

## Help Sheet – Conference Call Meetings & Training

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### **Trainer/Facilitator (Training Team)**

#### Prior to the Training:

- Training Team
  - Comfortable with ZOOM
  - Works with meeting facilitator
    - Ensures participants practice or aware of ZOOM
    - Ensures class has technology (computer/iPad/phone)
    - Sets up practice session to launch approach with participants
  - Sends out agenda for training
- Works with presenter
  - Introduce ZOOM approach
  - Plan shorter sessions rather than lengthy ones
    - Engage audience every 10 -15 minutes
      - Ask question/show a picture
        - Keep them engaged
- Considers 2 calls a morning versus 2 hour calls
  - Give participants a break
  - Address any problems that might have occurred

#### **The Call:**

- Be early
  - Some attendees will dial in early
  - Welcome everyone
    - Makes everyone comfortable & allows for sound check
- Introduce speaker
  - Help people stay within time limits
- Ask participants to mute
  - Mute when necessary – facilitator
- Facilitator address distractions
  - Send chat message if necessary
- Training team tweaks process to improve for future meetings