

Virtual Meeting Training: Zoom & Conference Calls

(8/27/20 WILPF Training)

Introduction to the Virtual Meeting Training

This training is intended to help WILPF branches find *virtual* ways to meet without putting any member's health at risk. This training focuses on hosting, using your own account, and we show you how to set up and use both a Zoom account and a Free Conference Call account. Both kinds of accounts can be free or not, as you choose. With your own account, you are the host of the virtual meeting.

You must invite *and* remind your participants. A *very best* practice is to reminder people one week before the call, 24 hours before the call, and then two hours before the call. Also, as the host, you will want to get on the call ahead of the participants **by 10-15 minutes**. This is true if you are using **any call technology**: Zoom, Free Conference Call, Maestro, Teams, etc.

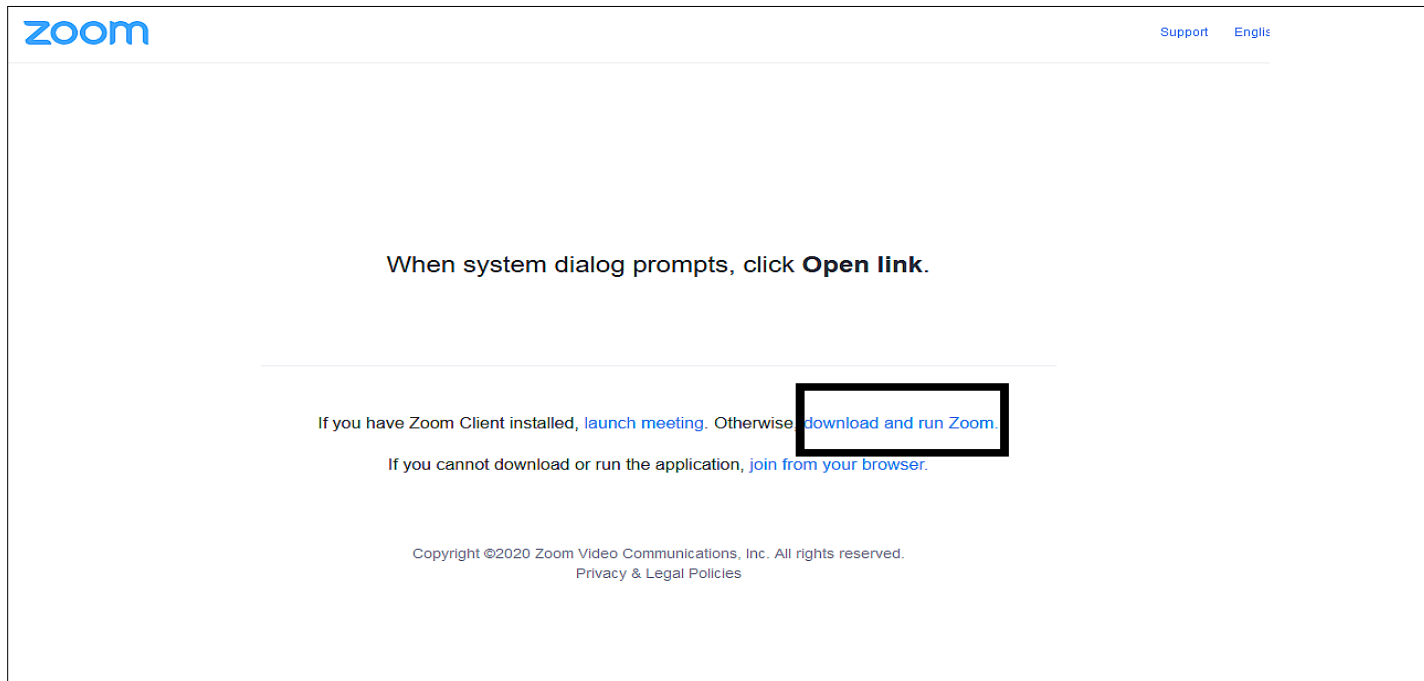
Zoom Training

- **Zoom Introduction:** Zoom is a form of virtual meeting offering video connections.

