

Behavior Changes Online

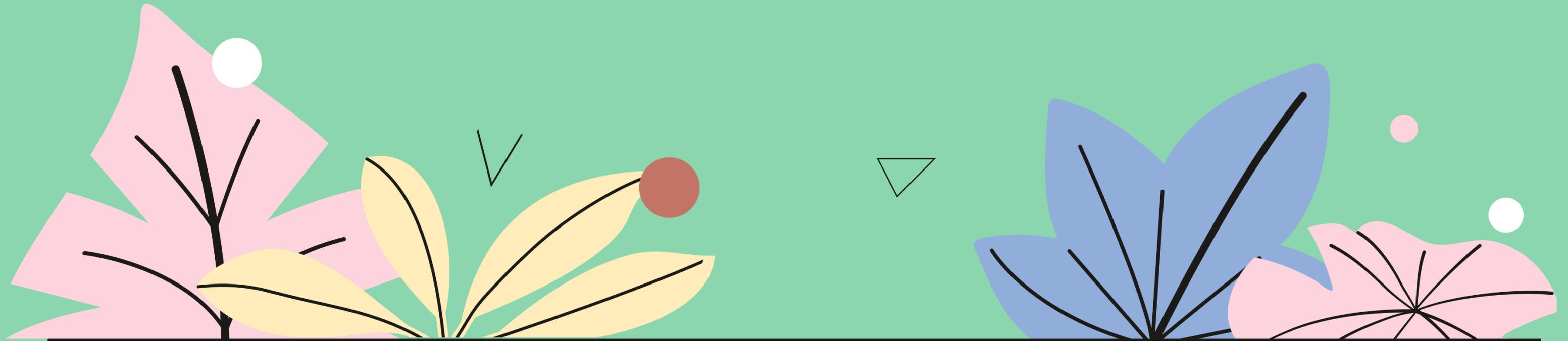
# How to Develop Rapport Online

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**As zoom becomes easier,  
As youth get used to communicating online,  
As we are realizing that we don't have a choice,  
As people are getting used to sharing emotions online,  
As people can open up and be vulnerable,  
As tech allows for privacy and documents,**

**Online Mediation Works!**





# PLAN

Process: Mediate differently online  
Length: Keep it Short and Sweet  
Aware: Disengagement and triggering  
Norm: Make tech comfortable

