



Your Wellness Is Our Business

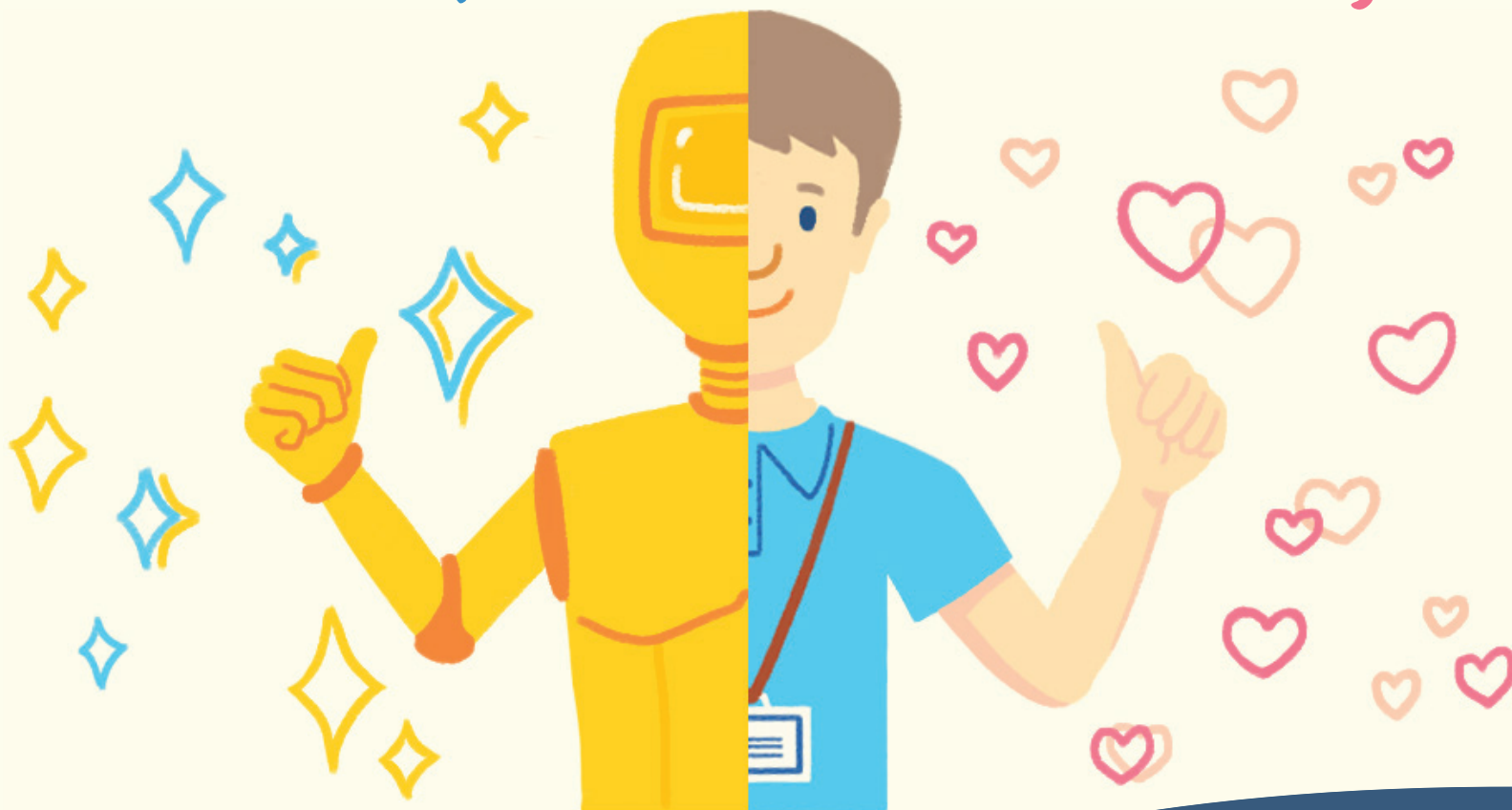


FOUR DIMENSIONS
Consulting Limited
富緯盟信顧問有限公司

LEAP 2025 Issue 4

The Integration of
AI and

Counselling



今期熱話

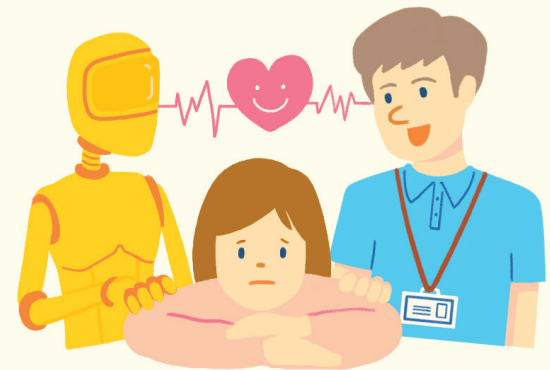
As modern technology rapidly develops, artificial intelligence (AI) has gradually been adopted in various aspects of our lives. Many people are even beginning to use it for emotional support. While AI can provide effective support to a certain extent, there are still significant distinctions between AI-based and in-person professional psychological counselling, with each being suitable for different situations.

The greatest advantages of AI emotional support are its immediacy and accessibility. Users can get initial psychological support anytime via their phone or computer without needing an appointment or waiting. AI allows users to express their thoughts without fear of being judged or criticized. It can also provide timely information, instantly helping users to understand basic psychological concepts. However, AI lacks the emotional empathy and deep understanding of a human. It cannot capture subtle non-verbal cues like a professional counsellor does, nor can it establish long-term therapeutic relationships or provide professional intervention for emotional distress.

In-person psychological counselling, on the other hand, emphasizes human connection and trust-building. Counsellors can provide client-centered treatment tailored to the individual's background and emotional context. When facing trauma, complex emotions, or a crisis, they can demonstrate empathy and professional acumen to offer more profound intervention. This is something that AI cannot yet fully replace.

While the support provided by both differs, AI can be integrated into counselling services to enhance service efficiency and provide users with more appropriate and support. For instance, AI can be used to screen users' needs and direct them to useful resources; it can provide immediate information support and answers to frequently asked questions, reducing the workload of frontline counsellors. Recently, AI has begun to appear on online counseling platforms, which utilize AI to assist in triaging and referring users to the right kind of support.

In conclusion, while AI cannot completely replace in-person counselling, it has the potential to become an important tool in the field of mental health. Through a "human-machine collaboration" model, we can retain the human warmth of emotion care from in-person counselling while leveraging the benefits of technology. Through statistical data analysis and instant feedback, services can become more streamlined and user-friendly, thereby improving the overall quality and comprehensiveness of psychotherapy. Ultimately, society can evolve our psychological support system to make it even more holistic, timely, and humanistic.



