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

Dr John James

Director, Enablers of Change

MEAT & LIVESTOCK AUSTRALIA

livestock advisor updates

Profitable Grazing Systems your pathway to success

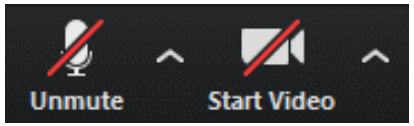
Enablers of Change

Zoom basics

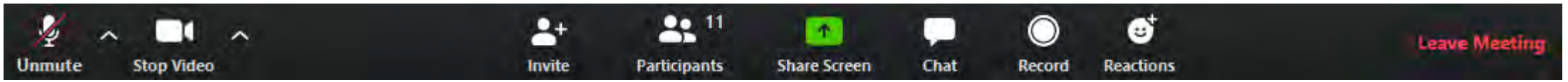
Gallery view
Speaker view
Zoom Group
Chat
zoom
Unmute
Start Video
Invite
Participants
20
Share
Chat
Record
Leave Meeting

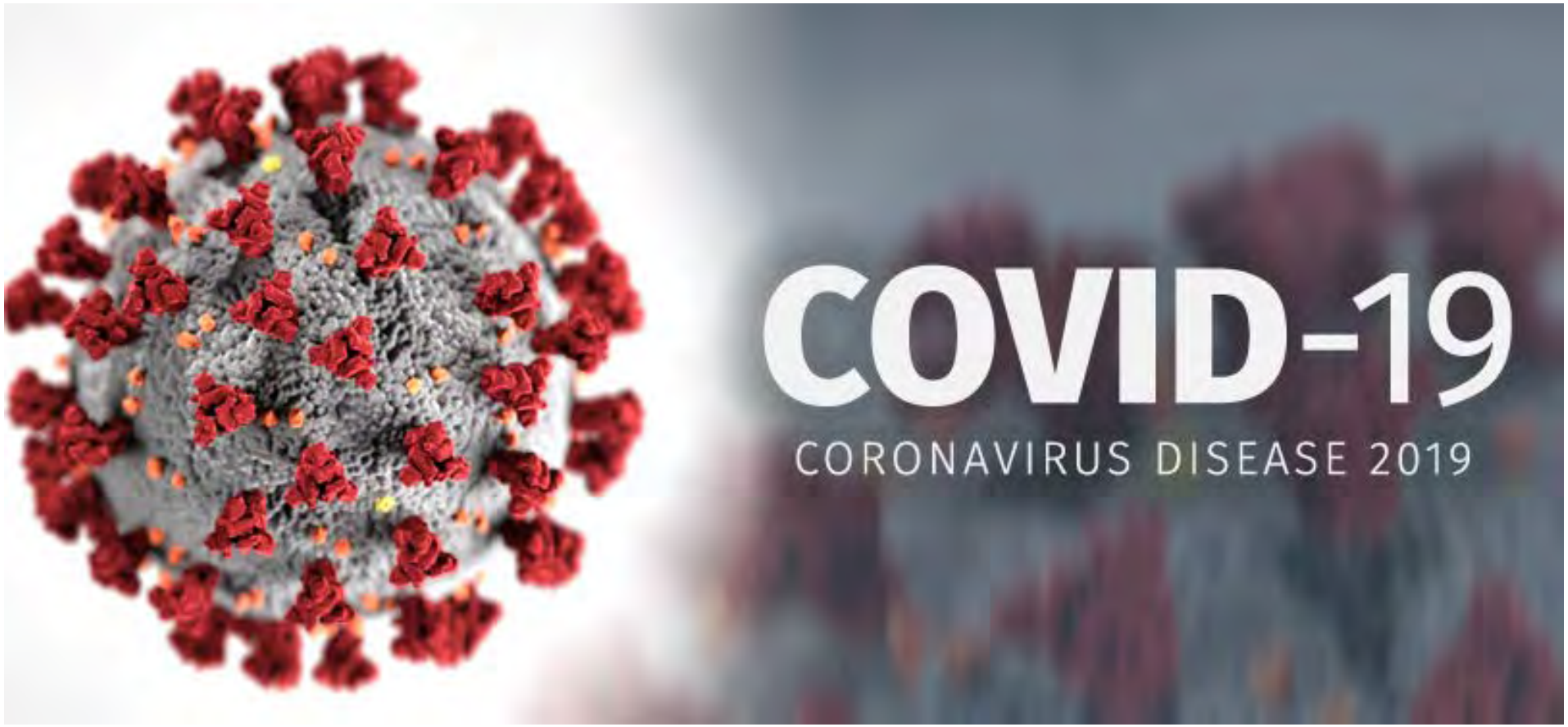
Housekeeping…

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

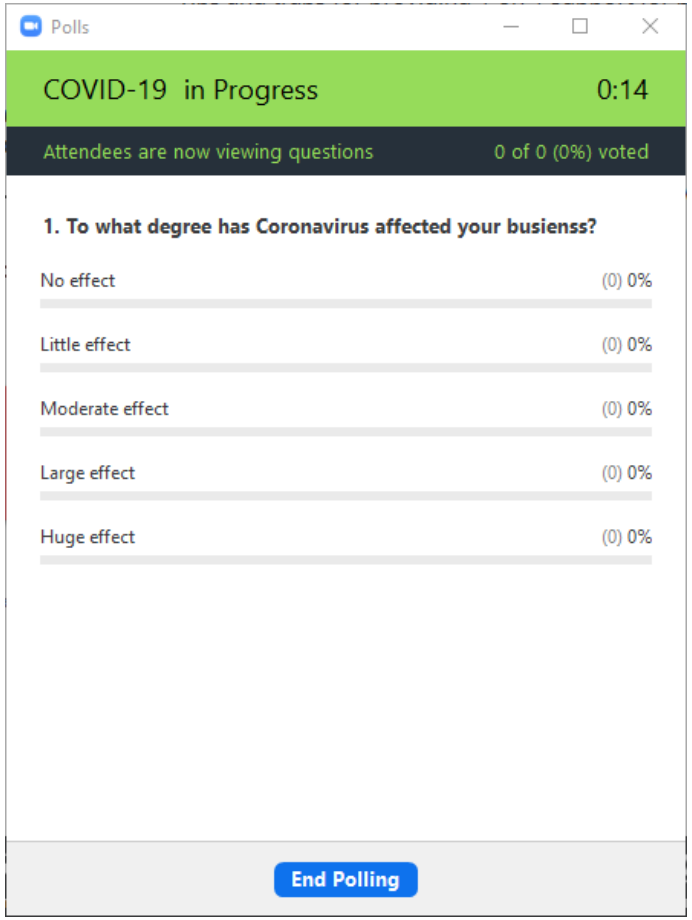


Where are you joining us from today?




