









Tips and traps for providing 1 on 1 support for producers via on-line delivery



Dr John James

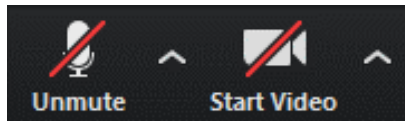
Director, Enablers of Change

Zoom basics

	Gallery view Speaker view	Zoom Group Chat
	<p>Unmute  Start Video  Invite  Participants  20 Share  Chat  Record  Leave Meeting</p>	

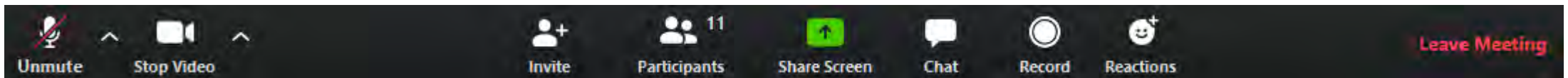
Housekeeping...

- Slides and recording will be sent with follow-up survey
- Change user name
- Add profile photo
- Please now **mute** and **stop video**

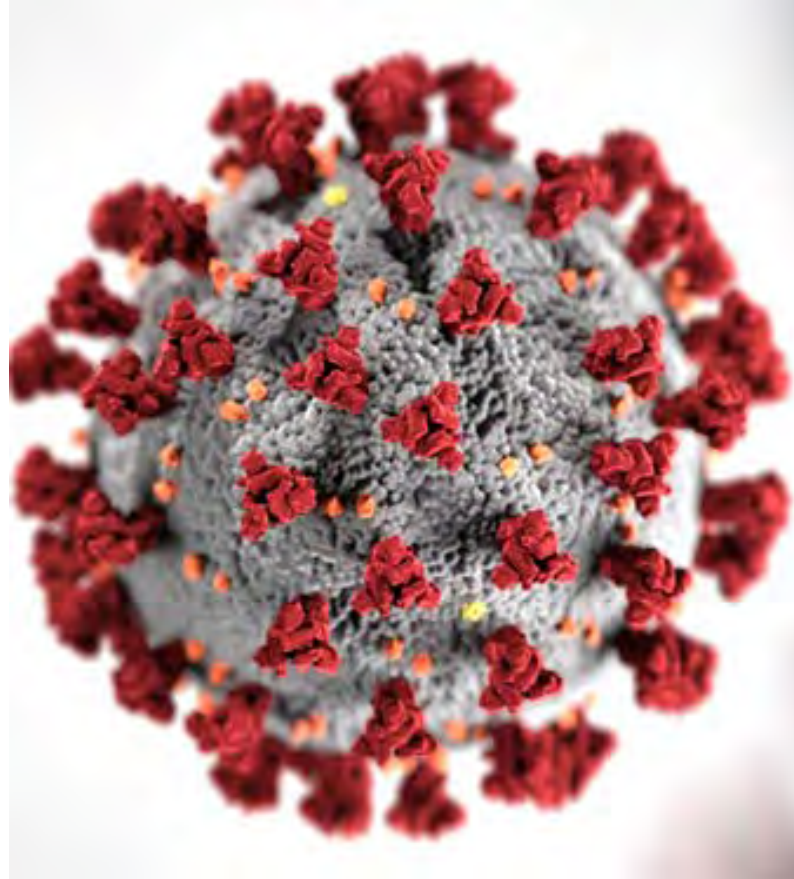




Where are you joining us from today?







COVID-19

CORONAVIRUS DISEASE 2019

Poll...

Microsoft Teams Polls window showing a poll titled "COVID-19 in Progress" with a timer of 0:14. The poll status is "Attendees are now viewing questions" and "0 of 0 (0%) voted".

1. To what degree has Coronavirus affected your busienss?

No effect	(0) 0%
Little effect	(0) 0%
Moderate effect	(0) 0%
Large effect	(0) 0%
Huge effect	(0) 0%

[End Polling](#)

PATTON'S
The Bargain Butcher

EASTER TRADING
Good Friday - CLOSED
Easter Saturday - Open 9am-5pm
Easter Sunday - CLOSED
Easter Monday - Open 9am-5pm

Specials
Max 10 customers at one time!
Thank you for considering new laws before entering

Specials
Premium Mince \$11.99/kg!

ENTER INTO THE NEW YEAR!
WIN
A Holden Cruze
MIG 25
PRIZE DRAW

Specials
PLEASE STAND 1.5M APART!
BBQ Sausages \$6.99/kg!
PATTON'S
The Bargain Butcher

Specials
Chicken Breast Fillets \$9.49/kg!

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Think differently...


Multi-pronged approach

- Flipped learning
- Short videos
- Podcasts
- Blog posts
- eBulletins



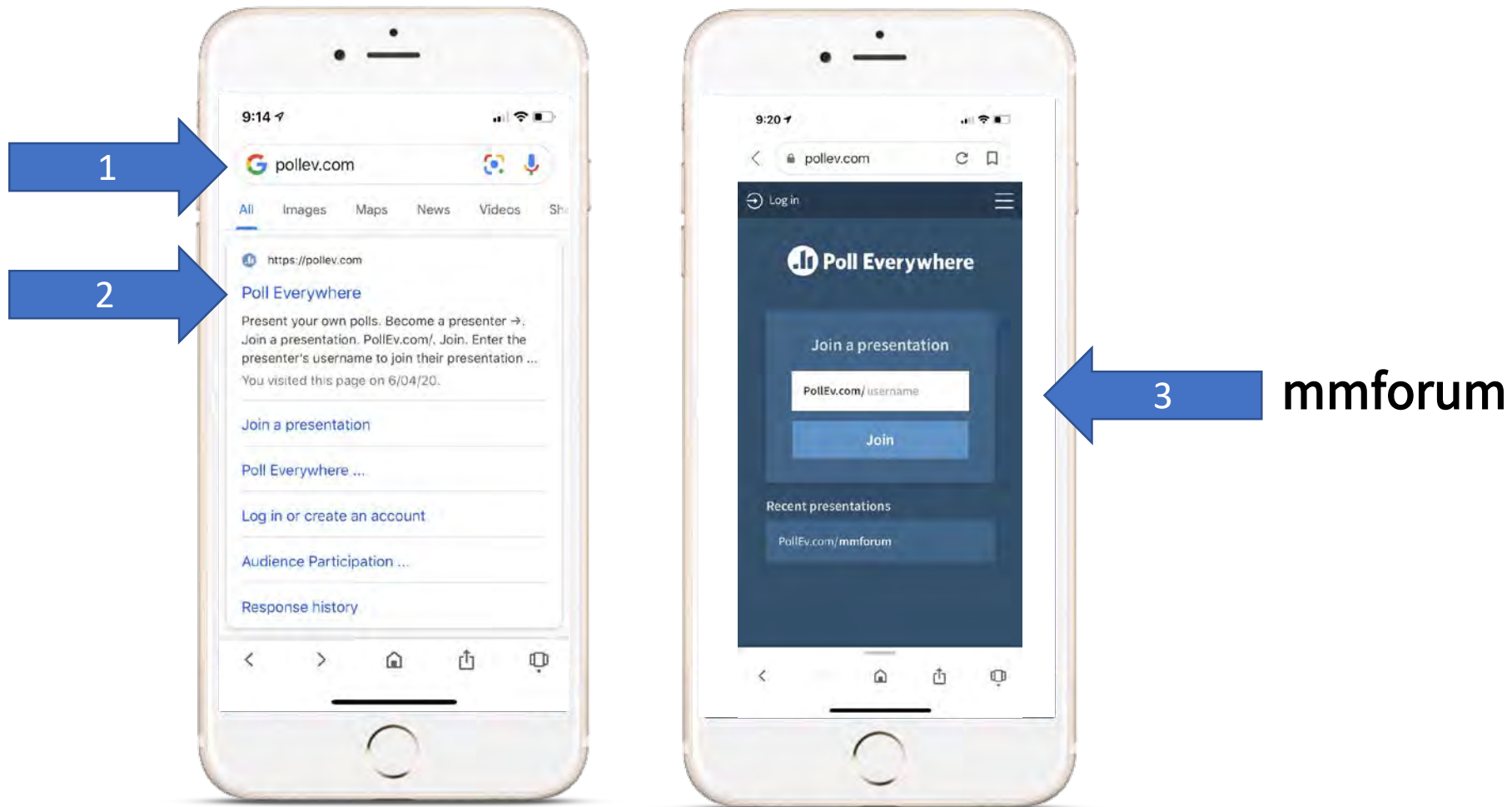
	Traditional learning	Flipped learning
New content	Classroom/ workshop	Home/ farm
Application/ Mastery	Home/ farm	Classroom/ workshop



