Delivering Solihull Approach Training via Zoom

Information Sheet

This information sheet is about delivering Solihull Approach training via Zoom however there are also other digital platforms include Microsoft Teams that has similar features.

Zoom has training videos on their website for many features. For more information visit: https://zoom.us/

What are the main concerns around delivering training via a digital platform?

- Initially many have expressed varying degrees of feeling anxious, stressed, worried or overwhelmed about delivering training via a digital platform.
- Zoom and other platforms such as Microsoft Teams are designed for familiarity and ease of use. Feedback is that they are easy to use.
- Tech support, training needs and general support will depend on your individual situation.

Security

For more information visit: https://zoom.us/security

- Features available include password and meeting ID. An URL link will also be created. If choose the password function it will be embedded in the URL so delegates have easy access with just one click. Create waiting rooms for attendees, require host to be present before meeting starts, lock meeting.
- It can be helpful to agree a criteria for setting up Zoom e.g. password, waiting rooms, lock meeting and recording to reduce worries about security

As Host you have more features than participants. You can also assign a co host to support admin, they can share screen, manage chat, mute/unmute, lock meetings, rename, start and pause record. Cannot arrange breakout rooms or set up record.

Wifi, Audio and Video

For Wifi consider checking:

If there are any issues with delegates' WIFI before training. Most people know how well their WIFI works, however it is helpful to ask them to check it before in the correspondence you have with them when setting up the training. But also, be prepared as it can still present some challenges on the day

Checklist of questions for trainer to respond to basic tech issues on the day of training e.g.

- Is your audio and video turned on
- Check your WIFI status

- Leave the meeting and rejoin
- Restart your computer

If there are any programmes your organisation or others attending the training cannot access or need IT admin rights to gain access e.g. Dropbox, Zoom!

Video and Audio

For more information visit: https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen

AUDIO

When using the Share Screen to play video clips or links tick the **'Share computer sound'** box when choose share screen feature. Its located at the bottom left corner of Share Screen box.
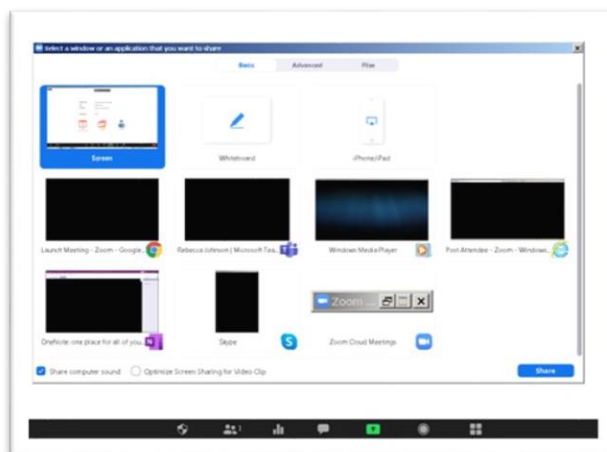
It may also be helpful to direct delegates to contact an alternative contact person to deal with issues that cannot be resolved quickly. This way the trainer can focus on delivering the training.

VIDEO (camera)

Advantage of Zoom is being able to see all delegates on screen. Other digital platforms include Microsoft Teams have similar features however you would need to check how many participants can be viewed on screen at one time as this can vary. Currently Zoom is 49, Microsoft Teams is 9.

VIDEO (DVDs and video clips)

- There are a range of DVDs and videos used as teaching resources in Solihull Approach trainings. Please refer to the relevant training manual for details of the videos used in specific trainings.
- Some video clips are available on the disc in your pack or for more recent publications there are details of how to access the video clips on our website in your manual.
- Other videos are DVDs. If you have been showing them by using your computer, you can continue to do this by using the Share Screen feature in Zoom.
- Some videos are available on YouTube. See below the relevant links.

