

Phone and/or Video Conferencing Coaching Sessions Tips

Below are some general success tips for communication between the coach and listener or parent.

Environment/Conduct

The distance coach should treat phone and/or video calls as a live meeting. The distance coach should be present in a quiet, distraction-free space in which to meet with the listener or parent via phone and/or video. Professionalism in manner, conduct, education/instructions and dress are encouraged during all coaching sessions.

First Sessions

Consider, as appropriate, a video conferencing session for initial coaching sessions to help with education, listener and provider engagement and ease with demonstrating program and equipment setup and use.

Listener Preference

Offering a choice between both coaching platforms (phone and video) gives the listener and/or parent continued involvement in the coaching process and can also allow the provider to work with an individual in the modality that is most appropriate for their learning style.

Video Conferencing

Coaching for more involved listeners may require the use of video conferencing only.

Initial instruction and/or implementation of some TLP core programs requiring a strong visual training element, for example, instruction on use of the listening activities for inTime, may be another instance in which the distance coach would have the most success with video conferencing.

The distance coach should feel comfortable navigating video conferencing technology and may only chose to offer services on platforms that the coach is most comfortable managing. A coach can offer choices amongst various video conferencing platforms as well, in an effort to connect with more listeners.

Phone Sessions

If the distance coach is only offering phone coaching sessions, then the distance coach should feel comfortable talking through all components necessary for the listener or parent to achieve success with listening to their specific program.

This includes:

- Clearly being able to talk a listener through equipment setup without access to a visual model. If a distance coach has their own TLP Pro system and Waves available to reference, this can assist the provider in providing a clear explanation of equipment setup and use to the listener or parent over the phone.
- Being able to accurately and verbally describe specific listening activities for a listener's program when visual models are not available.

Documenting Sessions

Consistent and thorough documentation by the distance coach during phone and/or video calls is recommended and coaches should find a note-taking system that works the best for that provider. Use of the monitoring calls sheet is a good resource for providers in keeping detailed notes from each coaching session. Some video conferencing platforms will also allow meetings/sessions to be recorded and coaches could take advantage of this service as well to gather any other pertinent information that may have been missed during the scheduled meeting.

Session Scheduling

Pay attention to scheduling times, especially when working across national and international time-zones. Have an alternative meeting plan and/or schedule should technology and/or scheduling issues arise.