

BLOCK 5
CONTEMPORARY TRENDS



UNIT 15 INDIAN APPROACHES TO COUNSELLING*

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15.1 LEARNING OBJECTIVES

After studying this Unit, you would be able to:

- *Appreciate the indigenous ideas and approaches to counseling;*
- *Understand different approaches to counselling enshrined in the ancient Indian texts;*
- *Develop a critical understanding of the Indian approaches to counseling; and*
- *Become aware of the importance of social and cultural context in counselling practices.*

15.2 INTRODUCTION

In the counselling process, the social and cultural context of the individual plays a significant role. People belonging to different cultures have different ways of thinking, behaviour and personality. Moreover, the constructs of health, normal, cure etc. are culturally defined. What is considered as a normal behaviour in one culture can be considered as an abnormal behaviour in some other culture. In this context, the Diagnostic and Statistical Manual (DSM) of Mental Disorders by American Psychiatric Association (APA), which is a standard classification system of mental disorders followed

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internationally, has also acknowledged the importance of culture in diagnosing mental disorders in order to provide an appropriate therapeutic intervention. Despite this fact, the application of western originated counselling approaches is widespread without giving due importance to the social and cultural context. The appropriateness of generalising and universalising some theories is questionable in particular cultural contexts. It is now being widely recognised that people belonging to different socio-cultural backgrounds can have different ways of thinking and behaviour which can be entirely different from these generalised theories. Therefore, there is a need to understand and integrate the indigenous concepts related to counselling for better therapeutic interventions.

15.3 COUNSELING IN THE INDIAN CONTEXT: INDIGENOUS APPROACHES

Counselling is not new to India. From ancient times, our sages have tried to understand the mental processes and different ways to control it. As it is widely accepted, psychology in India is basically interwoven with the philosophical and religious texts. It is a blend of philosophy, mythology, theology and cosmology. Ancient Indian texts provide detailed and sophisticated explanations of many psychological constructs like mind, cognition, personality, emotions etc. In this context, traditional literature provides plenty of evidence that Indian approaches to psychology and more specifically counselling does exist. Recently, many researchers have also pointed out this fact by highlighting the resemblance between many western psychological concepts and the ideas proposed in ancient Indian writings.

Ancient Indian texts and scriptures are rich with psychological constructs that provide useful insights for counselling practices. Furthermore, a variety of culturally relevant psychotherapy models are in practice in India since time immemorial. Vedas and Upanishads can be considered as the primary source of information related to counselling practices in India. There are four Vedas namely, Rig Veda, Yajur Veda, Sama Veda and Atharva Veda. Rig Veda and Yajur Veda provide explanation of various psychological constructs including mind and mental illness. The Upanishads give explanation to concepts like perception, consciousness, thought etc. Mental health problems and psychopathology, more specifically, are understood in terms of disequilibrium of Tridoshas and Trigunas (we will learn about it in later sections). Traditionally, the elders, mainly parents and teachers are considered as the primary agents of counselling during different stages of one's life. Thus counseling is in-built in the process of socialization as a part of growing up, and aims at developing all the faculties of the child and becoming a good human being.

Various indigenous approaches to counseling can be described as below.

- **Bhagavad Gita**

Bhagavad Gita is a part of the epic Mahabharata. It consists of 18 chapters and 701 verses which are deeply embedded in the Hindu psyche and serve as spiritual guide to many people. This is one of the most proclaimed citations of a counselling process wherein Lord Krishna assists Arjuna in the battlefield of Kurukshetra. Arjuna got depressed when he realised that he had to fight with his own relatives. It was through dialogue and communication that Lord Krishna guided Arjuna to overcome stress and anxiety. Lord Krishna counselled Arjuna and guided him to overcome his problems and achieve a state of mental equilibrium. The dilemma Arjuna faced in the battlefield is an allegory of our lives where we face the internal conflicts in the battlefield of our minds. This context of Lord Krishna and Arjuna is often equated with various psychotherapeutic approaches of the West, for example, Behaviour therapy, Client Centered therapy and Cognitive Behaviour Therapy (Bhatia et. al., 2013; Balodhi & Keshavan, 2011). But it has been found that the text is very rich and subject to multiple interpretations, and requires more research. It offers explanations to effective counselling and the characteristics of a good counsellor. If used judiciously, the teachings of Bhagavad Gita can help in conflict resolution and better management of psychological conditions like anxiety and depression (Reddy, 2012).

Bhagavad Gita provides insights into the therapeutic solution of many distressing problems. *Jnana*, *Karma* and *Bhakti* are considered as the three important approaches to understanding and leading a fruitful life. *Jnana* which can be called as the cognitive appraisal, is the first task that a person should do while facing any situation. It points out the deep understanding of the spiritual nature of the human being in contrast to the individual ego experiencing pain and pleasure. This concept can be helpful in reducing the impact of negative life events. *Karma* refers to one's actions (we will discuss it in detail in the next point). *Bhakti* is the faith in God. It stresses the importance of identification of the soul of an individual with the supreme soul through complete dedication and surrender. All these three approaches to life can help one deal with the various problems and sufferings of life, and help one to focus on the supreme knowledge and power.

Activity 1

Take one story from Indian mythology which reflects counseling aspects and analyze the nature, process and strategies/techniques used in counseling.

- **The Karma theory**

Ancient Indian texts highlight the importance of *Karma* (deeds) in the life of an individual. Karma means the appropriate action. The Karma theory is based on the belief that every event in a person's life has a

cause and effect relationship. It is based on the philosophy of “as you sow, so shall you reap”. The law of karma states that every individual has to pay for her/his actions and according to this belief, mental illnesses are considered as the consequences of one’s bad karma of the past. However, this does not indicate a deterministic or fatalistic approach. Rather, it highlights personal responsibility as it states that with good karma a person can change their destiny, thus changing what happens in their life. Such concepts can help in motivating a person in a therapeutic situation.

The construct of *karma* plays a significant role in the Indian context when it comes to adaptation, adjustment and coping processes. It provides a value oriented explanation of an individual’s life conditions. People in Indian context actively construct the meaning and causality of their problems on the basis of their *karmas*. This also influences the way people deal with their problems.

- **Mindfulness**

Mindfulness basically means awareness. It refers to the way of paying attention, which is accepting, sensitive and independent of any thoughts or judgement. It is about being aware and fully conscious of the present moment experience without attaching any value to it. Mindfulness has its roots in Buddhism but the experience of mindfulness is mentioned in many sacred texts.