Baby it's you - Body Story: Brave New World:

https://www.youtube.com/watch?v=4qZ1x2VeSkc

Conor. There are two YouTube links. You may need to check both, as feedback is that the audio and video is variable for different people.

https://www.youtube.com/watch?v=RFV7Sh_X1WY

https://www.youtube.com/watch?v=_LfqKyvmcK0

©Solihull Approach

Conor on Dropbox. If you are able to use Dropbox and would like us to send you a Dropbox link please contact the Solihull Approach by email: solihull.approach@heartofengland.nhs.uk

Social Baby is not available on YouTube however there are photographs of the sequence of the interaction between Ethan and his father in the Solihull Approach First Five Years Book

Preparation as a Trainer

- Build in time to prepare, making any adaptations to the facilitation or slides, e.g. PowerPoint, may be helpful to add slides with links in for videos or prompts for activities and breaks. This will depend on your individual preferences practice using Zoom
- Build in time for set up, closedown and processing time after training
- Having someone to help you set up on the day of training until you are confident, e.g. co trainer or colleague to check audio and video, location of your camera, is the light source in front of you, not behind, otherwise your face may appear dark
- Time for reflection in the training and after are even more relevant for the trainer. Processing the digital training experience is crucial

Providing a containing experience for delegates from the beginning
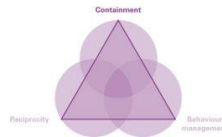
Before training provide information along with the Zoom link sent to delegates. This could include:

- What to do if WIFI is disrupted
- Information about security to reduce anxiety
- Activities: features of Zoom for breakout rooms, some will be led by trainer, white board feature and even pen and paper. The trainer will guide them
- How videos will be viewed, shared screen or delegates will be sent a link to view on their own device during the training.

Most common concerns expressed by delegates (and trainers)

- Looking at a screen for a long time will be difficult or may get headache
- Not being able to concentrate for the whole day
- Possible challenges of home working, childcare and sharing space with family

At beginning of day discuss:

- How the day will be broken up, Add in extra comfort breaks
- For example, in addition to programme breaks, maybe add breaks every 20-30 minutes, stopping for a minute or two. Back care and stay hydrated. Stand up, walk about, stretch, get a drink. Eye care: Lookaway from the screen
- Breaks Stay connected, mute and disable camera if choose.
- Acknowledge ruptures may occur. Agree a plan e.g. a delegate can deal with an issue and rejoin training.
- Trainer will use judgement how to reengage with delegate.

Fidelity to the programme

- The training manual is written to include the Solihull Approach model in the content and process
- As in face to face training using the parallel process for support, e.g. supervision, peer support, processing time
- The content can still be delivered with adjustments to facilitation and using the features of Zoom or another digital platform

©Solihull Approach

- Questions have been raised about whether the experiential nature of training would be lost
- Feedback from trainers is that this can still be achieved
- Trainings are being delivered as per the programme. With the added breaks, no consecutive days and managing facilitation trainings haven't been delivered in shorter days.

Pilot of an alternative to the observational component of the homework

- If it's not possible to observe a parents/child interaction.
- Before and after video clip from section of Social Toddler DVD. Initial feedback positive

Theory to practice between training days depends on practitioners working or could also include reflection if no contact with families

Experience so far is that most are having some contact with families and can feedback

What trainings can be delivered?

- We have started with 2 day foundation and train the trainer trainings and are planning group facilitation trainings now we have more knowledge and confidence of delivering via Zoom

How many people can attend a Zoom training?

- Can depend on several factors: Type of training, experience and confidence of trainer, learning from trainings that have been delivered
- There was a concern that the usual 12 delegates would be too many
- We are gathering knowledge all the time and for experiential training feedback suggests between 8-12 delegates is possible
- Trainers appear be noticeably more confident after facilitating one or two trainings

Communication: The basics

Disruptions in communication are one of the consequences of using digital platforms, but it is remarkable how well people are adapting

- **Agreed protocol:** Everyone is muted on arrival to screen out background noise
- Trainer outlines the proposals for communication at beginning of day
- The trainer will be assigned as Host with increased features to manage communication
- If there are 2 trainers they can reassign the Host feature between themselves. Very simple to do. Feature option next to participants names

Most Popular Options:

Raise hand feature (most popular) or physically! lets the trainer know which delegate would like to speak. Access via Participants icon on navigation bar

Trainer can then acknowledge delegate by name and unmute them or delegate can unmute themselves on the navigation bar on their screen or press the space bar on keyboard

CHAT Feature: Accessed by clicking the Chat Icon on navigation bar. Delegates can also send trainer a message via Chat feature. Other reactions clap hands, like, dislike.