A photograph of a weathered wooden fence post in a grassy field under a blue sky. The text "Moving from on-farm to on-line..." is overlaid in white.

Moving from
on-farm to
on-line...

Poll Everywhere



Where are you joining us from today?



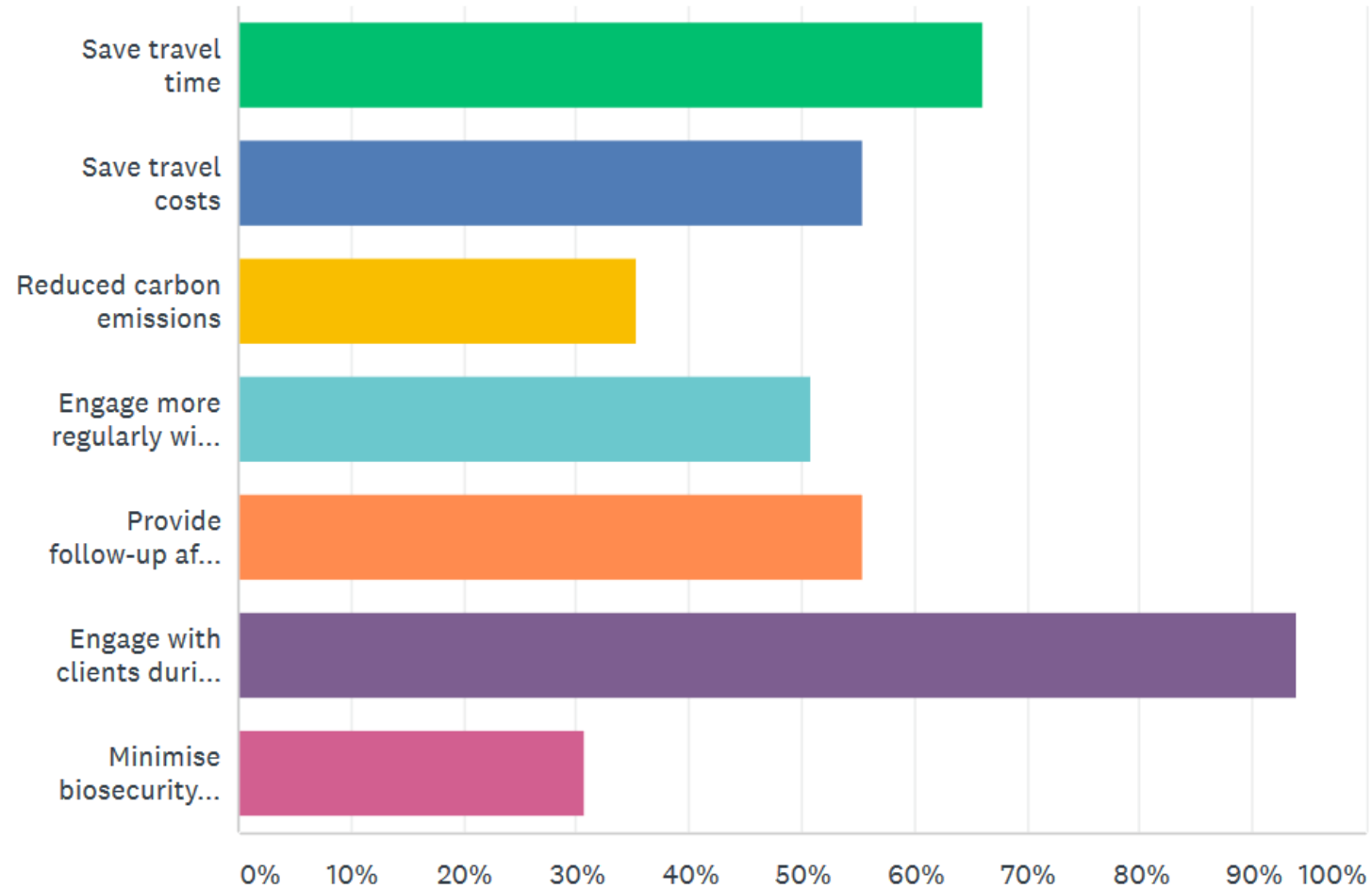
Overview

1. Benefits
2. Equipment options
3. Software options
4. Steps to running a successful webinar
5. Engaging with your attendees
6. Minimising presenter stress
7. Helping clients use the technology
8. Q&A session

What one question do you want answered today?

