



## Better Choices, Better Health® SD Video-Platform Workshop Delivery Guidelines

### Table of Contents

<b>Program Delivery:</b> .....	<b>2</b>
<b>Roles</b> .....	<b>2</b>
Moderator & Tech Support Individuals: .....	2
Tech Support Role (Co-Host): .....	2
Leader Role (Co-Hosts); .....	4
<b>Program Components</b> .....	<b>4</b>
Brainstorms: .....	4
Breakout Rooms: .....	5
<b>Other Zoom Features:</b> .....	<b>6</b>
- Raise Hand: .....	6
- Change Name: .....	6
- Whiteboard: (use only if not using SMRC PPT) .....	6
- Host/Co-Host .....	7
- Missing features for those not under SDSU Zoom License (non-SDSU employees): .....	7
<b>Weekly Overview &amp; Troubleshoot</b> .....	<b>7</b>
<b>Week 1 Review~</b> .....	<b>7</b>
Session 2 Prep: .....	8
<b>Week 2 Overview:</b> .....	<b>8</b>
Week 3 Prep: (physical activity, fats, decision making) .....	9
<b>Week 3 overview:</b> .....	<b>9</b>
Prep for week 4: .....	10
<b>Week 4 Overview:</b> .....	<b>11</b>
Session 5 Prep: .....	12
<b>Week 5 Overview</b> .....	<b>13</b>
Week 6 Prep .....	13
<b>Session 6 overview:</b> .....	<b>14</b>



### Team Cell Phones:

[Name] [Cell] [Role]

### Program Delivery:

- Tech Support – SDSU Extension Staff – Zoom Tech/Assign Host/Chat/Troubleshoot
- Moderator – Screen Sharing for SMRC PPT/Chat/Breakout Rooms
- Leader 1
- Leader 2

### Roles

#### Moderator & Tech Support Individuals:

- Upload photo to Zoom
- Zoom Name – use only your first name and include your role, i.e. Jackie (Moderator)
- Cameras off, except during introduction and when offering support or assistance
- If leader facilitating is having technical difficulties or audio is breaking up, interrupt to mention this and ask the second leader to continue
- Be prepared to identify and mute people who are not talking if any background noise occurs
- Keeps track of time for activities –
  - o start time, end time and notes when time is nearing the end.

#### Tech Support Role (Co-Host):

- Week prior to the first session – Send email reminder & Zoom practice invitation(s)
- Facilitate Zoom Practice for participants prior to the first session
- 30-60 minutes before each session – Send email reminder with Zoom meeting link/instructions and Tech Support name, phone number & email address
- Log in to Zoom meeting as Host, 30 minutes before each session
- Assign Leaders as Co-Hosts
- Admit people from Waiting Room (cross reference with roster)
- Ensure participants all are using their first name or nickname (help them Change Name if needed – see instructions at the bottom of this guide – or host can rename participants)
- Merge audio & video for participants calling in vs. joining audio through the same device as video
- Participants should not call in on multiple devices from the same physical location (e.g. a pair of participants who are in the same room should participate on the same device rather than separate devices). This can cause an echo.
- Track attendance, including who is still on at the end of each session



- DO NOT RECORD Sessions
- Add to Chat: Tech Support name, phone number and email address
- Add to Chat: Workshop Handouts (3 for DSMP) links or upload files
- Add to Chat (Sessions 1 & 6): Survey Link
- **Announcements** – Beginning of Session One (camera on)
  - o Ask if everyone can hear you clearly
  - o Welcome on behalf of license holder SDSU Extension
  - o This is a secure, password protected private group. Everyone here has registered and must be admitted by me through a virtual waiting room.
  - o Pre-Survey Reminder – Add Link to Chat:
    - This workshop is part of a pilot to test virtual program delivery and is made possible by a grant from the U.S. Administration for Community Living (ACL). To help us better understand who is being reached by this program and to improve our services for others like you, we would like to give you a brief online survey. Completing this survey is entirely voluntary and you can skip any questions that you don't wish to answer. If you decide not to complete the survey you can still participate in this program.
  - o Emergency Contact – [Email] [Name]/Phone number of emergency contact if you haven't done so already
- Reassign Host duties to Moderator
- Monitors chat to assist participants with Zoom troubleshooting
- Be available via cell phone in case someone has trouble with Zoom
- If we all lose connection to our Zoom meeting, Tech Support will quickly put together a zoom meeting, email the link to all participants and leaders/moderator. That way we all receive the same information and have a plan of action if our meeting were to drop off.