Practicing mindfulness can be understood as a way of relating to one’s own experiences that helps in decreasing the pains associated with life’s difficulties especially the self-imposed ones. It includes awareness, attention and remembering. In counselling, practicing mindfulness can be beneficial in many ways, some of which are as follows:

- ✚ Mindfulness may help in developing emotional regulation. Mindfulness promotes metacognitive awareness and enhance attentional capacities, which can help in effective emotional regulation.
- ✚ Practising mindfulness can help in cultivating better relationships. It is associated with better relationship satisfaction.
- ✚ Mindfulness promotes empathy which can help the counsellor to communicate with the client in a better way.
- ✚ Mindfulness can cultivate patience which can help in accepting reality. Acceptance helps in perceiving things as they really are. It helps in clarity of thoughts.
- ✚ Mindfulness helps in developing valuable insights regarding the difficulties of life. Such insights can be useful in having a better understanding of one’s life.

Activity 2:

Let's practice mindfulness

Mindful breathing: Focus on your inhalation and exhalation only, how it is happening.

Mindful eating: Pay attention to the sight, smell, aroma, taste and texture of what you are eating.

Mindful moving: Notice your own body movements. How you are moving different body parts. Notice the feel of your hands and feet against different textures.

Mindful drawing: Notice the process of drawing, starting from how you are holding the pencil, how it is touching against the paper, how you are moving it on paper etc.

• The Integrative Approach

The integrative approach considers an individual as an integration of mind, body and soul. Contrary to many western theories, this approach is focusing upon the interconnectedness of different aspects of a person's life. The integrative approach towards a person has its origin in the Taittiriya upanishad in which a person is considered to have five dimension, the five *Koshas*:

- *Annamaya kosha*: It refers to the physiological systems of the body and their functions. It is the outermost kosha and called as the sheath of food.
- *Pranamaya kosha*: It refers to psychophysical dimension which basically includes experiences of sensation. This sheath is composed of *prana*, the force that holds together the body and the mind. The physical manifestation of this kosha is breath.
- *Manomaya kosha*: It refers to the mind but is more than mind and includes other mental mechanisms and emotions also. This sheath is central to human existence.
- *Vijnanamaya kosha*: *Vijanamaya Kosha* refers to the higher cognitive functions and is related to the intellect and knowledge. *Vijnana* means intellect. This sheath is the faculty of intelligence and reasoning.
- *Anandamaya kosha*: *Anadamaya Kosha* is the spiritual dimension of a person. The word *Anand* refers to a state which cannot be explained in words. It refers to transcendence, something that is beyond explanation. It is the innermost kosha.

All the *pancha koshas* are integrated with each other. Although they are considered as separate entities but they are inseparable from each other. Change in one of the *Koshas* is likely to affect other *Koshas*. In the

counselling process, the first task of the counsellor is to identify the Kosha from where the problem is originating. Depending upon the Kosha, an appropriate therapeutic intervention is then provided to the person. Thus, the effectiveness of counselling, from this perspective, depends upon the identification of the Kosha.



Fig. 15.1: PanchaKosha Model

Source: <https://yoga.ayush.gov.in/blog?q=64>

Self Assessment Questions 1

- 1) _____ veda provide explanation of various psychological constructs including mind and mental illness.
- 2) _____ approach emphasizes the importance of identification of the soul of an individual with the supreme soul through complete dedication and surrender.
- 3) _____ theory is based on the philosophy of “as you sow, so shall you reap”.
- 4) _____ kosha refers to the higher cognitive functions.
- 5) According to the panchakosha model, effectiveness of counseling depends upon _____.

• Yoga and Meditation

Yoga is one of the most followed practice of Indian origin which was first described by Patanjali in his classic text on yoga, called “Yoga Sutras”. Yoga literally means joining together or union. The word “yoga” is derived from the Sanskrit word *yuj* which means to unite, bind or join. It basically aims at making an individual understand

herself/himself at all levels by gaining control over one's own body, mind and senses. It is a holistic practice that integrates and develops mind, body, breath and soul. It is helpful for both physical and mental health. It includes different type of exercises, body postures, breathing exercises which aim to eventually lead to higher level of consciousness. Regular practice of these yoga techniques can help in stress management and positive mental health. Various studies (e.g., Woodyard, 2011; Collins, 1998; Arora & Bhattacharjee, 2008; Shohani et. al., 2018) highlight the benefits of yoga practice which include improved physical and mental well being; reducing anxiety, stress and depression; better emotional regulation; improved cognitive functioning; enhanced neuromuscular performance; and increase one's well-being. Yoga promotes both physical and mental health. These research studies point out the potential therapeutic benefits of yoga. When yoga is used as a therapeutic intervention for treating various physical and mental health conditions, it is called therapeutic yoga. Following are some of the benefits of integrating yoga practice into counselling:

- Increase in self-awareness, making an individual more aware about his/her own feelings, experiences, mind and body.
- Developing a sense of connection and relatedness with oneself and others including the environment and the universe.
- Cultivating and strengthening healthy attitudes and behaviour.
- Reducing stress and tension.
- Developing self-acceptance, thus promoting better connection with oneself and others.

Yoga involves eight steps or 'ashtanga' (the eight limbs) to control the fluctuations of the psyche, conduct oneself with discipline and ethical conduct, leading life with a purpose, and attain enlightenment. Also known as the eight-fold path, it includes Yama, Niyama, Asana, Pranayama, Pratyahara, Dharana, Dhyana and Samadhi. *Yama* includes moral conduct and commandments like truthfulness, non-violence and non-greediness. *Niyama* refers to various practices, positive duties, observances and habits in one's daily life such as cleanliness, discipline, study and contentment that helps you lead a good life. The next two steps, *Asana* and *Pranayama*, include various physical posture and practising various breathing techniques respectively. The fifth step is *Pratyahara* which involves withdrawal of the senses and introspection to have access to the psyche. The sixth step is *Dharana* which means concentration. Next step *Dhyana* refers to meditation, and finally *Samadhi* is a standstill state of psyche where one attains a blissful state.

The word "meditation" has come from the Latin word *meditatum* which means "to ponder". It means to engage in contemplation or reflection. It

can be described as a state of thoughtful awareness and mental silence at the same time. Meditation is a process that transform the mind into a state of equilibrium and harmony. It can be understood as a means of controlling the mind and turning its focus on the transcendental realm of being. The practice of meditation calms down the mind and relieve stress and anxiety. Practising meditation may lead to the experiences of higher states of consciousness.

