

# Wellbeing for Education Return - Top Tips for Online Training Delivery

*Please note that this guide is for information only and is based upon our experiences of delivering online training across England to a range of settings. We do not endorse the use of Zoom or Microsoft Teams. The below offers suggestions only for you to consider when delivering training online in any forum.*

## 1. Online training: overview

- If using Zoom, attendees will need to register for the training in advance in order to receive the meeting link.
- Ahead of the session ensure that attendees have been informed that it is advisable to log in using an internet browser on their device, and not to dial into the session using a Zoom access telephone number, as costs may be incurred by the attendee.
- In our experience, online training works best with two trainers and one support team member. The trainers deliver the training and keep the training interactive by talking with each other and monitoring the chat box.
- The support team member can respond to any queries from attendees around accessing the meeting, for example on Zoom or Teams, and ensure the meeting is secure.
- Be mindful that some attendees may prefer not to speak, participate in break-out rooms or use their camera. This can be for personal reasons and should be respected.
- Prior to the session, attendees should be advised to check their internet connection, check they can access the forum (e.g. Zoom or Teams) and check the audio-visual settings on their device (e.g. volume not muted, video working). They may also need to move other equipment away (e.g. mobile phones) to prevent feedback or interference. As should trainers.
- Trainers should test out using Zoom or Teams to co-deliver presentations and share screen in advance where possible.

## 2. Security

- In a virtual training course, it is important to know you are admitting authorised people to the session, to ensure security and track attendance. You may also discuss confidential matters and want to ensure no one else can join the meeting.
- In Zoom, you can use a virtual waiting room and then admit attendees into the main virtual meeting room. You can set this up when you create the Zoom meeting.
- In Teams, you can use the 'lobby' option and admit attendees from the lobby into the main virtual meeting room.
- For additional security, you can restrict attendees from sharing their screens.
- In Zoom, you can lock the meeting once all attendees are present. This is an option in the 'Security' tab on the tool bar in Zoom. Please note anyone who leaves the meeting (e.g. loses internet connection/closes the browser) will need to email your support team member to be readmitted to a locked room.

### 3. PowerPoint Presentations

- You can share your screen in Teams and in Zoom to show your PowerPoint presentations.
- In Zoom you will need to be a host or co-host in order to share screen. Select share screen in Zoom and then in PowerPoint by selecting 'Presenter' mode. If your notes for the slides also remain visible, close PowerPoint and reopen it. Then select presenter mode again. Please note, there can only be one host per session in Zoom, the host can allocate co-host status to others during the session.
- Webpage links – check any webpage links within PowerPoint run in the shared screen. To play sound on videos over Zoom, in the options at the bottom of the screen please tick the box to 'share sound'.
- You may wish to circulate documents/pdf versions of your slides with attendees in advance of the session so that they can follow along with the presentation, this may be helpful for attendees with certain accessibility requirements.

### 4. Chat functions

- Zoom and Teams allow attendees to use the chat function to communicate and ask questions during the session. This is often easier for a larger group to communicate and keeps the session interactive, whilst also managing the timings of the training day.
- You and your co-facilitator will need to monitor and read out the chat box if you use this for communicating during the training.
- You can use the chat function to message individuals or to message the whole group.
- You may wish to ask attendees to use the raise hand function in Zoom or Teams if there is a large group.
- If you would like to save the chat after the training session, you will need to click on the three dots within the chat box and click 'save chat'.

### 5. Break-out rooms in Zoom

- In Zoom, you can assign the attendees to 'break-out rooms'. Microsoft is due to introduce a break-out room function for Teams later this autumn, so if you're running sessions on Teams you will currently need to set up additional, shorter session invites and links to run alongside the main session.
- For Zoom, the break-out room option is in the tool bar in Zoom and only the main 'host' can do this. Once you are host, this option will appear on the tool bar. This option allows attendees to be split into smaller groups for discussion for a set period of time (e.g. 10 minutes). This can be done by manually adding attendees to break-out rooms, or Zoom can do this automatically for you. Attendees will go to a separate 'virtual' room for discussion, the duration of which can be set by you using the 'options' tab when you set up the break-out rooms.
- When the time ends, they will all come back together in the main virtual meeting room to report back on their discussions to the wider group. It is useful to ask them to nominate a speaker from each of their groups.
- It is good practice to explain the use of break-out rooms at the start of the training.
- Zoom video and guide here about managing break-out rooms: <https://support.zoom.us/hc/en-us/articles/206476313>

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- If the trainers are also entering the break-out rooms to support with discussions, the support team member will need to have host status and will remain in the main meeting room for the duration of the break-out rooms. This will ensure that no one gets locked out of the meeting/break-out rooms.

### 6. Break/lunch times

- Ensure attendees know how to leave and rejoin a meeting for break and lunch times.
- If using Zoom, we would suggest that at break times attendees are encouraged to mute and turn off their video, but not to leave the meeting. If they close the meeting and the room is locked, they will have to email your support team member to unlock the room and allow access to the training again.

### 7. Additional support:

#### ZOOM

Zoom guidance and video tutorials for FAQ's and troubleshooting can be found here:  
[https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions#h\\_3c31da61-cc08-4978-8b64-d3af2e749fa1](https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions#h_3c31da61-cc08-4978-8b64-d3af2e749fa1)

#### TEAMS

Teams guidance and tutorials can be found here:  
<https://support.microsoft.com/en-GB/teams>