Engaging the Group
- Try an ice breaker
- Video preferred over phone
- Use short sentences
- Ask open ended questions
- Embrace silence
- Set rules and expectations
  - Examples:
    - Utilizing mute feature
    - Clarifying times when participants can talk
    - No multitasking
    - No distracting environments
- Role call attendees at beginning
- Acknowledge multiple speakers, select an individual to speak, then select another
- Be creative
  - Use polls, drawing features, etc.
- Provide patients with handouts/education material before call or share screen

Professionalism
- Be on time
- Be patient with others
- Acknowledge the newness
- Don't multitask
- Become familiar with the technology
- Use empathy
- Ensure patient understanding
  - Education levels differ
**Posture**
- Maintain good posture - it affects your speech
- Use gestures
  - (make sure hands are visible!)
- Make "eye contact"
  - Tip: put your video image near your camera

**Voice**
- Articulate words and project your voice
- Vary your tone
- End in downward inflection
- Practice by recording yourself

**Resources/Technology Needed**
- Tech support
- Headphones or computer (vs airpods)
- Coordinator for larger groups
- Practice sessions and trainings
- HIPAA compliant teleconferencing
  - Consider a BAA
- Quiet location
- Computer/Laptop
- Quality camera
- Wired connection (vs WiFi)