- **Ayurveda**

Ayurveda is one of the traditional systems of medicine in India. The term *Ayurveda* is made up of the combination of two words *Ayu* which means life and *Veda* which means knowledge. It basically refers to the science of life and involves caring for one's physical, mental as well as spiritual health. It is based upon a holistic approach towards health and deal with person as a whole. Ayurveda defines health as a state of a perfect balance between body, mind and soul. It describes three *Gunas* as dimensions of one's personality: Sattva Guna, Raja Guna and Tama Guna. Sattva Guna comprises of purity and contentment, thus a sattvik person lives a life of purity, absence of desires and expectation and a service-orientation. Raja Guna is characterised by love for power, action, fame and lust. A Rajasik person emphasizes more on achievement and success. Tama Guna include anger, ignorance and greed; and a tamasik person is characterized by selfish attitude, inertia and harming others for personal benefit.

For a psychologically healthy person, the equilibrium between the three gunas are required. A disturbance in the equilibrium is likely to cause mental disturbance. The practitioner/counselor first need to identify the Guna or the personality dimension of the person. The ayurvedic practitioner also considers the Tridoshas as the basis of the treatment. The *Tridoshas* are based on body humors namely, Vata (wind), Pitta (bile), and Kapha (phlegm). These are the three vital forces in the human body based on the elements of air, fire, and water. They influence our physiological as well as psychological functioning. Balance in these three doshas leads to health whereas lack of balance causes diseases. The tridoshas are also considered as the reason behind mental disorders called as *Unmad*.

Ayurveda considers the person as a whole, known as *Purusha*. Every Purusha is unique in terms of the *Prakriti* is/he has according to the proportion of doshas in their body. Prakriti refers to nature, and in this context, it means the innate nature of the person as per the balance of the tridoshas. The counselling process in Ayurveda starts with an assessment of Prakriti of an individual. Every therapy should be applied keeping in view the nature and constitution of the person. Studies (e.g., Bhalerao, Deshpande & Thatte, 2012) point out that identifying the prakriti would help in predicting proneness to specific disease and designing therapy interventions tailored to individual needs.

- **Vedantic Counselling**

Vedantic counselling or Vedic counselling is based upon the Vedas and is primarily focused upon self knowledge and cosmic knowledge. There are four vedas: Rig Veda, Yajur Veda, Sama Veda and Atharva Veda. The vedas give detailed explanation of various mental conditions and their treatments. One of the most renowned counselling practice comes from Ayurveda, which is an upa-veda of Atharva Veda.

Vedic counselling emphasizes the concept of Dharma which includes the importance of right actions, right living and right awareness. Vedic counselling aim to enhance the self understanding of the person so as to uncover their true potential which would lead them towards a harmonious relationship with the universe as a whole. It basically considers the following as the four main goals of life: (a) Dharma (the righteous action), (b) Artha (wealth), (c) Kama (pleasure), and (d) Moksha (liberation). Thus an individual is engaged in the pursuit of these goals to different extent which determines living a good life.

The vedantic counselling focuses on having a proper outlook towards life, absence of which leads to various mental health problems and mental illnesses. The purpose of vedic counselling is to help individuals unfold their lives with self awareness and self realisation. Our distorted notions of self makes us trapped in a state of ignorance and suffering. Removal of this ignorance and restoration of our self-awareness to its true self is the goal of Vedanta.

- **Guru-Shishya Relationship**

In Indian context, Guru-shishya parampara (the teacher-disciple tradition) is an epitome of counselling practice. In ancient India, the students were expected to live with their gurus or teachers in the Gurukul. There was a relationship of mutual trust and care between students and teachers. The teacher taught the disciples with dialogue and discussion. The teacher used to give lessons relevant for life and was more than a teacher for his students. The guru was the teacher, the parent, the friend and the guide for the students. All these qualities should also characterise a counsellor for effective counselling process in the Indian context. There are numerous examples depicting the guru shishya relationship in its truest form, in the Indian mythologies. From the story of Yama and Nachiketa to Lord Krishna and Arjuna, there are many examples of the guru providing counseling to the shishya and helping him cope with psychological issues.

In Indian thought, it is important to understand that not everyone can be considered as a *guru*. A person who has moved far on the path of self-realisation can be a guru. The guru-shishya relationship should not be understood as a relationship with dependence. The guru assists the shishya in the process of discovering the real meaning and significance of the life. In this process, both the guru and shishya evolve.

Activity 3

Explore some of the traditional counselling methods that are practiced in India for mental illnesses.

Self Assessment Questions 2

- 1) What is the classic text on yoga ?
- 2) _____ limb of Ashtanga yoga includes moral conduct and commandments.
- 3) _____ ‘guna’ is characterised by a love for power and action.
- 4) According to Ayurveda, every ‘Purusha’ is unique in terms of _____ in her/him.
- 5) What are the four main goals of life according to vedic counselling?

- **Integral Psychology of Sri Aurobindo**

The Integral psychology of Sri Aurobindo has added new dimensions to the field of counselling. It considers a holistic view of the individual and aim to increase the self awareness in order to help an individual develop his/her latent capacities. The harmonious well-being and self-actualisation should be considered as the ultimate aim of counselling from the perspective of integral psychology.

Following are some of the key ideas extracted from the integral psychology of Sri Aurobindo, with implication on the counselling process:

- Sri Aurobindo emphasises on the evolution of consciousness at the collective and cosmic level along with the evolution of consciousness at the individual level. This view of consciousness has implications for the understanding of human life as it provides a completely different perspective to understand self, cognition, personality, emotions and motivations. A counsellor following this perspective would help the client in the evolutionary process of his consciousness using every experience of his life. Furthermore, the consciousness of the counsellor should also be on the path of evolution so that he can facilitate the development of others.
- According to the integral view, the main task of a counsellor should be to enable the counselled for self-observation. This way the person can be helped to identify the root cause of his problems and heal it through his own unique relationship with the Divine.
- From this perspective, the process of counselling can be understood as a journey of the Divine in the person. The person moves from an infra-rational (animal) existence to a more rational (human) existence and further towards a supra-rational (divine) existence. The counsellor helps

the person in this journey by being a fellow traveller who have simply walked ahead of him in this journey. It is important the counsellor practice spiritual oneness and inclusiveness to overcome the sense of 'other' so as to facilitate the process of evolution of him as a counsellor and the counselled both.

