



# Best Practices for Virtual Trainings/Meetings

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**faith. action. results.**

## Before Virtual Training/Meeting

- Add training/meeting to your **calendar**.
- **Send invite via email** to participants with date, time encouraging them to connect 15 minutes before to troubleshoot audio/visual issues, meeting link, access code, dial-in number, agenda, RSVP option (name, email, community and phone #) and any pre-training materials.
- If you are hosting a training/meeting for Chapters, then **remind Chapter Leaders to call members**.
- **Rehearse and test** audio, video, sharing of screen, mute options, etc. with someone else.

## Before Virtual Training/Meeting

- **Invite a colleague** who may be trying to learn the use of the tool as an opportunity to shadow
- **Have an alternate plan** should there be issues with technology.
- Each Zoom meeting created includes a conference call phone number to allow for **multiple options to join** and provides a plan B in case a presenter's internet goes down.
- **Create presentation** that includes prayers, intros, ice breaker, agenda, purpose, content, reflective ?'s and wrap-up.

## Before Virtual Training/Meeting

- Find ways to **include participants as part of the agenda** (read prayer, lead discussion, someone to monitor the chat, someone to keep time, etc.).
- **Send meeting reminder** a couple days before.
- Thirty minutes before the meeting:
  - ✓ Have **presentation cued up early** on the screen.
  - ✓ Invite 1 participant to come on early to **test audio/visual**.
  - ✓ **Troubleshoot** any participant's audio/visual issues.
  - ✓ **Start recording** of training/meeting.
  - ✓ [Find a quiet space where you won't be interrupted \(Click here\)](#)

# During Virtual Training/Meeting

- **Logistics**
  - ✓ **Explain how to use Zoom at the beginning** (turning on video, mute and unmute with tip to utilize the space bar, raise hand, turn on video, and understand the various views - gallery, thumbnail and speaker).
  - ✓ Consider **setting norms** and **keep time**.
  - ✓ **Look directly at the camera** and not at the screen.
  - ✓ **Let participants know** it is being recorded and there will be reflection questions throughout.
  - ✓ Consider **muting all participants**, but don't be afraid to **open/unmute the lines** for engaging conversations.

## During Virtual Training/Meeting

- **Prayers** – Share beforehand and have on screen or invite participant to lead the group in prayer. Invite participants to offer prayer intentions.
- **Introductions & Ice breaker** – Mark attendance.
- **Agenda & Purpose** – Set the tone for a fun, but informative time! Begin the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> sessions with a quick overview of previous content and reflection/quizzing of last session.

## During Virtual Training/Meeting

- **Content:**

- ✓ Keep PPT **text to a minimum**.
- ✓ **Use graphics and visuals** as much as possible. Make sure to share system audio when showing a short video.
- ✓ Present in **no more than 15-20 minute** “chunks”. Check in with participants every 15 minutes to break up the time you are talking.
- ✓ **Create natural breaks** even allowing for silence.
- ✓ If you are comfortable then take advantage of **interactive tools** like [Zoom polls](#), pop quizzes ([Kahoot!](#)), [Zoom breakout rooms](#) and [Mentimeter](#).

## During Virtual Training/Meeting

- **Reflective Questions:**
  - ✓ **Utilize chat window** (surveys, check-in with participants illicit prayer intentions, etc.) but read aloud important chats as some may participate via phone.
  - ✓ Consider using **popcorn style participation** by inviting someone to share a comment and having them select the next person to speak.
  - ✓ Be careful to not put anyone on the spot. Be aware of cultural characteristics.



## During Virtual Training/Meeting

- **Wrap-up:**
  - ✓ **Select a date** for the next training/meeting.
  - ✓ Use a **buddy system** for accountability to complete the action from the training/meeting.
  - ✓ Review the **accomplishments**.
  - ✓ Examples for closing questions: What worked well and what could be improved? How you will share this info in your role? What is something new you learned? Did the session change a previous idea you had about the content?

## A Video Conference in Real Time (Click on picture)



## After Virtual Training/Meeting

- **Distribute follow-up materials** (recording of the meeting, PowerPoint in PDF version, any resources discussed, key points, etc.) and post on any community site.
- **Report attendees and successes** to CRS as needed.
- At times, call the partners for **direct follow-up**.
- If appropriate, **seek feedback** from attendees on how training/meeting went and **test knowledge** gained.

HI, WHO JUST JOINED?	CAN YOU EMAIL THAT TO EVERYONE?	IS ____ ON THE CALL?	UH, ____ YOU'RE STILL SHARING...	HEY, GUYS, I HAVE TO JUMP TO ANOTHER CALL
(SOUND OF SOMEONE TYPING, POSSIBLY WITH A HAMMER)	(LOUD, PAINFUL ECHO/ FEEDBACK)	(CHILD OR ANIMAL NOISES)	HI, CAN YOU HEAR ME?	NO, IT'S STILL LOADING.
NEXT SLIDE, PLEASE.	CAN EVERYONE GO ON MUTE?	I'M SORRY; I WAS ON MUTE	(FOR OVERTALKERS) SORRY, GO AHEAD	HELLO? HELLO?
SO (cuts out) I CAN (unintelligible) BY (cuts out) OK?	SORRY I'M LATE (INSERT LAME EXCUSE.)	I HAVE A HARD STOP AT...	I'M SORRY, YOU CUT OUT THERE.	CAN WE TAKE THIS OFFLINE?
I'LL HAVE TO GET BACK TO YOU.	CAN EVERYONE SEE MY SCREEN?	SORRY, I WAS HAVING CONNECTION ISSUES.	I THINK THERE'S A LAG.	SORRY, I DIDN'T CATCH THAT. CAN YOU REPEAT?

# CONFERENCE CALL BINGO

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