



Research Article

The Effectiveness of A Training Program Based On The (Hill Help) Model In Developing The Electronic Counseling Skills Of Psychologists

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Abstract: Background The Hill Help Model is appropriate for training programmed since it explains mentoring clearly and methodically. It can help trainers and trainees navigate the e-mentoring process because it emphasizes the mentoring relationship, requires strong online relationships, and emphasizes exploration and interaction. The Hill model encourages active interaction and exploration to understand beneficiaries' experiences and guide them towards growth and change. This approach can improve e-counseling listening and communication. **Objectives** The study examined the efficiency of a Hill Help-based training programmed in building electronic counselling abilities among Riyadh psychologists and the variations across groups. **Methods:** Participated in the study 30 Psychologist, randomly distributed into two groups (experimental and control), by 15 Specialist for each group, who met the conditions for participation in the study and whose age ranged between (25-34) years, The prepared electronic psychological counseling skills scale has been applied. After verifying its psychometric properties, in addition to a training program to develop electronic counseling skills. **Results:** The study found statistically significant differences between the averages of the ranks of the experimental and control groups on the scale of electronic psychological counselling skills in telemetry, favoring the experimental group in all sub dimensions. Averages of experimental group rankings in dimensional and tracking applications on the overall degree of the electronic psychological counselling abilities scale and all its sub-dimensions are identical. The study recommended training psychologists in psychological therapy and counselling to use the "Hill Help" model for training and development programmes and regular training on electronic counselling skills to increase professional competence, confidence, and task quality.

Keywords: Hill model of help, electronic psychological counseling skills, psychologists.

INTRODUCTION

Requires training consultants to work effectively with Patients Variety of method which relies on psychodynamic concepts to help trainee counselors develop competencies with the most troubled clients, these competencies include alliance building and reform, understanding and working with cross-transfer and transformation, and using understanding personality structure in case perception[1].The potential use of technology to support this aspect of training is still under research, but there is a growing need for well-trained therapists, as it is estimated that hiring trained psychologists in the US will rise by 14% between 2016 to 2026. Most importantly, with the high demand for professionally trained therapists, All psychotherapy training programmes strive to create the best effective therapists, and they frequently require trainees to demonstrate basic interpersonal skills[2] the psychologist Having many skills that

help him succeed and feel confident in his work, face his challenges, and move towards modern problem-solving methods; recent years have seen a huge spread of electronic digital tools in mental health, support, prevention, and treatment [3]. The National Centre for Mental Health Promotion supplied Qareeboon through its electronic channel in Saudi Arabia this year, keeping up with this rapid acceleration in mental health and electronic counselling voice (494), text, [4] consultations The most essential organizational personal training demands for electronic guidance givers in Saudi Arabia are strong remote listening, efficient electronic conversation approaches, and electronic communication abilities. Pre-hands-on training reduces incorrect social behavior for mentoring, teaches silent tolerance, listening, emotion identification, and mentoring tactics [5]

Online counselling training programmes improve specialized abilities. Electronic Counselling Skills Online interpersonal skills, effective communication, conflict, empathy, listening, and interpretation.[6,7] has provided a three-stage assistance model, which is a framework for using skills to lead and guide mentees while exploring interests and problems, to reach a deeper understanding of these problems, to make the required changes in behavior, to develop skills, and to achieve mental health in light of the mentor's guidance and under his supervision.[8], The exploration phase helps mentees understand their motivations and take responsibility for change. Both the mentor and the mentee need to understand the scope of the problem before developing an action plan, which is done by carefully listening and helping the mentees fully explore their problems and gain a new vision for themselves. Comprehensive exploration leads to knowledge and deep insight in [8]. These three stages have different goals and skills related to the assistance process. The first stage, the exploration stage, aims to establish a relationship with the client and help him tell his story. The most important skills of this stage are attendance, listening, and paraphrasing. The second stage, insight, uses challenges, explanations, and open questions to promote comprehension. The final step, the work phase, involves open questioning, direct direction, and feedback to quickly effect change. [9]. The results of many studies that examined the "Hill" model in developing the skills of the psychologist and developing them substantially,[10]The semi-experimental approach was used to evaluate a training programmed based on the model of developing professional skills and telephone interview techniques among psychologists. The study sample consisted of 40 psychologists randomly distributed into two groups (control, experimental). The scale of telephone interview techniques was used, and a "skills development model" training programmed was built. A training programmed to develop psychologists' counselling skills, including relationship building, diagnosis and evaluation, and counselling intervention, was applied to a sample of 40 psychologists. The results showed statistically significant differences in counselling skills between the two groups, favoring the experimental group. The study also aimed at [11] The study found statistically significant differences between the experimental and control groups in favor of the experimental group, indicating the efficacy of a "Hill" model-based training programmed in developing the electronic counselling skills of 46 student counsellors. Study came [9] To examine how the Hill model improved Korean specialists' assistance skills during client training; The sample includes 13 professional Korean therapists who took two Hill Help Skills Model courses throughout their master's