- According to the integral view, the outer conflicts of a person are the reflections of his inner conflicts. Another source of conflict, according to integral psychology, is the contradiction between what one is and what one aspires to be. Learning to question and challenge one's own assumptions, values, thinking can help. Taking responsibility for one's own life can a step towards resolving such conflicts.
- Integral Yoga: Integral yoga can be considered as a way of moving from the mental to the supra mental stage of evolution. It aims for the complete integration and transformation of the personality. In integral yoga, the person starts with becoming more and more conscious about himself, with the motive of gradual detachment and liberation from his impulses and desires. Integral yoga integrates the spiritual knowledge of the past and at the same time it seeks to evolve the individual to the level of the supra mental consciousness.
- Sri Aurobindo has brought an element of spirituality in the understanding and practice of psychology. Spiritually informed psychology has enlarged the scope of psychological sciences and its application in the therapeutic procedures. Sri Aurobindo believed that there is a light within each person, the higher light of psychic and spiritual being, which can be used to find and transform the dark light, for true healing and reintegration of personality.
- From the perspective of integral psychology, a situation of crisis or conflict should be seen as an opportunity for growth, thus emphasising the power of hope and faith. The counsellor works on creating an environment of inner and outer harmony through the counselling process. It involves not just reducing the mental noise and repetitive thoughts but also increasing positive energy by focusing on the inner light and controlling the tendencies for self-blame and criticism. It also involves creating a harmonious body culture. Art and music can prove to be helpful in creating an environment of quietness paving way for healing.

15.4 IMPLICATIONS OF INDIAN CULTURAL CONTEXT FOR COUNSELING

Each culture is characterized by its' own features and practices. Venkatesan (2010) has mentioned certain unique features of Indian families: more

emphasis on interdependence, extended family structure, supremacy of the parent-child relationship, hierarchy of relationship in the family, expression of emotions more through actions than words, avoidance of overt and excessive expression of sexuality, less focus on materialism and more focus on spirituality and value-based living. These specific cultural aspects can have implications for counseling in Indian context. Family is the focal point in the Indian social cultural context (Chadda & Deb, 2013) which prescribes and shapes the value system of individuals.

In our culture it is also said, “Mata, Pita, Guru and Devam”, meaning mother, father, teacher and God who play a very important role in our socialization, development of our character, personality and values. Counseling is involved as part of their influence and guidance to the growing child and developing person. Hence counseling is more of directive in nature given the collectivistic context of India (Mullati, 1995). Western psychotherapies focusing on psychoanalysis, gestalt, existential approaches etc. become difficult and may not be that successful given the collectivistic context of India (Venkatesan, 2010; Bhargava, Kumar, & Gupta, 2017). Hence there is the need for a more eclectic approach, and integrating both the Indian approaches and the existing counseling theories so that the cultural context is taken care of which is an important influence on a person’s life.

15.5 THE WAY FORWARD

In recent times, there is a growing realisation that the traditional Indian philosophical thoughts should also be incorporated in the therapeutic practices to make it more context sensitive. Utilizing the Indian approaches to counselling to solve the mental health issues of indigenous people can have the following advantages over using other popular counselling approaches that are majorly rooted in western approaches to psychology.

- The Indian approaches to counselling focuses on the person as a whole and not on the parts of the mind or body only that are affected. These counselling approaches focuses on the holistic development of the individual.
- It is important to understand the socio-cultural background of a person before thinking of a therapeutic intervention to be provided. The indigenous approaches to counselling can prove to be more effective as it will be more culture specific. The people will be able to relate themselves more with the Indian ideas of counselling than the western ones.
- There is strong relationship between the mental health of a person and his socio-cultural beliefs that often influence his worldview. Worldview can be understood as the lens with which people understand the world around them. It affects all aspects of life including physical, mental, emotional and social.

- In India, the problems related to mental health of a person often becomes a reason for stigmatisation. There is stigma related to mental illness and people taking therapeutic interventions for that. Integrating the indigenous methods of counselling can help in reducing this stigma.

Thus, a culture sensitive counselling approach is the need of the time. An indigenous approach to counselling that makes use of the cultural values, beliefs, and symbols can prove to be more beneficial in successful counselling. An integration of western and eastern therapies/counseling will require adapting the former in methods of implementation rather than in the core content of therapy (Choudhary et. al. 2014). This will address the specific cultural needs of people and lead to an eclectic approach to counseling.

15.6 LET US SUM UP

In this Unit you learned about the Indian approaches to counseling. Indian scriptures and ancient texts provide a rich source of various approaches used for providing counseling. These indigenous sources of counseling include the Bhagwad Gita, Karma theory, Mindfulness, Pancha Kosha model, yoga, meditation, vedantic counseling, Guru-Shishya relationship, and the Integral psychology of Sri Aurobindo. The unique characteristics of Indian culture were described and their implications for counseling highlighted. Since culture is an integral part of one's life, counseling needs to be based in the indigenous approaches to be effective. An eclectic approach to counseling with a focus on the cultural needs of people will build up more acceptability towards counseling among people.

15.7 KEY WORDS

Karma refers to one's deeds or actions, and states that every individual has to pay for her/his actions.

Pancha Kosha refers to five different layers or sheaths (annamaya kosha, pranamaya kosha, manomaya kosha, vijnanamaya kosha and anandamaya kosha) which highlights the integration of mind, body and soul in a human being.

Mindfulness refers to paying attention, being aware and fully conscious of the present moment experience without attaching any value or judgement to it.

Tridosha refers to Vata (wind), Pitta (bile), and Kapha (phlegm) which are based on the elements of air, fire, and water according to ayurvedic tradition. They influence our physiological as well as psychological functioning.

Guru-Shishya Parampara refers to a relationship of mutual trust and care between students and teachers in ancient India where the students were expected to live with their gurus or teachers in the Gurukul.

Integral Psychology considers a holistic view of the individual and aims at increasing self-awareness, harmonious well-being and self-actualisation.

15.8 ANSWERS TO SELF-ASSESSMENT QUESTIONS

Answers to Self Assessment Questions 1

- 1) Yajurveda
- 2) Bhakti
- 3) Karma
- 4) Vijanamaya Kosha
- 5) the identification of the Kosha.

