

## **Module Objectives**

Upon completion of this course, the learner should

- know the additional minimum qualifications that are required to become an online advisor, counsellor or therapist;
- be aware how the same words can trigger different associations between professionals and clients and what that means for text-based interventions;
- understand the process of reaching a common understanding in text-based communication;
- be able to analyse a text-based enquiry according to the four-film method.

## **Module Outline**

- Introduction
- Unit 8.1: Standards and additional qualification requirements
- Unit 8.2: Computer-mediated written communication
- Unit 8.3: Different horizons of understanding
- Unit 8.4: Hermeneutics A theory of understanding texts
- Unit 8.5: The hermeneutical process of understanding in practice

## Module 8: Psychological aspects and competences in online interventions

- The module explains the status quo of the standards in online counselling or therapy and lists the qualification requirements for counsellors and therapists. Etc.
- It draws attention to the fact that text-based forms of counselling and therapy are currently the most common form of online communication between professionals and clients. The associated requirements for reading and writing skills are explained.
- In order to deal professionally with written requests, the theory of hermeneutics provides some basic insights.
- A practical implementation of the theory is illustrated by the example of the so-called four-film concept.
- Learners have the opportunity to try out this concept in an exercise.

View online the slides from here.

Download slides from here.

Evelyn Schlenk – Innovation in Learning Institute. *Module 8: Psychological aspects and competences in online interventions*. Retrieved on Thu October 16, 2025 from https://www.ecounselling4youth.eu/online-material/courses/TM110/



The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein

| https://www.ecounselling4     | vouth.eu/proiect            | /1 |
|-------------------------------|-----------------------------|----|
| riceps.,, www.ecoariseiiiig i | y o a ci i. c ai pi o je ci |    |