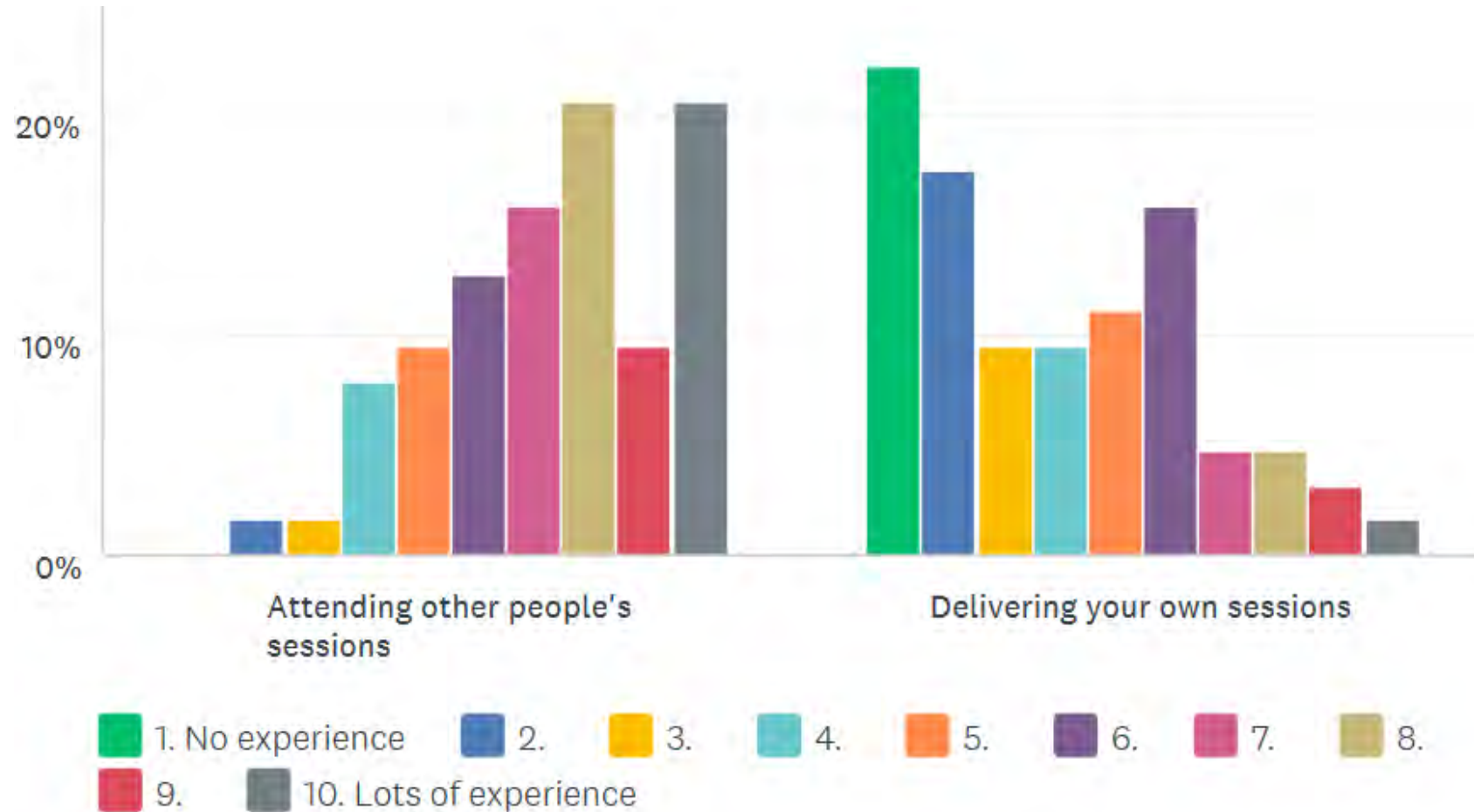
Top

Benefits that webinars offer

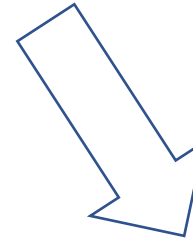




What experience do you currently have with web meetings?



