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Transformative Guidance and Counselling in the Digital Era: The Role of Counsellors in Nigeria

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Article

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TRANSFORMATIVE GUIDANCE AND COUNSELLING IN THE DIGITAL ERA: THE ROLE OF COUNSELLORS IN NIGERIA

Abstract

In the digital era, guidance and counselling have shifted from traditional face-to-face sessions to technology-driven models. Counsellors now act as digital facilitators, mental health advocates, and hybrid guides who use tele-counselling, mobile applications, and data tools to expand access and manage modern psychological challenges. Digital society is marked by constant connectivity, virtual interactions and access to massive amounts of information. These trends reshape how clients experience life and how counsellors deliver services. The digital transformation of society has revolutionized not only communication and learning but also the competencies required of modern guidance and counselling professionals. Counselling as a critical support service in educational and therapeutic settings must embrace digitalization to meet the evolving needs of clients in a technology driven world. Presently, counselors need to combine creativity and innovation in rendering quality services to their clients. To remain effective and ethical, 21st century counsellors must acquire new digital skills, adapt to emerging technologies and embrace lifelong learning. Counsellors utilizing digitalization ought to have the capacity to sort rapidly, compose expressively and be proficient at online communication, encryption and Web-browser administration. Mental health professionals need training to enable them transfer their face-to-face therapy skills to the online environment which will give room for a wider range of counselling activities and create opportunities for clients to relate with counselors online.

Key words: Transformative counselling, digital era, mental health counselling, Professional counsellors

Introduction

The rise of the internet, smartphones, artificial intelligence, and other digital tools has created a global community where access to information is instantaneous making interactions seamless. The advancement in technology not only redefined the structure and rhythm of daily routines but also reshape societal norms, economic models, and educational systems. In the field of education, online learning has emerged as a dominant and transformative trend, enabling students to access knowledge anytime and anywhere with the support of digital technology. This flexibility affords learners opportunity to seek convenience and autonomy in managing their learning process. Digitalization plays a significant role in enhancing inclusiveness by providing customized digital tools, language translation services including accessibility features such as screen readers and captioning systems for persons with disabilities (Okeke & Ezeani, 2023). Based on these, education has become more personalized, adaptive, inclusive, and accommodating diverse learning styles and needs (Irene et.al 2025). Technology integration in education encourages the development of 21st century skills that has to do with problem solving, creativity and digital competence skills which are essential for success in today's fast-changing world. The recent digital usage shows how deeply the era is reshaping educational landscape. It is not only making learning more accessible and efficient but a clear change in how knowledge is disseminated, absorbed and put into use. Thus, the digital transformation of education encourages broader individual development by fostering lifelong learning and preparing individuals to adapt and thrive in a knowledge-based technology-driven society (Ahmad et.al, 2024). Current innovation in modern education is essential to address global challenges and adapt to the rapid evolution of technology, with special attention to the preparation of students for an increasingly complex and interconnected universe. Therefore, as students navigate new academic, social and psychological challenges in the digital age, there is the need for more adaptive, technology-integrated counselling services that respond to their changing contexts and needs.

In this digital era, counselors are expected to shift from traditional face-to-face methods to more dynamic and interactive digital approaches. Counsellors are required to master online communication tools, engage in therapeutic activities virtually and maintain meaningful counselor-student relationship despite the absence of physical presence (Zulfa et.al, 2024). Transformative guidance and counseling in the digital society involves leveraging technology to enhance the accessibility and effectiveness of counseling services. This includes utilizing digital tools for communication, formation sharing and providing support while also addressing the unique challenges and ethical considerations that arise in the on-line environment. Transformative guidance and counseling equally requires a thoughtful and ethical approach to integrating technology by embracing the opportunities presented by digital tools. In addressing the associated challenges, counselors can enhance the reach, effectiveness and accessibility of their services, ultimately supporting individuals in achieving their personal, educational and

vocational goals. The transition though challenging, opens new opportunities. Digitalization allows for broader accessibility of students in remote and underserved areas to receive support. Transformative counselling enables the development of innovative counselling methods like virtual group counselling, self-guided modules and real time monitoring of students well-being. It facilitates collaboration among counselors across institutions and regions, fostering a more integrated and multidisciplinary approach to students' development (Fujii, 2024).

