

Protocols for Online TAI01 Training

What follows are some general protocols for participants in the on-line TAI01 training programme. The goal is to recreate, as closely as possible, the conditions that make for engaging professional development. As such, many of the same conventions apply. In particular, just as each of us is visible to each other in a circle where we sit alongside others, so we are visible to each other in a Zoom meeting too.

Zoom Features

Many of you will be familiar with the basic workings of Zoom. During the training, here are some additional Zoom features that we may be using:

- **Zoom Name:** your name will be visible to the host as you sign in, so please let the host know in advance if you are using someone else's account so that I will be able to identify you and let you into the meeting from the waiting room
- **Audio Settings and Video settings:** During the call, clicking on the audio settings will help if you are not hearing people correctly. Similarly, clicking on and adjusting the video settings will help if your video is not enabled. If at any point because of problems you have to join by computer as well as phone, please sync the two by going to your audio settings and selecting "Switch to phone audio" and follow the prompts by dialing the number and inserting the call ID and password
- **Chat:** Clicking on the chat box will bring up a sidebar to write in questions / comments that can be addressed to me if necessary. If the chat screen takes up your full computer screen and you can't navigate to other windows, go up to the very top of your screen to the bar titled "View" and click the little down arrow to the right of that word. Then click "Exit Full Screen" and the chat window will be minimized so you can navigate to other parts of your computer.
- **Breakout Rooms:** We will be using breakout rooms where I can either assign participants to small groups or allow random assignments

- **Screen share:** At times I will share my screen to draw a model or provide another handout. You will not be able to share your screen with other participants however

Your Pre-session Checklist (go through this in good time before the session)

- Check that your computer is working, that the video, microphone and speakers are all live, and that you have a power cable available and/or plugged in
- Pay attention to the “background” of your setting as that will be seen by other participants
- Make arrangements with others with whom you’re sharing your space/home that they’ll leave you undisturbed during the session. In addition, in order to protect the bandwidth for your call, encourage them not to engage in high bandwidth use activities while you are online (like livestreaming etc) which can affect the quality of your link to Zoom
- Turn off all other applications, notifications and pop-ups that connect to the web (like Skype messages, Facebook notifications, email notifications, texting, etc.) to get the best connectivity and to avoid the distractions of texts, email, social media, etc.
- Make sure your personal needs have all been addressed and that you have what you need to hand
- Make arrangements for any pets so they won’t be distracting for yourself and others!
- Check out, view and reflect on the relevant web-based material for each session

Considerations for Staying Focused

- Keep course times free from other appointments, meetings, discussions, phone calls, texts etc.

- To maintain the confidentiality of all participants, find a private space inside or outside your home (more challenging than usual in this time of physical distancing). If this is not possible use earbuds or headphones
- Let your family, partner, other housemates know in advance what you are doing and the kind of space you may require in between sessions at mealtimes, etc.
- Try to arrive at least 15 minutes in advance so that you can settle yourself before the session begins and by all means, chat to others before we start!
- If at all possible you might want to locate an outdoor space in advance for use in individual exercises.
- During breaks and designated times for reflection, try also to avoid engaging in household or work related tasks (i.e. cleaning, checking e-mail, etc.)

If you encounter technical problems...

- It's important to recognise that there can be technical difficulties - in just the same way as we might encounter busy traffic or have an accident on the way to training courses. It happens – how we respond helps make the difference
- Signing out of the call and signing back in can solve many problems
- Don't get caught up going around in circles during the session trying to problem-solve. Just switch to the phone. Your presence in the session (however you achieve this) is more important than wasting time weaving in and out of a traffic jam
- Print out the local phone number(s), meeting ID and password before the session and have them to hand so you're prepared

Zoom etiquette

- Have your microphone on mute when not talking, otherwise background noise will be picked up (e.g. typing, shuffling papers, dog barking etc) and everyone on the call will hear it
- Turn off video if you need to stand up or leave the space so your movements or absence are not distracting to the person speaking or those listening. Remember to turn it back on when you return
- Make sure you have good lighting and are not backlit by a window, otherwise your image will be in shadow

And a final reminder...

- All sessions will start at the times that we announce, so plan to join 5 - 10 minutes ahead of the scheduled start time. This means being ready to start at the appointed hour - so your computer needs to have been set up!