©Solihull Approach

Showing PowerPoints and videos

For more information visit: https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen

Open your PowerPoint or video on your device, helpful to close any programmes you do not want to share by accident.

Use the Share Screen feature on the navigation bar

For videos used in the training: Can be helpful to also send a link to delegates so they can open a video on their own device if this fails. First option should be to share screen as this seems to have fewer glitches.

Managing facilitation

There are a range of activities and teaching approaches used within the various Solihull Approach trainings

Group discussions:

- Feedback is that groups and individuals vary, as in all groups, some are quiet, some chatty. Usual facilitation skills still apply, but with Zoom there appear to be certain factors and points in the day that can require more attention
- Turn taking that is in ordinary circumstances around 2-4 seconds clearly will be longer with a change in our rhythm of interaction on digital platforms
- Being able to tolerate the silent space is even more relevant with Zoom training
- Skill of the trainer is as important as ever in gathering information about a discussion and how to manage it. Picking up on nonverbal and more checking in with how a session is going
- Feedback from trainers is that they are still able to do this. Trainers say it can be tiring at first but the more they do it, the easier it gets

Videos

- Feedback is that with longer videos more focus on initiation part of the dance when the video has finished and group come back together for discussion.
- In the classroom this would involve turning lights on, trainer returning to sitting at front of room.
- With digital delivery, group can be quieter and take longer to 'warm up'. Trainer may need to welcome everyone back, say that is the end of the video and is everyone ready to move on.

Group Activities

- As host you can use Breakout rooms Zoom feature to split delegates into different breakout rooms
- Can create multiple rooms
- Zoom can create up to 50 rooms with 200 participants across rooms or more with add ons!
- You can assign delegates automatically or manually
- You can reassign delegates between rooms
- You can visit breakout rooms and move between rooms
- You can send a message via 'Broadcast a message to all' to everyone in the breakout rooms, e.g. to say you will move participants back to the main room in 1 minute.

©Solihull Approach

Breakout Rooms

For more information visit: https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms

Breakout Rooms feature can be located by clicking the icon on the navigation bar.
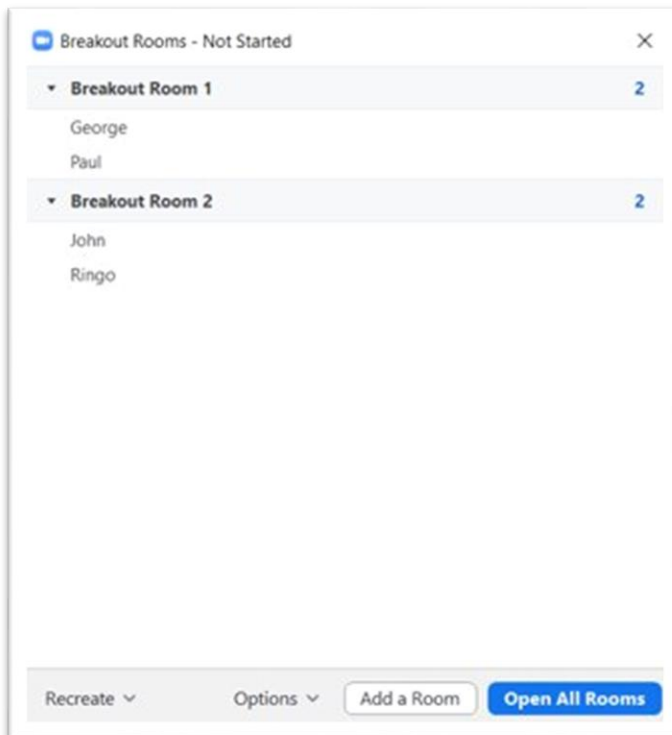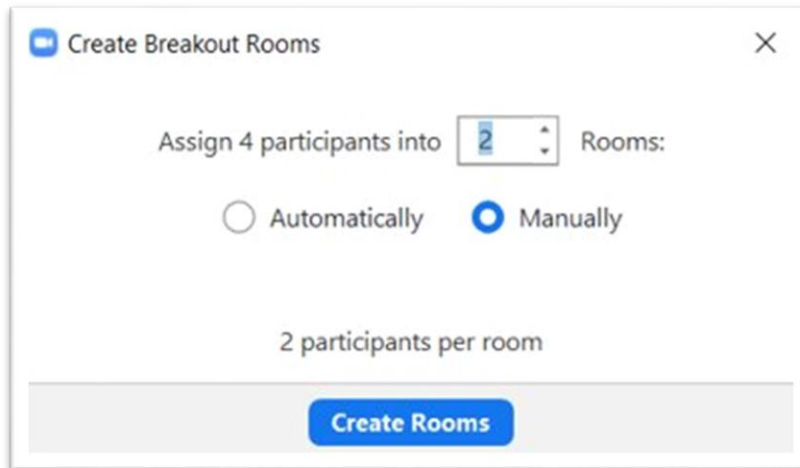