Equipment



Headset

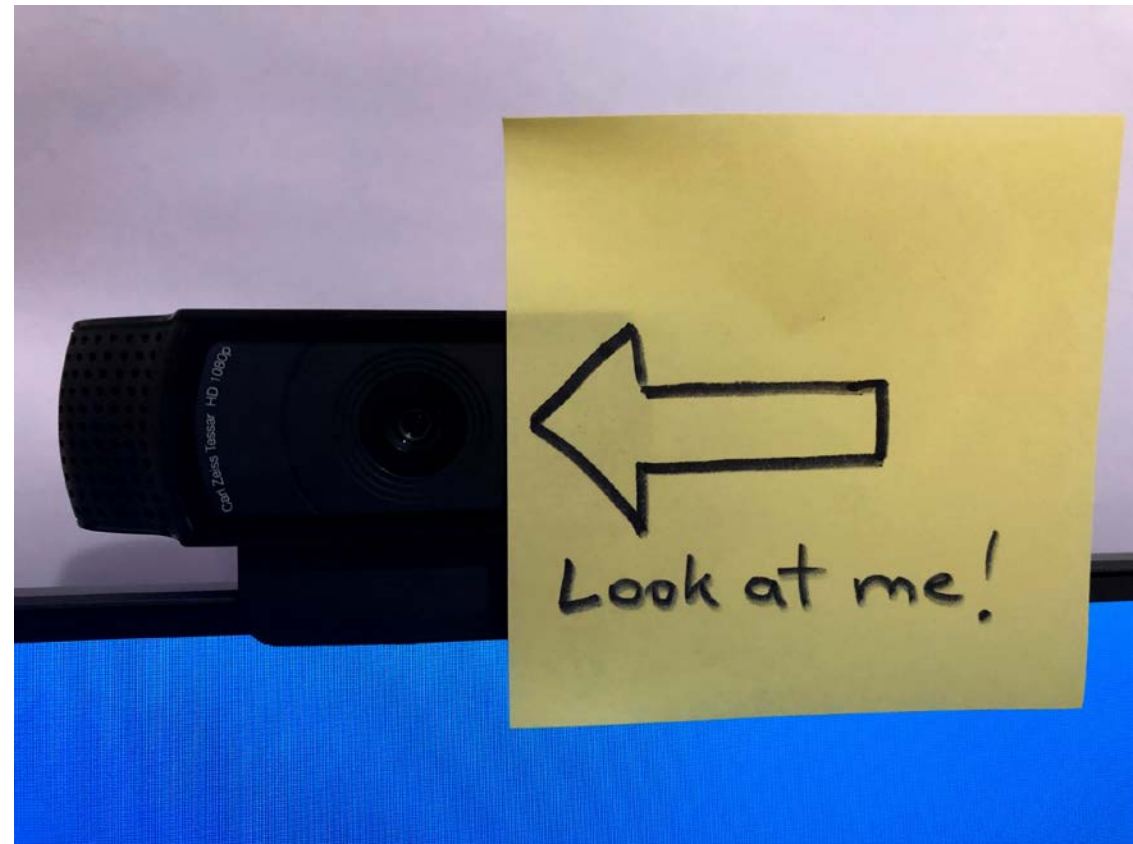


Sennheiser SC 660 USB wired binaural headset with active noise cancellation

Webcam



Logitech HD Pro C922 Webcam



Lighting

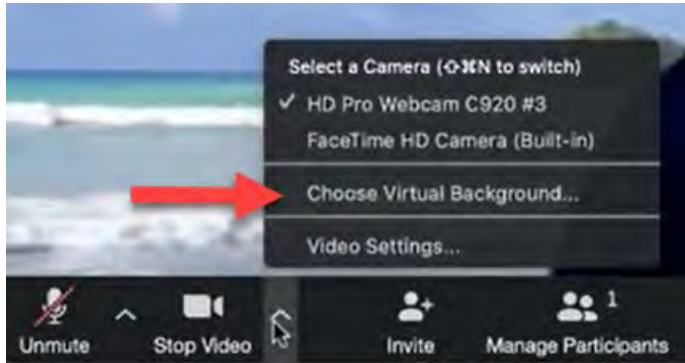


Selfie LED ring



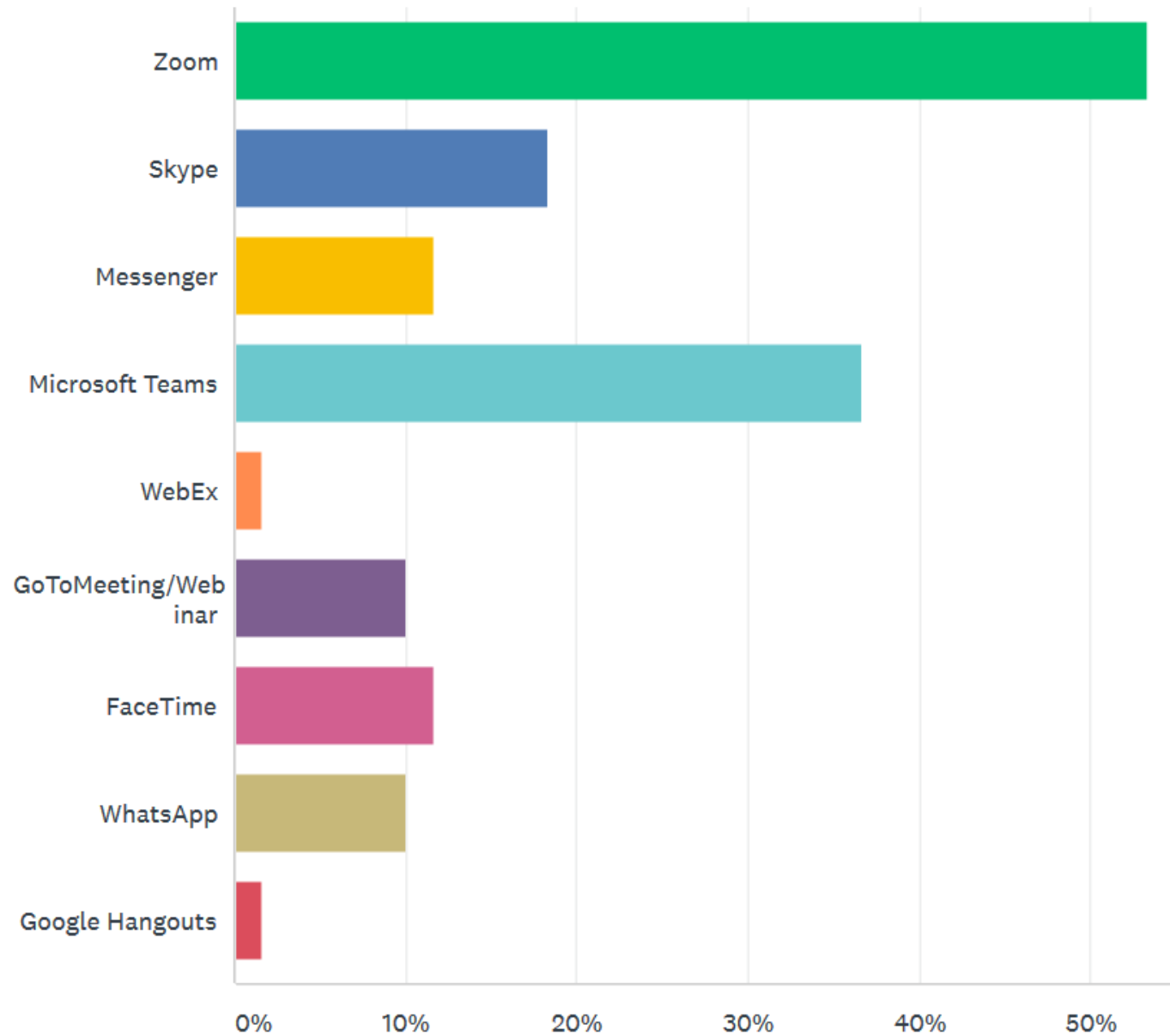
Lume cube

Green screen



<https://www.jbhifi.com.au/products/elgato-green-screen>

Software



Basic

Personal Meeting

Free

Sign up, It's Free

Host up to 100 participants ⓘ

Unlimited 1 to 1 meetings

40 mins limit on group meetings ⓘ

Unlimited number of meetings

Ticket Support

+ Video Conferencing Features

+ Web Conferencing Features

+ Group Collaboration Features

+ Security



SAVE \$60

Pro

Great for Small Teams

A\$20.99

 /mo/host ⓘ

Buy Now

All Basic features +

Includes 100 participants

[Need more participants?](#) ⓘ

Meeting duration limit is 24 hrs

User management ⓘ

Admin feature controls ⓘ

Reporting ⓘ

Custom Personal Meeting ID

Assign scheduler ⓘ

1GB of MP4 or M4A cloud recording ⓘ

[REST API](#)

Skype for Business (Lync) interoperability ⓘ

+ Optional Add-on Plans

Business

Small & Med Businesses

A\$27.99

 /mo/host ⓘ

* Starting at 10 hosts for \$199.90/mo

Buy Now

All Pro features +

Includes 300 participants

[Need more participants?](#) ⓘ

Dedicated phone support

Admin dashboard ⓘ

Vanity URL ⓘ

Option for on-premise deployment ⓘ

Managed domains ⓘ

Single sign-on ⓘ

Company branding ⓘ

Custom emails ⓘ

LTI integration ⓘ

Cloud Recording Transcripts ⓘ

+ Optional Add-on Plans

Enterprise

Large Enterprise-Ready

A\$27.99

 /mo/host ⓘ

* Starting at 100 hosts for \$1,999/mo

Contact Sales

All Business features +

Enterprise includes 500 participants

Enterprise Plus includes 1,000 participants

Unlimited Cloud Storage

Dedicated Customer Success Manager

Executive Business Reviews ⓘ

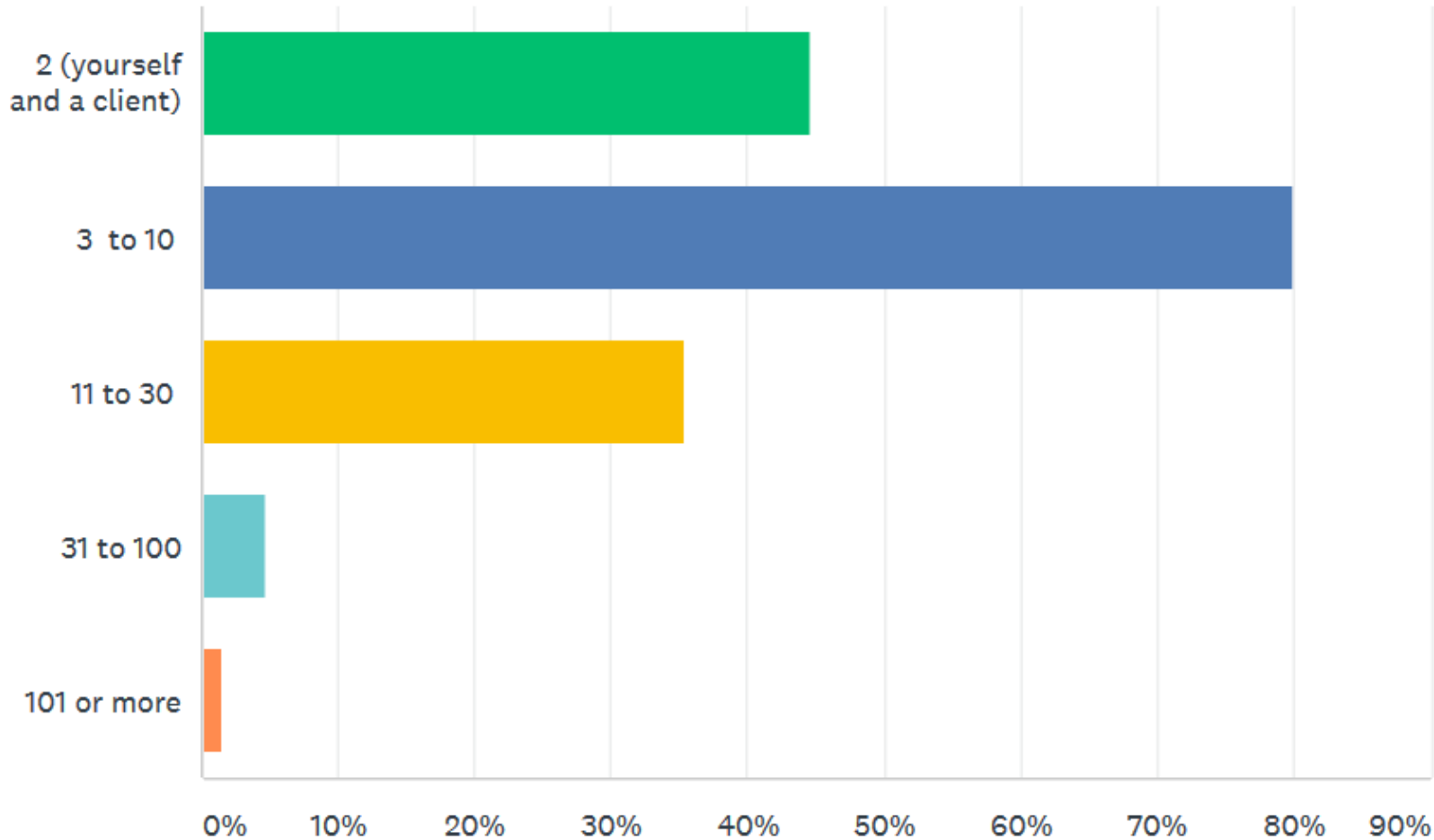
Bundle discounts on Webinars and Zoom Rooms