Transformative counseling goes beyond solving immediate problems to empowering individuals for long-term changes; it broadens the scope and depth of student support. It promotes self-awareness, critical thinking and behavioural shifts. This approach aligns with constructivist theories that encourage clients to reshape their own narratives through reflective dialogue (Bollard et.al, 2017). In the year 2000, during covid-19 pandemic when the entire globe was sailing amid the storm, technology played a significant role in making educational and counseling activities easy. Technological development and the internet changed the lives of people immensely and brought a huge change in various fields (Ibrahim & Isiaka, 2021). To effectively navigate the disruption era, the presence of professional, adaptive and innovative counselors is critical. Counselling is a process through which a trained individual (Counsellor) render assistance to another individual (client) in understanding and resolving personal, social, academic, vocational and psychological challenges. It is a form of psychological intervention rooted in the therapeutic relationship between counselor and client and the relationship is key to the process of positive changes. Educational guidance and counseling is a support service rendered to students to help them manage their educational, vocational and personal-social issues. The development of digital technology has fundamentally influenced counselling practice through innovations in the form of online services and interventions based on virtual reality and artificial intelligence that open up new opportunities in expanding access to therapeutic assistance.

Counselling in the digital era

Digital society is marked by constant connectivity, virtual interactions and access to massive amounts of information. Digital counselling improves efficiency and engagement. COVID-19 pandemic accelerated the digital transformation of counselling services in Nigeria. This is as a result of restriction in physical interactions, institutions and mental health professionals fell back to on-line platforms for continuous provision of support to clients. Tele-counselling, virtual therapy sessions and digital mental health interventions became mainstream, emphasizing the importance of digital readiness among counselors and clients alike (WHO, 2022). Today's clients are immersed in the digital environment and respond more positively to visually engaging, interactive and easily accessible content. These trends reshape how clients experience life and how counselors deliver services (Enokela, 2022). Mustapha (2025), expressed that technology has become important part of the society. It provides users with tools that can simplify several tasks. Information technology is the use of electronics-based

combination of computing and telecommunications equipment for acquisition, processing, storage, retrieval and numerical information for use.

Digital technology is increasingly being used in the counseling professions to support the physical counseling interaction. Digital technologies transform traditional processes and services into more efficient, accessible and automated formats. Andreas (2020), expressed that in providing services in schools, guidance and counseling teachers certainly need to adjust to the era of industrial revolution. The digital transformation of the guidance and counselling profession opens opportunities for counselors to evolve as content creators, platform developers and service hosts. Presently, counselors need to combine creativity and innovation in rendering quality services in schools. School counselors in the digital era are challenged to work hard and have a strong commitment to ensure creativity. The shift to digital usage not only modernizes counselling profession but also aligns it with the expectations and preferences of digital-native learners.

Popoola, Ibraheem and Yusuf (2023), submitted that innovation became a necessity and a challenge for guidance and counseling. The era of information and communication technology demanding each profession must be innovative as changes is what is constant in life. School counselors in the digital era are challenged to work hard and have a strong commitment to making creativity. The development of digital guidance and counselling services must be grounded in both pedagogical principles and creative digital strategies. Students/clients need counselling contents that are not only informative but also appealing such as self-help videos, mental health awareness campaigns and digital storytelling formats that has to do with adolescents' emotional and developmental stages (Mite Setiansah et.al., 2022). The sophistication of information technology has made it possible to exchange information quickly without being hampered by space and time limits. It is imperative for counselors to have in-depth knowledge of information technology with the aim of being able to compete in the era of globalization.

Counselling work in digital era involves the use of various social media outlets and gadgets in rendering services. The use of digital technology in mental health services can expand service reach, reduce geographical barriers and offer more affordable and personalized interventions, aligning with the core objectives of guidance and counselling in providing psychological, social, academic and career support to clients. The development in information and communication technology have changed the landscape of counselling services from traditional face to face services to a range of digital services. Clients use blogs, interactive self-assessments, and digital portfolios to reflect on their values, biases and life goals. Transformative counseling leverages on platforms like Zoom, WhatsApp, or telehealth portals to create safe virtual spaces for authentic dialogue. Shared screens, real-time chats, and emotive avatars enhance expression.

Digital tools allow clients from remote or underserved areas to access quality counselling, helping them overcome geographical, mobility and stigma barriers. Counselling in the digital age also empowers clients with digital literacy, helping them understand their online behaviours, privacy concerns, and media consumption patterns, which are vital in forming a coherent and healthy digital identity.