COVID-19
CORONAVIRUS DISEASE 2019

Poll…


Polls
COVID-19 in Progress
0:14
Attendees are now viewing questions
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
Specials
Max 10 customers at one time!
Thank you for considering new laws before entering
Specials
Specials
Chicken Breast
$9.49 KG!
Specials
PLEASE STAND 1.5M APART!
BBQ Sausages
$6.99 KG!
PATTON'S
The Bargain Butcher

Think differently…

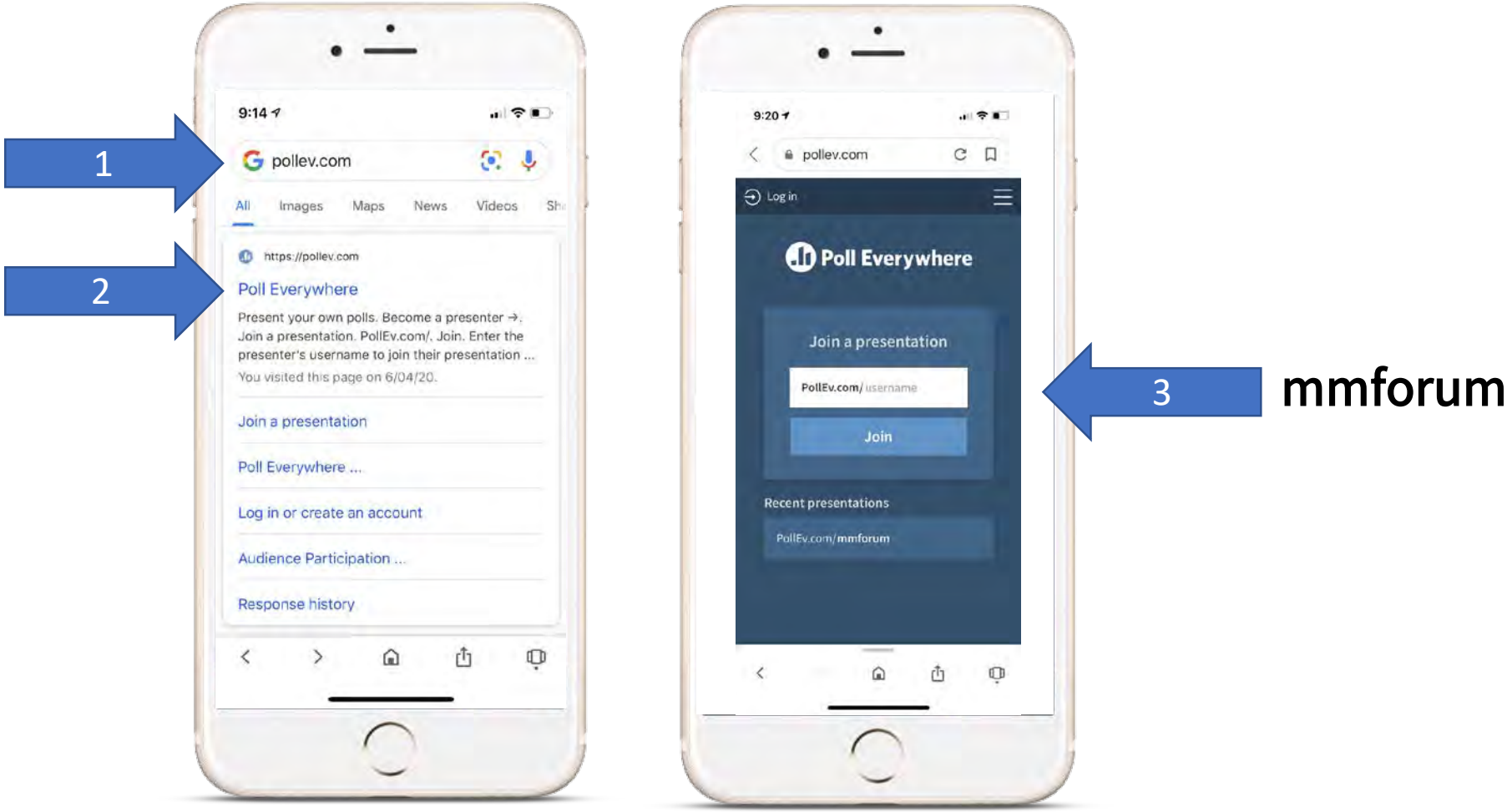
Multi-pronged approach

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

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

Moving from
on-farm to
on-line…

Poll Everywhere



Where are you joining us from today?

