

Instructions for facilitating virtual shadowing experience

Few hours before call shift

- 1) Schedule a Zoom meeting and send a calendar invite to participants who signed up.
Make sure to check the sign-up sheet
- 2) Email template

Hello Everyone,

Looking forward to having you guys shadow me this afternoon at (time).

Please follow the zoom link I sent. As you observe me, think about:

- 1) How well do I use motivational interviewing techniques?***
- 2) How well do I communicate specific information about the resource? And***
- 3) How was my tone and how often did I vary from the script?***

See you all in a few hours!

Best

- 3) Download zoom app on your phone if you haven't already

During call shift

- 1) Join the meeting from both your computer and phone.
- 2) Mute on on the zoom app.
- 3) Screen share your desktop lay out and walk through your general pre-call workflow to the new volunteers
- 4) When you are ready to call, leave the meeting from your computer, but stay on your phone.
- 5) Before you call the patient, remind the new volunteers about the three questions in during the observation.
- 6) Call the patient from your computer via Google Voice.
- 7) After the call, discuss these 3 questions with the volunteer:
 - a) How well do I use motivational interviewing techniques?
 - b) 2) How well do I communicate specific information about the resource? And
 - c) 3) How was my tone and how often did I vary from the script?
- 8) Go over documentation.