Figure 1. Magic Quadrant for Meeting Solutions



Source: Gartner (September 2019)

Horses for courses



1:1 delivery

Skype, Messenger, FaceTime, WhatsApp, HouseParty

Small group

Zoom Meetings, GoToMeeting, Teams, WebEx, Hangouts

Large group

Zoom Webinar, GoToWebinar, Teams

Is Zoom safe?

1. Meeting passwords
2. Meeting ID numbers
3. Waiting rooms
4. Recordings
5. Zoom-bombing

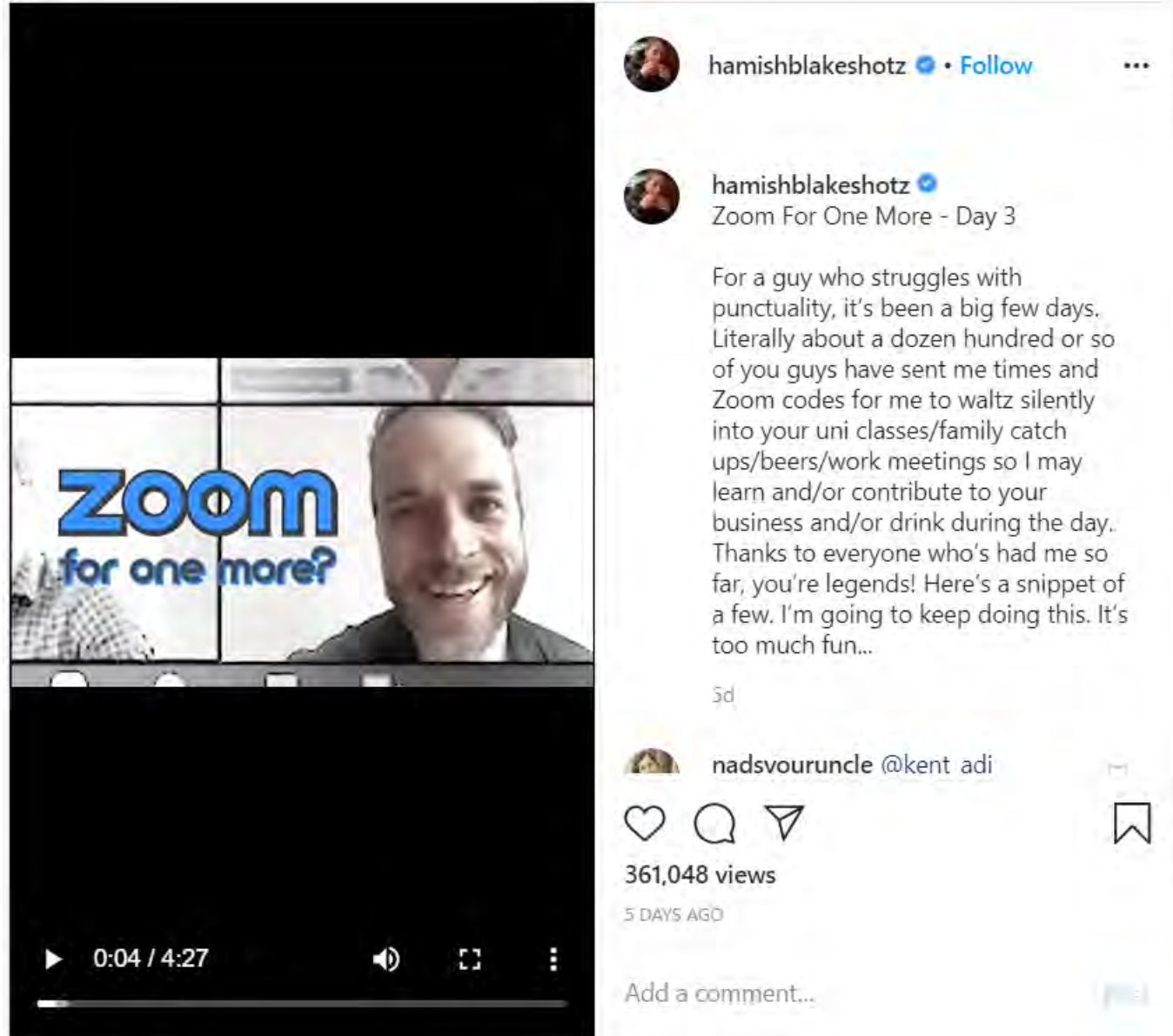
This Past Week:

- **Change defaults**
 - Waiting Room by default for free Basic, single licensed Pro accounts
 - Password on by default for free Basic, single licensed Pro accounts
 - Alphanumeric characters in password (6 characters) for Basic Account users
- **Meeting ID**
 - Removed from the title bar
 - One-time meeting IDs for newly scheduled meetings will be 11 digits. PMIs will remain the same
- **Security icon in the toolbar**
 - Available for hosts and co-hosts in meeting client
- **Disabled renaming participants**
 - Added an account or host setting to disable renaming of participants
- **Cloud Recording**
 - Passwords are now on by default
 - Require complex password (must be 8+ length, with at least 1 digit, 1 character & 1 special character)
- **Zoom Chat**
 - Mask the content of the message in the notification
 - File sharing security enhancement
- **Dashboard Enhancements**
 - Performance tuning
- **Password Complexity**
 - Admins will have the ability to define meeting/webinar password guidelines



This Next Week:


- **Customizable Data Center Selection**
 - Accounts can choose to customize which data center regions their account will use for real-time traffic with an account/group/user setting
- **'Report a User' to Zoom**
 - Via the new Security Icon in the lower toolbar
- **Zoom Phone**
 - Phone admins can adjust the pin length to access voicemail
- **Cloud Recording**
 - Admins will have the ability to define cloud recording password guidelines
- **Dashboard Enhancements**
 - Provide additional visibility in the dashboard on how data is being routed

zoom





The image shows an Instagram post. On the left is a video player with a black background. The video content shows a man smiling in a Zoom meeting window. The text "Zoom for one more?" is overlaid on the video. At the bottom of the video player, there is a play button, a progress bar showing "0:04 / 4:27", a speaker icon, a full-screen icon, and a vertical ellipsis icon.