Answers to Self Assessment Questions 2

- 1) Yoga Sutras
- 2) Yama
- 3) Raja guna
- 4) Prakriti
- 5) Dharma (the righteous action), Artha (wealth), Kama (pleasure), and Moksha (liberation)

15.9 UNIT END QUESTIONS

- 1) Why is it important to incorporate Indian approaches in counselling practices?
- 2) Discuss some Indian approaches to counselling that can be helpful in counselling people with mental illnesses.
- 3) What role can Ayurveda play in effective counselling practices?
- 4) How are the Indian approaches to counselling and psychotherapy different from the western approaches to counselling?
- 5) Critically analyse the counselling techniques suggested by ancient Indian texts. Support your views with examples.
- 6) Discuss the relevance of the ideas of Sri Aurobindo in the field of counselling.

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UNIT 16 COUNSELLING AND TECHNOLOGY*

Structure

- 16.1 Learning Objectives
- 16.2 Introduction
- 16.3 Understanding Counselling and Technology
- 16.4 Online Counselling
- 16.5 Advantages of Online Counselling
- 16.6 Disadvantages of Online Counselling
- 16.7 Ethical Considerations
- 16.8 Let Us Sum Up
- 16.9 Key Words
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- 16.11 Unit End Questions
- 16.12 References and Suggested Readings

16.1 LEARNING OBJECTIVES

After studying this Unit, you would be able to:

- *Develop sound knowledge and critical understanding of integrating technology into counselling;*
- *Understand various types of technology based counselling practices;*
- *Describe the advantages and disadvantages of online counselling; and*
- *Become aware of the key ethical issues related to online counselling.*

16.2 INTRODUCTION

Mukesh is a 20 year old person with disability. He has been hospitalized twice since last few years for depression and has even attempted suicide once. He is having issues with transportation and family support. He wants to take a professional help but unable to find a way for the same.

Lina is a 35 year old woman who has moved to Delhi five years back with her family in search of better job opportunities. Recently because of the COVID-19 pandemic and the resultant economic crisis in many firms, she lost her job. She lives in a rented home with her two children and husband who does

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not have a steady job. She has been struggling with what she believes is depression. She cries frequently, have trouble in sleeping and has lost her appetite. She wants to talk to a counsellor but does not know what to do and she also does not want others to know about it.

In your views, what should Mukesh and Lina do to find a counsellor who can help them to deal with the problems that they are facing?

The advancements in technology, especially the information and communication technology has opened a new era in the field of counselling. We are living a technology mediated life in which technology has become an indispensable tool for all professions. Like many other professions, counselling has also been revolutionized by technology. We have moved a long way from traditional face to face counselling to technology integrated counselling. Technology has changed the way one practices a profession. But these changes have come with its own set of possible benefits and risks.

In the above case examples of Mukesh and Lina, we can see the need for online counselling. Especially in the current scenario of COVID 19 pandemic, technology has provided many promising avenues for counselling practices. The pandemic has posed numerous mental health challenges to people of all age groups. The lockdown imposed by the governments in many countries as a consequence of the pandemic has brought forth numerous challenges in every aspect of life, more significantly in the mental health arena with loneliness, depression, anxiety and stress to name a few. People who have been through this life threatening disease along with their relatives who have witnessed it, have been facing psychological distress in this ongoing COVID times.

Use of technology in the field of counselling can facilitate addressing this crucial need for extending psychological help and therapeutic intervention to people. Thus technology can make counselling services available, accessible, and effective. However, technology may also pose a new and different set of challenges to counselling which we need to be aware of and deal with these.

16.3 UNDERSTANDING COUNSELLING AND TECHNOLOGY

Counselling services majorly focus on assisting the individual in understanding their self and the world around so as to enable them to live a well-adjusted and effective life. Counselling is a process in which a more competent and knowledgeable person (counsellor) assists less knowledgeable person (client) to develop self awareness, understand the world around and gain perspective to issues and challenges faced so as to enable the client to make proper choices, decisions and adjustments. Thus it is a learning oriented process with a professionally competent person assisting the client to live life in a better way. Counselling is aimed at building upon the strengths of the

clients and improve their overall functioning. Traditionally, counselling is understood as being grounded in face to face interactions between the counsellor and the client. But more recently, this notion has been challenged given the adverse circumstances that are not conducive to face to face communications. Further, technological advancements have offered the possibility and the potential to improve counselling practices. This has necessitated the integration of technology into counselling practices.

Technology basically refers to any hardware or software or media that is used to improve the counselling practice. Technological advancements, especially the internet based technologies have offered new and varied alternatives for counselling services. There are a wide variety of technology tools that can be used for better counselling services. One of the most common use of technology is web based counselling also known as e-counselling or online counselling, in which internet is used as the platform for interaction between the counsellor and the client.

Some of the ways in which technology is integrated in counselling practices includes the following:

- Taking appointments for counselling by e-mail, telephone or website
- Making records of the counselling sessions
- Offering online counselling services
- Conducting counselling sessions
- Monitoring the progress of client over time
- Doing home works and assignments given as part of counselling intervention
- Conducting assessments

From the perspective of counsellors, technology can prove to be beneficial helping in the overall counselling process and enhancing the counselling practice at the same time. Counsellors can use technology in a number of ways to make their practice more effective and efficient. Following are some of the areas in which counsellors can incorporate technology:

- 1) **Information:** With technology, the counsellor can have access to an ocean of information with just one click. The counsellor can enhance his/her knowledge of various mental health issues that require counselling through using technology. Use of technology can help the counsellor in keeping herself/himself updated with strong knowledge and research base. More specifically, internet as a source of information can help the counsellor in gaining access to the desired knowledge.
- 2) **Communication:** Technology can help the counsellor in having a better communication with the clients. With various modes of communication made available by technology, counsellor can collaborate and connect with more clients, thus providing better services. With the use of

technology, communication on a professional level can be faster, more convenient and more efficient.

- 3) **Interaction:** Technology has provided many interactive tools to the counsellors enhancing the quality of their counselling services. There are various softwares and web based programmes that can be used to make the counselling sessions more interactive. With the use of these technology driven interactive tools, the counsellor can get the desired information and can trace the development of the client over time.
- 4) **Delivery of services:** With technology, the counsellor can deliver the counselling services virtually. It increases the access of counselling services to people who are not able to travel because of their personal problems and other reasons. This is one of the most debatable issue that whether to use technology to deliver counselling services or not and to what extent technology can be used in the counselling profession. But delivering counselling services in online mode can be very helpful for people with disabilities who find travelling as an obstacle. It can be helpful for people living in rural areas who are not having access to a trained counsellor in their area. Also, there are people who hesitate to meet a counsellor in person because of the fear of social stigma attached with mental illnesses. There are also people who are reticent to meet a counsellor or who have difficulty in self disclosing.
- 5) **Assessment:** Technology can be really helpful in assessment of the needs and problems of client as it provides a variety of assessment tools and other related resources.

