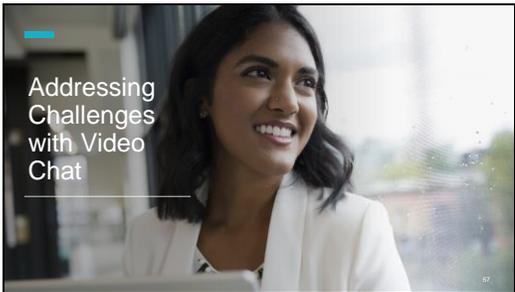


# Providing Individual Counseling via Video Chat

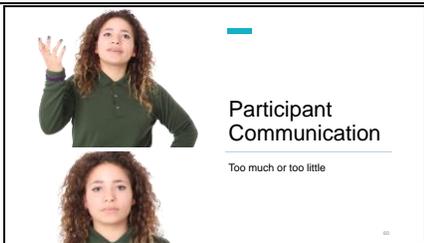
## Create Your Own Phrases Training Worksheet (examples)



### Create your Own Phrases

Instructions: For each of the issues below that may come up during a video chat, write a phrase or two that you might use in that circumstance.

#### Slide



#### Challenge

Participant is talking excessively:

- I'm glad that things are going well. As we start to wrap things up...
- Thank you for sharing. I value your time and want to be sure that we end our appointment on time. Let's finish up by...
- It's wonderful to hear about how your family is doing. As we conclude our appointment...
- I'll make some notes about this so we can follow up with this after our appointment.
- Sounds like...(summarize). We are almost done,..."
- I'm hearing a lot of concerns. We have about \_\_ minutes for this appointment. We can schedule another appointment to discuss some of these other things, and today we will focus on \_\_\_\_.
- I hate to interrupt you. We only have a few minutes left, and I want to make sure we talk about \_\_.

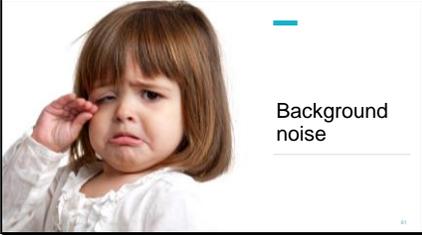
Participant is not talking enough:

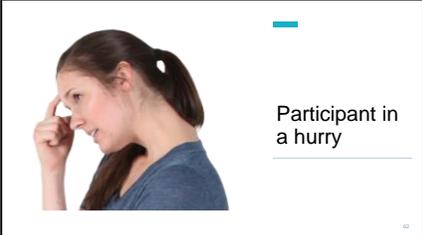
- What things would you like to share with me today?
- What questions do you have for me?
- You seem very quiet today, is there something you'd like to discuss?
- Being on camera is sometimes a bit intimidating. Please let me know if there is something that can make this more comfortable for you.
- You seemed quiet today. If something comes up later that you'd like to talk about, please give us a call!
- I feel like I've been doing a lot of the talking today. What is something that you'd like to talk about today?
- Parents often have questions about \_\_\_\_\_. What questions do you have?
- I'm so happy you're here today! What does your day look like today?

Participant seems confused:

- So far, we've gone over...What questions do you have?
- "It looks like you hesitated, and maybe you aren't ready to move on. What questions do you have about...?"

	<ul style="list-style-type: none"> <li>• “I am here to help, and would love to answer any questions you have about...”</li> <li>• “If you wouldn’t mind, could you please repeat back to me how you understood...”</li> <li>• We have some time left! What questions do you have?</li> <li>• “I just want you to know that if you have any questions after we talk today, you can reach out any time and we can talk some more.”</li> <li>• What concerns do you have about..?</li> <li>• Is there anything that was discussed that you’d like to talk more about?</li> <li>• Is there anything that you’d like me to repeat or help you understand?</li> </ul>
--	---

