



Listen Group Zoom Meetings

Meeting Controls and Etiquette



Introduction

Many Listen members have attended a Group Zoom meeting and are comfortable with using the Zoom controls. For new Listen members, current members joining for the first time, or those who are still a little uncomfortable using Zoom, the Listen Committee is always happy to arrange a very informal “Zoom awareness session” a few days before each monthly meeting. Contact Linda on membership@listenatkings.org.

For those who are now comfortable with the technology, this document is just to remind you how controls are used during the meeting and the etiquette you are asked to follow to ensure our meetings go to plan.

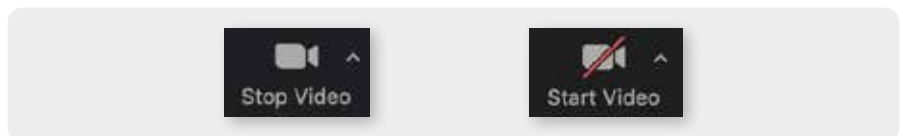
We assume for the purpose of this paper that you are comfortable in how you join a meeting – just by clicking the link sent to you via email – or by copying and pasting that link into your browser. You will then be prompted to join via computer audio, which you accept. If you are joining the meeting early, you will see a notice on the screen that you are in a waiting room, which is a security feature of Zoom to ensure only those registered are allowed into the meeting. When the host lets you into the meeting, you will then start to see everyone.



1. Seeing everyone on video

We ask that everyone uses video. At first a few people were really shy about seeing themselves on video – but most people get used to it very quickly. We think you will agree that seeing everyone on the screen really helps in bringing us all together – it makes it the best possible experience. If anyone is still unhappy showing their video, we understand. However when you have attended a few meetings we think you will realise that the benefits outweigh any shyness!

The meeting will be set up so that you join with video enabled. You can turn off your video by using this button. The icon is simple on/off button – click once to enable and then again to disable. A line will appear through the icon when video is stopped. This control is an icon with a drawing of a camera and appears in the bottom left hand corner of the screen on a PC (sometimes a different position on a tablet.)



2. Seeing the video images of all the meeting participants

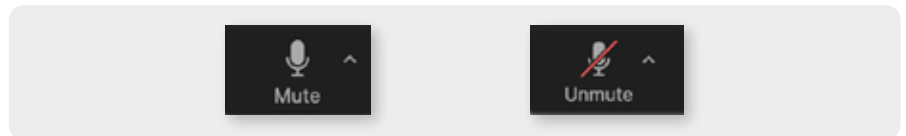
Once you are in the meeting, the number of people joining is usually too many for all the video images to appear on the screen at once. You will see some arrows (either to the top/bottom of the images or to the left/right of them) where you can scroll across and see everyone.

On a tablet you can swipe across to see all the images.



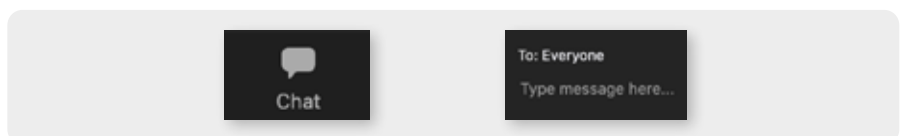
3. Mute/unmute

This button – next to the video button – has a little picture of a microphone – it has a line through it if you are “muted” – ie no one can hear what you are saying.



When you join the meeting, everyone is “unmuted” – ie their microphone is working – for the first five or ten minutes whilst everyone is joining. This enables us to say some hellos as well as waving at everyone. As soon as we start the meeting proceedings, we will mute everyone – and we ask you to keep that setting enabled until asked to do otherwise. This allows us to run the meeting without problems like background noise (dogs quite often seem to want to bark and join in!) or any problems with feedback etc.

(We request members not to ask questions by trying to speak during the formal sessions as this would be unmanageable. At the moment we collect questions in advance for the speaker (via Linda) and these are provided to the speaker prior to the meeting. If time is available and the speaker is agreeable, we also invite members to enter questions they would like to ask via the “chat” facility. These will then be collected up and one of the Committee will put the questions to the speaker on the Member’s behalf. You will find the chat facility by clicking on the icon with a picture of a speech bubble. This will bring up a panel where you can see the option of sending a chat message.)

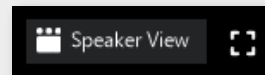


If you are using a tablet you need to click on the three dots (...) for this icon to become available.



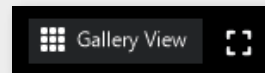
4. Gallery view/ speaker view

The Gallery view is exactly what the name suggests – you can see the small video images of everyone at the meeting. There is a button at the top right hand of the screen (sometimes top left on other devices) where it will show which view you can switch to. If you click that button, it will change from gallery view to speaker view. It is suggested you use this when someone is giving a formal speech – this will bring that person up into a larger image and hide all the other video images. This will give a much better experience and make you feel like this person is almost in the room.



Click this to move from Gallery to Speaker View.

Once the formal speaker has finished and questions have been taken, it is suggested you click that button again to return to gallery view. You can always go back to speaker view again if you particularly want to focus on someone speaking at the time.



Click this to move from Speaker to Gallery View

5. Going into Breakout Rooms

Many members have told us they really benefit from breaking into small groups later in the meeting. These groups are led by a Listen facilitator; this allows everyone to have a more personal chat in small groups.







During a scheduled break on the agenda, members will be allocated to a “breakout room”. This means the main meeting



will be split into several smaller meetings, each with a Listen facilitator and a small number of members. When you come back from the break – the timing of which will be announced at the meeting – you will see a message inviting you to your breakout room. Please accept the invitation and you will shortly find yourself in your breakout session.

The Committee has recently produced some guidelines to help everyone get the best from these sessions. Remember – the facilitators cannot answer medical questions and certainly do not have all the answers. The session is really about sharing experiences and supporting each other.

Listen Conversation Guidelines

-  Suspend judgement as best you can.
-  Respect one another.
-  Seek to understand diverse opinions.
-  Invite and honour diverse opinions.
-  Speak about what has personal meaning and resonance.
-  Go for honesty and depth while allowing space for others to contribute.

The session will last around 20 or 30 minutes. It has been difficult to decide the best duration for these sessions – its amazing how quickly the time goes. We will continue to monitor what is the ideal time.

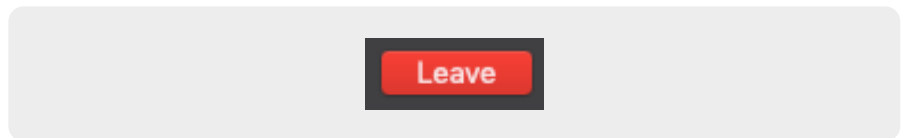
Shortly before the end of the session, the Facilitator will receive a message that the session will be wound up in five minutes – to give everyone the chance to finish the conversation. Another message will be sent with a one minute warning – after which everyone will appear back into the main meeting.



Sometimes the meeting is wound up shortly afterwards but others we might have a further short item on the agenda – this will vary from meeting to meeting.

6. Leaving the Meeting

Once the meeting business has been completed, please click the button to leave the meeting rather than waiting for it to be ended for you.



7. Feedback

The Listen Committee is keen to continue to develop the content and structure of our monthly Group Zoom meetings.

Please let us have your feedback by emailing us via Linda (membership@listenatkings.org) so that we can incorporate it in our thinking for future meetings.

Please note that if you are prompted to give feedback in the process of leaving the meeting, this is a feature of Zoom for them to get feedback on the meeting experience of using the product and is something different.