Characteristics of Digital Society

The digital society is a socio-technical ecosystem where digital technologies are integral to human interactions, work, communication, education and governance. It is defined by rapid innovation, interconnectedness, automation and data-driven decision making (Castells, 2010). The rise of smartphones, social media, artificial intelligence (AI), and Virtual Reality (VR) has transformed how people form relationships, perceive themselves and seek support. This digital milieu presents new opportunities and challenges for guidance and counselling. Digital counselling services should not be viewed merely as a technical innovation, but as a paradigm shift in how counselling services are delivered. This transformation has to do with tele-counselling, counselling applications and digital media. Tele-counselling is a structured counseling practice conducted through clearly defined stages, including informed consent, initial assessment, intervention, evaluation and follow-up in online setting. Integrating digital tools into counselling services improve accessibility, effectiveness and client satisfaction and equitable mental health landscape for all (UNESCO, 2023).

Digital era enables hyper-connectivity where people are constantly online and accessible via smartphones, social media and messaging platforms. The internet offers limitless access to information, which can overwhelm users and impact decision-making and mental well-being. In addition to accessibility, digital counselling improves efficiency and engagement (Nawait et.al., 2026). On-line spaces enable individuals to connect across geographical boundaries, fostering both support and exposure to people round the globe. Watson (2023), expressed that human behaviour is increasingly quantified through tracking, surveillance, and analytics, raising concerns about autonomy and ethics. People often manage multiple online personas, which may conflict with their offline realities. Disposition towards online activities influence how individuals experience stress, cope with challenges and seek help making the integration of digital insights essential in modern counselling practices.

Digital Tools Relevant to Counselling Programmes

Digital tools refer to electronic technologies, software applications and online platforms that enable the creation, storage, exchange and manipulation of information in digital platforms (Popoola, Ibraheem & Yusuf, 2023). Cabaniss (2020) identified several information technology tools being used by counsellors. Within counselling contexts these tools are deployed to extend service reach, streamline administrative tasks, support therapeutic interventions and enhance client engagement. Their theoretical relevance lies in their capaicity to transform traditional

counselling from a predominantly face-to-face, paper based practice into a flexible, data informed, and client-centered service. These tools are:

- Communication and interaction tools: These include video conferencing platforms like Zoom, Google Meet, Microsoft Teams, messaging applications such as WhatsApp, Telegram and Email. They facilitate synchronous and asynchronous interactions, enabling counselors to conduct virtual sessions, follow up with clients and deliver psycho-educational content remotely (Eze, Udeh & Nwankwo, 2023).
- Assessment and intervention tools: This category comprises digital psychometric instruments, mental health applications like mood trackers and CBT self-help modules and AI-driven platforms. They support diagnostic accuracy, provide real-time data on client well-being and offer scalable interventions (Okoko & Asagba, 2022; Christian, 2025).
- Record and data management systems: Cloud based storage like Google Drive, specialized software such as Therapy notes and electronic record systems enable secure storage, efficient retrieval and systematic analysis of client information to improve confidentiality and continuity of care.
- Virtual Reality (VR) and Augmented Reality (AR): These are used for exposure therapy specifically for treating phobias, Post Traumatic Stress Disorder (PTSD) and social anxiety but these tools can only be effective in advanced setting other than the third world countries. These immersive environments simulate real-life scenarios, enabling clients to confront and manage their anxieties safely (Ifeanyi & Obasi, 2023).
- Social Media Platforms: Instgram, Twitter (X) and YouTube have been adapted for large-scale pscho-education and career awareness. Counsellors use these platforms to disseminate content on issues such as cyber-bullying, examination axiety, and career pathways, reaching young people in formats they already engaged with.

Collectively, these digital tools have modernized counselling practice in Nigeria by expanding access and improving diagnostic precision. Digital platforms have created training opportunities, supervision and peer support for counselors through webinars, online workshops and collaborative platforms. It has significantly enhanced scalability and responsiveness of counselling services during lock-down when physical access to therapy was restricted. However, counselling services are guided by ethical principles, cultural sensitivity and professional standards to ensure the dignity, privacy and welfare of clients are upheld. Thus, successful implementation of transformative counselling requires proper training, adherence to ethical standards to protect clients' confidentiality effectiveness of the interventions.