#### **Moderator Role (Host):**

- Assign Tech Support as Co-Host
- **Beginning of Session 1: Share Screen: Virtual Guidelines DSMP PDF**  
(Ask: Can everyone see the Virtual Guidelines)?
  - o Turn Your Camera On (Help Locate Camera On/Off function)
  - o Mute Your Audio unless you're talking (encourage interaction)  
(Locate Mute/Unmute function)
  - o Unmute & speak or type into Chat or Raise Hand if you have something to say  
(Locate Chat function, explain how to send group & private messages)
  - o Speaker View vs. Gallery View (not on PDF) - change the view from speaker view to gallery view (multiple people at once)
  - o Computer/Tablet: Full Screen for complete bottom menu (not on PDF)
  - o If Internet connection is poor, screen freezes, or your audio is cutting in-and-out, may need to log off and reconnect. Or you may try turning off your camera if your connection is unstable.





- Screen size and features (including the location of audio, camera, comments, and icon to change view from speaker to multiple may be located at different locations on the device being used - computer, tablet, or smartphone)
- Moderator to screen share SMRC-created PPT presentation specific to the session
  - Only screen share at the appropriate times in the script. When the participants don't need to view the PPT, stop screen sharing.
- Moderator monitors and responds to non-technical support chat (except during brainstorms – then the responsibility shifts to the Second Leader)
- Rename participants if needed (only can be done in Host role)
- Moderator monitors time and alerts leaders through chat if running behind
- Moderator provides announcement & places participants/leaders into Breakout Rooms (only Hosts can do this) - see below instructions

### Leader Role (Co-Hosts);

- **Look Up at the Camera** as often as possible – eye contact very important on Zoom
- **Audio** – ask if everyone can hear you clearly
- **Second Leader** – ensure as the Facilitator Leader goes “around the room” that everyone is included and no one is left out
- **Session One, Activity Two, Group Introductions** – Ask where people are located and if they want to share their tribal affiliation
- **Facilitating Leader** add to **Brainstorming Instructions, Chart 5:**
  - Unmute yourself and speak your answer or
  - Type your answer into chat
- **Brainstorms** – Leader facilitating can (a) ask anyone with an idea to raise their hand, then call on people, (b) ask people to unmute and answer if they have an idea – may get multiple replies at one time.
- **Breakout Rooms** – divide the list (even & odd rooms) and leaders visit assigned rooms during each paired/small group activity
- **Buddy Calls** – divide the list after session one for leaders to make buddy calls; for all other sessions, how will participants be paired up?
- **Volunteer for Action plan and Feedback** (ask to raise hand, type “I’ll go” in chat box, or unmute and say “I’ll go.”), then call on people in the order that the you see them on your screen. Or, call participant names alphabetically/reverse alphabetically so they have an idea when their turn is coming up.

## Program Components

### Brainstorms:

- Facilitating Leader add to Brainstorm instructions:
  - Unmute yourself and speak your answer or



- Options to communicate your answers:
    - Type your answer into chat
- Options for Brainstorm Scribing:
  - Formats:
    - Whiteboard (ZOOM)
    - Typing in PPT
    - Writing on paper with dark ink marker & utilize camera for visual
  - NOTE:
    - If a trained BCBH Leader, Moderator acts as scribe for brainstorms, typing into PPT slide
  - Utilize Annotate menu within Zoom to add text boxes, the brainstorm list and stamps (check marks)
  - Alert the Facilitating Leader when:
    - The brainstorm is going too fast
    - You didn't hear an answer
    - There are 15 ideas listed
  - If the brainstorm will be used for a future activity choose SAVE within the Annotate menu (gets saved on scribe's device as a screenshot)
  - Within the Annotate menu, choose CLEAR ALL once the brainstorm is complete, before moving on to the next slide (otherwise the list carries to the next slide)
- Second Leader monitors and responds to ideas entered into Chat. Second Leader reads ideas from Chat to the Facilitating Leader who will repeat them for the Moderator to type into the brainstorm list.

