

Telehealth Learning Series

for SUD Tx and Recovery Support Providers



Top 5 Tips for Engaging & Interacting in a Virtual Session

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1: Webside Manner

- Camera
- Body Language
- Hands
- Fidgeting and body movements
- Stay Seated
- Present Professionally
- Environment
- Avoid Eating or Drinking



2: Language Matters

- Descriptive
- Reflective Listening
- Feedback
- Empathetic Statement
- Practice Clarity
- Intentional Listening



3: Experiential

- Engaging
- Think outside the box
 - Deep breathing exercise
 - Relaxation techniques
 - Stretching



4: Modeling

- Disinhibition
- Distractions
- Professionalism



5: Be Prepared

- Have documents ready to share virtually
- Have a variety of topics ready
- Be willing to go where patient wants to



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