Training and Competencies for 21st Century Counsellors

The digital transformation of society has revolutionized not only communication and learning but also the competencies required of modern guidance and counseling professionals. The increasing dependence on digital technologies in the 21st century has made digital literacy

essential components of modern professional counselling practice (OECD, 2023). Digital platforms enhanced communication between counselors and students with perceived usefulness being a strong predictor of continued use. Counsellors who viewed digital tools as useful and easy to operate are more likely to achieve improved client engagement and well-being outcomes. As good as digital technology is, adoption in Nigeria remains constrained by factors such as inadequate infrastructure, luke-warm attitude towards training and resistance to change. These affect both perceived usefulness and ease of use. To remain effective and ethical, 21st century counselors must acquire new digital skills, adapt to emerging technologies and embrace lifelong learning. Mental health professionals need training to enable them to transfer their face-to-face therapy skills to the online environment (Anthony, 2015).

Counsellors must be skilled in using digital tools such as video conferencing software, digital assessment platforms, secure messaging systems and mobile counseling applications. Familiarity with emerging technologies like AI powered tools, virtual reality and tele-health platforms is also essential (Anthony & Nagel, 2010). Digital communication skills must be possessed by counsellors to enhance effective communication in online environments requires understanding digital tone, managing asynchronous conversations, interpreting text-based cues, and ensuring clarity without the benefit of non-verbal feedback.

Counsellors must be able to create a strong therapeutic alliance in a virtual environment. Strategies to build trust, rapport and emotional safety must be possessed, this involves warmth, responsiveness and clear boundaries on-line. Recognizing and responding to client crises such as suicidal ideas or abuse through virtual channels requires specific training. Counsellors should be prepared with protocols for digital emergencies and know how to refer clients to local support services.

In other to ensure effective competencies in digital space, counselor education programs must incorporate digital counseling modules that teach students how to ethically and effectively deliver services online (Ciriello, 2018). The National Board for Certified Counsellors (NBCC) and the Council for the Accreditation of Counselling and Related Educational Programmes (CACREP) in America have since adopted guidelines on the use of technology in training counsellors (Hayes, 2021). These progressive movements provided the impetus for integration of technology training in counselor education programmes. In line with this, the American Association for Counsellor Education and Supervision (ACES, 1999) on Technology Interest Network recommended technological competencies and Internet proficiencies necessary for counselor training.

Benefits of Transformative Counselling

Transformative counselling services offered great benefits to both counsellor and the counsellee. One of the most significant benefits of digital counselling is its accessibility. Clinets can attend sessions from their homes, workplaces, or any private space, eliminating

the need for travel. This is of most advantageous to clients with mobility challenges, severe illness, caregiving responsibilities and demanding schedules. Transformative counselling promotes inclusiveness in counselling practices that ensure counselling services are accessible, equitable and responsive to the diverse needs of clients, irrespective of cultural background, ability, gender, religious affiliation and socio-economic status. The use of technology has expanded the scope of service delivery as clients can connect with the counsellors more comfortably. Meeting online can help clients feel more relaxed and open. Online sessions reduce intimidation, enhance sense of comfort and can be beneficial especially for trauma survivors, neurodivergent clients and those experiencing social anxiety. According to Popoola, Ibraheem and Yusuf (2023), the benefits of digital counselling for the client are becoming increasingly clear as technology continues to permeate both children's and adults' everyday lives. Transformative counselling embrace innovative platforms that support therapeutic interactions, assessment, diagnosis and follow-up to ensure flexibility, timely and client centered counselling. The capacity to use technology efficiently has become crucial for modern success in everything from social relations to entertainment to education and narrow down to counselling.

Clients from rural areas can now have access to guidance and counselling services without really coming face to face with the counselor. Flexibility in scheduling counselling session ease the work of the counsellors as counselling session can be fixed at their convenience. Digital counselling encourages participation from individuals who might feel stigmatized if seen physically in counsellor's office but will feel free with the counselor online. Multimedia tools enhance interest and retention as people are now more comfortable with the use of social media platforms. Also, Artificial Intelligence (AI) and analytics allow for customized interventions. Online counselling broadens the option of getting the right therapist. Client can choose from a rage of specialists based on their expertise, experience and therapeutic styles. Digital counselling is cost effective compared to when client would need to add transportation expenses to therapist charges.

