

A guide to setting up a virtual peer support meeting using Zoom.

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Introduction

This guide will explain the steps you need to take when thinking about setting up a Virtual Peer Support Group. It is for people who want to use ZOOM on a desktop or laptop computer.

It will be a bit different if you are using a smart phone or tablet – but not much.

It is for people who want to **JOIN** meetings.

What is ZOOM?

Zoom is a platform for virtual meetings. It allows you to connect with many people at the same time – without moving from your home.

ZOOM works on Windows and Apple computers, iPads, iPhones, Android tablets and Android smartphones.

It's free to use, though there are 'professional' versions that you pay for.

First Steps to starting a group/ meeting

Identify the need for a virtual meeting and decide upon the frequency. For instance, it may be that you want to connect people who struggle to get to a peer support group in their area, perhaps male/female only groups or you may want to look at setting up meetings for minority groups, such as people from LGBT+ or BAME communities.

Once the need has been identified work with the potential

members of the group to find the best time and day to suit the majority of the group to enable people to join the call.

Have a check in session after a few weeks with the group to ensure they are happy with the way the group is running; Is the day and time suitable and are people getting what they want from the meeting? Be prepared to adapt to the needs of the group if at all possible.

Offer technical support and guidance in how to use Zoom- in the first few weeks, have sessions where you all familiarize yourselves with the buttons and the software to ensure everyone feels confident using the zoom platform.

Use the guide to assist people in navigating their way around the Zoom meeting space and please refer to the you tube film made by the 'Zoomettes' to assist you in finding out what each button does.

How to get Zoom on your computer

Anyone can join a Zoom call- you will need to down load an app for your device-



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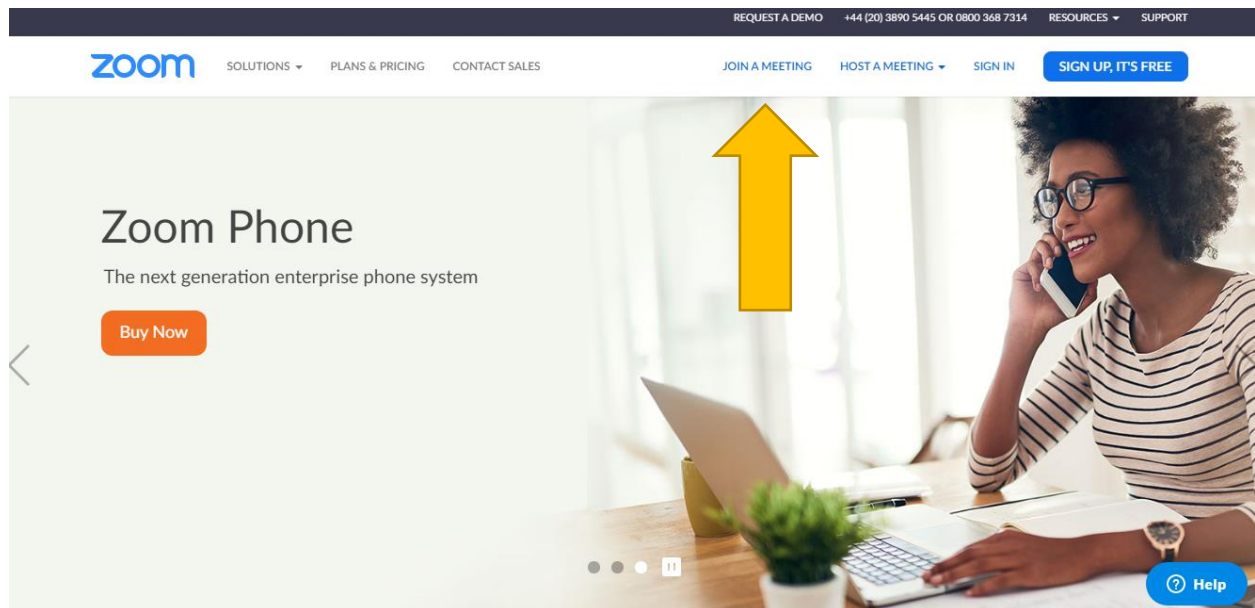
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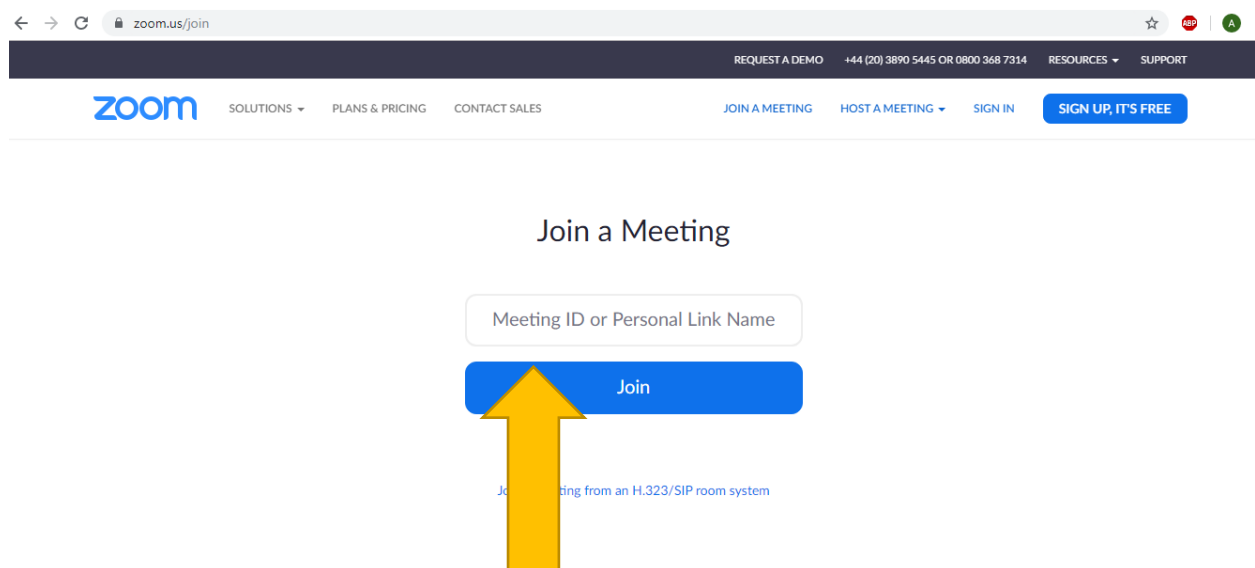
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Once you have downloaded the app to your laptop/ Ipad/

