

During the COVID crisis there are some extra points of consideration for both Harassment Support Advisors (HSA) and those receiving advice.

This list should help when entering into a meeting and we will adjust as people add their experiences.

- You will need more time to build rapport and trust
- You may need to spend more time clarifying and re-clarifying expectations and what you can and can't do as a HSA
- There may be a time-lag in your conversation due to technical issues/connections/signal – you may need more patience
- Your client may need more structure than they would if you were face to face
- Summarise more regularly and don't be afraid to check understanding more frequently
- Be aware of your language, should/oughts/why – these may impact more acutely than if you were face to face
- You may both miss body language cues, so take time to check understanding
- Look into the camera more often to make eye contact
- If you feel more comfortable, turn your camera off – remember zoom can just be audio only
- Try to find a space with no distractions, turn off your phone and email alerts
- You may need to concentrate more on 'being present'
- Zoom meetings are tiring so you may need to build in a break. Try to move away from the screen when you have finished your meeting.
- Dress as if you are in work as your clothing will affect your approach
- You may need support to help you to process what you hear as you don't have access to the ready support network you had on campus.
- Remember you can contact Paul or Denise. The counselling service can offer support too.