



FACILITATION & SUPPORT ROLES & TASKS

Goal

Understanding the different roles involved when hosting a virtual session.

1. **Supporter:** You are in charge of backend support and to ensure the technology works.
2. **Facilitator:** You are the voice of the session, which means you will be the one guiding participants through the session to ensure they feel taken care of.

First steps

Before you do anything else, restart your computer and shut down any programs other than Zoom, Skype and Google - or the programs that you will be using during the session. This should help with the stability of Zoom for your session.

1. Your tasks as a supporter:

Ten minutes prior to your session:

- Ensure that you are in a quiet place with a stable internet connection and an appropriate background. Sign into the Zoom Link of your session and ensure that you are signed into Zoom with the right account to get hosting rights.

During the session:

- Recording of the session: **Start** recording with the “save on my computer” option or save to the cloud. **Pause** the recording when people are in breakouts and when nothing of interest is happening. Each session should be recorded separately and be made available on your community platform or wherever relevant people can reach it. This means that you will need to **stop** the recording after each session so it will be saved as individual sessions on your computer.
- Ensure participants are muted if they are not speaking.
- Check and respond to the chat questions and comments.
- Whilst the facilitator is talking, you will organise breakout groups. Depending on the session use the “Automatic” or “Manual” function to do this and organise people randomly into breakouts. Ensure that the organising team is not put into breakouts!



- If needed: Prepare polling questions and answers while the session is happening.
- Keep an eye on the Skype Channel to see if there are any news and updates.

After the session:

- The recording should automatically start to download in a file to your computer.
- Whilst that is happening - it can take a while - you can clean up your documentation of the take-aways or any other notes taken during the call (i.e. collaboration documents). Once the recording has downloaded you should have a folder with a number of files in it. There will be two MP4 files.
- Upload both MP4 files to the relevant session in the Google folder.
- It takes a while to upload. Once uploaded please rename them to the correct session number:
 - a.) Session XX: Title
 - b.) Session XX: Title
- Place the main take-aways or notes in the folder with the recordings.

2. Your task as a facilitator:

Ten minutes prior to your session:

- Ensure that you are in a quiet place with stable internet connection and an appropriate background. Sign into the Zoom Link to the Main Room of your track.
- Ensure you have the necessary rights in the zoom meeting (host/co-host).
- If relevant: Open Collaboration Google Doc on your computer and ensure that sharing settings are that everyone with the link can edit. Have the link to the collaboration document ready to share it in the chat when needed.

Right ahead of your session:

- Wait for the participants to arrive, have your ppt ready.
- Ask all participants to enable their videos if they can. As supporter you have the ability to mute mics if there is background noise, but ask people to mute when not speaking.
- Firstly tell everyone to change their screen view in Zoom to *Speaker View* in the top right hand corner of the screen that way they can see everyone on the call.
- Introduce the *Raise Hands* options that can be used during the session and also in the breakouts to get the attention of the facilitator + Introduce the *Chat* as an option to share comments and questions during sessions and the Q&As.
- Chat to everyone or someone specific -> exchange emails. Talk directly.



During the Session:

- Introduce the 'Speaker' and the topic, and describe how the session will flow.
- Hand the microphone over to the Speaker and allow for them to Share their ppt.
- In case of share back: Use the collaboration document and questions to facilitate a discussion about what they talked about in their breakout groups -> pick a few interesting elements and ask for a statement.

End of each Session:

- Do a quick summary of the session – this is your main take away.
- Thank the speaker for their effort.
- Ask the participants to note down the email of the speaker – and tell them that they should feel encouraged to reach out to those people from the session if ever they have ideas or questions on the topic.
- Finally, make sure that they complete an evaluation for that session (even if they have attended a different session) It should only take 2 mins.
- End Zoom when ready

- Have cuppa of tea and a nice lie down – Good job!!

