Shaking Hands Through the Phone and the Screen!
How to Overcome Technology Relationship Gaps Using Innovative Humanistic Remote Counseling Techniques!

A Webinar Presented for Your Organization by
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Executive Director of Robbin and Associates

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If you want to improve your ability to connect and engage with the people you serve when you work with them over the phone or through the screen, bring this webinar to your organization now! Doing counseling with individuals through the phone or computer requires a whole new toolbox of strategies because of the communication challenges created by technology. For example, when you are working remotely, you and the people you are working with can't read each others body language to the extent that you can when you are in the same room. Research shows that 55% of how we communicate is through body language and we lose all of that over the phone and the majority of body language communication when we are only partially seeing each other on a screen. People can't read facial micro expressions when they are using the phone or Zoom and this creates a major disconnect in our ability to communicate and relate to each other. As a result of these and many other factors, we are finding it harder to truly connect with the people we serve and have deep and meaningful conversations because we lack the new skill set for remote work.

It does not have to be this way. There is a whole set of best practices and strategies that can transform your remote work into a rich and powerful experience. This innovative webinar is not about tricks with technology. It is about showing you how to use new approaches designed to deeply engage people in the remote communication process so they can get the most out of your time together. Learn from surveys of the feedback of people who received remote services what they don't like about the way remote counseling is done so you can change your approach to be more effective. Put the rich experience of counselors that have been doing remote counseling for a long time into your work and it will transform what you do on the phone or computer.

Find out how to overcome the challenges of people becoming distracted, not focusing and not remembering what you covered. Get new ideas about how to use your voice in ways that will pull the individuals you serve in across the technology so they can have a real connection with you. Discover why some of your fatigue with using Zoom

and the phone comes from not having the right skill set you need for remote work. This session will definitely change not only how you do remote counseling with foster youth, but as a side benefit, it will also help you improve your online and phone communication with your coworkers, friends, family members and others. Using the strategies in this webinar, you will be able to shake hands with people through the phone and the screen! For more information email larry@larryrobbin.com.