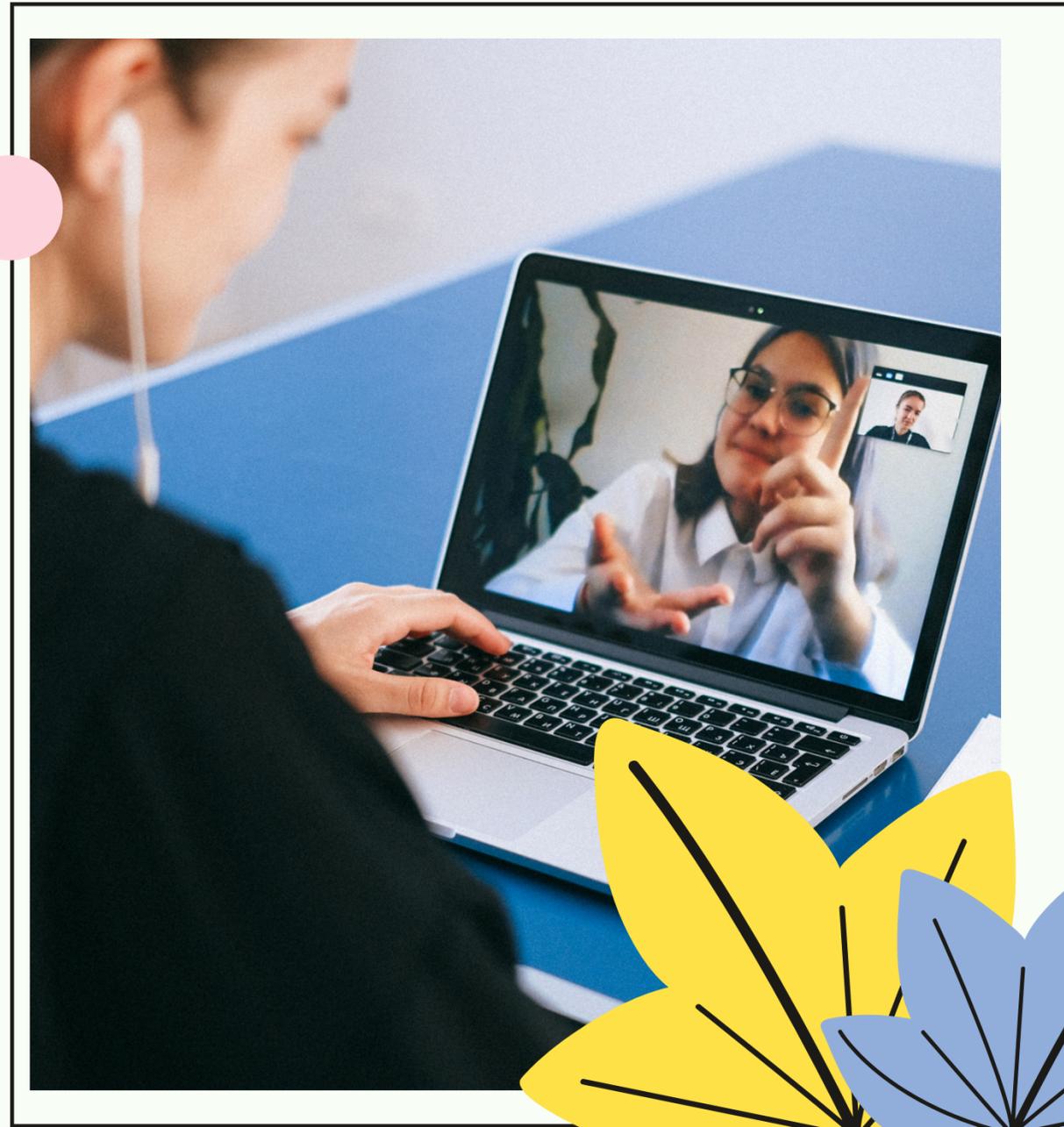
One can choose to go back toward  
safety or forward toward growth.

- Abraham Maslow



**If we try to mediate online, as if we were F2F, we are missing an opportunity.**

Behavior Changes Online



# Process

We are comfortable F2F:

Long sessions

Verbal validation

Long paragraphs

Multi-sensory communication

Micro-expression observations

Physical grounding and comfort

Screen and focus breaks



refresh

# The things we took for granted, are the things that took us to the finish line.

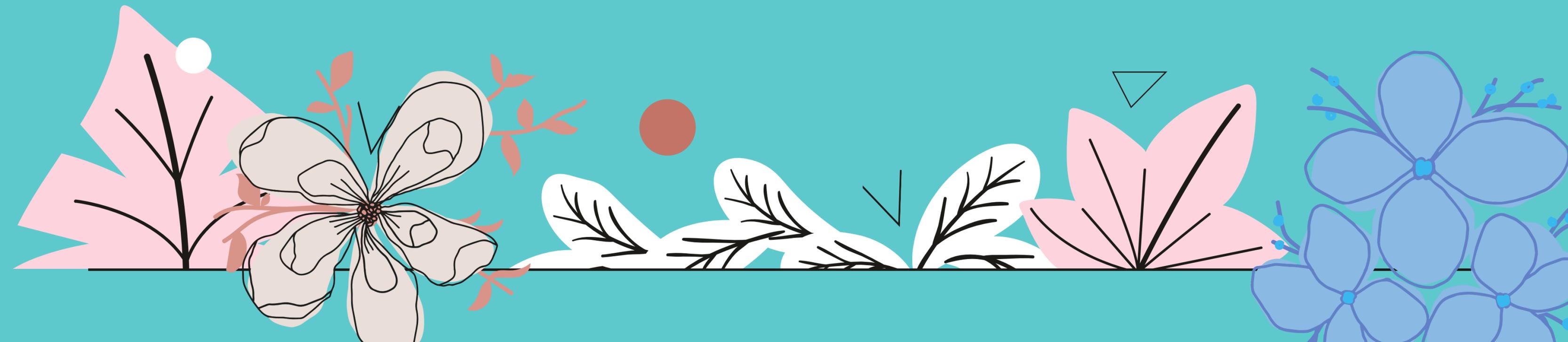
Walking to the car, chatting with a barista, a song on the radio,  
reading an article while waiting for clients.

