. video communication with counselors, YouTube-live or webinars including a chat function and facilitation) in many countries.

The particular value of online platforms during the time of the Coronavirus pandemic and longer periods of lockdown is becoming apparent, even if their use has not yet been fully evaluated in the context of the pandemic. They appear to present an element of continuity, in theory, accessible for all who have the necessary technical equipment at home.

Depending on their scope, these platforms can include a relatively comprehensive offer for a structured process of information and decision-making for identifying optimal choices for education and training and job searches nationally and/or across Europe, or within adult learning.



FOUR TYPES OF E-COUNSELING ACTIVITIES BASED ON MULTICULTURAL ISSUES



Using digital communication



Using Web pages
to provide information



Using social media to connect
teachers and parents



Creating
online parent coaching program

1. Digital Communication



Digital communication is made from two words: digital and communication.

Digital refers to the discrete time-varying signal.



Communication refers to the exchange of information between two or more sources.



Digital communication refers to the exchange of digital information between the sender and receiver using different devices and methods.

Digital communication is increasingly being used in the counselling professions to support the delivery of face-to-face conversation and counselling practice and to deliver online therapeutic sessions in a range of modalities and to different client groups, especially those who live in remote areas.

1. Digital Communication



Electronic Mail

Definition and Description:

Electronic mail, known as email, is a form of communication transmitted electronically using computers. It is tremendously faster than all previous means of communication, for instance sending letters using the traditional postal system.

Email has been widely adopted by a large section of the world's population as their preferred means of communication. Sending email is free, except the cost of paying for the infrastructure such as a computer and Internet connection.



1. Digital Communication



Electronic Mail

Definition and Description:

Nevertheless, sending email is associated with security issues which makes it difficult for a counsellor to guarantee a water-tight confidentiality.

Ralls (2011) worries about the confidentiality issues associated with the use of email in counselling, and cautions that email conversations are not secured without any means to protect it. However, he advocates that confidential information on the internet can be shared over a secured server; otherwise, only general information could be requested and provided. Indeed, emails can also be encrypted over the internet for secure confidential materials.



1. Digital Communication

Instant messaging and chat Instant messaging

Definition and Description:

Instant messaging and chat Instant messaging are communication technologies which use textbased communication (Jennings et al. 2006).

The communication often involves two or more people over the Internet or other related networks.

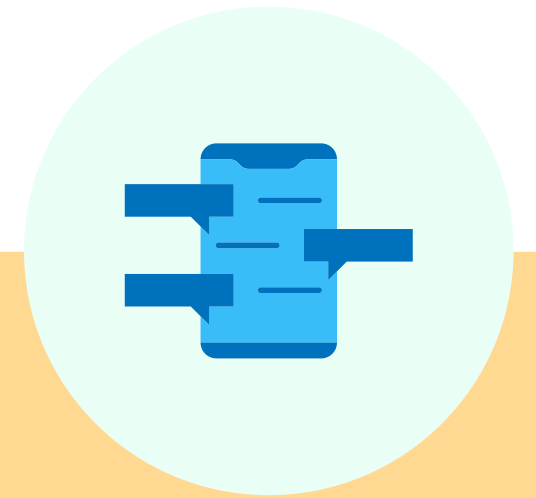
Instant messaging (IM) is a private network communication between two users, whereas a chat session is the network communication between two or more users (Jennings et al. 2006).



1. Digital Communication



Instant messaging and chat Instant messaging



Definition and Description:

Chat provides virtual group sessions for chatting, and permits more than one person for information sharing or counselling services. Counsellors could virtually engage students into counselling with the intent of providing group or individual counselling.

Chat and IM as synchronous (happens in real-time), and noted that participants have to be logged on at the same time for chatting or messaging. In this regard, some IM systems allow file transfers, webcam usage, using privacy controls, maintaining buddy lists, voice chat sessions, and other options. Chat as one of the widely used forums for online counselling in the world. Chats and IM platforms virtually run on portable devices, ranging from standard mobile phones to smart phones.