Delegate's emotions

- There can be instances where discussions will start participants thinking about their own childhood and their children and this can become overwhelming
- As in face to face Trainers would acknowledge this at the beginning of the training, explaining that anyone who needs to talk to the trainer can

©Solihull Approach

- Trainer or trainers would decide how to handle this situation in order to help the person while causing the minimum of disruption to the group
- As suggested in the training manual it is helpful to have agreed some ground rules and share these with everyone at the start ofthe first session
- The Breakout room feature can be helpful to talk to the delegate alone or invite them to stay on Zoom in the 30 minutes closedown time after the training has finished.

Whiteboard

For more information visit: https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard

- Access via Share Screen
- Annotation tools appear automatically
- Can give delegates a sense of participation
- Use instead of flipchart paper and pen
- Can use in Breakout rooms and share in main session.
- Need to save whiteboard in Breakout room and Share screen and select document in main session.
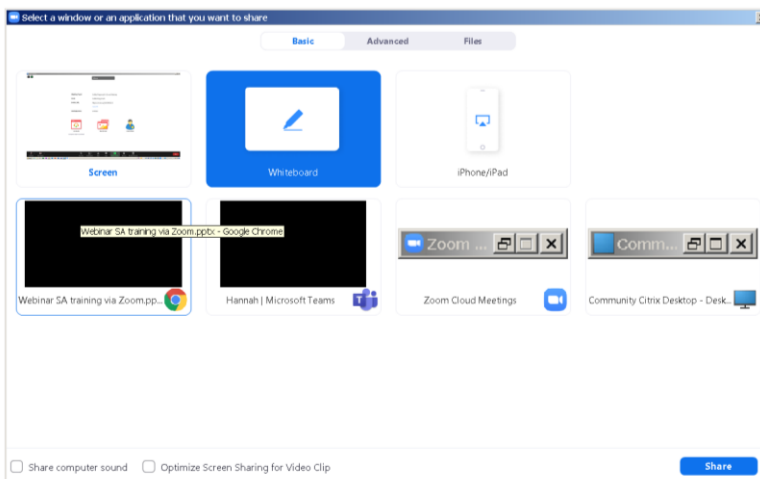
Resources and Evaluation

- Paper or e-versions of books and manuals
- Depends on Individual situations

- Handouts can be made available to delegates in a variety of ways, electronic version with password, disc in training manual has handouts that can be sent by email with password added. More recent manuals have password protected web based handouts
- Evaluation electronically e.g. Survey Monkey, email document
- Ask delegates to complete before they leave session for best uptake

Contact details

www.inourplace.co.uk

www.solihullapproachparenting.com

Twitter – @solihullaproach (note only 1 'p')

 Facebook – Solihull Approach

Email: solihull.approach@heartofengland.nhs.uk

Tel: 0121 296 4448

CPD: Attending Webinar – How to deliver Solihull Approach via Zoom is 1.5 hours.