GUIDELINES FOR USING ONLINE THERAPEUTIC INTERVENTION

GROUPS

KEY MESSAGES

Some groups can work well online, e.g. training, meetings with a clear agenda, multi-disciplinary teams

Group members can find it harder to connect socially and build rapport online as it's harder to have informal conversations. Create opportunities for social connections at key points, e.g. breakout groups, chat, adding in-person sessions

GUIDELINES FOR GROUPS

Have clear ground rules e.g. whether cameras and mics are on or off, who can speak when

Remember it can be harder to pick up when someone wants to speak: be alert to initiatives from group members and invite them to speak if appropriate or have another person take this role

It can help to express clearly in words what you have heard or understood from the group to compensate for the restrictions of information in online communication

A skilled facilitator can add guidance and structure, e.g. to manage turn-taking, to receive or reflect back what has been said and to draw comments together

Balance use of technology to enable accessibility, provide variety and use different ways to contribute, e.g. chat boxes, break times, reactions such as putting a hand up virtually or physically, shared documents, polls

Consider the purposes of video and audio in group meetings; joining on mute without video can feel more comfortable for some people initially, but needs balancing with the feedback and interactivity that comes with video and audio

Personal connection between facilitator and peers is crucial: Consider using small break out rooms or 1:1 time with facilitator during other activities and pre- or post meeting informal chat

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