We didn't realize how necessary these moments were.  
They gave us brain breaks and sources of inspiration.



# We can't schedule peace and inspiration, but we can prepare for it.

- 1) Take a moment and think about your day: the packed schedule, the endless emails, the difficult conversations, the necessary calls, plus errands and chores.
- 2) Now find time for you. It's not cheesy, it's the pixie dust on your skills. A cup of tea away from screens. A walk. A great song. A noise break while you sketch or crossword.
- 3) Now schedule it--on your calendar, an alarm on your phone, a movement trigger on your watch. It might not be urgent, but it is important.



**Pandemic turned  
the mediation field  
on its head!**

Those who turned with it  
have seen unprecedented  
success

**Flexibility**

List processes, payment  
structures, platforms,  
shortened sessions, and  
creative schedules.



# **Next, Change Process Online**

5 min AV test

Individual sessions

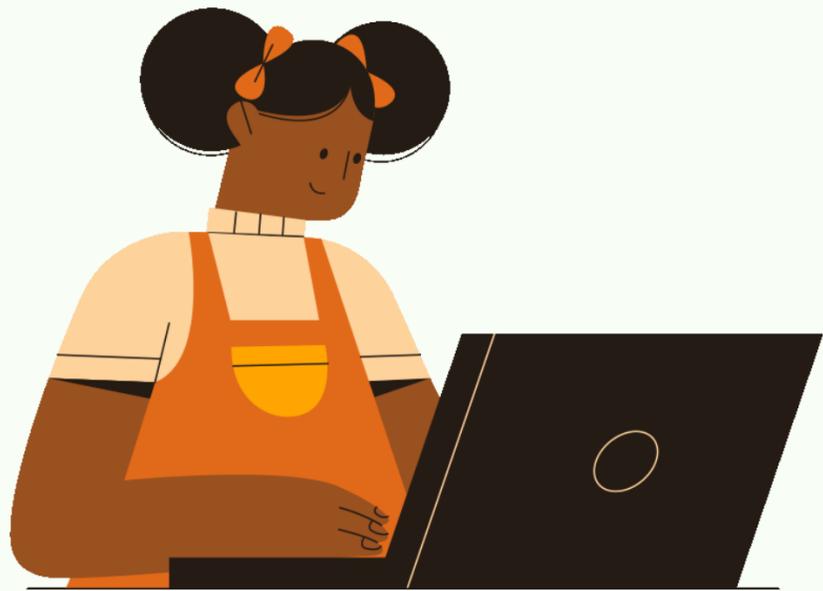
Joints with frequent breaks

Agreement signing session

length

MANY SCHEDULES HAVE CHANGED  
TO BEST MEET THE NEEDS OF CLIENTS,  
SHOULD OURS?

With kids, work, and chores,  
Difficult to give full attention  
for long periods of time  
during the typical work day  
Remember Maslow--can't  
force rapport if  
clients need  
to attend to urgent issues.