Transformative counselling develops emotional resilience in clients through various digital therapeutic techniques, client learn how to better manage stress, respond to emotional triggers in healthier ways and navigate through life's challenges with greater ease. It empowers client not just to heal but to flourish by fostering a strong resilience that supports sustained mental and emotional health (Adeyemi & Ojo, 2023). Engaging in transformative counselling invites an extensive journey into personal growth and self-discovery. Clients are encouraged to explore their deepest desires, confront fears and challenge limiting beliefs. This journey not only promotes healing from past wounds but also opens doors to new personal achievements and aspirations. The transformative process instills a renewed sense of purpose and passion, enabling individuals to lead more meaningful and impactful lives.

Transformative counselling through the help of digital tools acquaints counsellors with the knowledge on how to organize massive and intensive workshops, equalizing perceptions on

various forms of innovation. In this digital era, innovation is in the form of collaboration and exploration of various features that can make rendering guidance services easy. Model design thinking has been proven successful to solve complex problems about systems, policies and product development in guidance and counselling. According to Toshkhuaeva (2022), digital literacy brings about awareness, attitude and ability of individuals to appropriately use digital tools and facilities to identify, access, manage, integrate, evaluate, analyze and synthesize digital resources, construct new knowledge, create media expressions and communicate with others in the context of specific life situations to enable constructive social interaction and to reflect upon this process with the clients.

Ethical and Professional Challenges in the Digital Era

With the integration of digital technologies into guidance and counselling, ethical and professional challenges have become more pronounced. The shift from traditional face-to-face interaction to online platforms introduces complexities related to client confidentiality, informed consent, data security, professional boundaries and the integrity of the counselling relationship. Counsellors must adapt their practices to align with ethical guidelines suitable for the digital context while preserving the core values of the profession such as autonomy, fidelity, beneficence, and justice (Ardi & Sukmawati, 2019).

Lustgarten and Elhai (2018) recognize how digital technologies have transformed mental healthcare delivery. However, this is associated with potential legal and ethical issues that are not being addressed sufficiently. There is a need for development and understanding of ethical and legal issues related to the use of technology in counselling through training opportunities. Below are some of the concerns associated with digital counselling:

- **Confidentiality, data privacy and ethical concerns**

  In the digital environment, maintaining confidentiality becomes a technical and ethical concern. Digital counselling involves the storage and transmission of sensitive client information through electronic platforms, making it vulnerable to cyber threats, data breaches and authorized access. Counsellors must ensure that all communication platforms, databases, and storage systems comply with regulations like the General Data Protection Regulation (GDPR) and the Health Insurance Portability and Accountability Act (HIPAA). As a result of this, counsellor must ensure that clients are provided sufficient information to adequately address and explain the limitations of computer technology in the counselling process in general and the difficulties in ensuring complete client confidentiality of information transmitted through electronic communications. Harris and Birnbaum (2015) conducted a systematic review of ethical and legal challenges associated with online counselling. Some of the issues highlighted relate to anonymity, accessibility, informed consent, online security, liability and credibility.

- **Informed Consent in Digital Setting**

Informed consent must be redefined to include disclosures about digital risks, limitations of online counselling, platform usage and emergency procedures. Counsellors must be able to provide alternative communication options if technical failure occurs and ensure client understand the boundaries of digital engagement.

- **Professional Boundaries and Dual Relationships**

The accessibility of digital tools may blur boundaries between counsellors and clients. Social media, text messaging, and e-mail can inadvertently foster dual relationships or compromise the professionalism of the therapeutic relationship. Counsellor must maintain clear and consistent communication protocols. Counsellor must avoid connecting with clients on personal social media platforms designated for therapeutic activities and document all interactions and boundaries established for security reasons and to avoid unhealthy relationships.

- **Cross-Border and Jurisdictional Issues**

The global nature of the internet means clients and counsellors may reside in different legal jurisdictions, raising questions about licensure, liability and legal protections as all these differ from continent to continent. Counsellors should understand regional licensing requirements, clearly outline jurisdictional boundaries and services limitation and must consult legal experts when offering services across borders.

