

34th International Conference on Psychology, Psychotherapy and Mental Wellness

February 24-25, 2025

Webinar

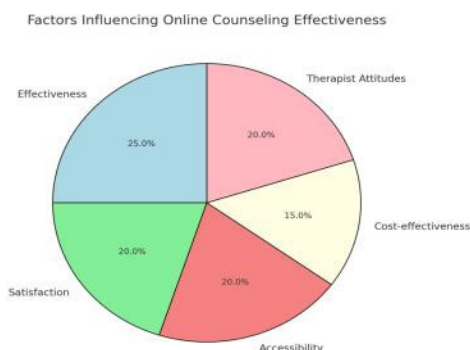
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Effectiveness of online counseling : Before and after covid pandemic

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Online therapy, also known as e-therapy or tele-therapy, encompasses various modes of online communication, including email, instant messaging, telephone, and videoconferencing, enabling real-time interaction between care providers and recipients (Smolenski et al., 2017). This study investigates the effectiveness of online counseling before and after the COVID-19 pandemic, highlighting its growing role in mental health support. While online counseling has gained popularity, concerns about its effectiveness compared to face-to-face therapy, along with challenges such as privacy, therapist competence, and crisis management, remain unresolved. This research aims to evaluate the effectiveness of online counseling, explore its evolution, and understand its practical applications during the pandemic, particularly in addressing mental health issues. A qualitative, casebased approach was employed, supplemented by reviews of existing studies, including randomized controlled trials and surveys as shown in fig.1. Online counseling, particularly through videoconferencing, has been found to be as effective as traditional counseling for treating conditions like depression, anxiety, and social anxiety disorders. Clients reported high levels of satisfaction, enhanced accessibility, and cost-effectiveness. Therapists have shown a positive shift in attitudes toward online counseling post-pandemic. To maximize the benefits of online counseling, the study recommends:1. Enhancing training programs for therapists in online platforms and digital communication skills.2.Strengthening data privacy measures to build client trust.3.Expanding accessibility to underserved populations through government-supported initiatives.4.Conducting further research on therapeutic alliances in virtual settings and crisis intervention strategies. Despite some limitations, online counseling has proven to be a valuable and effective mental health intervention. Its flexibility, affordability, and accessibility underscore its potential for transforming the mental health landscape, especially in a postpandemic world.



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Biography

Nazia Hameed Kunnumal is a distinguished psychologist and the founder of Advanced Mobile Counselling, a fully functional online counseling center. Currently pursuing a PhD in Counseling Psychology in Selinus University of Sciences and literature, Italy. She also pursuing a master's in psychology and a postgraduate diploma in clinical psychology (final stage). She completed an intensive clinical psychology internship under the supervision of an RCI-approved clinical psychologist from India, gaining great experience in advanced therapeutic techniques. Certified in online and telephone counseling (BACP standards course, UK), advanced diploma in cognitive behavioral therapy, crisis intervention, and psychiatric emergencies, she has achieved outstanding results as an online therapist, helping clients with PTSD, OCD, and more. Her threemonth intensive course on becoming an online counselor has attracted students globally, empowering them to upgrade their skills. A certified parenting coach, life coach, hypnotherapist, and NLP practitioner, Ms. Nazia combines expertise with innovation to make mental health care accessible worldwide.

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