**To be  
effective  
online, we  
need to  
change our  
approach:  
KISS**

Keep it Short & Sweet

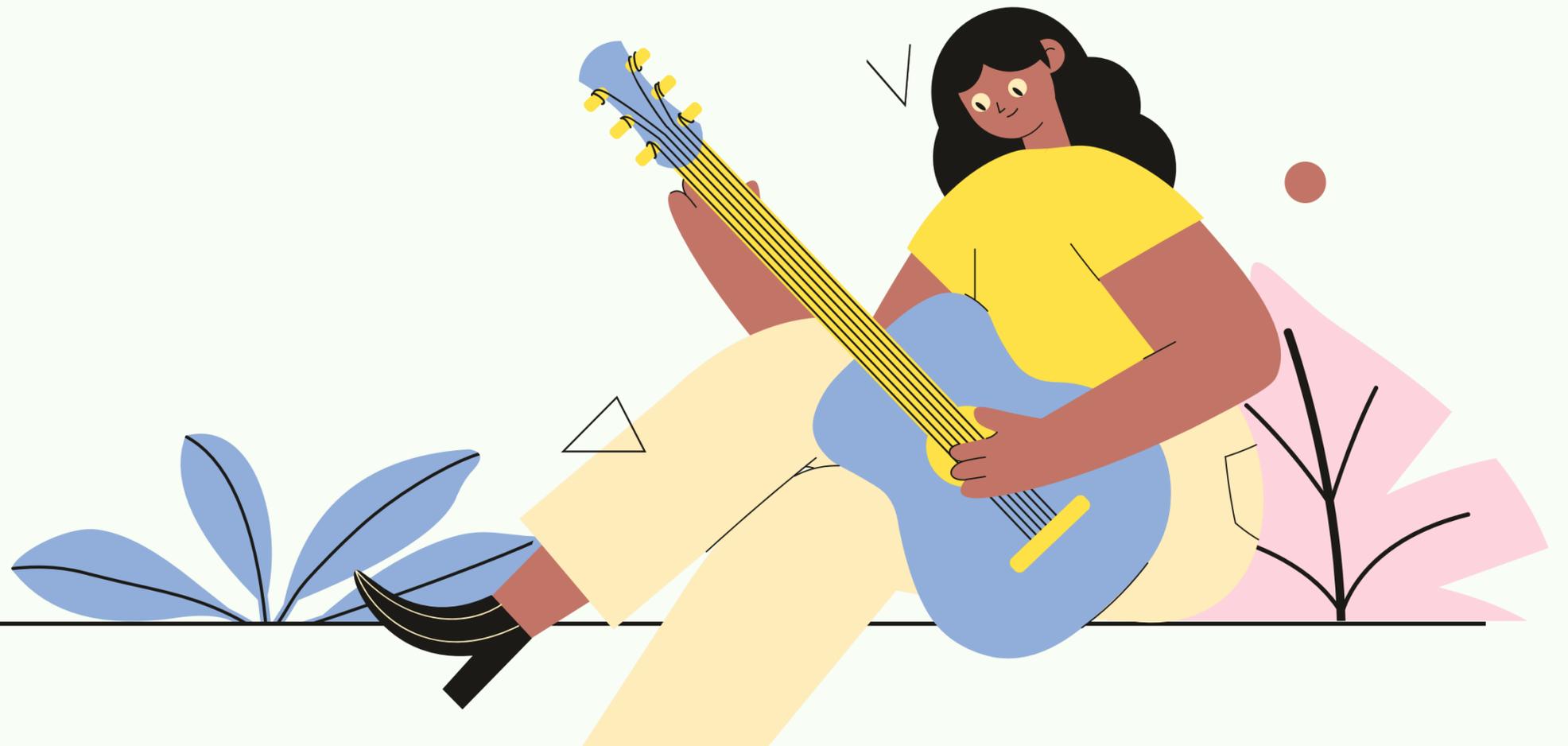
# Keep it Short

It's harder to pay atte--Squirrel!

- Simple opening
- Single questions
- Shorter sessions
- Shorter breaks
- Quick turnaround of docs
- Single issue sessions

& Sweet

- Easier disengagement, means we have to keep it sweeter
- Take people's temperature to see how they're doing



Rapport,  
then went

Once they feel comfortable telling their concerns, they will share their concerns!

Treat those as sacred to prevent disengagement.

Be more aware when you are online to realize when they are sharing something important.



# Awareness

Of Disengagement and Triggering



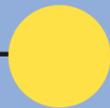
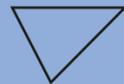


# What happens to our clients' brains online

Online, clients often swing between disengagement or feeling like they are on the spot/performing.

We need to help them forget the screen and just converse.

This process of centering them helps them to stay engaged and creative.



