

## MICROMODULE SYLLABUS

### Basics of e-counselling

#### Introduction:

This module introduces the basics of e-counselling. E-counselling is a way to receive support from professionals over the internet. It's a convenient and accessible option offering services through for example video calls, chat or email. E-counselling refers to situations where there is a purposeful discussion about issues related to the client's situation, such as promoting the client's health and well-being, or coping in everyday life.

#### The aim of this learning task is

- to learn the basics of e-counselling

Please read the instructions provided carefully to get the necessary information you need to complete the micromodule.

#### Task instructions:

Start by reading the materials. After reading through the materials create a mind map to describe the basics of e-counselling. List the references used at the end of the paper.

Read Introduction and E-Counselling (pages 921–922) from the article:

Zaida Nor Zainudin, Alia Sarah Asri, Yusni Mohamad Yusop, Nor Aniza Ahmad, Siti Aishah Hassan, and Lee Wei Rong. 2022. Model of Relationship between e-Counselling Skills, e-Counselling Ethics and e-Counselling Limitations with Counselling Self-efficacy.

Link: [1702-ijiet-4911.pdf](#)

What is e-counselling. PowerPoint presentation: [WHAT IS E-COUNSELLING.pptx](#)



## **E-counselling is:**

- Counsel that takes place through the Internet, utilizing information and communication technology
- Goal-oriented
- Interactive
- Planned
- Reflective
- Active
- Can be an opportunity or a challenge

## With e-counselling is possible to:

- Inform, advise and guide
- Facilitate communication between the instructor and the client
- Free oneself from time and location constraints in counsel situations
- Diversify and enhance counsel services
- Enable the adoption of new counsel operational models

### E-counselling can be implemented through



- Real-time remote counsel
- Tools such as Skype, Teams, [ConnectPro](#), chat channels, phone, text message, WhatsApp
- Non-real-time
- Written material online for the client to independently explore, websites, email, blogs, Twitter, YouTube, Chat
- On an individual basis
- In group sessions

## **E-counselling is used for example in:**



- Psychotherapy
- Speech therapy
- Family work
- Remote healthcare visits
- Remote rehabilitation
- Supporting families with special needs
- Supervision

## **The benefits of e-counselling are:**

- Accessibility
- May lower the threshold for reaching out
- Some clients express themselves better in writing than speaking
- Peer support can be utilized in group counsel
- Saves time, effort, and costs

# The challenges of e-counselling are:

- Successful interaction
- May not be suitable for all clients due to limited non-verbal communication (feedback, recognizing emotions)
- Often requires more pre-preparation, planning, and coordination compared to face-to-face counsel
- Technical issues
- Unfamiliarity with web technology
- Early detection of problems
- Privacy, confidentiality
- Time management
- Patient/client safety and data privacy

## Read more

- [Guttorm, T., Mäenpää, K., Peltola, S. ja Ylönen, H. 2017. Vuorovaikutus, läsnäolo ja eettiset pelisäännöt. Teoksessa: Tomi Guttorm, Timo Hakkarainen, Anna Kolehmainen, Kati Mäenpää, Sara Peltola ja Hanna Ylönen \(Toim.\) 2017. Opas ohjaukseen sekä tieto- ja neuvontatyöhön verkossa. Oulu. Oulun ammattikorkeakoulu.](#)
- [Heikelä-Välimäki, A. 2016. Verkko-ohjaaminen sopeutumisvalmennuksen kursilla: asiantuntijoiden kokemuksia verkko-ohjaamisesta Verkko-sova-projektissa. Opinnäytetyö, Turun ammattikorkeakoulu.](#)
- Koli, H. 2008. Verkko-ohjauksen käsikirja.
- Mäenpää, K., Peltola, S. ja Ylönen, H. 2017. Ohjaus ja verkko-ohjaus. Teoksessa: Tomi Guttorm, Timo Hakkarainen, Anna Kolehmainen, Kati Mäenpää, Sara Peltola ja Hanna Ylönen (Toim.) 2017. Opas ohjaukseen sekä tieto- ja neuvontatyöhön verkossa. Oulu. Oulun ammattikorkeakoulu.
- Sillanaukee, P. Arvonon, A. 2015. Sosiaali- ja terveydenhuollon linjaus terveydenhuollossa annettavista etäpalveluista. STM. Viitattu 15.4.2018.
- [http://stm.fi/documents/1271139/1408010/STM\\_linjaus\\_terveydenhuol-lon\\_et%C3%A4palvelut.pdf/866357e6-f167-4357-bb30-fca6ad790360](http://stm.fi/documents/1271139/1408010/STM_linjaus_terveydenhuol-lon_et%C3%A4palvelut.pdf/866357e6-f167-4357-bb30-fca6ad790360)

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