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Zoom For One More - Day 3

For a guy who struggles with punctuality, it's been a big few days. Literally about a dozen hundred or so of you guys have sent me times and Zoom codes for me to waltz silently into your uni classes/family catch ups/beers/work meetings so I may learn and/or contribute to your business and/or drink during the day. Thanks to everyone who's had me so far, you're legends! Here's a snippet of a few. I'm going to keep doing this. It's too much fun...


5d

 nadvouruncle @kent adi 

361,048 views

5 DAYS AGO

Add a comment... 

<https://www.instagram.com/p/B-Whnj1FECZ/>

Scheduling a meeting @ www.zoom.us

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES [SCHEDULE A MEETING](#)

PERSONAL

- Profile
- Meetings**
- Webinars
- Recordings
- Settings

ADMIN

- Dashboard
- > User Management
- > Room Management
- > Account Management

[My Meetings](#) > Schedule a Meeting

Schedule a Meeting

Topic

Description (Optional)

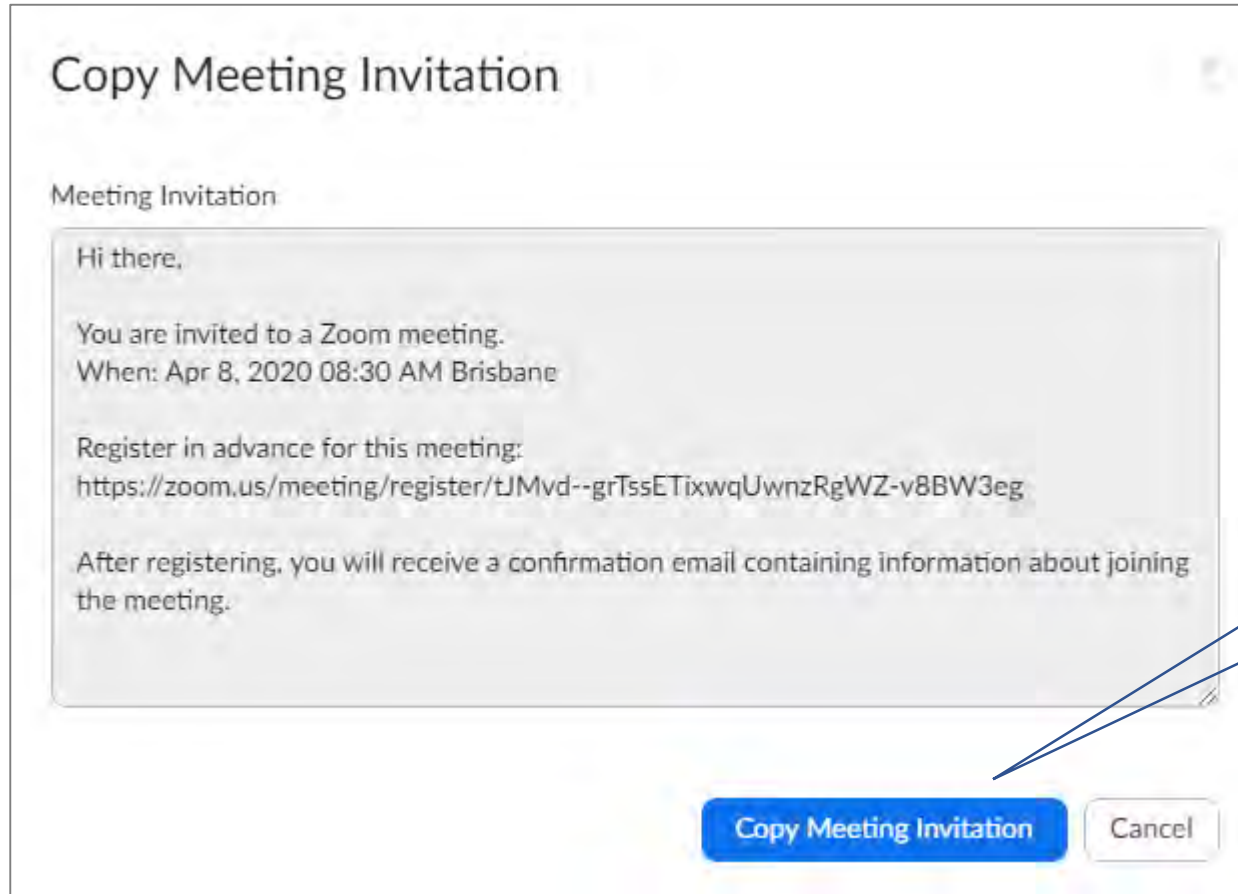
Use a template

When

Duration hr min

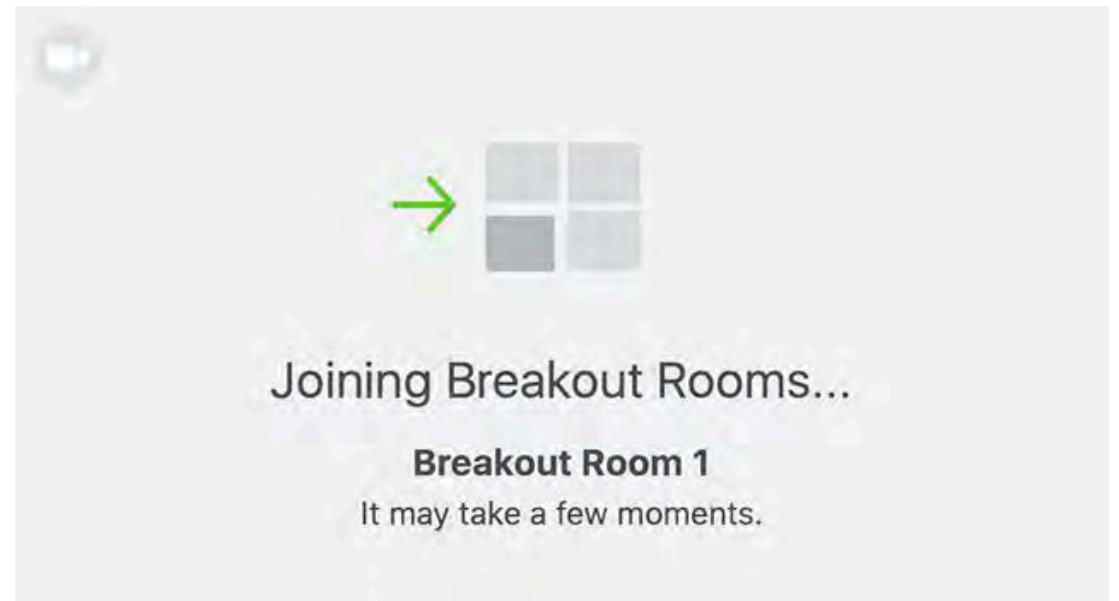
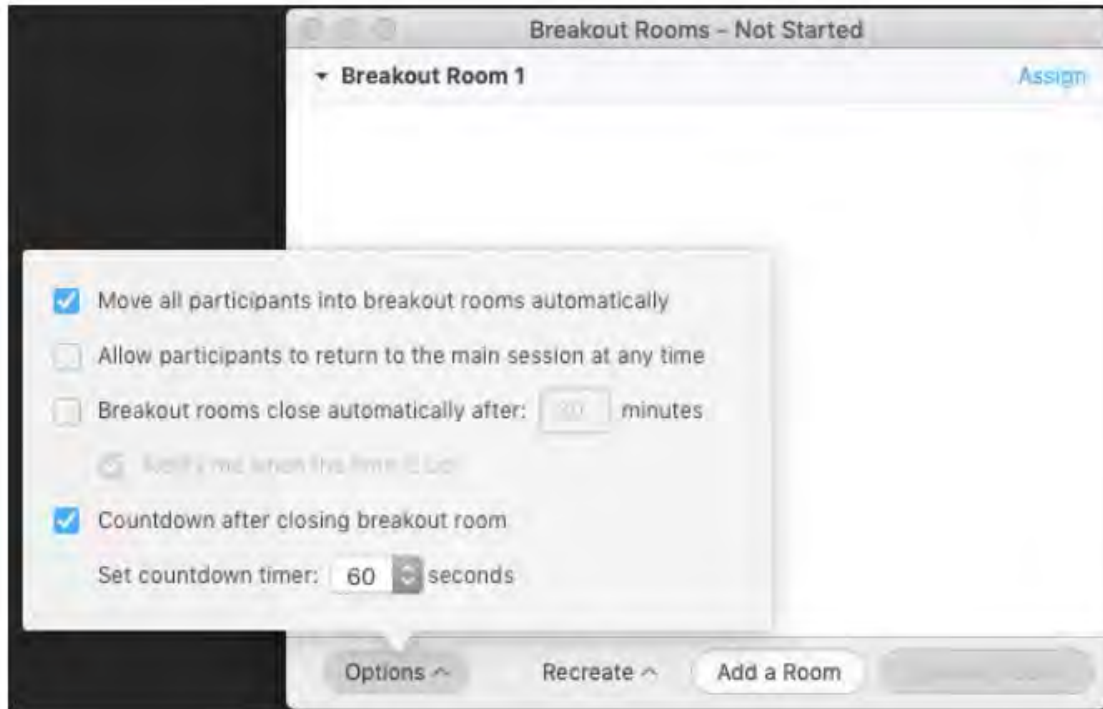
Time Zone