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

Overview

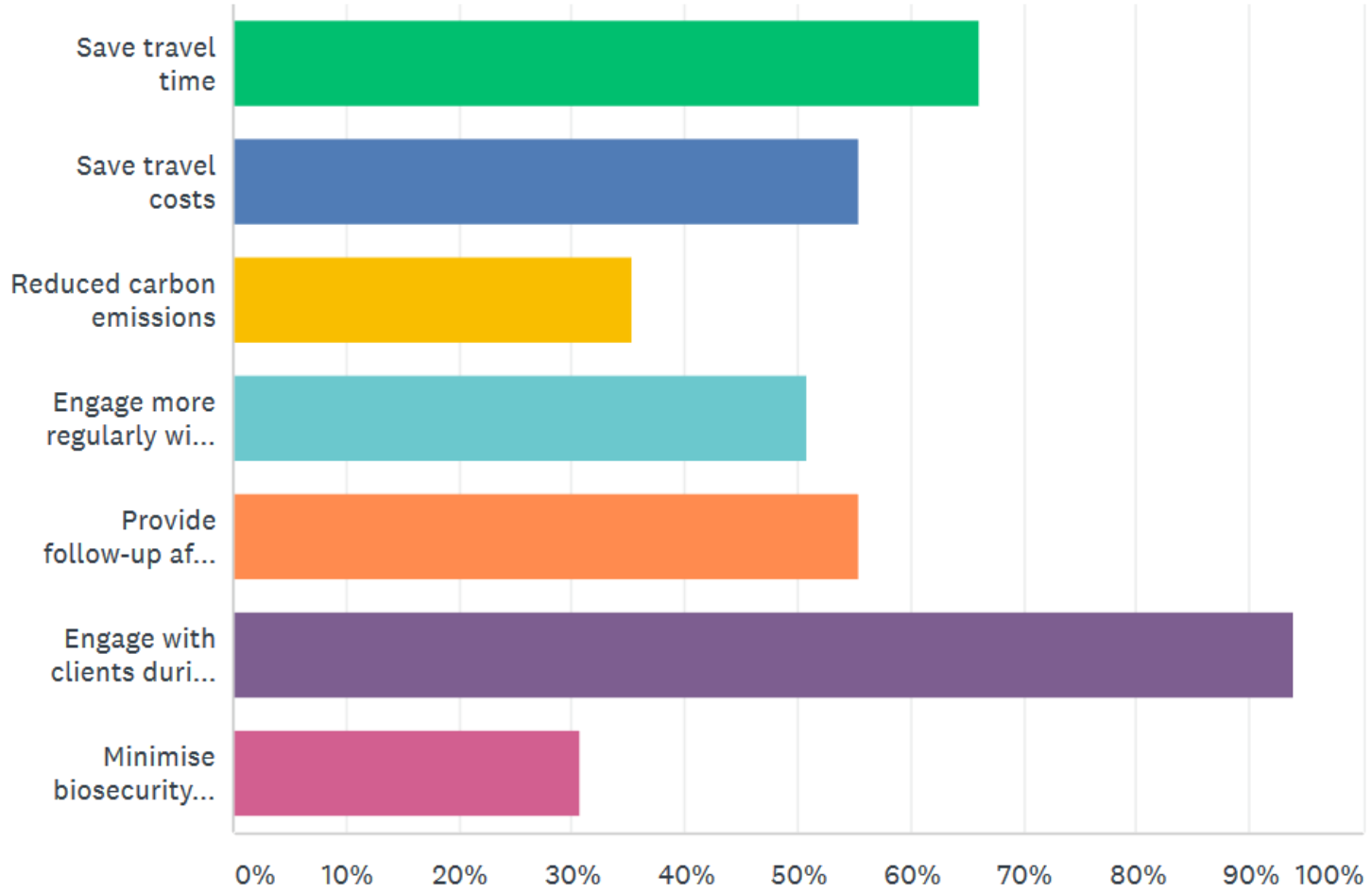
1. Benefits
2. Equipment options
3. Software options
4. Steps to running a successful webinar
5. Engaging with your attendees
6. Minimising presenter stress
7. Helping clients use the technology
8. Q&A session

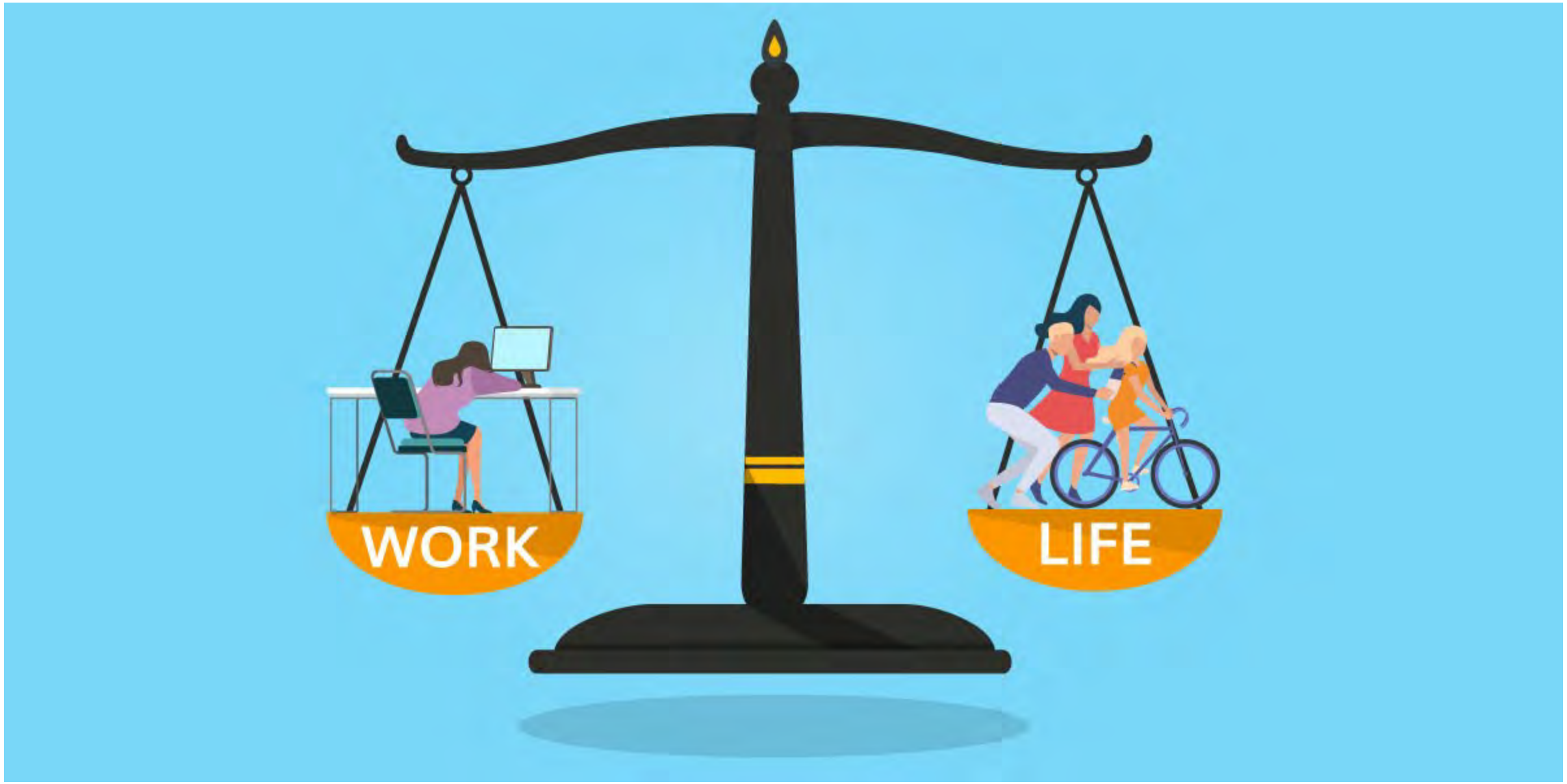
What one question do you want answered today?