Other than the above mentioned areas, counsellors can utilise technology to improve their counselling practice in a number of other ways. They can record the counselling sessions for the purpose of reflections at a later time, though of course with the consent of the client. It can also help the counsellor in developing periodic reports of the client.

16.4 ONLINE COUNSELLING

Counselling services can be provided through a wide variety of digital and online platforms including email, audio or video meetings, social media etc. From taking appointments online to arranging online counselling sessions, technology can be used in a variety of ways in the field of counselling.

Online Counselling can be understood as the interaction between a professional counsellor and a client, which is mediated by technologies. There are a myriad of terms that are being used for online counselling, for example, e-counselling, online therapy, e-therapy, Internet counselling, web counselling, cyber counselling etc. Accordingly, online counselling has been defined in a number of ways focusing on different forms of online counselling. Some of these definitions are:

“any delivery of mental and behavioral health services, including but not limited to therapy, consultation, and psycho education, by a licensed practitioner to a client in a non-face-to-face setting through distance communication technologies such as the telephone, asynchronous e-mail, synchronous chat, and videoconferencing”

Mallen and Vogel (2005)

“a professional counsellor or psychotherapist communicating with a client over the Internet for the purpose of mental health assistance or emotional help. The help may only be one interaction . . . or an ongoing dialogue and relationship”

Pomerantz (2002)

Online counselling should be seen as a new type of therapeutic intervention which can support and complement face to face counselling rather than replacing it. Technology driven counselling and traditional counselling should be seen along a continuum with counselling practices purely based upon human interaction at one end and standalone technological interventions involving no human interaction at the other.

The various modalities or ways in which online counselling can be done involve the following:

- **E-mail:** E-mail is one of the most common method of reaching to the counsellor. The potential client composes a written text message and sends it to the counsellor through an e-mail provider like Yahoo Mail, Gmail, Hotmail etc. It does not require the two parties to be online at the same time. For this reason, e-mail is also called as asynchronous communication. It is a text based communication that does not require the presence of the counsellor and the counselled at the same time. It is an ideal platform for those working in different time zones, providing them the opportunity for introspective responses. It requires especially the counsellor to have excellent command of the language to avoid the possibility of any misunderstandings.
- **Online Chat:** Chat is different from e-mail as it requires the two individuals to be online at the same time. Both the counsellor and the client can send and receive messages instantly. This process is also called as synchronous communication. It includes writing one's experiences, problems, issues and sending it to the counsellor. This text oriented way of counselling prove to be very effective as it helps in reflecting upon one's own thoughts and feelings through the medium of writing it. But at the same time, such communication has a major concern of lack of social signalling. There is a lack of personal contact between the counsellor and the client with the use of only written communication. For online chatting, various mobile messaging applications can be used, many of which also provide the features of

social networking. Examples of these mobile apps include WhatsApp, Facebook Messenger, SnapChat etc.

- **Video-Conferencing:** Videoconferencing is more dynamic than e-mail and chat as it provides the option of sending and receiving audio and video messages along with text messages. This method of communication has become more popular in the recent times. It is considered as synchronous communication as both the counsellor and the client are required to be online at the same time. With this technology, the counsellor can attend to the non verbal cues such as facial expressions and tone along with the textual information. In recent times, videoconferencing has proved to be one of the most beneficial tools as it is less ambiguous as compared to textual information with fewer misunderstandings. It provides multi-sensorial cues like body language, appearance, expressions that can provide valuable information about the client to the counsellor. It can be done using the digital tools like ZOOM, Skype, Google meet etc. Built-in cameras in mobile devices and laptops have made video calling more convenient and accessible for all.
- **Telephone based counselling:** Counselling is often conducted via telephone, making telephonic conversations as the basis of the counselling process. It involves verbal exchange between the counsellor and the client in the real time. In times of need such as during the current COVID 19 pandemic, government along with many NGOs have provided helpline numbers for telephonic counselling. Such services have proved to be useful for many people in despair. Telephone based counselling ensure more accessibility and immediate assistance to people in need. For example, iCALL- The Psychosocial Helpline is a telephone helpline set up by the Tata Institute of Social Sciences to address the psychosocial needs of people in need of counselling services.
- **Social Media:** Social media platforms like Facebook, Twitter, WhatsApp are frequently used by people to seek psychological help. There are social networking sites on which people can create their personal profiles and can interact with each other. It typically involves posting text, picture, video, audio or even location tags to any social media platform. Social networking sites can be used as a means of market services. Social media can be used as a powerful medium of advertising and growing one's business. Social media can be used therapeutically in a number of ways. It can help the counsellor in knowing the public persona of a client that can help in providing better counselling services. Besides that counsellors can also create their professional accounts on various social media platforms where they can share relevant information with their clients. More recently, social media has also proved to be useful in offering therapeutic healing thorough virtual world.
- **Web-based Counselling:** Web based interventions are provided by using internet and are largely self directed interventions. Such

counselling services can be audio or video or text based. It is primarily self guided and aim to create a positive therapeutic change by enhancing the knowledge base of the counsellor and client. There are websites in which a person can log in and use interactive web based components and mental health related material like completing various exercises and workbooks.

- **Websites:** Websites of different institutions, universities and Ministries have also started designated portals for addressing the mental health concerns of people during COVID 19 situation. For instance, the Manodarpan initiative of the Ministry of Education (www.manodarpan.mhrd.gov.in) aims at providing psychosocial support for improving the mental health and well-being of students and teachers during COVID 19 and beyond. Although there is no direct counselor and client like situation here, these websites provide access to various mental health resources through articles, videos, tips, helpline numbers and emails.

The above technologies can be used in combination also in counselling situation depending upon the specific requirements of the client and the problem diagnosed.

Activity 1

Find out about some of the websites that provide online counselling services.

Self Assessment Questions 1

- 1) What is e-counselling?
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- 2) What are the ways in which technology can be integrated in counselling practices?
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- 3) What are the social media platforms that can be used for counselling?
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4) Why email is called as an asynchronous communication?

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5) What are the various forms of online counselling?