Sending invitations



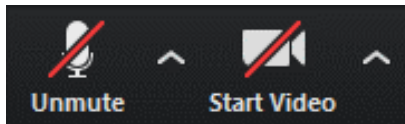
Copy and add to a calendar meeting invitation, after your personal message.

Zoom breakout rooms



Process

- Wait for teleportation
- Then unmute and turn on video!

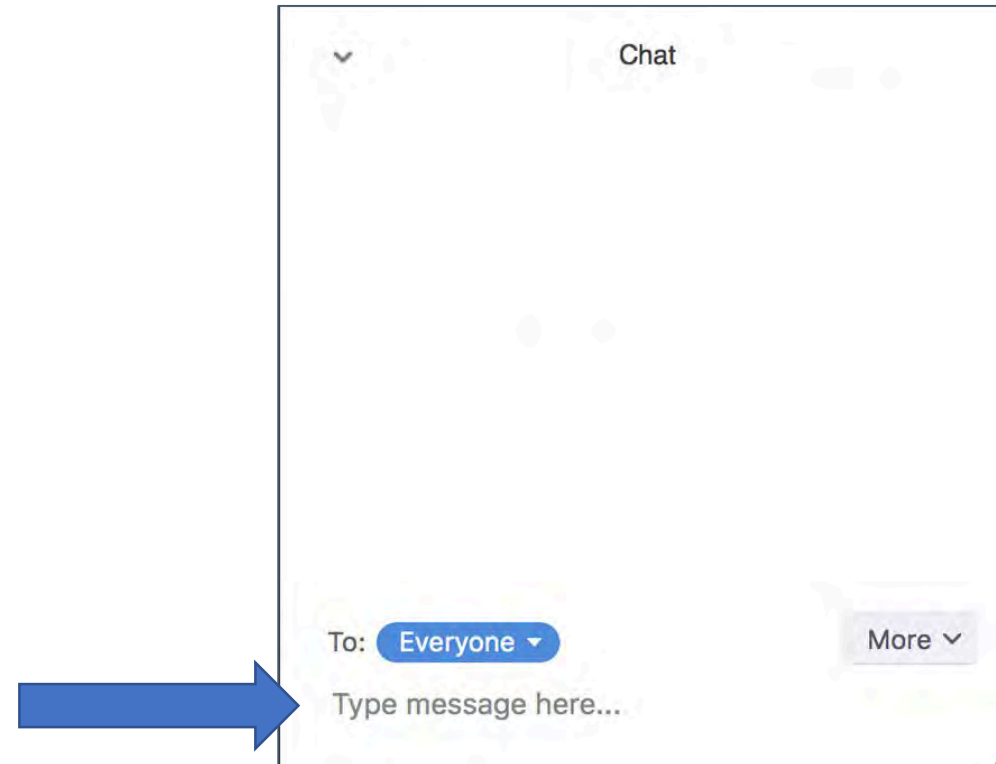


- Quick intros
- What's your experience of web meetings been?
- Share ideas and capture in chat



So, how was that?

- Share your thoughts in the chat box...



Running a successful webinar

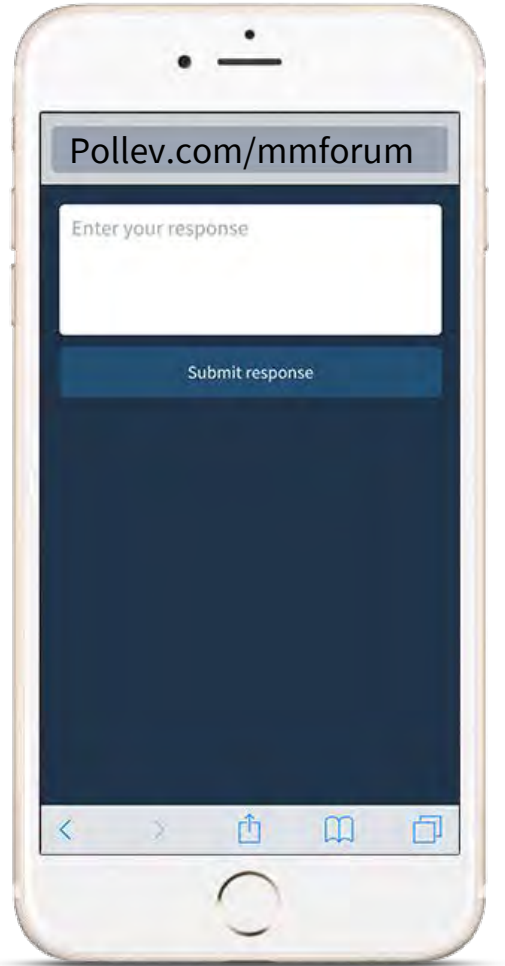
1. Prepare
2. Practice
3. Present



www.enablersofchange.com.au/top-tips-for-effective-webinars



www.enablersofchange.com.au/webinar-ebook



Tips and tricks for 1 on 1 delivery

(and a few group based things to remember too!)



John Francis

Director - Holmes Sackett



HOLMES SACKETT



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A skill building story



HOLMES SACKETT

Set realistic expectations

Start here



Skill developing



Becoming
competent



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Know your client (1 on 1)



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Be realistic about the costs and benefits?