Confronting the "Epidemic of Loneliness" in the Digital Age

After the COVID-19 pandemic, working from home, learning and shopping online, and using instant messaging apps have become the norm. This lack of meaningful social connection has led to a decline in community participation. Furthermore, relationships built on social media often reinforce social comparison, where people see friends' exciting posts and enviable lifestyle and feel they are not as good as others. Such "full self-visibility" can even cause them to doubt their own worth, leading to widespread feelings of inadequacy, inferiority and social withdrawal.

Are we in the midst of a loneliness epidemic?



US Surgeon General Vivek Murthy once described chronic loneliness as an epidemic, highlighting its prevalence in modern society. He pointed out that prolonged loneliness can have serious health implications, including anxiety, depression, heart disease, and cognitive decline—with effects equivalent to smoking 15 cigarettes a day, increasing the risk of mortality.

Social media platforms are cleverly designed to encourage "doom-scrolling", making us feel connected while loneliness quietly grows. To combat loneliness in the digital era, it's recommended that you review your schedule each week and arrange gatherings with family and friends. You can catch up, show care for one another, and discover and participate in new or interesting activities together. Moreover, developing your own hobbies can bring joy and satisfaction, and may even connect you with like-minded people for mutual growth and learning. We must recognize the pitfalls of doom-scrolling, reclaim control over our lives, and cultivate meaningful human connections.



Company Information

Four Dimensions Consulting Limited (FDC) is a private limited company set up by Hong Kong Christian Service (HKCS) in 2005. Employee Development Service (EDS) of HKCS is the first EAP provider in Hong Kong since 1991. We offer total solutions to assist employees with work/life issues, develop strengths/potentials, increase work engagement and positivity at work, which ultimately enhance organizational excellence and sustainability.



2731 6350



marketing@fourdimensions.org



<https://www.fourdimensions.org/>



Four Dimensions Consulting Limited

Trainings Content

1. Combating loneliness in the digital world
2. Practical guide for technology mindfulness
3. Increasing our mental health awareness
4. The science of happiness
5. 3 Ways to get motivated when feeling stuck



Please scan this QR code to know more about related trainings