degree. The study found that specialists understood their clients' views of specialists as teachers and behavior mentors, limited awareness of psychological services, preference for indirect guidance and communication, and disagreement between verbal and non-verbal expression. Specialists used open-ended questions, paraphrasing, and clarification to help clients solve their problems and found that participants communicated empathy and honesty nonverbally. Specialists avoided insight and business skills, supplied more information than assistance, and offered emotional support rather than problem-solving. As for the study [12] I tested a model Hill In skills training for (191) psychology students over a 15-week semester to promote self-sufficiency to utilize assistive skills, explore more in sessions, and lead better sessions. The concept worked, improving students' skills, session quality, exploring skills, and self-sufficiency.

METHODOLOGY:

A. Participants

Study Participants The study sample included all 55 psychologists at the Famkir Academy in Riyadh, all of whom have a bachelor's degree in psychology and a professional work license. After applying the study tool, the Electronic Psychological Counselling Skills Scale, the lowest scores were selected, and 30 specialists were intentionally selected from the Famkir Ac. They hold a bachelor's or master's degree or equivalent in psychology, at least three years of experience providing counselling and therapeutic services electronically, agree to participate in the training programmed, understand and realize its importance, work to provide counselling services electronically, want to grow, and agree to participate in the current study.

B. Instruments

1. Scale Electronic psychological counseling skills Prepared[13]. Which measures the skills of electronic psychological counseling, It consists of 42 phrases distributed on three main dimensions, namely: First dimension: Self-efficacy in performing help skills includes 23 phrases, and includes three sub-skills: (exploration, clairvoyance, and performance), which are the basic skills of the "Hill" model, and the skill of exploration includes seven phrases, namely: (3, 11, 24, 30, 31, 34, 36), and the skill of clairvoyance includes seven phrases, namely: (1, 2, 12, 23, 29, 37, 38), and the skill of performance includes nine phrases, namely: (6, 7, 13, 14, 15, 17, 39, 40, 42). Second dimension: Self-efficacy in managing the counseling session, which includes ten phrases, namely: (4, 9, 10, 16, 21, 22, 25, 33, 35, 41),The third dimension: Self-efficacy in dealing with indicative challenges, and includes: (relationship conflict, and the plight of the guide),

and includes nine phrases, namely: (5, 8, 18, 19, 20, 26, 27, 28, 32), and the paragraphs of the scale are answered according to the Likert five-point scale by choosing one of the following alternatives: (All the time· Often· Sometimes, rarely· Not at all), and the scale is corrected as follows: (Always and given five degrees, often and given four degrees, sometimes and given three degrees, rarely and given two degrees, absolutely and given one degree), and all the scale statements are positive and there are no negative paragraphs (inverse).

As the tool authors check for [13]To be honest The truthfulness and stability in the current study were verified by applying the scale to an exploratory sample of 150 respondents, a sample similar to the current study sample, to ensure the validity and stability of the scale and the extent to which the pa

- This Hill Help-based training programmed teaches electronic counselling abilities. The training programmed had 14 sessions, including the opening and closing sessions, two of which covered the definition of the "Hill" model, electronic guidance skills, exploration skills, clairvoyance skills, work skills, counselling session management skills, and guiding challenge skills. The titles of the sessions were:

RESULT

1. Differences between the experimental and control groups in the telemetry on the scale of electronic psychological counseling skills:

The Mann Whitney test was used for the differences between the averages of the ranks of the experimental and control groups in the telemetry on the electronic psychological counseling skills scale, and it was found that there were statistically significant differences at the level of significance (0.05) or less between the averages of the grades of the experimental and control groups in the dimensional application of the electronic psychological counseling skills scale in the total degree of the scale and all its sub-dimensions (exploration, Clairvoyance, performance, self-efficacy in performing assistance skills, self-efficacy in managing the counseling session, self-efficacy in dealing with counseling challenges) for the benefit of the experimental group, where all statistically significant values were the value of the total score of the scale (-2.552), and the dimensions of the scale (-2.691, -2.352, -2.100, -2.449, -2.295, -2.561) respectively, and all levels of significance came to them (<0.05). In Table 1, the experimental group's electronic psychological counselling skills scale scores were higher than the control group's after applying a Hill Help model-based training programme, indicating high skills. Thus, the Hill Help model-based training programme was helpful in improving Riyadh psychologists' electronic psychological counselling skills.