Top

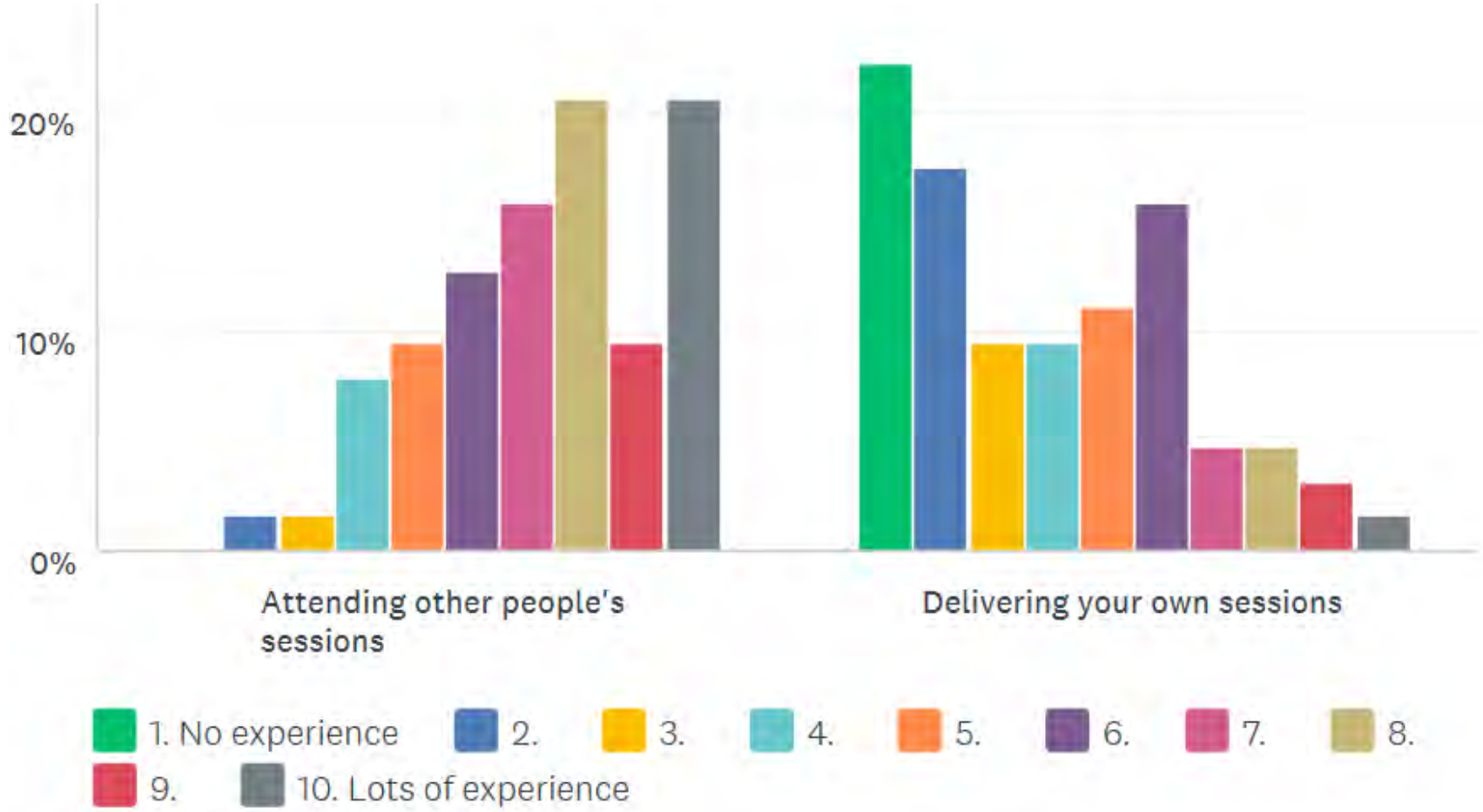
Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

Benefits that webinars offer




WORK
LIFE

What experience do you currently have with web meetings?



