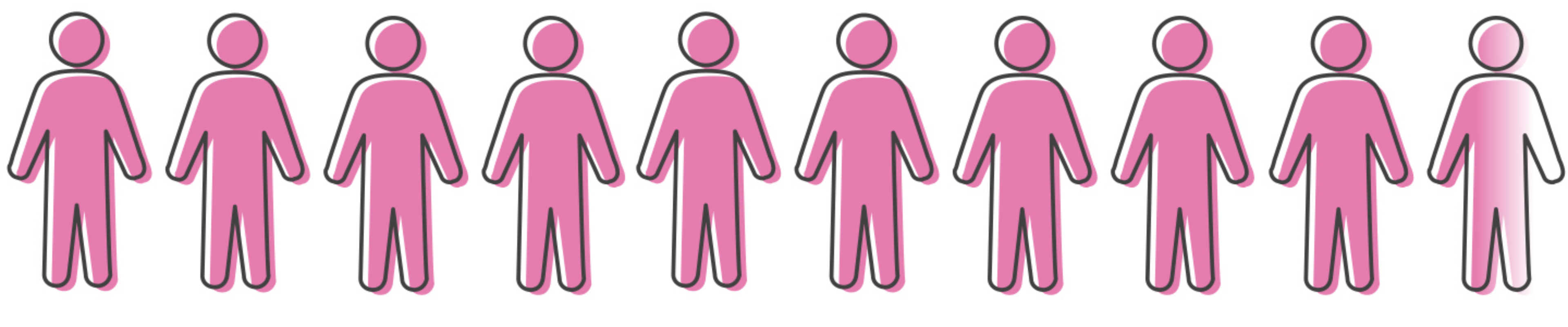


The Importance of Human Connection and the Impact of Digitalisation on Counselling Training and Practice

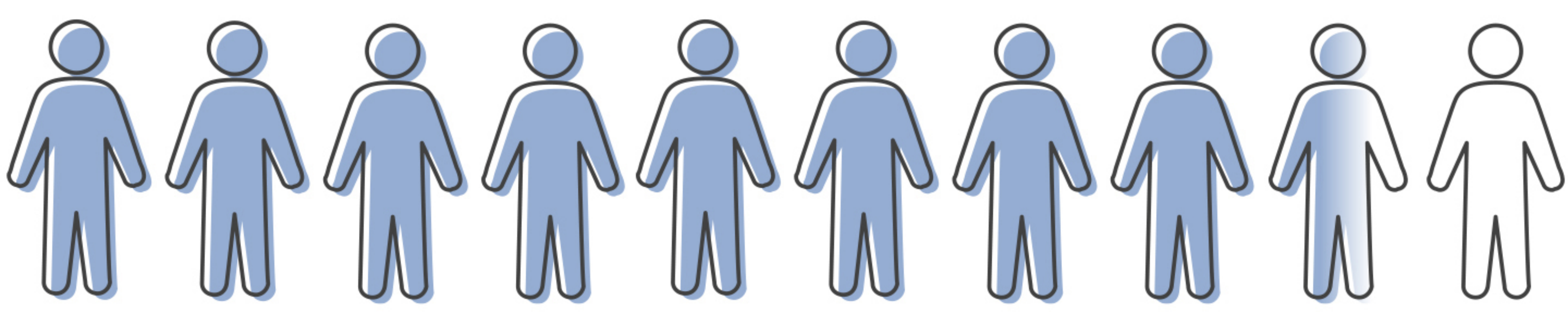
CPCAB Report December 2024:
Key Findings and Implications for Stakeholders

