

Tips for Interactive Zoom

(Notes taken during Happy Ltd 2 hour '9 Tips for Interactive Zoom meetings' training session)

Step 1: Create zoom account

Step 2: Create an event

Step 3: Go into settings

Step 4: Turn on break out rooms (will stay on for all future meetings)

Step 5: Turn on polling (will stay on for all future meetings)

Step 6: Turn OFF all participant screen sharing

Step 7: Turn on use of waiting room.

General comments and security

Do not share your zoom links on social media / public places as can lead to 'zoom bombing' or 'unwanted guests'.

If you know who you are expecting on the session, it is advisable to utilise the waiting room and admit people via that route. If it is an open session you may decide to turn off the waiting room.

If someone is in your session unwanted, or causing difficulty, you can eject them from the meeting and then lock the meeting to prevent re-admittance via the security settings as host which are found on the navigation bar along the bottom of the screen.

Start off with some ground rules e.g. camera on, microphone on mute, raise your hand etc and rough timings of breaks so people know in advance.

Screen view

Depending on what type of session you are holding you may advise your group to switch to presenter view (for presentations) or gallery view for group discussion sessions. Participants can change this view in the top right of the screen.

Chat box

Introduce participants to the chat box and encourage them to use this for asking questions, sharing links / resources. The chat box is accessible via the navigation bar at the bottom of the page. All participants can save the chat at the end of the session if they wish using the 3 dots in chat by their name to bring up a menu with the option to save. A pro Zoom account will automatically save the chat for the host.

Participants

Also on the navigation bar at the bottom of the screen you can click on 'participants'. Not only does this allow you to view the participants but as host to allocate someone else as host or co-host, (click on 'more' next to their name); to put your hand up and there are 'yes' and 'no' answers which can be used for group questions. The response appears next to their names.

Recording

The host can record a session but must have permission from participants (the same for screen photos of participants). Recording can be enabled in settings and you can start and stop a recording and then re-start.

Polls

- **Zoom polls**

If you have turned on polls in the settings (see above) you will be able to run live polls for multiple answer questions. This is a simple Q & A poll. The host of the meeting will have 'polls' on the navigation bar at the bottom of the screen next to 'participants'. Click on this to create and activate a poll, and to share the results. These appear in a pop-up window.

- **Sli.do polls**

Slido is a free polling app with additional features. You need to register an account and create an event which will generate an event code, and add your polls to that event in advance of the session. Slido has the ability to create word clouds from peoples responses which is a nice visual as they develop live on screen (screen share), as well an option to vote on 'top responses'. Slido can be accessed via computer or simply typing Slido into google on your phone. This is encouraged as it doesn't take you away from the session on the computer. When slido opens up you need to click activate poll on your account and provide the event code verbally and in the chat box for people to access and give them time to load it up on their phone and submit their responses. Click on 'present mode' in the top right of the screen and share your screen to share the live results as they come in on the screen. Comments can be downloaded as a text file in the free version of Sli.do.

- **Annotation polling (see below under annotation)**

Questions to the group

There are different ways you can do this. If everyone is on gallery view you can simply ask your question and ask people to put their hand up / thumbs up / number of fingers for scale voting (eg how confident are you with.....?)

Alternatively you can ask everyone to open the participants' box for yes / no questions.

You can of course use polling as above and another option is to ask everyone to type their answer in the chat but not submit, and instead give a thumbs up, then say 'go' and everyone submits at once providing all the answers in the chat which is a quick way to get quick responses from a large number of people.

You can then build on this by asking certain people to expand on their comments verbally by unmuting their microphones.

Annotation

The annotation tool has A LOT of possibilities. It was used in the session for polling, colouring in (eg as people arrive, during breaks etc) but could easily be used for exercises as well. Finding the balance between content delivery and breaking the session up to keep it interesting is key.

Essentially you can put anything in a slide in powerpoint, share your screen and invite people to annotate it with either lines, arrows, symbols or text. You can also save the outcome image as well which will save to your computer under 'Zoom' by clicking the save

icon on the annotation editing bar. This does not actually annotate your slides as it all sits on a separate layer.

This means you can create a map and ask people to mark where they are from, or create a scale from 1-10 and ask people where they are on it in relation to 'x' or create a template and ask people to use the text function to fill in the template.

To access annotation, you need to have the base information in a slide, whether it is a tool, template or blank colouring in sheet. Share your screen as host so that everyone else can see it and then invite people to annotate by clicking on the 'view annotation link at the top of the page and this will open up all the annotation settings. You can save the final image from here too. You cannot type in the chat box whilst in annotate mode.