Table.1: List of Occupations and Associated Cities

Electronic psychological counseling skills scale	group	N	Average ranks	Total ranks	Z	Sig
Explore	Experimental	15	19.80	297.00	-2.691	0.007
	Control	15	11.20	168.00		
Insight	Experimental	15	19.27	289.00	-2.352	0.019
	Control	15	11.73	176.00		
Self-efficacy in performing helping skills	Experimental	15	19.80	297.00	-2.449	0.014
	Control	15	11.20	168.00		
Self-efficacy in managing the counseling session	Experimental	15	19.27	289.00	-2.295	0.022
	Control	15	11.73	176.00		
Electronic psychological counseling skills scale	Experimental	15	18.87	283.00	-2.552	0.011
	control	15	11.57	173.50		
Self-efficacy in dealing with counseling challenges	Control	15	19.17	287.50	-2.561	0.010
	Experimental	15	12.13	182.00		
			19.43	291.50		

2.Differences in the pre- and post-measurements of the experimental group on the scale of electronic psychological counseling skills:

Wilcoxon test was used for the differences between the average ranks of the experimental group scores in the pre- and post-applications of the electronic psychological counseling skills scale, where Table 2 shows that there are statistically significant differences at the level of significance (0.05) or less between the averages of the grades of the experimental group members in the pre- and post-applications on the total degree of the electronic psychological counseling skills scale, as shown by the increase in positive ranks over the negative ranks, in the total degree of the scale and all its sub-dimensions (exploration - clairvoyance - performance - Self-efficacy in performing assistance skills - self-efficacy in managing the counseling session - self-efficacy in dealing with counseling challenges) in favor of the post-application, where all statistically significant values were (-2.812), and their values for the dimensions of the scale (-2.938, -2.219, -2.332, -2.757, -2.815, -2.418) respectively, and all levels of significance came to them

(<0.05). The experimental group members' scores on the electronic psychological counselling skills scale increased after applying the proposed training programme based on the (Hill Help) model, indicating an improvement in their skills. Thus, the results show that a Hill Help model-based training programme improved experimental group members' electronic psychological counselling skills.

Table.2 Employee Details by Department and Salary

Electronic psychological counseling skills scale	Ranks	n	Averagerank	Total ranks	Z	Sig
Exploration	Negative	2	3.00	6.00	-	0.003
	Positive	12	8.25	99.00	2.938	
	Neutral	1				
Clairvoyance	Negative	3	5.83	17.50	-	0.026
	Positive	11	7.95	87.50	2.219	
	Neutral	1				
the performance	Negative	3	6.33	19.00	-	0.020
	Positive	12	8.42	101.00	2.332	
	Neutral	0				
Self-efficacy in performing helping skills	Negative	4	2.88	11.50	-	0.006
	Positive	11	9.86	108.50	2.757	
	Neutral	0				
Self-efficacy in managing the counseling session	Negative	3	3.50	10.50	-	0.005
	Positive	12	9.13	109.50	2.815	
	Neutral	0				
Self-efficacy in dealing with counseling challenges	Negative	2	5.50	11.00	-	0.016
	Positive	11	7.27	80.00	2.418	
	Neutral	2				
The total score of the scale	Negative	3	50.3	50.10	-	0.005
	Positive	12	13.9	50.109	2.812	
	Neutral	0				

3. Differences in the dimensional and tracking measurements of the experimental group on the scale of electronic psychological counseling skills:

The experimental group's average grades in the electronic psychological counselling skills scale's dimensions and tracking applications were compared using Wilcoxon test. Table 3 shows that the experimental group members' average grades in the dimensional and tracking applications did not significantly differ on the total score of the electronic psychological counselling skills scale in the total degree and all its sub-dimensions. Indicative, self-efficacy in dealing with indicative challenges), where all statistically significant values were the scale's total score (-0.157) and its dimensions (-0.660, -1.409, -0.931, -0.598, -0.356, -0.315) and all levels of significance (>0.05).The experimental group members' scores on the electronic psychological counselling skills scale continued to rise after the proposed training programme based on the (Hill Help) model was applied, and did not decline back to their level before the programme was applied, confirming the program's continued effectiveness in developing electronic psychological counselling skills.