### Breakout Rooms:

- **Moderator Announcement** to participants just before we split into breakout rooms, describing what to expect:
  - Paired activities: 2 participants per breakout room (or one room of 3 if odd number of total participants)
  - Menu Planning (DSMP Sessions 2 & 4): 3 breakout rooms, evenly divided if possible
  - Moderator will send a broadcast to all breakout rooms at the halfway point (usually after 5 minutes), suggesting pairs move on to the other person's action plan if they haven't already
  - Moderator will set up an automatic countdown to happen at 60 seconds left in the activity
  - Assign one leader to any odd-numbered breakout room; assign the other leader to any even-numbered breakout room
  - Leaders will check in with their assigned breakout rooms (even or odd) during the activity to see how they are doing and if they need help or have questions



- If participants need help, they are able to select “ask a question” while in a breakout room by selecting “ask a question” at the bottom near the record/reactions area
- [Name] will be available if people get “lost” – they can call the toll-free number [xxxxxxx]
- **Alternate to Using Breakout Rooms for Paired/Small Group Activities:** Have each person work alone and report for him or herself. It will be important to model this as well (e.g. when doing cause of difficult emotions, rather than report for a partner, each person reports for themselves: “I am anxious because I am not sure I can get a medication refill.”).
- **General Breakout Rooms Features:**
  - <https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms>
  - Can manage manually or zoom will do automatic based on # delegated to each room
  - Who can hop around?
    - Host & Co-Host
    - Host – can broadcast under the “breakout room” to all rooms
      - Use: warning of time is up
  - Chat in breakout room – when you chat in a breakout room, the only people that can see the chat are the people in the breakout room.
  - Chat in main room – can only be viewed by people in the main room
  - If participants utilize two different devices for audio & visual, their audio/visual will have to be “paired” by host before being put into breakout rooms, or leave them in the main room and that will serve as their breakout room.

## Other Zoom Features:

- **Raise Hand:**
  - Icon to perform the raise hand function can only be seen if in “GUEST” status
  - Host & co-host can put hands down
  - Locate by going to Participants (bottom menu)
  - Suggest NOT using the Raise Hand feature because it is difficult to find. Instead ask people to literally raise their hands (if on camera) or type into chat.
- **Change Name:**
  - Locate on computer/tablet by hovering over your picture, click on the three dots (...) and select Change Name
  - Locate on phone by tapping on screen (android) if you don’t see menu at bottom, choose Participants, find yourself and click on your Menu and select Change Name
- **Whiteboard: (use only if not using SMRC PPT)**
  - Always change font to **BLACK**
  - **Font Size:** Use 36+





- Ability to SAVE
- Two people can utilize whiteboard – they are 2 separate white boards and cannot be viewed by participants at the same time.
  - Participants can click on View menu at top to change to different person's screen share
  - When would this be necessary?
- Person utilizing whiteboard can give "access" to another person
- **Host/Co-Host**
  - Reassigning host allows scheduler to leave meeting without closing meeting
- **Missing features for those not under SDSU Zoom License (non-SDSU employees):**
  - Polling

## Weekly Overview & Troubleshoot

### Week 1 Review~

- Surveys-
  - Provide reminders of survey numerous times prior to workshop, during workshop & after workshop (session1)
    - Put link in chat box
    - Have link available outside of chat box so leaders can also share outside of session.

### Troubleshooting:

- Pairing Participant Audio w/ Video (required for putting into breakout room)
- Loss of Connection by Host
  - If Host has for force quit Zoom, the meeting ends for all
  - Best Practices:
    - Have "back-up" hosts calling tree that are alternative hosts to meeting

### Best Practices:

- Prior to Every Session –
  - **Leaders & Moderators:** Review page numbers in slide deck, slide formatting, etc.
    - Slides:
      - Brainstorm Slides – be sure to move questions to the top of the slide to allow for space below for whiteboard dictation.
  - Engaging camera use –
    - **Moderator Suggested Prompt:**
      - "help us to build community and a time to build relationships/connect" "turning on your cameras helps us to accomplish this"



- Respect those that are not comfortable and welcome the environment(s) we are all living in.
- **Tech Support:**
  - Make sure those that are not on are reached out to as courtesy & assist with troubleshooting if anything.
    - Moderator utilized if necessary
    - Cameras stay on to show

#### Session 2 Prep:

- **Moderator:** Review Zoom Etiquette – mute, unmute, camera on
- **Leader:** Review Announcements
- If you are experiencing freezing or audio breaking up, some items that may help may include turning your camera off.
- Showing 2 slides side-by-side
  - Moderator:
    - Utilize PDF slides to show side by side
      - Select “Page view” on PDF and select 2 page
    - Prompt: “This is a very wide screen view, please make sure your chat is closed and you are in \_\_\_\_\_ view”.

