

DOs and DON'Ts of Zoom/Webinar Hosting

DO

- Share a phone number with your participants for day of troubleshooting
- Have someone just to monitor the chat box, adjust the volume, mute and unmute and manage participant IT issues (**VERY important**)
- Test any presentation with video prior to event to ensure it works
- start the webinar **at least** fifteen minutes (30 is advisable) before posted time to ensure IT systems are working smoothly
- Allocate host and co-hosts ensuring everyone knows their roles
- Welcome participants when they join and tell them you're muting them until the webinar starts
- Ask people to register on the chat box with their name, job role and organisation
- Do a round of introductions (if your numbers allow) starting with yourself and the other people in the room with you before the main presentation
- Ask the names of all the people who are in the same room
- Change the participant names on the 'manage participants' window or ask participants to update themselves so you know who is in the webinar
- Mute participants during presentations (limits background noise)
- offer people the chance to post questions in the chat box during the presentation
- Pay attention to the facilitator/chair and time your mutes and unmutes to natural breaks in the conversation
- Check in regularly to make sure everyone is still okay to see/hear
- Limit a 'single voice' to no more than 20 minutes before breaking up for questions/feedback
- Be flexible!

Breakout rooms

Breakout rooms give you the opportunity to have 'table discussions' on a virtual course. Participants are allocated to rooms. You do have the opportunity to assign people to specific rooms if required. Invites are sent out to each participant when the rooms are open. Once in the room any discussions will not be heard outside of the room. Participants can ask for help and the host will be able to enter and exit the room. There is also the opportunity to broadcast to all rooms for time checks etc. When you close a room participants are given 60 seconds to either leave or wait to be return.

Do

- Choose the number of rooms you want
- If you chose to use breakout room, you need to decide whether allocations to rooms are random or pre-allocated.
- Decide if each room will have a facilitator to guide discussion and take notes
- Give clear instructions as to what you want to discuss in the rooms and if no facilitator ensure they know what have to. ie topic, choosing a scribe and who feeds back
- Ensure you only send the invite, which opens the room when you are ready for them to enter
- Advise people that if they get cut off they simply need to log back in.
- Send time warnings

DON'T

- Be shy about asking people if they can hear and see all right when they join
- Forget to check the chat box and direct questions to the facilitators/chairs
- Forget to unmute participants during question times
- Be camera shy (they need to see your face up close)
- Speak too quickly (there's usually a lag in the video)
- Talk 'at' the participants for too long
- Get too fixated on one participant's IT issues (this is more for the chair/facilitator) and hold up the webinar
- Forget that YOU'RE on camera too!
- Panic!