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16.5 ADVANTAGES OF ONLINE COUNSELLING

Embracing technology in the field of counselling can make the process of counselling more faster and convenient. Technology has enhanced communication between the counsellor and the counselled, helping them learn better about the problem and the subsequent treatment. But for a comprehensive understanding of the process of online counselling it is important to understand the plausible advantages and disadvantages of online counselling.

In the recent times, online counselling has become a solution to the mental health problems of many people who could not avail the counselling services in the face to face mode due to the recent mishaps by coronavirus pandemic and the resultant restrictions on movement. Furthermore, there are people who face difficulties in leaving their home or office due to their commitments and other limitations. In other cases, people do not want to visit the counselor in person due to stigma associated with it and would prefer the anonymity offered by online counselling situation. For all such people, online counselling has become a boon, by providing the desired mental health services as and when required.

E-counselling is more cost-effective as compared to traditional face to face counselling. It is affordable to a wider section of society. It can benefit many people through cost savings from reduced travelling expenses, more access to specialist care and so on.

Subsequently, it has increased the accessibility of counselling services to more and more people in need. Furthermore there are people who feel more conscious and anxious in face to face counselling. There can also be social pressure on the person for not seeking professional mental health services on account of being stigmatized. Technology mediated counselling have reached to all such people who are phobic of social situations and are hesitant to meet the counsellor for face to face therapy sessions. Not only for the clients but for the counsellors also, online counselling provides more flexibility and

adaptability. It provides a more comfortable and convenient space to both the counsellor and the client. With online counselling, the restrictions put by availability time and the physical location of the counsellor also seem to get diluted, thus providing more flexibility and accessibility.

Furthermore, integrating technologies in the process of counselling can also facilitate the recording of the counselling sessions thus helping both the counsellor and the client in getting proper feedback of the previous sessions. It helps in reflective thinking and taking appropriate actions for future counselling sessions, thus benefiting both the counsellor and the client. It helps in tracing the improvements in the client over time and support in getting constructive evaluation of the whole process.

Since online counselling does not require the physical presence of the client, it removes the barriers caused by gender, age, race and other social status. Clients feel free to express their thoughts and feelings without fear of being judged. Clients can also save time and be consistent in counselling sessions despite their routine work burden, household work load, traveling and other responsibilities (Gladding & Batra, 2018). Thus, online counselling increase the autonomy exerted by clients making them feel empowered. It can prove to be beneficial to people of all sections of society including people with disabilities.

Thus the use of technology in counselling can have the following benefits:

- Increased accessibility to counselling services
- Decreased stigmatisation of people receiving counselling services
- Enhanced connectivity between the counsellor and the client
- Less influence of geographical location of counselor and client
- Time efficiency
- Cost effective and affordable
- Convenience

Activity 2

Think of some of the digital tools that can make counselling process more effective.

16.6 DISADVANTAGES OF ONLINE COUNSELLING

There has always been a debate around using technology in counselling. Many counselling professionals have expressed their concerns regarding online counselling practices. These concerns are mainly about the quality of online counselling practices and a range of technological, ethical and legal issues. One of the main disadvantages of online counselling is the human

touch that might be missing in online therapies. Counselling requires human interaction with a sense of empathy and trust. Since the physical presence of the counsellor and the client is not there, the virtual interaction can be dull and cold. The text often fails to express the emotions and the emphatic tone that is required for a successful counselling session. It might be misunderstood as conveying a different meaning than what the writer (counsellor or client) intended to convey. There are higher chances of misinterpretation as compared to a situation of face to face counselling.

Online counselling may appear to be more formal thus creating problems in establishing a good therapeutic relationship. In the absence of non-verbal cues, emotions and feelings might go unnoticed or under-represented in the counselling process. Counselors may miss many facial and paralinguistic cues (Gladding & Batra, 2018). Proper diagnosis of the problem requires the observation of both verbal as well as non-verbal cues including gestures, facial expressions, voice intonations and body language. Online counselling might lack all these features thus posing challenge to the counsellors.

Because of increased use of technology in counselling, there is a danger of commercialisation of mental health services which can reduce it to a commodity. This would not only degrade the quality of services provided but there will also be the risk of accessibility of services.

Furthermore there may be inconsistencies in the thinking, feelings and the written expressions of the client. The urge to behave in a socially desirable way and the fear of being judged might lead the client to portray a happy picture in front of the counsellor. On the contrary, there may be clients who may exaggerate their problems just to get the attention of the counsellor. It might be difficult to capture all such inconsistencies in thought, feelings and actions in the absence of non-verbal cues.

Also, technological assistance might not be available to all the potential clients all the time. Online counselling requires some electronic device like computer, laptop or mobile phones and internet facilities, which might not be available. Along with that, online counselling also requires both the counsellor and the client to have a set of skills especially the skills of reading and writing using electronic devices and other technology. The level of digital literacy of the client and the counselor is an important factor.

There can be difficulty in finding out the potential clients for internet based counselling as not all clients might feel convenient and comfortable with the idea of integrating technology into counselling. The suitability of a counselling technique also needs to be considered to ensure that it works the best for the concerned client and his/her problems.

Finally, there may be online fatigue also experienced by the counselor having to take so many counselling sessions online and interacting with the clients in the virtual mode.

Thus the potential risks of online counselling can include:

- Absence of non verbal cues
- Poor understanding of emotional expressions
- Commercialization of mental health services
- Less effective in dealing with emergency situations
- Issues related to technology competence of the counselor and the client
- Social and cultural differences between counsellor and the client

Activity 3

Consider talking to a counselor about your problems and whether online counselling might work for your situation or not. Explore the possible reasons.

16.7 ETHICAL CONSIDERATIONS

Advancements in the field of counselling due to technological interventions need to be understood within the framework of ethical issues and concerns. The new ways of counselling need careful considerations. After all the whole process still involves human beings who interact with each other with the purpose of finding solution to the problems. There are many regulatory bodies at the international level which have issued guidelines regarding the code of ethics while practicing online counselling. Some of these regulatory bodies are the American Counselling Association (ACA, 2005), the British Association of Counselling and Psychotherapy (BACP, 2009), and the Australian Counselling Association (ACA). There was no such regulating body in India till now though there are a number of private organizations and professional bodies aiming at creating awareness about ethical practice in counselling and supporting fellow counselors to provide effective counselling, for example, Indian Counseling Association, Counselor Council of India, Association of Indian School Counselors and Allied Professionals. Rehabilitation Council of India (RCI) is the only statutory body in India which provides license to practice as clinical psychologists and special educators in the field of special education and rehabilitation after completing RCI recognized courses. Recently, the Govt. of India has passed an Act on National Commission for Allied and Healthcare Professions Act (NCAHA) on 28th March 2020 which will be a regulating body in the field of allied healthcare services including the field of psychology and counselling. The detailed regulations and licensing procedure for ethical practice are going to be implemented shortly.