#### Week 2 Overview:

- Moderator – slides response time is delayed. Typing is also delayed when brainstorming.
  - How is typing into the ppt or whiteboard?
    - Better –
    - Note: If you accidentally click out of the whiteboard textbox, it is challenging to get back into the text area.
- Activity
  - Icebreaker feedback
    - Session 2 – Everyone was asked to hold an object in the view of the camera. Question posed was “if you had to have 1 item with you on a stranded item, what would you choose?”
      - Feedback:
        - Positive, got camera use, opened discussion, group rapport
  - Brainstorming:
    - Leader 1 leading the brainstorm repeats what is said
    - Leader 2 monitors chat and shouts out chat answers
    - Moderator: type in answers as leader 1 repeats
  - Menu Planning (Also review before Session 4 to plan around Menu Planning 2)
    - This is very difficult individually
    - Question to pose to SMRC –
      - Serving size of proteins is not listed in the book





- Example, Salmon
- Pg. 266 – appendix A has # of servings
  - Proteins 5 oz/day for 1600
- Ideas:
  - What if we were to do breakout room with a leader in each room to help facilitate menu planning.
    - Have 1 breakout room w/ ½ of the class
    - Leave others (perhaps those not as “technically savvy”) in the main room
  - Have leaders walk through an example of a meal and then have the participants do a meal on their own. For example – do breakfast as a group then do lunch & dinner individually.
    - How can we relate it to more cultural or common foods typically consumed?

Week 3 Prep: (physical activity, fats, decision making)

- **Beginning:**
  - **Moderator:** Review Zoom Etiquette – mute, unmute, camera on
    - If you are experiencing freezing or audio breaking up, some items that may help may include turning your camera off.
  - **Tech Support:** Icebreaker
    - “what’s your favorite activity to do inside/outside?”
      - Basketball, walk, stair climbing,
- **Leader:** Review Announcements
- **Moderator:**
  - Pairing activity
- **END:**
  - **Tech Support:**
    - Buddy Pairing for Week 3
      - How do we approach pairing individuals up?
        - Script offers optional
        - Ideas:
          - Utilize PPT Wheel

Week 3 overview:

- Aha moments – participation is very consistent! Numbers are steady and all are staying through the duration of the workshop.
  - Perceived reasons:
    - People feel less burdened with barriers to getting to a workshop or coming/going
    - Technology
      - Most people have technology



- Those that don't – establish a way to get them established with a way to connect/rental.
- How easy it is for people to join and feel welcomed
- Things learned:
  - Moderator and Tech Support:
    - Pairing individuals – on participant list, pair video with audio
      - Note: individuals need to log into the session with video first then audio next.
    - Breakout Rooms:
      - What happens if someone loses connection & comes back while breakout rooms are in session?
      - Make sure groups are small enough for adequate sharing
      - Non Tech Savvy - For those that were not “tech savvy” in breakout room – leave them in the “main room”
- **Group:**
  - Wheel for buddies was well received
  - Can we include an incentive/thank you?
    - Send out to participants who are completers by before Session 5.

#### Prep for week 4:

- Feedback
  - [Leader Name] will do odd # activities
- Activity 1 – Difficult Emotions
  - Slide – white board [Name] – breakout room – whiteboard [Name]
  - [Name]: Write causes for difficult emotions
  - Lead: Give example – put on whiteboard
    - THEN Breakout into Pairs
      - Note - family needs to be separate unless unable to
    - Warning at 4 min
    - After 7 min give 1 min warning
    - Finish at 8 min
    - GO BACK TO MAIN ROOM
  - Back in main room –
    - [Name] then shares for 2<sup>nd</sup> example – put on white board
- Brainstorm
  - Moderator shows slide
- Activity 3
  - Pg. 14 (New insert)
    - Under #9 – handout food label handout (NOT NEEDED)
      - Open to page 237 in book instead!



- "Please look at the label in your book"
- Page 17
  - #15
    - "If you're watching your cholesterol...has 20% added sugars/serving"
  - Old Page – cross out everything up to "Keep your blood sugar on track"
- Activity 4 - Menu Planning
  - Pg. 267-274 where food groups for meal planning are
  - Have charts/pdf available
- Breakout room again (PAGE 22)
  - 3 groups (Rename breakout rooms if you can)
    - Breakfast
    - Lunch
    - Dinner
  - Page 23 (2<sup>nd</sup> menu planning)
    - Discrepancy: one says 10 min and other 15 min.
      - **Solution: do 15 min.**
- Closing
  - Wheel pairing

#### Week 4 Overview:

#### Recap:

- All went well – no one lost connectivity
- Timing: We ended early which was ok
- Breakout Rooms –
  - Menu planning activity
  - Cause of difficult emotions activity
- Attendance –
  - Those that were not there had conflicts and communicated with Bridget or Leader before/after workshop.
- Menu planning went well!
  - Fun experience when there was a question about a food, the individual was able to go to the pantry to find the food item and read the label.

