Welcome to Peer Support in the Time of COVID: Technology Assisted Communications

Please introduce yourselves in the chat:

• Name
• Where are you located?
• What do you hope to get out of the webinar today?
About iNAPS

National Association of Peer Supporters

• Membership association for the peer support profession
• Members include peer specialists, supervisors, and allies
• Our mission is to grow the peer support profession by promoting the inclusion of peer specialists throughout healthcare and other community systems
Recording in Progress

These webinars are recorded and available on the iNAPS website for future viewing. As a participant in the webinar, your name, if you choose to provide it in the chat function may be included in the recording.
Please mute your device and No video cameras, please...

Participant video cameras and background noise interfere with the presentation.

If your video and/or sound is on, please click the video camera/microphone in your toolbar to turn it off.
Accessing the Chat Feature:

Your audio will be muted throughout the webinar

- Submit questions and comments during the webinar using the Chat Feature at the bottom of your screen. You can select “everyone”, or an individual. Chats are recorded.
Webinar #44
Peer Support in the Time of COVID: Technology Assisted Communications

Presented by
Mary Kay Wagner, M.Ed., CPS, CPST, Peter Brucki and Peter Glowinski

The webinar will begin at
11 AM Pacific, noon Mountain, 1:00pm Central, 2:00pm Eastern
Opinions expressed in this webinar series are those of the presenters and do not necessarily reflect those of iNAPS

Thank you for your participation!
Peer Support in the Time of Covid

Technology Mediated Communication
Facilitators

- Mary Kay Wagner
- Peter Borucki
- Peter Glowinski
Objectives

After completing this webinar, you will be able to:

- Discuss how the limitations of video, audio and text-base technologies can make providing peer support more difficult.
- Identify peer support skills that can help you foster safety, build connections, and nurture trust.
- Determine how to mesh peer support skills with technology to foster safety, build connections, and nurture trust in virtual environments.
Technology Mediated Communications

Any human communications in which a device or devices are used instead of direct face-to-face communication.

**Synchronous**

Happening, existing, or arising at precisely the same time.

**Asynchronous**

Not simultaneous. Not happening at the same time.
Technology Mediated Communications

Any human communications in which a device or devices are used instead of direct face-to-face communication.

- Sending letters through the mail
- Emailing
- Texting
  - Distance Instance
  - Audio only
  - Video chat/conferencing
Technology is Amazing…. 

Text-based Pros
- Time to carefully choose words
- Correct spelling errors
- Time for other person to process what you wrote
- Delay response until emotionally ready

Text-based Cons
- Cannot convey breadth of meaning
- Very easy to misinterpret
- Easy to devolve into aggression or manipulation
- Difficult to set boundaries
- Hard to foster connection
- Hard to convey difficult emotions

Except when it doesn’t work
Technology is Amazing….

Audio Only Pros
- Can hear how words are spoken; **TIPP**
- Natural conversation call/response
- Easier to release emotions
- More authentic

Audio Only Cons
- Easy to get distracted; harder to concentrate
- Easy to misspeak; no time to consider words
- There is no such thing as delete; what we put out into world wide web lives forever
- Technology breakdowns can cause breakdowns in interpersonal connections

Except when it doesn’t work

* Tone, inflection, pitch, and pace
Technology is Amazing….

Video Chats Pros
- Can see each other
- Easier to hold space because body language more apparent
- Easier to stay focused; visual
- Easier to appreciate other’s emotional state

Video Chats Cons
- Not possible to see depth of body language
- HD clarity requires excessive bandwidth
- Technology problems including lags in transmission, audio echoes and freezing interfere with communication
- Not available for people without internet access

Except when it doesn’t work
Polling Question

What devices have you had to use to provide peer support during covid that you didn’t use before?

- Telephone/audio only
- Tablet (iPad, Galaxy Note)
- Video chat
- Text messaging
- Email
- Other (please explain in chat)
Essence of Peer Support

...ability to perceive and communicate accurately and with sensitivity the feelings of the supported peer as well as the meaning of those feelings.

William E. Miller, Listening Well
Effective Virtual Conversations
Fostering Safety

Safety is the state of feeling free from:

- Emotion and physical harm
- Fear of being physically and emotionally harmed.
- Fear of being judged

What peer support skills do you use to foster safety?
Building Connection

Connection is feeling in touch with someone who cares; with whom you feel safe and share a common purpose.

What peer support skills do you use to build connection?
Nurturing Trust

Choosing to make something important to you vulnerable to the actions of another. When we trust we are BRAVING connection.

What peer support skills do you use to nurture trust?
From Peer Support

To Techno Guru.....
# Fostering Safety Technology

<table>
<thead>
<tr>
<th><strong>Barriers</strong></th>
<th><strong>PS Skills</strong></th>
<th><strong>Outcomes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ Words alone are inadequate to communicate emotions</td>
<td>❑ Active Listening including I-statements, open-ended questions; Don’t assume ask; model healthy expression of emotions</td>
<td>❑ Model text-only communicate that includes emotional message</td>
</tr>
<tr>
<td>❑ Easy to devolve into aggression or manipulation</td>
<td>❑ Person-centered; trauma informed support (what happened to you); staying out of judgment; B-I-G*</td>
<td>❑ Creates a setting in which the other person can find safety</td>
</tr>
</tbody>
</table>

* Set healthy Boundaries (what’s ok and not ok), honor your Integrity and make the most Generous assumptions about the behaviors of other.
## Building Connection with Technology

### Barriers
- Distractions
- Misspeaking on the world wide web lives forever

### PS Skills
- Being present; Self-care; Attending; Acceptance; Empathy;
- Accountability*; Making generous assumptions; vulnerability; self-compassion

### Outcomes
- The other person feels confident that connection is safe and beneficial
- Connection is a safe place to learn from mistakes;

* Owning our mistakes, apologizing, and making amends; And giving space for others to own their mistakes, apologize and make amends.
## Promoting Trust with Technology

<table>
<thead>
<tr>
<th><strong>Barriers</strong></th>
<th><strong>PS Skills</strong></th>
<th><strong>Results</strong></th>
</tr>
</thead>
</table>
| - Technology glitches can lead to miscommunications  
- Poor quality equipment or internet access limits ability to engage | - Transparency; mutuality; collaboration  
- Exploring options; reframing barriers into opportunities; mutual decision making | - Technology problems become means to build mutuality enhancing trust  
- Tackling the problem as a team builds trust; Finding workable solution builds resiliency |
Important Considerations

- Ground rules help prevent miscommunications
- Seeking clarity is a joint venture; ask questions instead of make assumptions
- Transparency leads to trust; especially true when dealing with technology glitches and our own shortcomings
- Model behaviors and attitudes that contribute to safety, connection and trust
- Silence is your friend; creates space for reflection, processing, and growth
Questions & Answers
Contacts & Resources

❖ For more information contact: Mary Kay Wagner at mkwagner525@outlook.com
❖ For more information on the R & R House, contact: rrhouse@mhawisconsin.org
Certificates are a Member Benefit

If you are a member of iNAPS, you can send an email requesting a quiz for webinar #44 to: membership@inaops.org

After you complete the quiz you will receive a certificate. Allow 1-2 weeks for the certificate to be processed.
Thank You

Martha Barbone

membership@inaops.org
www.peersupportworks.org