Phone you will then be able to see this screen-



Click on join a meeting and you will see this screen-



You will receive an invite via email from you host/

facilitator who will send you a link if you either click on that link in the email it will bring you to this screen OR you can copy that link and paste it into this box.

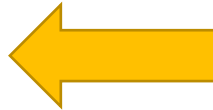
Morning lovely Zoomettes,

Hope you all had a lovely weekend. Here are the notes from last week's meeting.

I'm looking forward to seeing you all today at 5pm.

Here's the link:

Join Zoom Meeting
<https://zoom.us/j/347854073>



Inviting Participants

Once you have identified the needs of the group you can advertise to the community you wish to host. Then you will be able to start to invite people to attend, if you feel the group could be of interest or a help to them.

Check with the group to see how many people they would like to host on a call at any one time (we would recommend a maximum number of 10 including 2x facilitators for a peer support group).

Advertise the sessions to the appropriate audience, send them the guide, joining instructions and short film, then provide support in how to use Zoom.

Once you have identified your participants you can invite them to join, by sending them an invite via email-

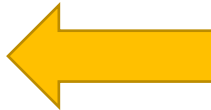
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If new members want to join you should consult the group and ensure that everyone is happy for new members to join, introduce everyone in the group on the first call and ensure you run over the group agreement and make any amendments or additions.

If someone chooses to leave the group then ensure they feel supported in doing so and ensure you communicate that with the group, you could discuss the option for people to link back in if they feel they would like to at a later date.

Once you have joined the call

You can watch a short support film made by the 'Zoomettes' on the following link-

<https://www.youtube.com/watch?v=dKJ3o0bkXJg>

Or there are pictorial guidance notes below

When you first join a meeting you will probably see a layout like the one below.



But without the bear.....

The person who is speaking will be the one in the big screen.

The other people in the meeting will be in the smaller screens above.

Most people will be happy to use this layout, but there are other options which we will take a look at now.