Key findings



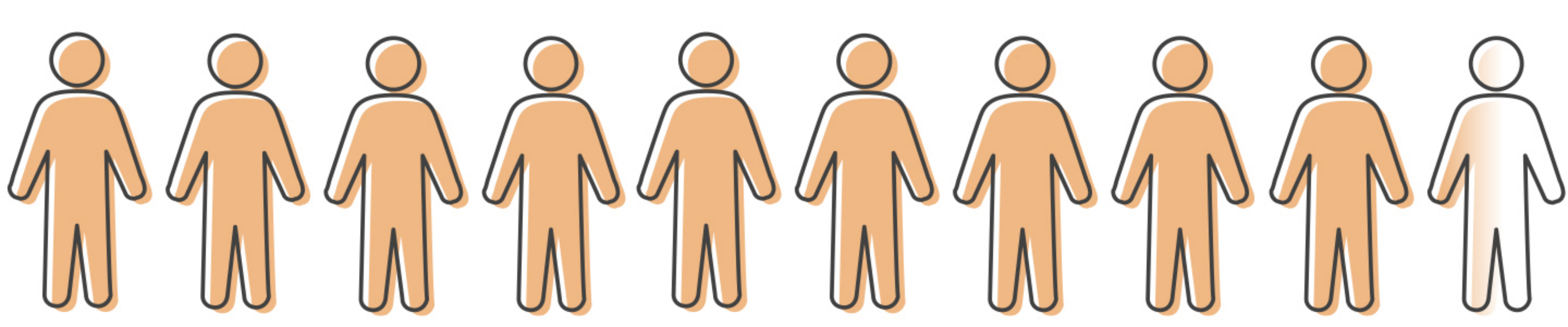
Human Connection is Critical

98% of professionals in the CPCAB survey believe that human connection is essential in counselling training.



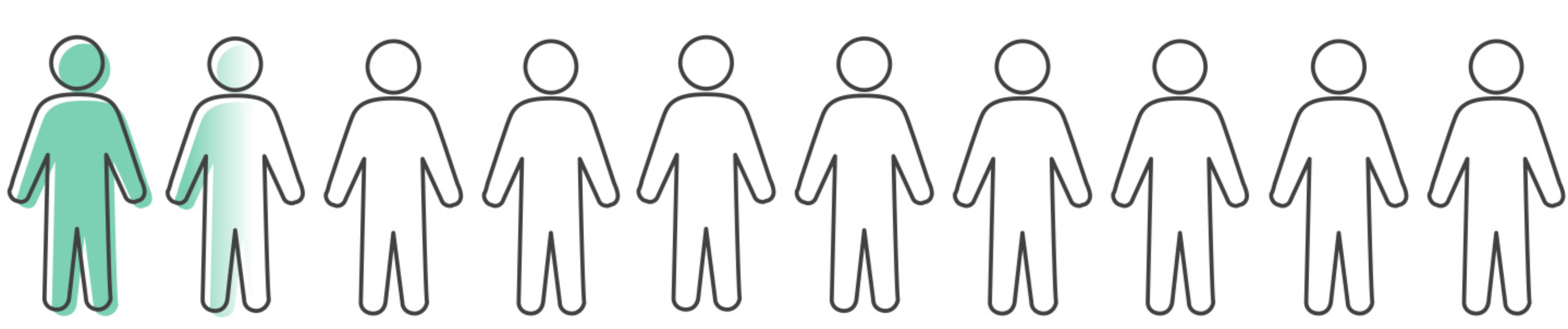
Concerns About Distance Learning

89% of professionals expressed concerns that distance learning does not adequately prepare practitioners to build the emotional depth and human connection necessary for effective therapy.



Preference for Face-to-face Training

92% of respondents preferred face-to-face or synchronous online training, citing the value of non-verbal communication, emotional attunement, and real-time interactions in preparing future counsellors.



Scepticism Towards AI in Therapy

12% Only 12% of the UK public in the YouGov survey would consider mental health support from AI tools.

What people said...

"Counselling is about connection, communication, and building a relationship. To fully train without the opportunity to practice those things is not full training."

"The subtlety and complexity of relating to someone, moment to moment, eye to eye, with all the bodily senses fully engaged – is something we can't replace with technology."

"You need to feel the presence of another person to connect psychologically and be able to form a trusting bond."

Recommendations

Training Providers:

Adopt Blended Learning Approaches: Providers should balance the flexibility of synchronous online learning with the essential face-to-face interactions needed for developing core counselling skills, ensuring that human connection remains central to the training experience.



Tutors:

Enhance online delivery skills: Tutors should ensure that online platforms replicate the real-world dynamics of in-person training by incorporating live feedback, interactive peer-to-peer activities, and practical sessions that simulate human connection.



Learners:

Seek professional standards in training: Learners should choose programs that emphasise live, synchronous training to ensure they are adequately prepared for the relational demands of counselling practice.



The public:

Seek services from recognised professionals: The public is encouraged to seek counselling and psychotherapy services from professionals who are members of a Professional Association, ideally one with an Accredited Register from the Professional Standards Authority (PSA).



Policymakers:

Advocate for human connection in mental health services: As digitalisation continues, technological tools should complement, rather than replace, the human connection essential to effective therapy. Policymakers should ensure that face-to-face interaction remains a key component in counselling training and practice.



Read the full report at:

<https://www.cpcab.co.uk/human-connection-campaign>