



MODULE #CHAT GUIDANCE



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INTRODUCTION

Oraliterality means that you write the way you speak.

In some languages there is a strong difference between spoken and written language, in others less so. In any case, there is a difference.

What are the characteristics of chat communication? How should you write as an advisor / career counsellor?

The exercise gives you the opportunity to learn more about the characteristics of chat guidance, to try it out actively and to receive feedback from your peers.



OBJECTIVES

- Communicate effectively when using different formats of online guidance;
- Adopt the specific netiquette required by their audience.

TYPE



ROLE PLAY

DURATION

60 – 90 minutes

MATERIALS NEEDED FOR THE IMPLEMENTATION

Copies of the characteristics and do's and don'ts listed below



METHODOLOGY

STEP 1

The trainer first goes through the concept of oralaterality and the do's and don'ts in chat guidance and discuss them in the group for a while. The participants may ask questions.

Then go together in pairs and try out a chat guidance session using a computer or a smartphone: one is the client, the other one the counsellor and try to follow the above rules. It is also possible that two counsellors and one client form one role play group and may discuss possible answers or questions.

After ten minutes stop the role play and change roles.

After each role play give feedback to each other:

- ✓ What did you as a client perceive as positive?
- ✓ How did you perceive the chat?
- ✓ What could be improved?

Finally the trainer reflects with the group what lessons were learned during the role plays and what the guidance practitioners could improve in the future.



REFERENCES

Engelhardt, Emily: Lehrbuch Online
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2021

