



MODULE #HOW TO INSPIRE TRUST OR DISTRUST AS A CAREER CONSULTANT



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INTRODUCTION

Written online communication is characterized by a reduction of channels. Unlike oral speech, the paraverbal and nonverbal channels are omitted and therefore cannot be perceived. Even in face-to-face online counselling only part of the face is visible, not the whole face.

Face-to-face counselling enables some people seeking counselling to gain trust in the other person, whereas for others it is more possible to trust the counsellor in the online counselling setting. Face-to-face counselling without the presence of a computer and screen sometimes implies an atmosphere of seriousness and secrecy. In online counselling, it is not always entirely clear to those seeking advice what the situation with confidentiality is, whether the words spoken are being recorded or emailed or forwarded.



OBJECTIVES



- Build trusting relationships with customers and maintain a high level of interest in the process

TYPE



GROUP DISCUSSION

DURATION



30 minutes

MATERIALS REQUIRED FOR IMPLEMENTATION

- Flipchart paper, pens.



METHODOLOGY

STEP 1

In this exercise, participants are divided into two groups of 5-6 people and have to work on two role models: one is the worst possible online career counsellor and the other is the best possible online career counsellor. One should inspire distrust and the other trust.

Exercise 1: What is the behavior of the bad role model? How should she/he communicate to induce distrust?

Exercise 2: What is the behavior of the good role model? How should she/he communicate to cause mistrust?



METHODOLOGY

STEP 2

The two subgroups draw two pictures and write down possible behaviors and sentences that career counselors might say. The trainer distributes flipchart paper on which group members have to draw and record the results of the group discussion.

He then asks them to present their group posters to each other and discuss them. The trainer acts as a moderator and can ask questions and make assumptions.