You can be a Zoom meeting participant or you can host a meeting. But *first* –

Participating in a meeting:

When you are invited to a Zoom meeting or other wise have a meeting link, you can join the meeting by clicking the meeting invitation link or going to <https://zoom.us/join> and entering in the meeting ID. If you don't already have the Zoom application, **to be on a Zoom call you must download and run that Zoom software** (see black box in screen shot):



- **Signing up for Zoom:** You can be a meeting host by signing up for a free Zoom account. (Free accounts are usually limited to 40-minute meetings. Generally, participants in free account meetings cannot join by simple telephone; one joins by smart phone, computer, or “pad”. A paid account – about \$13-\$15/month – allows longer meetings and call-in by basic telephones.)

→ Here are two (2 minute videos on “How to” sign up for Zoom)

- 1) Two-minute video on how to sign-up for Zoom (*Made by Zoom*)

<https://www.youtube.com/watch?v=qsy2Ph6kSf8>

- 2) Another two-minute video on how to sign up for Zoom

<https://www.youtube.com/watch?v=ZWkdsgTlbeM>

- **Scheduling a meeting:** Once you’re a host, you can schedule a meeting.

To invite participants to the meeting, when you schedule the meeting, you copy the complete “invitation “– the link, with all the additional info. You’ll email all that copied information to the possible participants.

Don’t post the link on Facebook or otherwise on the internet, unless you’re prepared to handle – and kick off the call – possible “Zoom bombers”. One way to prepare is to choose the meeting setting, when you schedule the meeting, that requires “**registration**”. (This usually discourages Zoom bombers, but it doesn’t prevent them.)

→ One-minute video on scheduling a meeting) <https://www.youtube.com/watch?v=LE2w9tRpF4I>

- **Meeting Controls:** What can you do, as the host of a meeting?

→ Managing participants in Zoom – Ten-minute video on how to use the controls on Zoom: <https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting>

- **Zoom Help:** Besides what’s available on YouTube (like the above and **Extra info on Zoom meetings** below), Zoom also offers help:

- 1) Its own FAQ, with many tips:

https://support.zoom.us/hc/en-us/articles/206175806#h_bd83fa44-e32f-47b6-8fd6-0e2d1eb6077b

- 2) Video tutorials, guides, and other resources at its help center:

<https://support.zoom.us/hc/en-us>

- **Extra info on Zoom meetings:** Though not required to host a Zoom meeting, there are lots of additional features!

→ This is the link to the full “How to Zoom” playlist on how to use all of the Zoom features: <https://www.youtube.com/watch?v=LE2w9tRpF4I>

- **Reminders:** You email out the meeting link, with all additional info info, to invite everyone. Then, you will want to send reminder emails/make reminder calls before the meeting will be happening.

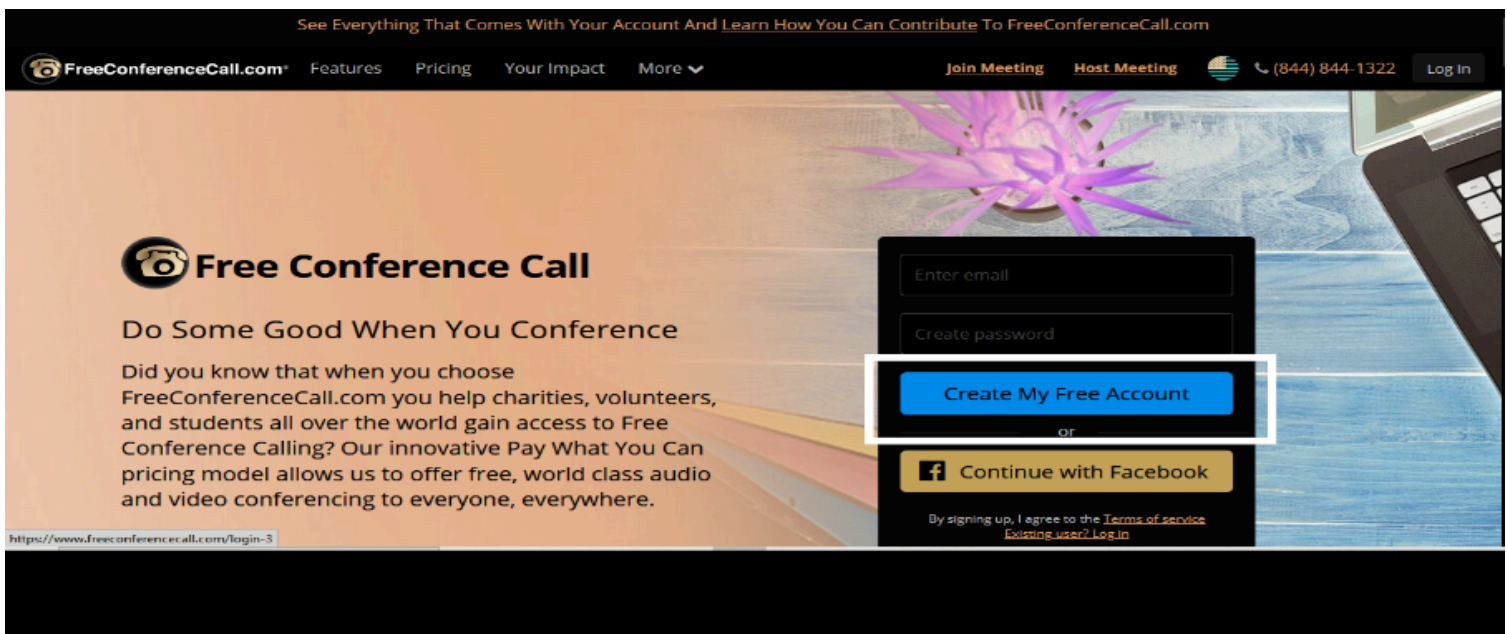
→ Remember – get on the call ahead of the other participants.

