

Before joining a leadership session on zoom

- If you have a headset or headphones you might want to use these for the session - be sure you test this beforehand.
- If you have any additional needs, please let us know in advance, so we can try to find a solution together.
- Prepare as you would for a face-to-face meeting: Get what you need - pen, paper, tea, coffee, water, Switch off or turn your mobile to silent, switch off notifications from email, close as many windows as possible to reduce background noise (but make sure you are comfortable).

Video / when joining

- Be mindful that we can see your background! Please ensure anything sensitive or confidential is not displayed on noticeboards in the background etc.
- Try not to sit in bright light or very dark surrounds and position yourself so your face fills the screen.
- If you can't get the video to work, you can still connect via audio.
- If you are struggling to connect, check your internet and the meeting ID and passcode before contacting us for help.

During training

- We will give an overview of how we will run the course at the start of the session.
- Try not to multitask - give your full attention as if you were in a face-to-face training session to get the most out of the session.
- Doodle, make notes, stand up, do stretches if that helps you to stay concentrated (switch off your video for some for these).
- Remember if writing a question in the chat box your question can be read by all participants unless you directly message the host or co-host and if you ask a question verbally, all participants can hear you.
- Remember you should never share anything online that you wouldn't do in real life.
- Thumbs up, smiles and nodding are all great ways to give feedback.
- Online training will be new to some; please be sensitive to others.
- You always have the choice to switch video off at a later point in the session if you wish, for example if you need to respond to a family member.
- Please do not try to record the session for future use. Resources will be made available to you after the session.

What are the in meeting controls I need to be aware of?

The host will talk through these at the beginning of the workshop.

Microphone icon: Join audio/ mute your microphone

Video camera icon: Start/ stop your video

Chat: Type a question to the host/ co-host/ everyone

Reactions: Raise a hand for a question/ thumbs up to show you agree

Leave button: Leave the meeting

Share screen: Only the host/co-host will share their screen during this course

FAQS

How do I get support if I am feeling upset or wish to discuss something in private during the workshop?

You can send a message using the chat function to the host or the co-host. They will then talk with you and offer support.

Do I need an account?

You don't need an account to join if you are joining via a web link on a desktop/ laptop. If you are using a smart phone or tablet/iPad you will need to download the Zoom app and register prior to joining a training session.

What equipment do I need?

You need a desktop/ laptop or a tablet/iPad or smart phone to use Zoom which has the functionality to stream video and audio. To get the most out of your experience you will also need a microphone to enable you to ask questions verbally to the trainer, but an alternative is available in the form of a chat box. Most smart phones, tablets and laptops have a built-in microphone so you don't need to use an external mic.

How do I join a meeting?

Click the meeting link and enter the meeting passcode when prompted. Follow additional pop ups/prompts such as 'join with audio' and select 'join' to continue. (You can also go to join.zoom.us or into the Zoom app and enter the unique training ID number and passcode manually).

Why am I pending in the waiting room?

This means the host needs to let you in to the training session.

Is Zoom secure?

Zoom has made a number of changes to restrict the data it shares with others and has improved the meeting controls functionality to ensure access to the meeting remains for its intended participants.

The following Zoom websites provide a lot of easily accessible training information and videos.

<https://support.zoom.us/hc/en-us>

<https://support.zoom.us/hc/en-us/sections/201740096> -

