

Chapter 3

The Role of Psychological Counseling in the Age of AI

Sana Alsayed

 <https://orcid.org/0009-0002-1419-219X>

Philadelphia University, Amman, Jordan

ABSTRACT

In our current world, technology has impacted almost every element of human life, changing how we work, communicate, learn, and even take care of our health. One field that has been affected is psychological counseling. Artificial intelligence (AI) is playing significant role in the field of mental health as technology advances, changing how people seek assistance and how psychologist practitioners conduct therapy. There are many exciting opportunities associated with the development of AI-powered solutions for mental health, but there are also important obstacles that must be carefully considered. The function of psychological counseling in the era of artificial intelligence will be examined in this article, along with how AI is being included into mental health treatment, its advantages and disadvantages, as well as the reasons why a traditional psychologist is still important.

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INTRODUCTION

Technological developments in our present world affect every sector of human life by changing work practices and communication methods as well as education and healthcare management. The field of psychological counseling has experienced an impact from modern technology. Artificial Intelligence (AI) plays an important role in mental health treatment and is changing how therapy is delivered to both patients and therapists (Topol, 2019). The development of AI-powered mental health solutions creates various exciting possibilities yet multiple significant obstacles require careful examination (Ajayi, 2025). This chapter investigates how AI modifies psychological counseling practice through its integration into mental health treatments alongside their benefits and drawbacks and reasons why traditional psychologist practitioners remain essential. The objective of connecting mental health technologies involves two components: Chatbots on virtual therapy websites and diagnostic software that support depression, anxiety and post-traumatic disorder (PTSD) (Fitzpatrick et al., 2017). The development of Wysa and Woebot applications shows how artificial intelligence supports mental health by offering digital therapist services to counselees (Inkster et al., 2018; Fulmer et al., 2018). AI applications offer three major benefits to psychological counseling through their ability to increase accessibility while providing virtual counseling and online chatbots and remote mental health counseling services (Naslund et al., 2017). Another important obstacle to mental therapy is cost. Psychological therapy remains expensive in various countries due to extensive therapy sessions and professional dedication but mental health apps provide more budget-friendly psychological support (Torous et al., 2020). Through the application of machine learning algorithms artificial intelligence systems develop personalized mental healthcare that matches individual needs based on demographic factors such as language, age, sex, ethnicity, religion, social concerns, economic factors, region of living, level of education, and medical and psychological history (D'Alfonso, 2020). The worldwide phenomenon of stigma or the shame of mental illness persists as a challenge even with modern social and technological advancements because it prevents people from discussing their disorders. AI apps establish secret spaces that let people get treatment without revealing their identities. The accessibility

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