MICROMODULE SYLLABUS

Online interaction

Introduction:

This module introduces the concept of online interaction. Online interaction takes place on the internet, for example through websites, social media, email, chat, video calls, or other digital platforms. Online interaction involves various forms of communication, collaboration and exchange of information between individuals or groups using online tools and technologies. It's crucial for e-counsellors to choose tools that align with ethical guidelines, prioritize client privacy, and comply with relevant regulations to ensure a safe and effective online counseling experience.

Professional online interaction is about creating a positive, safe and supportive environment for all participants. Negative aspects of online interaction can include cyberbullying, trolling, hate speech, misinformation, online harassment, flaming, privacy violations, scams and digital addiction. It's essential to recognize and address these issues to foster a more positive and safe online experience for all.

The aim of this learning task is

- to understand the characteristics of online interaction
- to become familiar with the various distant communication tools, such as chat and Zoom

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

Task instructions:

Start by reading the materials. After reading the materials write a paper about two (2) pages describing your understanding of professional online interaction. List the references used at the end of the paper. Also mark the references in the text.

Read II. LITERATURE REVIEW, B: E-Counselling Skills (pages 922–923) and D. E-Counselling Limitation (pages 924–925) 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

Article "Characteristics of Online Communication" By Leena Hinkkanen

Characteristics of Online Communication

Online communication encompasses several essential features:

Community: Integral to online communication is interaction: community and dialog. Through information networks, individuals establish connections, forming imaginary communities where a strong sense of belonging and even collaborative efforts prevail. According to Martin Buber, dialog is a form of conversation where participants become aware not only of others' thoughts but also their own. The strength of community lies in compelling individuals to make their identities visible, justify their choices, and compare them to the choices of others. Community often drives engagement in online communities, games, and other leisure media.

Written Culture: Written communication entails that online communicators may not know each other and may never have met in real life. In online communication, we do not see the communicator's face, expressions, gestures, or presence. This makes communication faceless. However, facelessness does not have to be solely negative; presence and interaction are just different than in face-to-face communication. In the online realm, interaction involves emojis, abbreviations, and images.

Multimodality: Online communication integrates multiple communication channels: text, image, sound, and tactile sensation. The combination of different modes of communication—text, image, sound, and movement—is described as multimodality. Multimodal texts make communication more versatile—so much so that a traditional web page without multimodality may be perceived as dull and outdated. Multimodality makes communication experiential, more illustrative, and stimulating. However, different modes need to complement each other. Multimodality poses more challenges for the user, as using various presentation formats increases cognitive load.

For example, video can illustrate three-dimensional aspects and convey information about individuals and settings that often extend beyond the text (non-verbal communication of individuals, ambiance of places: things can be shown instead of just described).
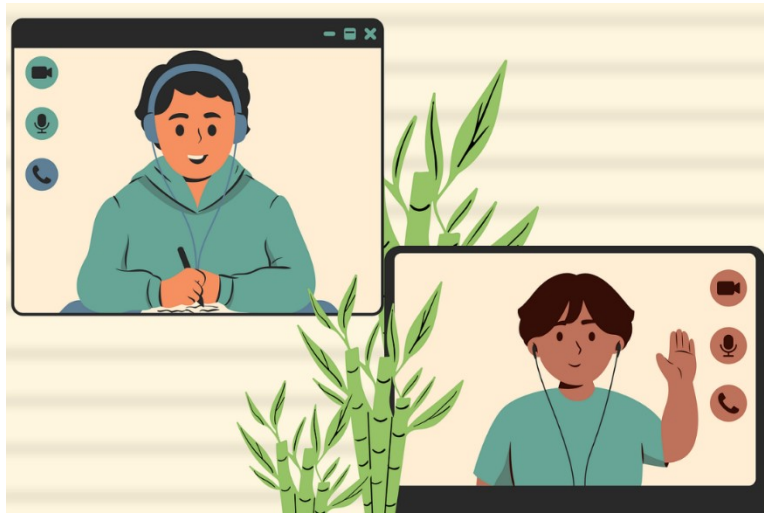
Synchronicity and Asynchronicity: Online communicators can connect with each other simultaneously, synchronously, and at different times, asynchronously. Online communication is characterized by the alternation between synchronicity and asynchronicity. It is common for online communication to switch between synchronous and asynchronous modes.

Networked Structures (Hypertextuality): Online, pages, texts, and words form networked structures: pages are connected to each other through links. Hypertexts are network-structured texts used in information networks, and an unlimited number of cross-references can be created between them using hyperlinks.

Multiliteracy: In the future, the challenge of health communication is the novel online environment created by evolving technologies and media, where an increasing number of people can utilize various means to produce text. This necessitates the development of new forms of literacy.

Digitalization transforms our perception of literacy: Traditionally, literacy is understood for reading and writing text, but new literacies also involve audio and visuals. Information can take various forms even within the same reading event, making it diverse and complex. The key is the ability to comprehend different and diverse texts and produce them in interaction with others.

Familiarize yourself with the The Ultimate Guide to Online Tools for Therapists by Janvi Kapur: The Ultimate Guide to Online Tools for Therapists - Quenza

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