If you click on the '**Gallery View**' button in the top right-hand corner of the screen, this will change the layout so

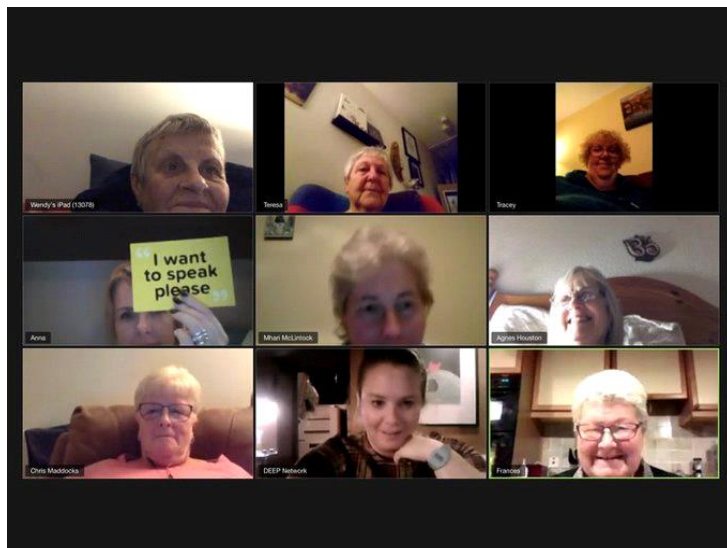
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We are a **group** in the **deep** Network

that you will see the videos of everyone who is participating in the ZOOM meeting next to one another. You can see this below.



Example of gallery view





As you have more people joining the meeting, the size of the videos will become smaller to fit them on the screen.

If you click on the **‘Speaker View’** button in the top right-hand corner of the screen, you will be taken back to the default layout as described on the previous page.

During the Call

When you are in a meeting there are a couple of other things you might want to do.

Audio - The first is to turn on your microphone (when you log into the meeting it will say ‘join with audio’ click yes. You may want to turn your microphone off during the call (for example, if you were coughing or your other phone was ringing).

You can do this by clicking the **‘Mute’** button in the bottom left corner of the ZOOM screen.

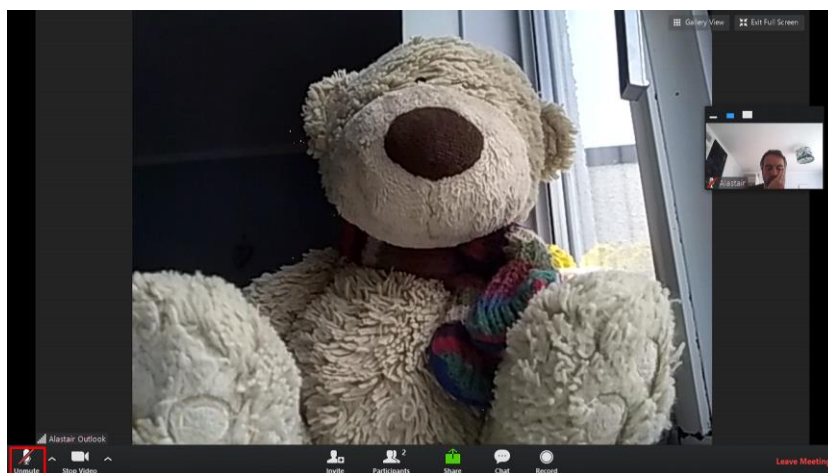
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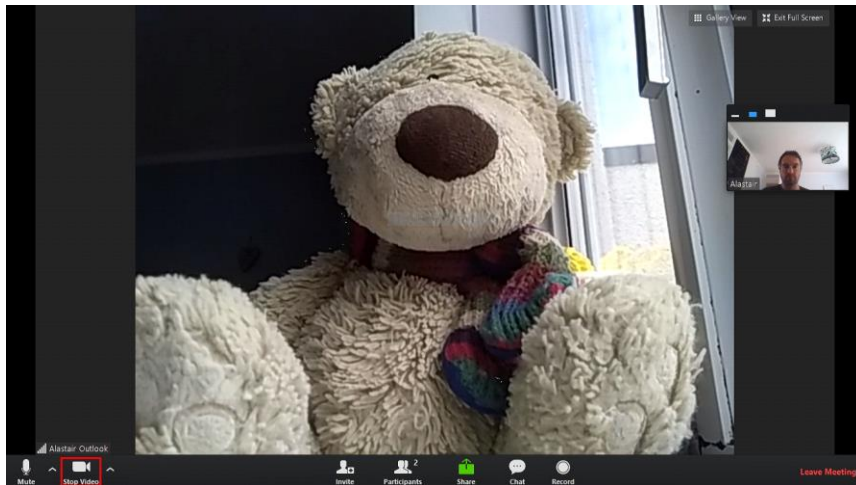


The button will now have a red line through it and say **'Unmute'**.