"What you do makes a difference, and you have to decide what kind of difference you want to make." - Jane Goodall

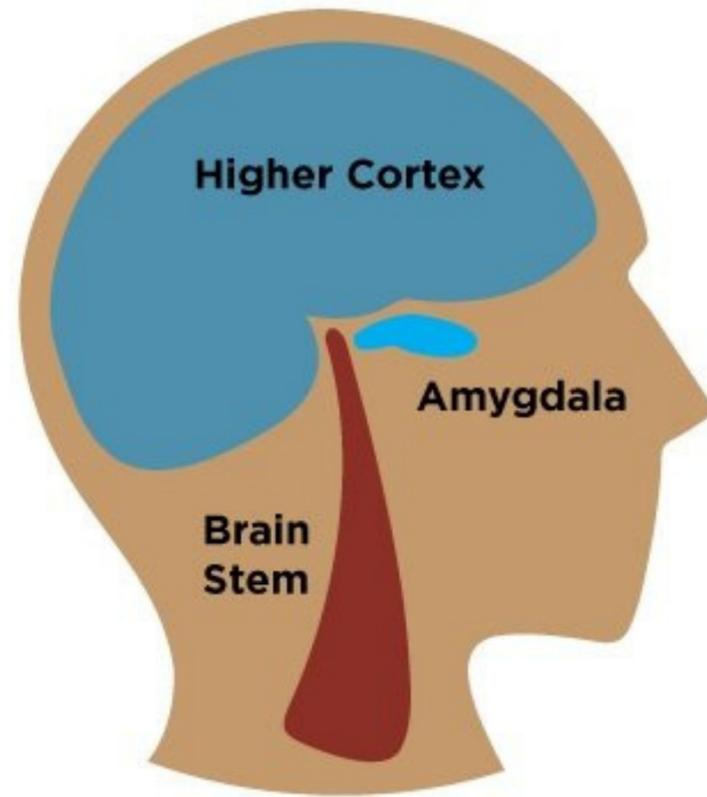


When are we triggered?

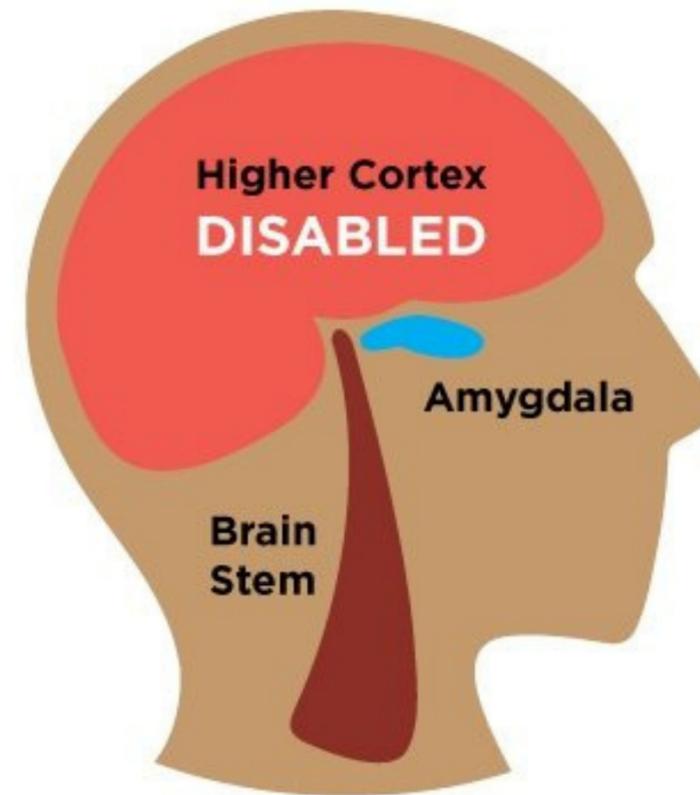
When things feel unfair.

