ALAGAPPA UNIVERSITY

(accrdited with A= grade by NAAC (CGPA: 3.64) in the third cycle
graded as category 1 university and grandted autonomy by
MHRD-UGC karaikudi-630003,tamilnadu,india

Vallal Dr.RM.Alagappa Chettiar

DEPARTMENT OF SOCIAL WORK

Course Code: MSWVAC05   **Total Hours :30**

TELE-COUNSELLING
FOR SOCIAL
WORK PRACTICE

THE OBJECTIVES OF THE COURSE ARE :

- Help the students to acquire important concepts and skills in tele-counselling
- Use technologies for counselling process
- Practice tele-counselling in various sectors
- Understanding the process of tele-counselling
- Application of skill and technologies in helping the victims
- Become an effective tele-counsellor

MR.J.VIGNESH SABARIKIRAN
PROGRAM CO-ORDINATOR

M.A.VELUSAMY
ASSOCIATE PROFESSOR AND HEAD I/C

Course code : MSWVAC05	TELE-COUNSELLING FOR SOCIAL WORK PRACTICE	Hours : 30
Objectives	• Help the students to acquire important concepts and skills in Tele-counselling. • Use technologies for counselling process • Practice Tele-counselling in various sectors • Understanding the process of Tele-counselling • Application of skills and technologies in helping the victims • Become an effective Tele-counsellor	
Unit I	Tele-counselling: Definition - Purpose -Ethical Principles – Process.	
Unit II	Psycho-social Factors causing the problem, Diagnosis and Planning Problem Solving Process.	
Unit III	Theories: Ground theory, Crisis intervention theory, Solution Building Approach, General Algorithm of Telephone-based Counselling.	
Unit IV	Characteristics: Empathy, Emotional Intelligence,	
Unit V	Skills of counselor: Communication skills , Assessment skills , Consultation skills, Problem Solving Skills.	
Unit VI	Use of information technology in counselling, Procedures to be followed for Networking Services.	
Unit VII	Child Trafficking-women, abuse victims, gays and lesbians, persons with disability, attempted suicide, De-addiction counseling, HIV- AIDS counseling, Anxiety and Depression, Elderly.	
Unit VIII	Pandemic and Disaster victims (Covid-19, Disaster, Tsunami, Earthquake etc.	
Unit IX	Video (Telemedicine-facility, Apps, Video on chat platforms, Skype/Face time, etc.) Audio (Phone/ VOIP, Apps, etc.).	
Unit X	Text-Based: Chat-based applications (specialized telemedicine Smartphone apps,websites, other internet-based systems, etc.), general messaging/ text/ chat platforms(WhatsApp, Google Hangouts, Face book, Messenger, etc.) or, asynchronous(email/fax, etc.) - Social Work methods in Tele- counselling.	

Book(s) for Study

SujataSriram(2016),Telephone Counselling in India: Lessons from iCALL, Springer,
Singapore

Related Online Contents
1. http://eprints.qut.edu.au/.
2. http://lastradainternational.org/lsidocs/Ghid_EN_final.pdf
3. https://eprints.qut.edu.au/2310/1/2310_1.pdf
4. http://icallhelpline.org/telephone-counseling/

5. http://vuir.vu.edu.au/15508/1/young2010.pdf
6. https://www.researchgate.net/publication/240240969_Characteristics_of_effective_telephone _counseling_skills
7. https://www.tandfonline.com/doi/abs/10.1080/03069889708253805
8. https://espace.library.uq.edu.au/data/UQ_411459/S4158666_final_thesis.pdf?Expires=15958 45559&Key-Pair-Id=APKAJKNBJ4MJBJNC6NLQ&Signature=b9DIkiWy6NQSWCe0eo6g~tbyo6lMRig- llgtIZtoFGZXG7XtPCUfTPZjplQD6pMN7-IFf87Zn-i2jk7fCm~PGu0MUteYPnju5BhBo0US48x8dlpcY8Za4cGSDc2Xv5kp0bA2vlwqDCGxQsQ 511igfoHSS558OaMr9aw~C7wkx452SMCXY~olZtGd1uF3i8~2~m4h1FED3PK~oZEGfJKb gnonXhLt0esPEcOTqk-i~nTKfH032TumCIuZ~DBwaQwYJUZw1aBx-AoJFQ3d0FvG3yIMYQtTVOwRA30dnPu-z2lzgcB2UFSgkpVnrR-QsGHDvB4eHsTFvrtDlFfDhwK7Aw
9. https://www.researchgate.net/publication/230250956_Counseling_children_at_a_helpline_Ch atting_or_calling
10. https://onlinelibrary.wiley.com/doi/abs/10.1521/suli.33.4.400.25235

Book(s) for reference

1. Child Helpline International. (2013). Counselling practice guide. Child Helpline International. Google Scholar
2. Danby, S. J., Butler, C., &Emmison, M. (2009). When _listeners can't talk': Comparing active listening in opening sequences of telephone and online counselling. Australian Journal of Communication, 36(2).
3. Department of Health & Family Welfare. (2015). Annual report 2014–15. New Delhi: Ministry of Health and Family Welfare, Govt. of India.
4. Fukkink, R., &Hermanns, J. (2009). Counselling children at a helpline: Chatting or calling. Journal of Community Psychology, 37(8), 939–948.
5. Henden, J. (2008). Preventing suicide: The solution focused approach. Chichester, UK: Wiley.CrossRefGoogle Scholar
6. iCALL Report. (2015). iCALL report September 2013–March 2015. Mumbai: Tata Institute of Social Sciences.Google Scholar
7. King, R., Bambling, M., Reid, W., & Thomas, I. (2006). Telephone and online counselling for young people: A naturalistic comparison of session outcome, session impact and therapeutic alliance. Counselling and Psychotherapy Research, 6(3), 1405–1746.
8. Malhotra, S., Chakrabarti, S., & Shah, R. (2013). Telepsychiatry—promise, potential and challenges. Indian Journal of Psychiatry, 55(1), 3–11.
9. Reese, R. J., Conoley, C. W., &Brossart, D. F. (2002). Effectiveness of telephone counseling: A Field-based investigation. Journal of Counseling Psychology, 49(2), 233– 242.
10. Rosenfield, M. (1997). Counselling by telephone. London: Sage Publications. Google Scholar