To turn the microphone back on, just click the button again.



Video- You can also turn your video on and off in a similar way. To do this, click on the 'Stop Video' button in the bottom left corner.



The button will now have a red line through it and say 'Start Video' while your video window will be blank.

In this image we see a full-screen layout where your video screen would be to the right-hand side.

To turn your video back on, just click the button again.

Chat box- if someone is in the middle of talking you may want to ask a question or say you need to leave without interrupting them during a conversation you may want to use the chat box to type a message



Record function- it maybe that the session is recorded for a specific purpose, if this is the case then the facilitators must get everyone's permission and the group must set their individual agreement to the footage being used.



Number of participants

It is recommended that the number of people on the call does not exceed 10 people including the facilitators, this will ensure that everyone gets a chance to speak, sometimes it is better to have fewer people on the call than too many.

Facilitating the call

It is useful to have two members facilitating the group- one to write the notes down and one to ensure that everyone

gets a turn to speak.

You may wish to use the DEEP yellow 'I want to speak please' cards as these are a good way to be seen and to see when others want to contribute to the conversation. They are also particularly helpful if any members of your group are visually impaired.



The facilitators main role is to manage the meeting space- to ensure that all the members of the group get a fair and equal opportunity to speak and to be heard.

Depending on the group you are facilitating you may wish to see if people would like to offer topics up then each week you can refer to a topic and have a discussion around that topic.

It is suggested that you set a group agreement or set

ground rules together, then the facilitator should ensure that everyone in the group follow this agreement this should help the meeting run as smoothly as possible- this can be helpful in avoiding conflict and managing people's expectations.

Setting a group agreement / setting ground rules

Remind yourselves of the group agreement ground rules each week. Use this as a guide to ensure people's needs are being met in the group by using the group agreement you will hopefully avoid conflict, having a clear agreement can ensure people feel safe in the environment and confident to say when things are not going well for them. Some example points on a group agreement are;

- Give people time to speak.
- Be respectful to each other and respect each other's opinions.
- Leave things in the 'car park' if unresolvable or differing opinions.
- Keep the information confidential and respect each other's privacy.
- When recording a session, we will always ask everyone's permission before we show any of the footage.
- Process for follow up.
- Okay to say that you just want to listen or if you feel



you need to leave call you can at any time.

It is the facilitators role to ensure that people are following the agreement and to manage difficult conversations and topics but not to overpower the conversation, their role is to initiate the conversation not to lead it.

Communication and follow up support

Have a discussion with the group to see how/ if they require follow up support (depending on the topics discussed)- again collectively agree who and how this will be carried out.

Ensure all members of the group know when the invites will be sent out, how to access the meeting and if/ when they may receive notes or follow up from the call.

Investigate how members like to be contacted and if they need further reminding on the day to connect to the call (this maybe though a text, email, phone call prompt).

Ask the group whether they are happy/ would like to share contact details to enable them to connect outside of this meeting space.

Managing difficult conversations

As with all group situations conflict/ difference in opinion can sometimes arise, by setting a group agreement/ ground rules you can try to negotiate your way through this.

It maybe that a topic is upsetting or triggering for some people, it is essential that as a collaborative group you are aware of people's feelings and that you are as supportive as possible within the meeting.

It is the role of the facilitator to move conversations on and if a topic is causing unrest or upsetting individuals that confidence and respect is shown to all members of the group- sometimes using 'the carpark' method (parking a topic) to move a conversation on can be a useful tool.

We believe having two facilitators is vital to provide essential support and guidance for each other.

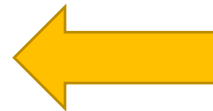
A good way to ensure people are happy at the end of the session can be to go around the group and ask, and to ensure everyone leaves the call feeling happy that any issues have been resolved.

The facilitators may wish to have a debrief at the end of

each call to ensure they are happy that people are ok following the call and to discuss any follow up needed.

Leaving a Meeting

You can leave a meeting at any time.
Just click on the 'Leave Meeting' button at the bottom right of the main video screen.



You may want to watch the film watch the 'How to use ZOOM' film here made by Frances Isaacs from the Zoomettes

<https://www.youtube.com/watch?v=ilK0WAS3Kt4at>

Thanks to support from Innovations in Dementia, Dr Jane Rowley at Trent Dementia. Members of Zoomettes and the DEEP Network in creating this guide.

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