Equipment

Headset

Sennheiser SC 660 USB wired binaural headset with active noise cancellation

Webcam

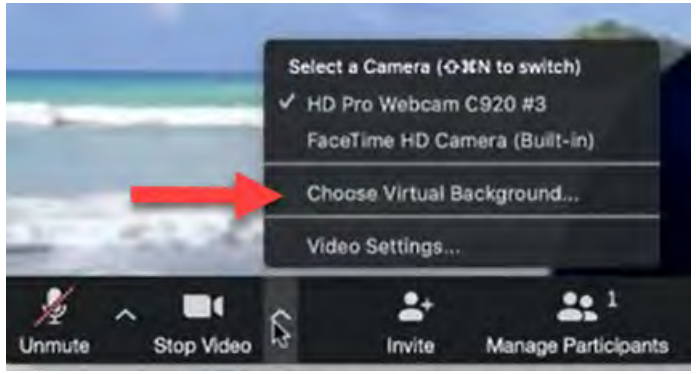
Logitech HD Pro C922 Webcam

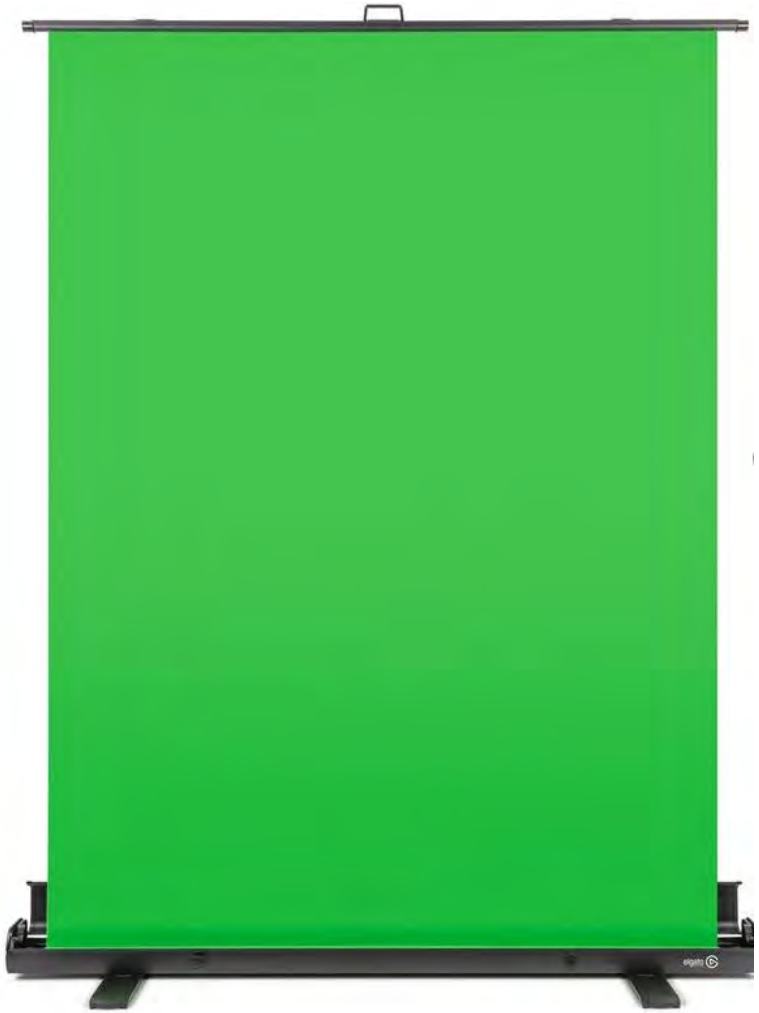
Lighting

Selfie LED ring

Lume cube

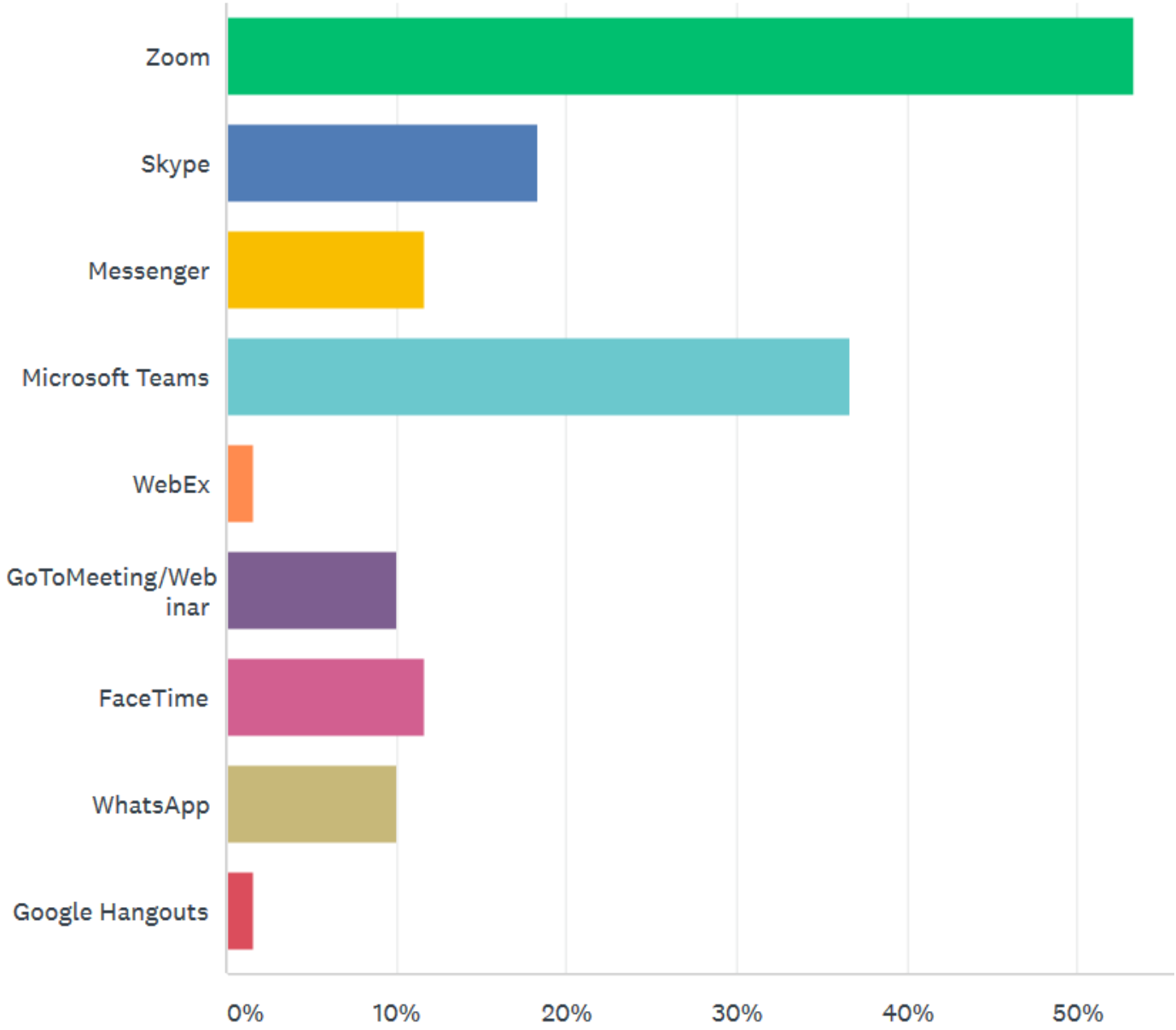
Green screen





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

Software


Zoom
Skype
Messenger
Microsoft Teams
WebEx
GoToMeeting/Webinar
FaceTime