\$

\$\$\$

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How much hardware do you need?



HOLMES SACKETT

The wheels can fall off

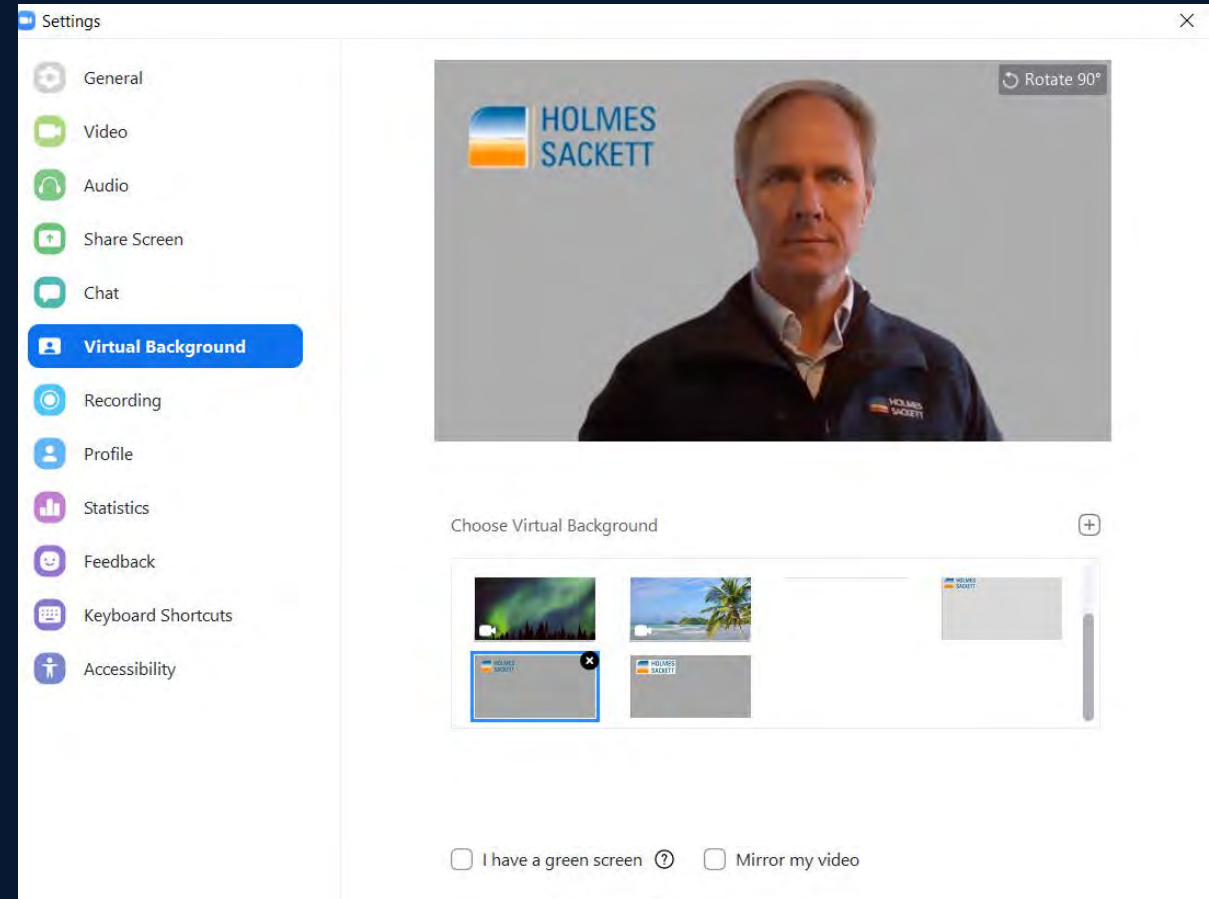
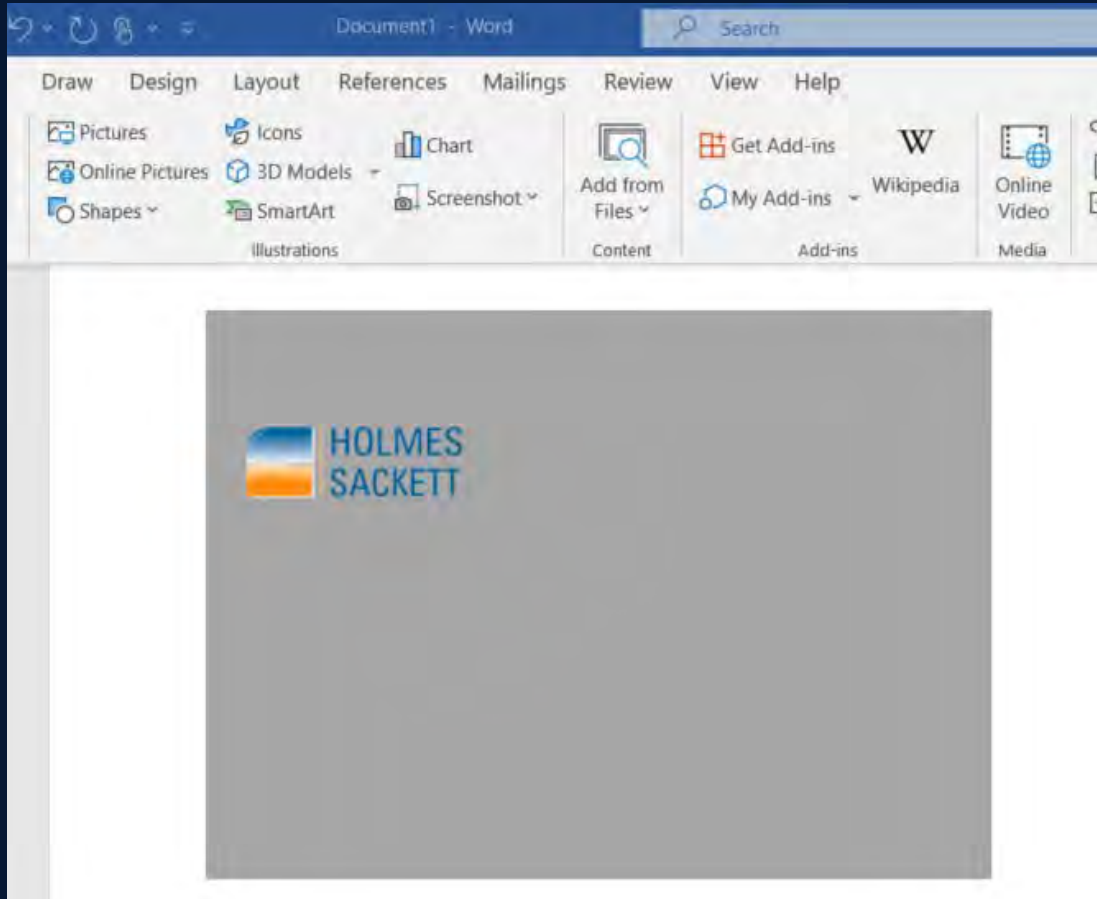


Safety first – be prepared



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Cheap branding tricks



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Introducing spreadsheet sharing and other working spaces

[Spreadsheet
demonstration](#)

[Word working
space
demonstration](#)



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Social connections in group settings are important



Key points to get you flying



- Invest in skill development
- Long not short term ROI
- Know what puts you at ease
- Know your client (1 on 1)
- Sell the benefits
- Be prepared
- Be engaging – impt in groups