**bandwidth, comfort, sound,  
concerns, time**

IF ANY OF THESE FEEL UNEVEN, CLIENTS CAN GET  
TRIGGERED AND LEAVE THE PROCESS

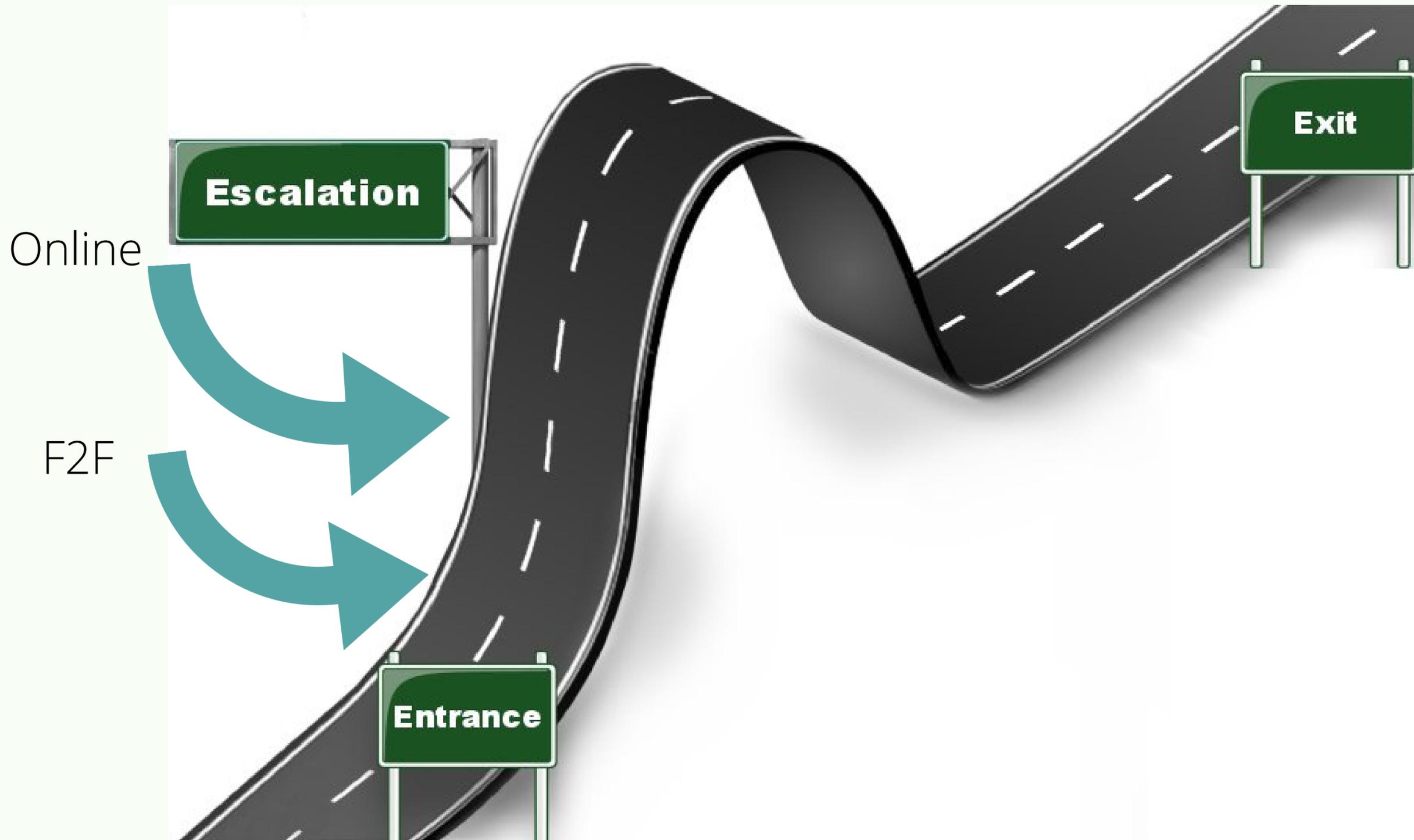


**LOW Emotion**  
(Calm, Relaxed)



**HIGH Emotion**  
(Anger, Fear, Excitement, Love,  
Hate, Disgust, Frustration)

The amygdala hijacks our clients  
when things feel unfair



# brains online

1. [ (n) experience of disengagement, watching TV, less threatened ]
2. [ (v) feeling of panic, closed in, ready to leave ]
3. [ (goal) keep clients engaged and conversing ]





# Less Context means we need to have Intentional Content

Online has less context, so we need to do more to establish rapport with our clients. A funny story, more personal, more vulnerable, and higher trustworthiness.