 <p>Background noise</p>	<p>Background noise is making it hard to hear the participant:</p> <ul style="list-style-type: none"> <li>• I’m going to type the questions in the chat so that you can read them when it gets too noisy.</li> <li>• I’m having a hard time hearing you, do you own a pair of headphones?</li> <li>• It seems like you have a lot going on right now. Should we schedule a better time for our appointment?</li> <li>• I’m sorry, I’m having a hard time hearing you. Is it possible to move to a quieter spot?</li> <li>• It sounds like you have a (happy, busy, lively etc.) household! I really want to be able to hear what you have to say. Could you please talk closer to the mic so I can hear you a bit better?</li> <li>• Can you hear me okay? I’m having a hard time hearing you.</li> <li>• Sounds like your kids are having fun! I don’t want to miss anything you say, do you mind talking a little louder?</li> <li>• I can hear some noise behind you. Is it bothering you or is it okay to continue?</li> <li>• I can wait for you to tend to your family.</li> </ul>
---	--

 <p>Participant in a hurry</p>	<p>Participant seems like they are in a hurry:</p> <ul style="list-style-type: none"> <li>• Is there a better time we can connect with you?</li> <li>• I know your time is valuable. Our appointment will take about 30 min. If you need to, we can reschedule.</li> <li>• This appointment is going to take about x amount of time. If you don't have that time today we can get you rescheduled. What would you like to do?</li> <li>• What is the most important thing we need to cover today?</li> <li>• It feels like this isn't the best time for you. Would you like to continue or reschedule?</li> <li>• It sounds like you need to go. I will wrap this up quickly for you.</li> <li>• We have about x minutes left in our appointment. Will you be ok to finish it now or should be reschedule?</li> <li>• How much time do we have to work with?</li> <li>• Looks like your time is short today. If you need to, we can cover what’s most important and reschedule the rest when it’s more convenient for you.</li> </ul>
---	---

<p>Participant won't use webcam</p> 	<p>Participant won't use their webcam:</p> <ul style="list-style-type: none"> <li>• I sure miss seeing you in person.</li> <li>• I see your camera is off. I want to make sure that you have chosen to leave it off, and don't need help with turning it on.</li> <li>• Do you need any help with turning your camera on?</li> <li>• I know seeing yourself on video feels weird sometimes, it's something I really had to get used to! If you are okay with it, I'd love to be able to see you. If not, that is okay too.</li> <li>• Would you be more comfortable with a phone call?</li> <li>• Please let me know if you have questions about using your camera. I understand it can be uncomfortable, but like most things, it does get easier with support and practice. I'm here to help you with that.</li> <li>• I'd love to see your baby today if you are comfortable with turning your camera on.</li> <li>• I want to make sure technology is working for us the way we want it to today. Is your camera working or have you chosen to keep it off?</li> <li>• I noticed you are not using the webcam is that a personal preference or can I assist you in turning it on?</li> <li>• Can you see me ok? Feel free to turn on your camera if you are comfortable doing so.</li> </ul>
<p>Participant is Driving</p> 	<p>Participant is driving while on the call:</p> <ul style="list-style-type: none"> <li>• I don't want to distract you while you're driving, is there a better time for us to connect?</li> <li>• For your safety, please call me back after you're parked.</li> <li>• Looks like you're driving, are you able to pull over to complete the appointment?</li> <li>• We can proceed if you are not the driver, otherwise we'll reschedule to keep you safe.</li> <li>• I don't want you to have an accident, we can reschedule if you can't pull over.</li> <li>• I can't continue our appointment if you are driving. If you cannot pull over, we can reschedule later.</li> <li>• Looks like you are driving. Would you like me to call you later or wait for you to park?</li> <li>• I don't want to be the reason for an accident. I'll call you later when you are safe at home.</li> </ul>
<p>Participant not in a private setting</p>	<p>Ask again for permission to talk about personal information</p> <ul style="list-style-type: none"> <li>• I see there are people nearby who may be able to hear our conversation. Do you need to move to a different location to be able to answer questions confidentially?</li> <li>• We may be talking about personal topics. How would you like to talk? I can speak in a lower voice or type my questions, or you can turn down the volume or use headphones if that is better for you.</li> <li>• I want to make sure we can discuss all the things you'd like to talk about today. Are you comfortable talking where you are, or should I wait for you to move to a more private spot?</li> <li>• Are you comfortable talking right now, or should we reschedule?</li> <li>• Others may be able to see your screen where you are. Is that okay, or should I wait for you to shift your space?</li> </ul>

*Created in partnership with the UC Davis Human Lactation Center*

This institution is an equal opportunity provider.

**Washington WIC doesn't discriminate.**

To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [WIC@doh.wa.gov](mailto:WIC@doh.wa.gov).

DOH 961-1243 March 2021