WhatsApp
Google Hangouts
0%
10%
20%
30%
40%
50%

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 +

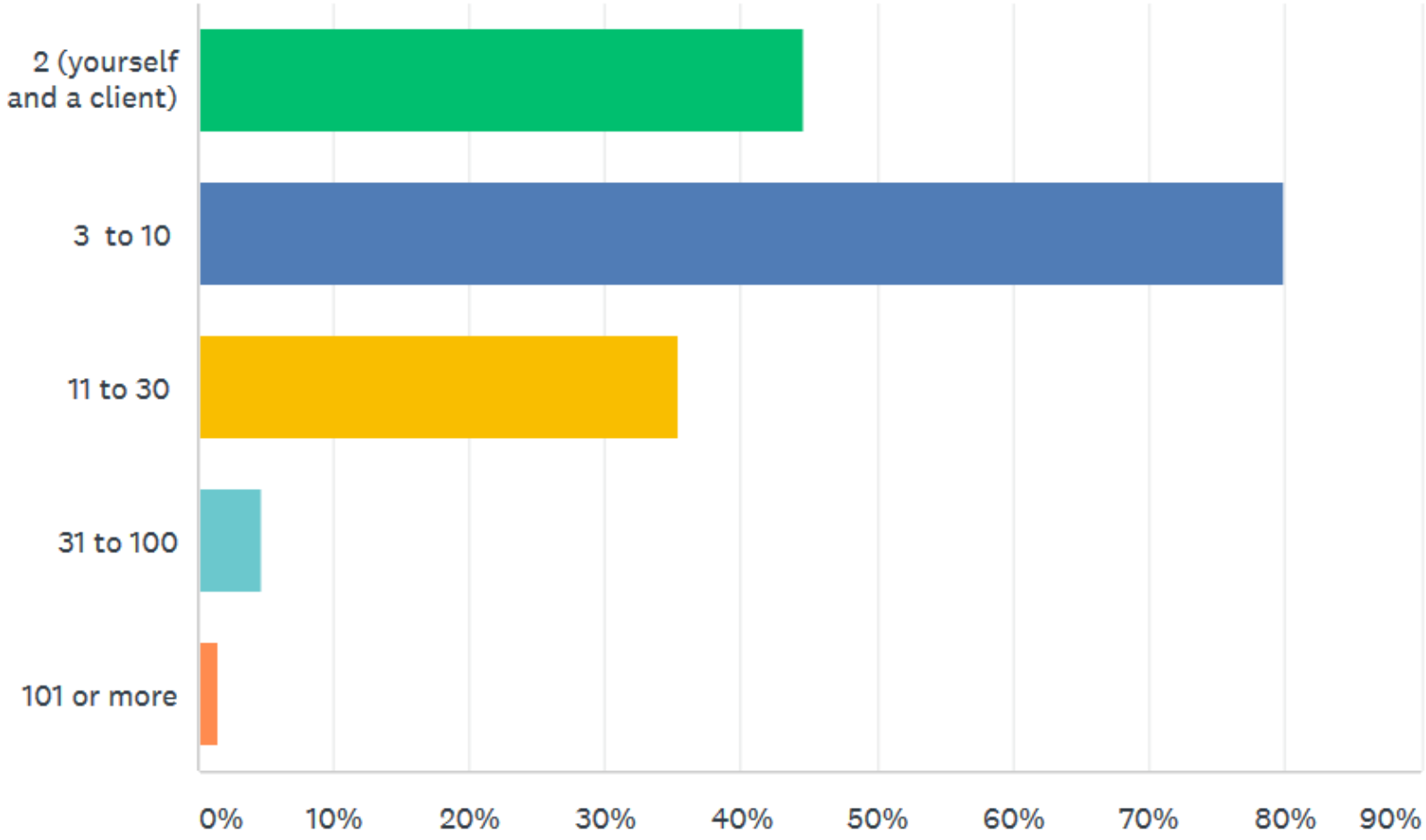
- Enterprise includes 500 participants
  Enterprise Plus includes 1,000 participants
  Unlimited Cloud Storage
- Dedicated Customer Success Manager
- Executive Business Reviews
- Bundle discounts on Webinars and Zoom Rooms

zoom

Figure 1. Magic Quadrant for Meeting Solutions

Source: Gartner (September 2019)

