

# **SHAKING HANDS THROUGH THE PHONE AND THE SCREEN!** **HOW TO GET BETTER OUTCOMES USING INNOVATIVE** **HUMANISTIC REMOTE COUNSELING TECHNIQUES!**

**Presented For Your Staff By**

**Larry Robbin**

**Executive Director of Robbin and Associates**

**Over 45 Years of National Training Experience!**

**Trained More Than 100,000 People! Presented Over 300 Webinars!**

**Worked with Over 1000 Organizations Including Nonprofits,  
Government Agencies, Schools, Social Services and Other Entities!**

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Working remotely through the phone or computer requires a whole new toolbox of counseling strategies because of the communication challenges created by technology. For example, when you are working remotely, you and the people you are counseling can't completely 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 we lose a lot of body language communication when we are only partially seeing people on a screen.

We and the people we serve unconsciously change what we say and how we say it when we use technology which reduces the effectiveness of our communication. 30% of how we communicate is through the sound of our voice and not the words. The staff in our programs have not been trained in how to use their voice most effectively. Many staff and the people in the program are not comfortable using the phone or computer in a counseling relationship. As a result of all of these factors and many others, we are finding it harder to truly connect with people and have deep and meaningful counseling conversations because we lack the new skill set for remote work.

It does not have to be this way. There are a whole set of new practices and strategies that can transform your remote work into a rich and powerful counseling experience. This innovative webinar will show you how to deeply engage people in the remote counseling process so you can get better outcomes in less time. Learn from surveys of the feedback of people who receive 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 people who 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 deal with 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

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people 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 skills you need to make remote counseling work better.

This session will definitely change not only how you do remote counseling, but as a side benefit it will also help you improve your online and phone communication with your coworkers, friends, family members and others. If you are looking for strategies that will make your telephone and computer counseling much more effective, this is the training that will do it. The techniques and concepts in this session will work for all types of programs, any staff that provide any type of counseling using a phone or the computer and for any population of people being served! Bring this webinar to your program and you can shake hands through the phone and the screen and help people make more progress in less time!

### **INTRODUCING THE WEBINAR PRESENTER**

Larry Robbin, Executive Director of Robbin and Associates, is a national trainer, consultant, program designer and keynote speaker. His services are used by organizations in a wide range of fields including social services, workforce development, education, housing, behavioral health, youth services, welfare, homelessness, anti-poverty work, reentry, disability and other areas. His clients include government agencies at the federal, state and local levels, nonprofits, schools, coalitions, training providers, direct service organizations, businesses and many other entities. Larry has over forty-five years of experience working to improve the outcomes of organizations across the country. He has trained more than 100,000 people, presented at over 500 conferences and done more than 300 webinars. Larry trains on hundreds of topics. He has played a key role in the design of more than 150 programs and projects serving many different populations of individuals dealing with challenges and barriers to success. He has received over 100 honors and awards for his work. For more information go to <http://www.LarryRobbin.com>. To contact Larry email <mailto:larry@larryrobbin.com>.