

## Facilitator Tips & Techniques

### Facilitator Expectations

1. Encourage class to participate in the OLLI Zoom training opportunities.
2. Create a “getting comfortable with Zoom” meeting before your classes start to work address any technical difficulties. Zoom technical assistants can assist those who have issues. This is a great time to reinforce video conferencing etiquette.
3. If you expect class participants to prepare before meeting (read articles, watch videos, research topic, etc.), give them plenty of time. Flaky and slow Internet connections can be very frustrating!
  - a. Encourage people to take notes when preparing. This helps keep them focused during the discussions & they don’t forget important points they want to share.
4. Try to limit emails. Send a weekly reminder containing any material that will be covered with a copy of the meeting link. A follow-up email can be sent to everyone containing additional resources and material discussed during class.
5. Scheduling your meeting
  - a. Always require passwords. They are embedded in the invitation link and require no extra work if participants click on the link to join the meeting.
  - b. Use the waiting room to prevent participants from joining before you start the meeting. Note that you must admit each participant from the waiting room. You’ll hear a ding and see a message that someone is waiting to be admitted. Click admit to let them join the meeting.
6. A meeting co-host is highly recommended. They can monitor the class while you concentrate on presenting your material. Some functions they can provide include: admitting participants, keeping track of people who wish to speak, muting people if required, etc.
7. Start your meeting early (at least 15 minutes). This allows time to address Zoom issues and provide a chance to socialize before class begins. If you prefer, you can save socialization time for the end of class.
8. Tell your class to email your co-host if they are having difficulty joining the meeting, then monitor your email before the meeting starts and during the meeting as well.
9. Zoom Etiquette & Class Management
  - a. Determine & let your class know how they should get your attention to speak. There are many ways to accomplish this:
    - i. Hold up a name tag (easier to spot than simply raising your hand)
    - ii. Using the “raise hand” button – which can be seen in the participants list.
    - iii. Using chat to type a messageIt helps to let people who are waiting to speak know the order of speakers so they know they have been seen. Note that everyone will want to share their ideas, so keeping your class to the designated time frame can be difficult. You can decide yourself or poll your class if time management is an issue. Options include limiting the time spent discussing each item, limiting the time individuals can speak, cutting down on the amount of material discussed, or expanding the class time.
  - b. Select a quiet uncluttered environment where you are less likely to be interrupted. And don’t forget to set your phone to vibrate.
  - c. Position your camera at eye level & fill the frame as much as possible
  - d. Make your face visible by having a strong light behind the camera, but try to avoid light reflections in eyeglasses
  - e. Be aware of microphone placement and don’t rustle papers or tap on the table. Leave your keyboard alone unless you are using chat.

- f. Maintain eye contact – look in camera’s direction especially after sharing a screen
- g. Use your normal voice – speak strongly and clearly
- h. Repeat questions or comments to be sure all participants heard them
- i. Often participants will wait to see if the facilitator has a comment or answer to the question before they respond, so allow time for others to answer or make comments
- j. When addressing a participant, identify them by name first so they have a chance to unmute and respond

### **Zoom Meeting Controls**

1. Gallery & Speaker view
2. Rename
3. Mute/Unmute
4. Start/Stop Video
5. Participants
6. Chat
7. Share Screen
8. Reactions
9. End