

Module Objectives

Upon completion of this course, the learner should be able to

- understand basic terminology regarding the technology-enhanced information & communication tools;
- know the potentials and restrictions of using popular voice and video applications in terms of functionality and online safety;
- be aware of the need for safe online communication in terms of data privacy and security and be able to conclude if the applications and services s/he uses are the proper ones;

Module Outline

- Introduction
- Unit 2.1: Communication with clients and colleagues
- Unit 2.2: Technology – enhanced communication with clients
- Unit 2.3: Introduction to online safety

Module 2: The spectrum of technology-enhanced information & communication tools and implications for advisors, counsellors and therapists

This module is addressed to professionals, e.g. advisors, counsellors and therapists, and discusses how these professionals may exploit **technology-enhanced information tools**, such as websites and Web 2.0 online elements (forms, calendars, blogs e.t.c.) as well as **communication tools**, such as video or voice chat applications and services, in order to communicate online with their clients in a safe way, in terms of data privacy and security, for the every day professional needs and activities.

Guidelines on how to find in Internet more information on these issues are also provided.

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