Horses for courses



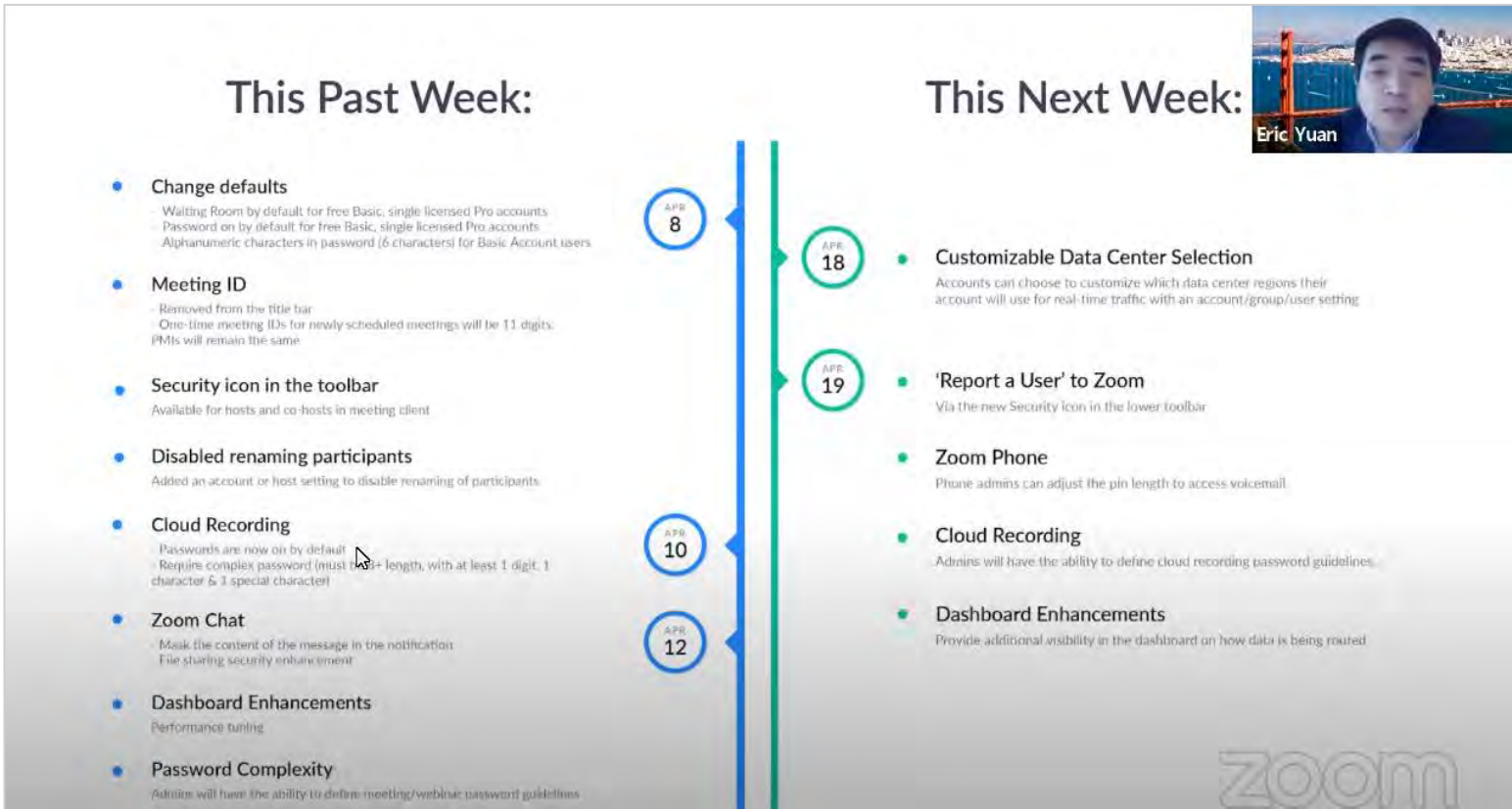
1:1 delivery
Skype, Messenger, FaceTime, WhatsApp, HouseParty

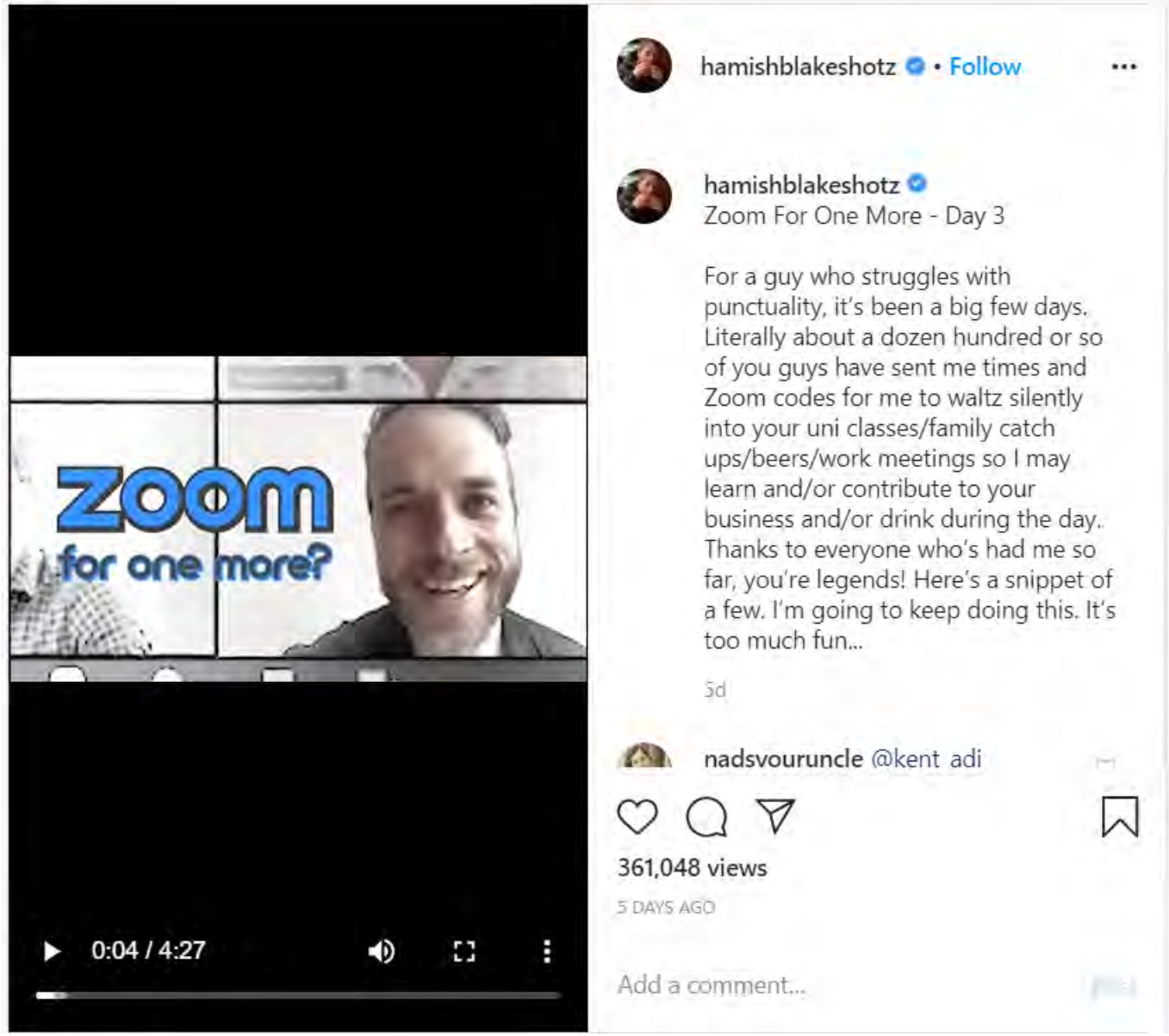
Small group
Zoom Meetings, GoToMeeting, Teams, WebEx, Hangouts