- **Managing Emergencies and Crisis Situations**

Digital platforms may not always be conducive to managing high-risk scenarios such as suicidal ideation, abuse or acute mental health challenges. Challenges that seriously require physical attention cannot be properly handled online. The appropriateness of online counselling requires that professional counsellors develop an appropriate in-take procedure for potential clients to determine whether online counselling is appropriate for the needs of the client. Potential clients must be warned that online counselling services may not be appropriate in certain situations and inform client of specific limitations, potential risks and potential benefits relevant to the client's anticipated use of online counselling as therapeutic option.

Ethical and professional challenges in digital guidance and counselling demand vigilance, adaptability and a commitment to the foundational values of the profession. As digital tools expand the reach and scope of services, counsellors must ensure that ethical standards evolve in tandem. Proactive engagement with ethical frameworks, ongoing education, and client-centered digital practices are crucial to maintaining the integrity and trust of the counselling relationship.

Barriers to Transformative Counselling

Transformative counselling must be inclusive. Inclusiveness refers to the ability of individuals and communities to access and effectively use digital technologies. This inclusiveness means that all individuals irrespective of their socio-economic status, geographical location, gender, and nature receive fair and just access to high quality guidance services. As digital guidance and counselling services become more mainstream, a pressing issue arises which is the digital divide. This divide encompasses disparities in internet access, digital literacy, technological affordability, and content relevance (Clarke, 2021).

Many rural or underdeveloped areas lack reliable source of power, internet connectivity and digital devices. Many people remain offline for months as a result of power outage or destruction of electrical facilities as a result of rainstorm. Subscription based digital platforms for counselling services may be impossible in these areas. For people with disabilities, many platforms fail to accommodate users with visual, auditory, or cognitive impairments. Lack of screen readers, closed captioning or adaptable interfaces can render services inaccessible to them.

The cost implication of digital gadgets may constitute barrier to low income earners. Smartphone, laptops and broad band internet are not affordable by many low income earners therefore limit their access to quality counselling. Digital literacy is also another barrier in transformative counselling as effective use of counselling apps, video conferencing tools, and online assessments requires a minimum level of digital competency. Many potential clients, particularly the elderly, refugees and people suffering from traumatic situations may not be able to navigate these tools.

Suggestions to achieve improved digital counselling

As the landscape of counselling evolves with technology, so must the skill set of those who practice it. One of the major ways of improving digital counselling is through continuous professional development. By embracing digital tools and developing relevant competencies, 21st century counsellors can provide responsive, ethical and inclusive services. For transformative counselling to be effective the following suggestions were proferred:

- Government and stakeholders must invest in digital infrastructure to ensure internet and device access in rural communities. Public private partnerships can help extend broadband services to these areas.
- Training of counsellors to fit in modern day digital era is compulsory as the future of counselling lies in a hybrid model that integrates digital innovation with compassionate and ethical practice.
- Counsellors must familiarize themselves with ethical standards of counselling organization like American Counselling Association (ACA) and British Association for Counselling and Psychotherapy (BACP)
- Counsellors must collaborate with IT experts to ensure platform compliance and safety.

- Government should incorporate digital counselling in the curriculum of Institutions of higher learning awarding counselling degree.
- Developers and Counsellors must co-create tools that respect the values, languages and experiences of different cultural groups. This includes incorporating indigenous healing methods, local idioms of distress and multilingual support.

CONCLUSION

Ethical and professional challenges in digital guidance and counselling demand vigilance, adaptability, and a commitment to the foundational values of the profession. As digital tools expand the reach and scope of services, counsellors must ensure that ethical standards evolve in tandem. Proactive engagement with ethical frameworks, ongoing education, and client-centred digital practices are crucial to maintaining the integrity and trust of the counselling relationship. The essence of counselling remains unchanged has it offers human to human support, connection, insight, growth. What changes is the form and channel. Technology is a means, not an end. As the digital age progresses, counsellors must ensure that the human heart of counselling continues to beat in every screen, every chat box, every virtual session. The future of mental health care is undoubtedly digital but to maximize its promise, the human dimension must not be left behind.

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Declaration

- This article has not been submitted for publication elsewhere. It is the original work of the writer born out various researches and observations of people's reaction to digital world in my environment in Nigeria.
- The article adopted a qualitative research approach based entirely on secondary sources. The submissions relies on existing academic literature, including journal articles, books and policy reports related to transformative guidance and counselling in the digital era.
- No direct involvement of the participants of this work

- This work has not received any form of grant either from government or private individuals.

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