Conference Call Training

Free Conference Call Introduction: Conference calling is another form of virtual meeting, usually not visual. Participants can call in using a basic phone.

Free Conference Call is one company offering conference calling accounts for free. (They ask users, such as business users, to pay “what you can afford”. For the infrequent use of their service likely for branch meeting purposes, you may choose to pay nothing.)

- **Sign up:** Go to <https://www.freeconferencecall.com/index-b> & click “Create My Free Account” which is boxed in here:



Just enter an email and a password. It's that simple! Although there are *advanced* features, to have a conference call, all you need to know is this. **That's all it takes!**

- **How to set up a conference call:** For a conference call, you simply agree on or announce a time to the other participants.

Unlike Zoom, there is no need to *schedule* the meeting. You only need to share your call-in phone number and participant access code, using your FreeConferenceCall.com account

information. At the designated time, participants phone in, entering the access code, followed by the # sign. That's it!

→ One-minute video: <https://www.youtube.com/watch?v=Ke-cQUgnazc>

Note: You don't send out a link for a conference call, but – of course – you have to send emails (or call) to inform branch members, telling them the day and time to call-in, plus your call-in phone number and participant access code. Then, you will want to send reminder emails/make reminder calls before the call will be happening.

→ Remember – get on the call ahead of the other participants.

Mostly Familiar Pointers for Virtual Meetings

Any meeting, to be successful, requires some **planning**:

- Have an agenda, which – ideally – is distributed to participants in advance.
- Designate one or more facilitators.
- Identify someone to take notes.
- If possible, have a time keeper (as well as suggested time allocations on the agenda).
- Identify subcommittee volunteers to work on meeting topics outside of/between meetings.
- When possible, set the next meeting time and date *near the beginning* of the meeting!

To allow everyone a *chance* to speak and to avoid people speaking “on top of each other”, **virtual meetings usually require special facilitation efforts**. For smaller meetings (5-11 people), it usually suffices for the facilitator to “**keep a stack**”. When someone wants to speak, they wait for an opening to say, “Stack! [their name]”. The facilitator responds, “[Name], you're on the stack,” and keeps track of the order of those on the stack, calling on them in turn.

To equalize participation, often, a facilitator may explain that she will call first on those in the stack who have not already spoken or who have not spoken as much. It is the nature of time constraints that the time allocation for an agenda item may run out before those who have previously spoken/spoken more have another chance to speak.

Incidental note: Due to the irregular time delays built into “telephony”, in both Zoom meetings and conference calls, **participants in a meeting cannot sing well together and all be heard**. “Group” singing is usually done by muting all but one participant. The unmuted participant sings the song, and those muted sing along – heard by themselves.