

Virtual In-service Training

Record all of the trainings so volunteers who are unable to attend can view them later.

Instructions to give attendees ahead of time via email

- How to download the software to their phone or computer
- How to make sure their sound is working before joining the meeting
- How to sign in to a meeting
- How to turn their video on and off
- What the viewing settings are and how to change them
- How to use the chat, Q&A options if you choose to make them available to participants
- How you are using the mute options and what they need to do to unmute themselves
- A detailed schedule of the meeting with assigned times for each section sent to everyone ahead of time.
- Explain why you have set it up this way in order to respect their time and so everyone can get the most out of the training time.
- Make them a cheat sheet they can download and print out for reference

Sending Training Reminders

- If possible training dates should be set and sent out well in advance (1 to 2 Months)
- Send an email reminder
 - ✓ Two weeks in advance
 - ✓ One week in advance
 - ✓ One day in advance
 - ✓ One hour before the meeting begins

Using the Mute Option

- Educate attendees ahead of time about the mute option and how they can unmute themselves when called upon
- Make sure everyone is muted upon entry
- Ask people to literally raise their hand on screen to speak
- Ask participants to have strips of white paper and a black marker ready to be able to answer questions. Use the supplies during some fun icebreakers or experiential exercises (see below)

Using Breakout Rooms

- If you have a large group, utilize the break out rooms with not more than 6 in a room
- Have moderators for each of the rooms that you will have trained ahead of time
- Have a specific purpose and time-limit for the break out rooms
- Break out the rooms based on the various volunteer jobs when discussing client interactions
 - ✓ Advocates
 - ✓ Education Programs such as Earn While You learn
 - ✓ Materials assistance
 - ✓ Office help
 - ✓ Post Abortion

Using the Share Screen Option on the Host's Computer

- View a movie or a movie clip found on YouTube or from the Host's computer that emphasizes a training concept
- Show the outline or teaching content that participants can download later
- Scan a visual from the training manual and review the concepts
- Show pre-recorded videos made by center staff

Pre-Recorded Video Ideas

- Pre-record a role-play
- Pre-record interviews with someone or a variety of people who can speak to:
 - ✓ Evangelism – exploring different views or methods of evangelism
 - ✓ LGBTQ Issues – a person who identifies as LGBTQ, a counselor,
 - ✓ Adoption – agency, individual who made an adoption plan
- Pre-record an interview with a:
 - ✓ long-time volunteer
 - ✓ staff person from a national organization
 - ✓ board member
 - ✓ local pastor

Ice Breakers | Games | Quizzes

- Create your own Jeopardy game of the Seven Fundamentals. Here are some resources to create the game.
 - [How to Create a Jeopardy Game in Power Point](#)
 - [The 12 Best Free Jeopardy Templates](#)
- Play a game of Pregnancy Center trivia to see who knows the most about the history of your pregnancy center
- Ask a question about the Seven Fundamentals and everyone has to write down the answer quickly on the strips of paper with a marker and hold up their answer
 - ✓ Every woman is sending out an . . .
 - ✓ S stand for . . . O stands for . . . S stands for . . .
 - ✓ The 5 communication skills spell the word . . .
 - ✓ R stand for . . . (etc.)
 - ✓ The steps to Crisis Intervention spell . . .
 - ✓ And so on . . .
- Separate people into break out rooms. Tell them they have 5 minutes to
 - ✓ Find three things they have in common **or**
 - ✓ Find three things that no one has in common
 - ✓ Decide on a spokesperson to report the findings to the larger group.
- A brief around-the-house scavenger hunt of the following items or any other fun ideas you might have. There is no pre-warning of these items. Everyone has to get up from their computer and go find these items and bring them back.
 - ✓ An item that no one would suspect they have
 - ✓ A precious possession
 - ✓ An item in their kitchen they never use
 - ✓ Favorite photo of their family
 - ✓ The shampoo they are currently using

The Q&A

- Have volunteers email in questions ahead of time either open-ended or focused on a particular topic and have a panel of center staff answer the questions
- Invite a panel of people to answer questions on a special topic

Discussing Client Interactions

- It is important to remind participants how to discuss client interactions while maintaining confidentiality. This must be reinforced each time you have these discussions
- Set up breakout rooms with affinity groups as discussed above.
- The moderator will ask if anyone would like to share a client interaction they thought could have gone better **AND** if they would like some feedback and suggestions, using the Seven Fundamentals as the evaluation tool. The Moderator must remind participants about how to give feedback and interrupts if participants are giving poor or hurtful feedback.
- If no one wants to share a personal story the moderator(s) should be ready with a case study that participants can discuss relative to their client situations. She can read out the case study and everyone can answer questions similar to the case study questions in the ETs training manual.

Experiential Learning Exercises

- There are a variety of experiential learning exercises in the ETS Leader's Manual. Some of which need to be done in person but a variety of them can be adapted to use in a virtual meeting setting.
- I would suggest the following. All will need adjustments in the timing and instructions in order to make them work virtually
 - ✓ Who Am I
 - ✓ Listening Triads
 - ✓ Personal Coat of Arms
 - ✓ Steps to the Cross
 - ✓ Getting to Know You
 - ✓ Using Good Questions
 - ✓ Agenda-Driven Communication

Managing the Meetings with a large number of attendees

- Have a detailed agenda with specific times assigned to each agenda item. Stick to your schedule and give warnings to people when the time will soon be up and you are changing to a different agenda item,
- Try to get RSVPs ahead of time so you can plan the breakout rooms ahead of time
- Determine how you will incorporate late arrivals
- The host should train assistants to help you with the following tasks
 - ✓ Moderating the breakout rooms
 - ✓ Watching the chat and answering any questions
 - ✓ Watching the Q&A and answering questions
 - ✓ Helping people who are having technical difficulties (there are always a few)