# Engage more often

check in with them using multi-sensory tools



- Research
- Calculator
- Polls
- Whiteboard
- Annotate
- Reactions

# Check in with clients more



## **How can I support you?**

Time in breakout rooms

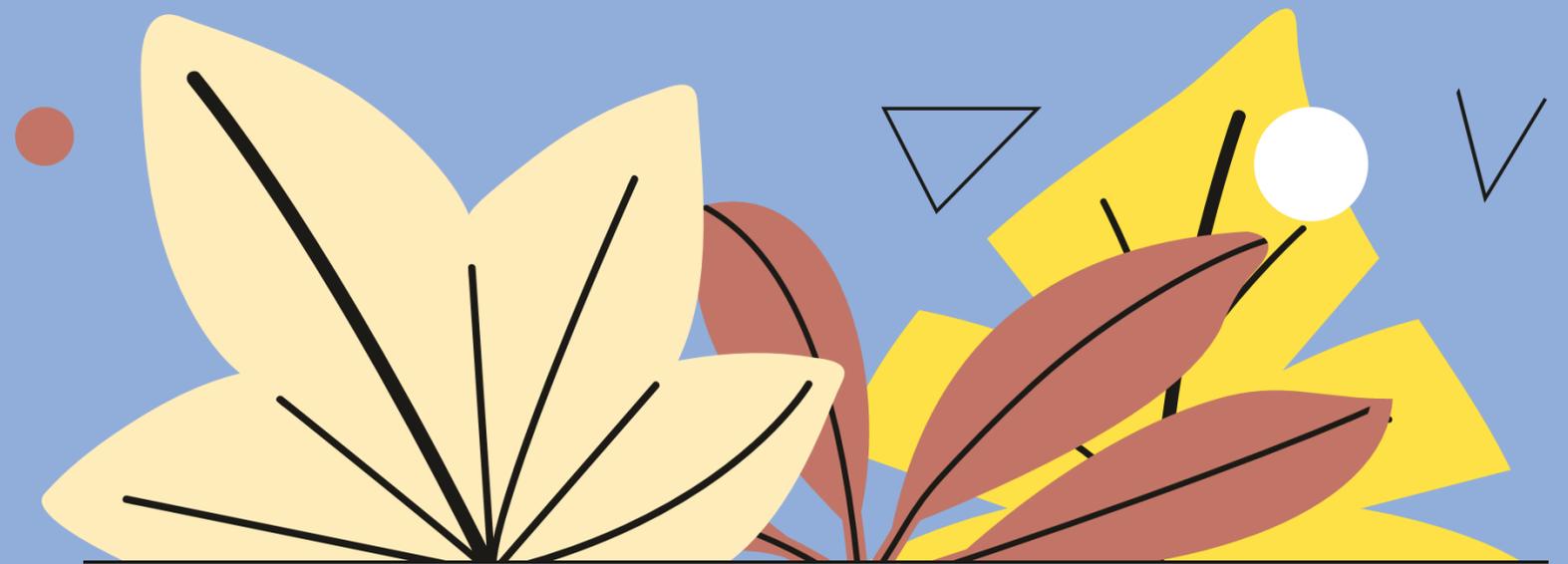
Validate in writing

Time to process statements

Keep the conversation calm

# Clients can quickly disengage or trigger

Listen to them





# Listen

Clients are already nervous, and your facts about Zoom might not be enough.