#### Things Learned:

- Sharing files/uploading files – not all participants are able to upload the file from chat. If they are on their phones or tablet, they are unable to download.
  - Solution:
    - Send handouts via email prior to session
    - Turn some of the slides into handouts
- Breakout Rooms:





- Co-hosts are unable to communicate to the Host when in breakout rooms.
- Participant can ask a question, but co-hosts can't
  - Solution: Co-host leaves breakout room, communicates to moderator, then re-enters the breakout room.
- Moderator:
  - Splitting screen to be able to read chat and share PPT slides
    - Windows:
      - Drag window all the way to the side you want it on...it will automatically fit the window you are dragging to the ½ of the screen you drag it to
      - The other half can then be utilized as your 'zoom' side.

#### Session 5 Prep:

- Leader 1- Even
- Leader 2 Odds
- Pg 4 in script under "D" – "please share with us when you tracked PA..."
  - Note: Homework does state for them to track their physical activity but will not make it a required question in the beginning (CROSS IT OUT). If someone wants to share they can.
- Activity 2
  - MODERATOR:
    - Back to back Brainstorms
      - Signs of depression
      - What to do about depression
- Activity 3
  - Leader 1 & 2 will alternate in some areas
  - Pg. 10 –
    - Negative Reading: Leader 1
    - Positive Reading: Leader 2
  - Pg 11 –
    - Positive Thinking Activity
  - Negative/Pos Example Sharing
    - **Moderator share chart - Leader 2 white board – moderator chart**
    - Whiteboard Notes:
      - Negatives in one color
      - Positives in different color
  - Body Scanning activity –
    - Play Track 1
    - **MODERATOR:**
      - Share Screen
      - Select share computer audio (selection on bottom left)
      - Share slide of picture



- Pg 17 –
  - #5: On Pg 140
- Communication Skills: (leader 1 always be lead/1<sup>st</sup> person)
  - Script #1 (Time issues)
    - Leader 1 will lead
    - Leader 2
  - Pg 21 –
    - Leader 1
    - Leader 2
- Pg 28 – after chart 23
  - Richard will conduct
  - Vicki will march
  - Pulse – Pg 167 & 168 for instructions
- Action planning
- Closing
  - **Tech Support:**
    - Type Address & Email of SMRC  
SMRC  
711 Colorado Ave  
Palo Alto, CA 94303
    - [smrc@selfmanagementresource.com](mailto:smrc@selfmanagementresource.com)
  - **Contribute to Marketing Efforts**
    - Share pictures/quotes
  - **Cross Promote**
  - **Discuss Sharing Contact Info**
    - Will send follow up email with request & due date for that information for Tech Support to combine and send to group.
  - **Buddies**
    - Wheel if it works

#### Week 5 Overview

- Moderator issues were challenging due to split screening didn't work
  - We assume it may be the meeting or the update needing to be done on the computer
- Body Scan w/ picture went really well

#### Week 6 Prep

- Have completion certificates ready to send out at completion of workshop

Leaders – [Leader] are odd's / [Leader] even's

- Moderator: Problem solves & slide resolution



- Richard: Ask group to select the problem they'd like to work through
  - Be able to type in the slide with text box
- 2 - Strategies for sick days
  - Chart & brainstorm
- 3 – foot care
  - Chart
- 4 - medication usage
  - Brainstorm & chart
- 5 – working with healthcare & providers
  - 2 brainstorms & chart
- 6 – looking back and planning
  - Chart & 3-6 mo goals + sharing
- Wrap up w/ script
- Closing – activity 7
  - Pass out contact list
  - Provide link to post-survey

**Follow Up:**

- Tech Support –
  - Email certificate of completion
  - Include post-survey link reminder
  - Include zoom page for free account/personal use
  - Provide upcoming workshops

[Session 6 overview:](#)

**Accomplishments:**

Increased physical activity

Lost some weight

Increased motivation

Better at meal planning & serving sizes

Encouragement & honesty from the group

Self-reflection & inspiration to be more active

Better relationship with food

Improved lifestyle when life, work, and family are now all at home

Much more organized with priorities and goals – become better at being objective

RENEWED self!