1. Digital Communication

Telephone

Definition and Description:

Telephone appears to feature as a practical tool for one-to-one communication, despite the other channels available. In some cases, the telephone is preferred for making personal contact with students, such as to support those at risk of early school leaving from education and training.



2. Web pages

Multiple web portals of guidance providers are being adapted for the dissemination of guidance-related information, self-help tools and resources and advice targeted to specific user groups and more generally. This has been an immediate strategy and has entailed supplementing or commenting on existing information or new resources created during this crisis.

Some web-platforms offer personalized tools, for example, the option to enter a personal skills and qualifications profile, self-exploration tools and tests matching interests with fields of education and training or matching of parents with needs about caring and educating their children.



2. Web pages

Web pages have been the first and most obvious response to reach the public, mainly as vehicles of information provision and dissemination of example practices and to provide support for teaching and learning. Webpages have been updated and enhanced with targeted information for user groups, both for those who wish to benefit from guidance and for professionals and practitioners.

Websites have also been used to host digital self-help services and information on further training of practitioners, both short-term or modular, and full degree programs for upskilling, but also to inform guidance counselors of offers for their beneficiaries/users.



3. Social Media

Definition and Description:

Social Media Networks are websites that allow an individual to create a personal, public or semi-public page through a specific system. This page may include his or her own contact list of other users who share the same system (Ellison, Steinfield, & Lampe, 2011).

Social Media networks are defined as "a set of websites that allow the individual to communicate and socialize with other individuals who share with them the same interests and the activities (Mazman, & Usluel, 2009). It can be defined that social media networks as a set of websites similar to Facebook, Twitter, and WhatsApp, which are used by students for the purpose of social networking and participating in all issues raised in those platforms.



3. Social Media

Definition and Description:

It is significantly likely that your clients (including students with special needs and their relatives) use social media, and introducing these pages within your business will allow you to reach a wider clientele. You can also use social media for marketing reasons, to promote your practice, or improve your communication.

The functions of social media are often broad; they can be used to create counseling treatment plans, manage telehealth guides and establish a better rapport with clients.

Social media is very helpful for educators, counsellors as well as students to build a community platform that they can learn, share and exchange information to each other.



3. Social Media

Definition and Description:

The twitter platform or tool is a free online device that can enable individuals who are connected to the account to post and read tweets online. Non-registered users can read tweets posted online, while users who are registered customers can post and read tweets posted by others through the website. In e-counselling, this tool is quite useful and can be widely used in disseminating information at no cost.

Some social media platforms like Blog or facebook is a kind of platform that simplifies information dissemination in group e-counselling sessions by encouraging collaborative work in a dynamic learning environment like open education system. These social media platforms are web logs where an individual can write or post recent information and links as well as video or photos that are of interesting and relevant to them.



4. Online or Virtual parent coaching programs

Parent coaching has received widespread interest recently because of its potential to meet the need for effective online interventions. Parent coaching is a process whereby parents are supported to identify goals for their child and family related to their daily life and are guided to find solutions and strategies that work for them. Parent coaching is strengths-based, collaborative and has growing evidence in reducing parent stress and improving child and parent's occupational performance allowing them to do the things they need and want to do.



4. Online or Virtual parent coaching programs

In coaching programs, parents can be received instructions from teachers or counsellor about the support processes for their children with special needs at home, how to educate or how to take care of their children, as well as how to adjust the curriculum for their children.

The process of coaching parents continuously provides in order to help them support their children at home.



REFLECTION



Question 1: What forms of multicultural E-counseling are there? Which target groups is that form of consulting suitable for?

Question 2: What are the strengths and limitations of each form of multicultural e-counseling?

Question 3: If you are a consultant or counsellor, and you encounter a situation where you need to conduct e-consulting in a multicultural context, what do you need to do in order to advise effectively and meet the diversity of your clients?