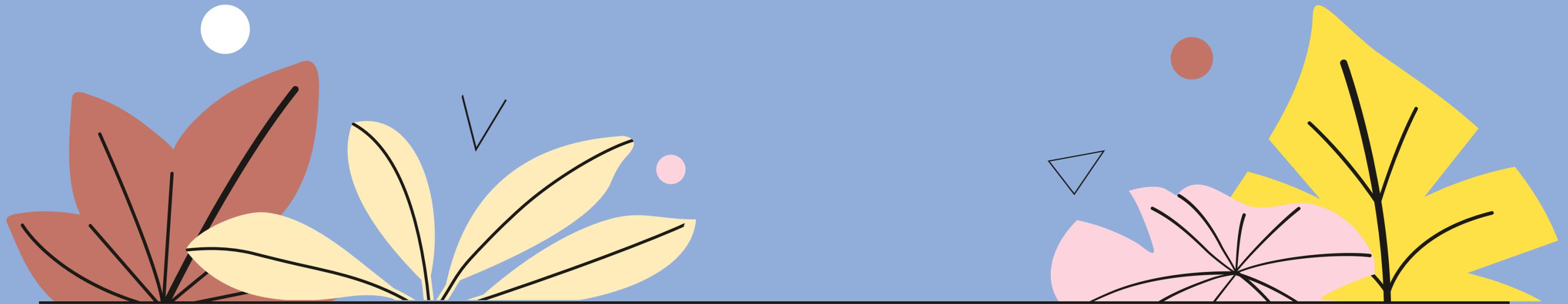
Instead of appealing to them with Logos (logic, facts, “Zoom will work!”), appeal to their subconscious by listening to their fears and establishing trust with Pathos and Ethos (with empathy and ethical behavior).

# Normalize

Normalize venting and frustration

Approach it calmly

You are the flight attendant--set the tone



# PLAN

Process: Mediate differently online

Length: Keep it Short and Sweet

Aware: Disengagement and triggering

Norm: Make venting ok

**To establish rapport and keep them engaged, Meet them through the screen**



KEEP THE CONVERSATION ALIVE

# What tech do we incorporate?

Breakout rooms (check-ins)

Sharing screen (take notes, validate)

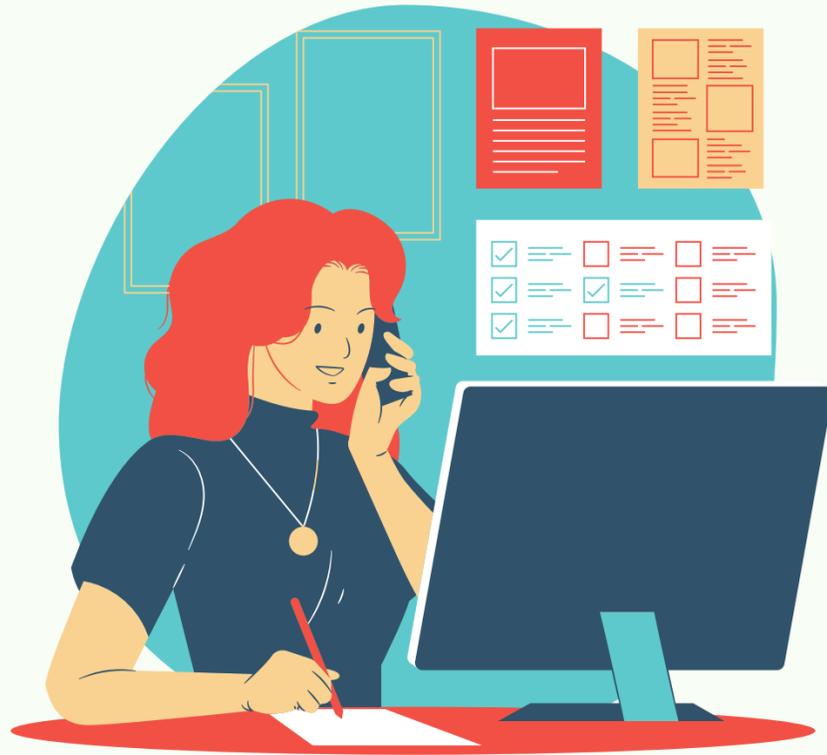
Polls (large group feedback)

Calculator/calendaring tool (simply book, family wizard)

Research standards (esp alone in breakout room)

Annotate (design agreement, take temperature)

Remote control (sign docs)



Zoom set-up is 2 part

You:

Buy and configure Zoom

Create an invite and send out

Test out different settings so you are comfortable

Client:

Link to FAQs with process and back-ups

Listen to concerns

Set-up a test session

Teach them to use tech reactions/interactions

When online, don't try to reenact the F2F experience:

- ~Change your behavior--short and sweet
- ~Incorporate more tech and tools
- ~Aware of clients' reactions

Better experience for our clients