Zoom Whiteboard

Under screen share there is an option for whiteboard. Remember only the host and co-hosts can screen share. This creates a blank screen that can be typed onto or drawn on (see 'annotation')

Breakout Rooms

There are a maximum of 50 breakout rooms so for group breakouts of 2, 100 is your maximum number you can accept on the session. Only the host can create breakout rooms but you can allocate someone else as host during a session. Co-hosts are unable to create breakout rooms.

The host and co-hosts can go into any breakout room to facilitate / support but when in the main room cannot hear what is being discussed in the breakout rooms. When in a breakout room they can of course hear the conversation. Co-hosts are also able to share their screen.

When creating breakout rooms (during the session) you click as host on the 'breakout rooms' button on the navigation bar at the bottom of the screen. This will allow you to allocate breakout rooms in 1 of 2 ways – automatic or manual. You can for example with a group of 35 state you want to automatically place 35 people into 7 breakout rooms of 5 and this will happen at random. If there is a need for people to be in the same breakout rooms, you can allocate people manually.

You can also select automatic and then manually move people if needed.

Before you send people into chat rooms you must provide them any information they need in the chat rooms PRIOR to pressing go. So if there is a question you want them to discuss, or a group activity on another platform e.g. jam board (see below) you need to verbally provide this information and write it into the chat box whilst everyone is in the main room.

If you are using more than one session of breakout rooms, people will automatically stay in the same groups unless you change the settings when you create the next round of breakout rooms by clicking on "recreate". This may be what you want to do or you may prefer to recreate the rooms so that everyone speaks to someone new or different each time.

You can also broadcast a message in the breakout rooms which appears briefly at the top of the breakout room screen. This can be helpful if you want to let people know they have 3 minutes left, or its time to move onto the next exercise etc. You set this at the same time as creating the breakout rooms.

In breakout room settings it is also important to select rooms to automatically expire to bring participants back in to the main room. You can set how long a break out room session should last and how long a countdown reminder you want to give people as warning that the breakout session is due to close.

Note: breakout rooms can be created in advance if everyone is asked to register for the session. If they do not register, then breakouts must be created live. This can be helped with a timely break or a co-host speaking / delivery a short activity.

Google Docs and Google Jam Boards

You can link to other platforms (see below for 'other platforms') including Google docs and Google jamboard. You can pre-create a template document in Google docs which you then ask people to complete which is a very quick way of creating a document of responses. Jamboard is another google tool which allows brainstorming ideas with post its which can then be discussed and put into categories or themes. Everyone can create and type into post-its and everyone can move them around the screen. There is a maximum number of people who can access a single jamboard so it is advisable to have a number of jamboards with small groups using each. The key thing to note here is that you must have a google account to create these, and in order for everyone to access it (without a google account/signing in) must set the permissions to edit access for everyone who has got the link. You then share this link in the chat room prior to opening any breakout rooms.

Liberating Structures

You can use liberating structures for a variety of things and can find out more here: <http://liberatingstructures.com/> Also as sharing my notes from Happy Ltd training, should say that Happy Ltd also run virtual Liberating Structures training (which is free for NHS staff).

Happy Ltd example:

"1-2-4-All" and this was demonstrated by asking all participants to spend 1 minute thinking about their response to a question. They were then put into breakout rooms of 2 for 2 minutes to discuss with either other. Then put into groups of 4 for 4 minutes using Jamboard to list the answers they had come up with. Finally all brought back into the main room (all) and using Slido wordcloud polling were able to enter key words into the Q&A section which then appeared in the word cloud. You can then ask participants to vote (e.g. 3 votes each) by clicking on the thumbs up 3 comments to identify the top 3 responses.

This liberating structure is a great way of enabling everyone to have their voices heard.

Networking

Networking can be achieved by making everyone a co-host which allows people to move in and out of the different breakout rooms and conversations.

Other platforms

You can use other platforms alongside zoom e.g. Mural, Miro. etc but you need to link to these in the chat so people can access. In breakout rooms using other platforms for exercises, you will automatically be returned to the main room when the allocated time has

passed. You can also link in the chat box and keep the whole group in the main room (but test first and be cautious of number of people impacting the speed of the chosen platform).

If you have 5 chat rooms you will want 5 different links for people to work on in their groups – you need to communicate clearly which link is for each group. The chat box number appears before you are admitted so you can say e.g. link 1 is for breakout room 1 etc.

[These are personal notes taken during the session which I am sharing for the benefit of other NHS staff working on Virtual Training]