



DEVELOPING AN ONLINE MINDSET

A big part of switching your practice or learning to an online environment is developing a positive informed view of the 'new normal' in counselling.

Having an online mindset means that you give equal value to your online work as you do to your face-to-face work or training.

What do I need to do?

Practising or learning to counsel online means that you have to be familiar with technology such as your computer, webcam and video software such as Zoom, Vsee or Microsoft Teams.

Start by finding out if the computer you are using will work with the software you are going to need. Consider questions such as: Does my laptop have a built-in webcam? Can I use a headset with it? Is my internet connection fast enough?

Check if your computer is fast enough to run video. (See links below.)

[Using Zoom](#)

[Using Microsoft Teams](#)

[Using VSee](#)

What do I need to know?

Consider your relationship with technology. If you are unsure about how you use your computer, gain confidence by taking some online courses.

[YouTube](#) is a fantastic resource for basic courses on computer skills.

Another resource is [Udemy](#), a website that hosts low-cost classes on computer skills, virus detection and how to set up a virtual meeting room.

What do I need to remember?

Technology and counselling have always had a close link. In the 1940s, Carl Rogers used tape recorders to record counselling interactions between clients and therapists.

The aim was to use technology to help students be better able to help their clients. As Rogers himself observed:

'At Ohio State University it has been possible to install equipment which permits the electrical recording of counseling interviews on phonograph records, thus preserving an absolutely accurate account of every word spoken in the interview, and also the inflections and tone of voice. These recorded interviews have proven extremely valuable in the training of advanced students in the field of clinical psychology and counseling. It has helped in a number of ways to equip these clinicians for the responsibilities they will face as counselors and therapists in their psychological work. Through the use of this equipment it has been possible to make recordings of a variety of types of counseling and therapeutic interviews.'

By embracing the 'new normal' of using technology in training or practice, you are following in the steps of Rogers himself.

Rogers, C. R. (1942). The use of electrically recorded interviews in improving psychotherapeutic techniques. American Journal of Orthopsychiatry, 12(3), 429–434