One of the main principles of carrying out counselling is maintaining the confidentiality of the whole counselling process, including the details of the client, their problem and related information. In online counselling, there are more threats to the confidentiality posed by hackers and other people who

might have access to the e-mails or other technological platforms used for the purpose of counselling. Sensitive information about the client might get leaked thus creating problems for both the counsellor and the client. Thus, it is important that the counsellor take appropriate steps to limit the risk of leaking or stealing information related to the client by any third party. The most common step that a counsellor can take is by using encryption which safeguards transfer of data while communicating with the client. There are various programmes and encryption devices that the counsellor can use for the purpose of encryption. Furthermore, it is important that the counsellor informs the clients about the potential threats to confidentiality and that the counsellor can only protect the confidentiality upto certain degree.

Language also becomes one of the concerns in online counselling. In order to have a better understanding of the client's problems, it is important that the language used is free from misinterpretation to the maximum extent possible. For this, the counsellor and client can develop some techniques with mutual understanding, like using emojis to convey emotional expressions, using images to clarify the meaning behind text messages etc.

Since the physical boundaries get blurred due to internet usage, there may be a situation in which the counsellor and the client belong to totally different socio-cultural context and different time zone also. In such a situation, it becomes pertinent to pay adequate attention to the social identity of the client and other contextual factors.

Furthermore, as it is important in any type of counselling process, obtaining informed consent is an important issue in online counselling also. It is more of a legal procedure wherein the client is informed all the potential benefits and risks of a therapeutic intervention. The counsellor should inform about the roles and responsibilities of client and counselor, and the counselling process. In addition, counselor needs to inform about the additional ethical issues in online counselling and seek the permission of the client before starting the counselling process.

The counsellor who choose to go for e-counselling should have sufficient understanding of the technology so as to facilitate the overall counselling process. This includes appropriate knowledge of the digital tool being used for online counselling and ensuring client's cyber safety and confidentiality.

Furthermore, the severity of the problem should also be kept in mind while opting for online counselling. Online counselling is not found to be suitable for clients who are suffering from severe psychiatric problem requiring immediate attention like those who are significantly depressed or those having suicidal tendencies. Such clients should be encouraged and referred for face to face counselling.

The ethical issues in face-to-face counselling situation applies equally to the online counselling. In addition, the nuances of technology pose additional concerns related to confidentiality and creating a therapeutic climate for the

effectiveness of counselling. Competence of the counselor consists of relationship competence and technical competence (Nelson-Jones, 2008). Relationship competence refers to the ability of the counselor to create proper rapport and a helping relationship; whereas technical competence indicates the ability of the counselor to have the requisite skills to carry out the counselling sessions and plan interventions. In the advent of online counselling, counselors need to have another competence – technological competence, that is, the ability to use technology smoothly and effectively for the purpose of providing counselling.

Thus the main ethical considerations of e-counselling focuses on the following:

- Confidentiality of the client
- Security issues
- Informed consent
- Technological competence of the counsellor
- Dehumanization of the counselling process
- A sense of distance from the counselor

Activity 4

Explore the mobile apps that offer e-counselling. Evaluate it in the light of your understanding of the pros and cons of integrating technology into counselling.

Self Assessment Questions 2

- 1) Stigma associated with in-person visit to counselor can be taken care of by the _____ aspect of online counselling situation.
- 2) Mention the advantages of online counselling.
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.....
- 3) What are the key ethical concerns in online counselling?
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.....

16.8 LET US SUM UP

In the present Unit, you learned about the integration of technology into counselling practice and service. As you are aware, technology and its availability have changed the ways of life in the present digital age.

Technology has not only decreased the distance between people by providing various digital tools of communication, it has also revolutionized all aspects of life. Technological support can prove to be life saving particularly during the time of public health emergency like the current COVID-19 pandemic. The unit describes different ways in which technology can be integrated into counselling. Online counselling is one of the products of the recent technological advancements with a lot of promising prospects but it is important to be mindful of the ethical considerations of integrating technology into counselling practices. Technology has not only supported the traditional counselling approaches, but it has also led to increased accessibility and efficiency.

16.9 KEY WORDS

Online Counseling refers to the interaction between a professional counsellor and a client mediated by technologies.

Confidentiality refers to protecting information and data related to the client.

Informed Consent involves informing the client about the counselling process, roles and responsibilities of client and counselor, and all the potential benefits and risks of therapeutic intervention in addition to ethical issues in online counselling.

Technological Competence refers to the ability of the counselor to use technology smoothly and effectively for the purpose of providing counselling.

16.10 ANSWERS TO SELF-ASSESSMENT QUESTIONS

Answers to Self Assessment Questions 1

- 1) E-counselling refers to online counselling where internet is used as the platform for interaction between the counsellor and the client.
- 2) Technology can be integrated in counselling practices in various aspects such as counselling appointments, providing of counselling service, conducting online sessions, monitoring, recording, providing assignments and conducting assessments.
- 3) Social media platforms that can be used for counselling are Facebook, Twitter, WhatsApp.
- 4) E-mail is called as asynchronous communication because it does not require the counselor and the client to be online at the same time.
- 5) Various forms of online counselling are e-mail, online chat, video conferencing, telephone-based counselling, web-based counselling, social media, and websites.

- 1) Anonymity
- 2) Advantages of online counselling are time saving, cost effective, client autonomy, anonymity, reducing stigma, flexibility, adaptability, removing physical and psychological barriers, e.g., related to health conditions, disability etc.
- 3) Key ethical concerns in online counselling are cyber safety, confidentiality, informed consent, use of language, considering the socio-cultural context, nature of client's problem, and digital literacy.

16.11 UNIT END QUESTIONS

- 1) How can technology be used to facilitate the process of counselling?
- 2) What do you mean by online counselling ?
- 3) List out some of the advantages and disadvantages of integrating counselling and technology.
- 4) What are the ethical considerations that should be kept in mind while conducting online counselling sessions?
- 5) What are some of the ways in which technology can be integrated with counselling?

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