Table.3 Electronic Psychological Counseling Skills Scale: Ranking Analysis of Counseling Competencies

Electronic psychological counseling skills scale	Ranks	n	Averagerank	Total ranks	Z	Sig
Exploration	Negative	4	4.25	17.00	0.660-	0.509
	Positive	5	5.60	28.00		
	Neutral	6				
Clairvoyance	Negative	4	5.38	21.50	1.409-	0.159
	Positive	8	7.06	56.50		
	Neutral	3				
the performance	Negative	7	5.21	36.50	0.931-	0.352
	Positive	3	6.17	18.50		
	Neutral	5				
Self-efficacy in performing helping skills	Negative	6	6.17	37.00	0.598-	0.550
	Positive	7	7.71	54.00		
	Neutral	2				
Self-efficacy in managing the counseling session	Negative	5	5.10	25.50	0.356-	0.722
	Positive	4	4.88	19.50		
	Neutral	6				
Self-efficacy in dealing with counseling challenges	Negative	5	5.90	29.50	0.315-	0.753
	Positive	6	6.08	36.50		
	Neutral	4				
The total score of the scale	Negative	8	6.88	55.00	0.157-	0.875
	Positive	6	8.33	50.00		
	Neutral	1				

DISCUSSION

The results showed Statistically significant Averages rank discrepancies Experimental and control group degrees In the dimensional application of the electronic psychological counselling skills scale, for the benefit of the experimental group, the training programme based on the "Hill" model for assistance skills was applied to the experimental group to improve electronic psychological counselling skills by providing assistance skills that helped improve and develop electronic psychological counselling skills. Rogers stressed the importance of working with the humanistic theory of "client-centered guidance" in the exploration stage, which involves building relationships, communicating, and understanding the client, and the psychoanalytic theory of its owner Freud in the clairvoyance stage, which involves making the mentor aware and clairvoyant of his problems and experiences [14]

Overt behavior, transformation, guided behavior, affirmation of the present rather than the past, and unconscious reasons are the focus of this action phase[15].The trainees also learned about electronic counselling skills like verbal and non-verbal communication, counselling session management, guidance challenge management, steps to use them, and the goal of applying them electronically. The programme included various activities and exercises dominated by the applied aspect, interactive participation among experimental group members. Psychologists now understand counselling skills electronically [16] They gained confidence and practical application through electronic means. The model of assistance skills is consistent with human nature because it is based on the most important assumptions: the existence of capabilities in individuals in many psychological and cognitive fields, the acquisition and development of these abilities depends on basic and emotional needs, and the process of change and adaptation of individuals is continuous to achieve and develop capabilities within the limits of the training group also worked together to apply skills and training [16,5,17-20,7,12,,9,13]. The results of the current study correspond with studies that focused on increasing psychologists' counselling abilities employing assistive skills throughout the counselling process and their performance, such as:[21]; which It yields showed that practical training improves counselling skills, the "Hill" model develops electronic psychological counselling skills, trained therapists improve in all objective measures of assistive skills, their confidence in their performance increases, training makes therapists more skilled, and the acquisition of competence in previous skills helps trainees feel confident in their ability to acquit

The programme also identifies and trains basic

electronic counselling skills like verbal and non-verbal communication, counselling session management, and selecting the right assistance skill for the session and client's situation.[15,22-25,2,3].It can be said that the time period for the implementation of the training program is (7) weeks, two sessions per week, the duration of each session is (60) minutes, contributed to the effectiveness of the program in developing the skills of electronic psychological counseling, and its role in the survival and continuity of the impact of the training, as well as focusing on linking knowledge with application, the difference and diversity of techniques and methods of activity between individual, bilateral, and collective, and the use of writing and technology; Install the information. The continuity of the effectiveness of the program can be explained as a result of the changes that have occurred in psychologists from feeling satisfied and comfortable after they receive practical training for basic skills (electronic psychological counseling skills) required by their current work environment. [4,12,15,2,3,25]

Limitations

The limits of the experimental study are represented by its variables (training program, electronic psychological counseling skills, "Hill" model for assistive skills), which was conducted on psychologists in the Kingdom of Saudi Arabia, who work at Famkir Academy in Riyadh, and the study was applied during 2023, for a period of 7 weeks, 14 training sessions, so the results are determined by the characteristic that was applied.

Recommendations

1. To qualified psychologists and psychology students, training and development programmes in Centre's and universities should employ the Hill model of assistance skills for psychotherapy and counselling.
2. Offer regular on-the-job training to enhance psychologists' electronic counselling skills and create a new training framework for academic researchers and field workers, integrating theoretical knowledge and practical skills.
3. Training programmes should incorporate electronic psychological counselling and practical training in the workplace to boost learner confidence and improve task quality.

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Ethical Consideration

The study adhered to ethical guidelines by ensuring

informed consent from all participants, guaranteeing confidentiality of their personal information, and allowing the right to withdraw at any stage without consequences. Additionally, the training program was designed to be respectful and non-invasive, promoting the well-being and professional growth of the psychologists involved.

Conflict of Interest

The authors declare that the research was conducted without any commercial or financial relationships that could be deemed a potential conflict of interest

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