Large group
Zoom Webinar, GoToWebinar, Teams

Is Zoom safe?

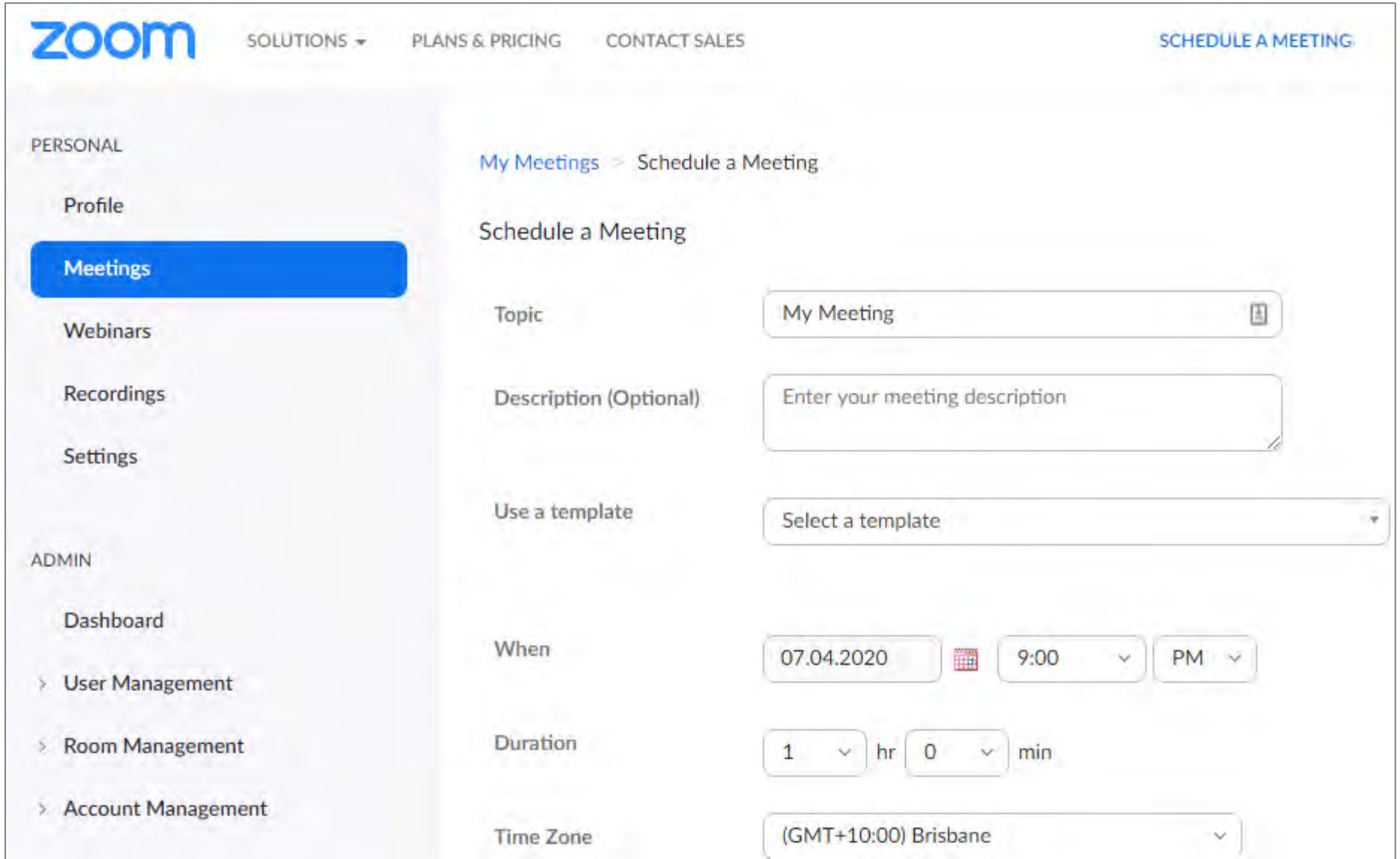
1. Meeting passwords
2. Meeting ID numbers
3. Waiting rooms
4. Recordings
5. Zoom-bombing



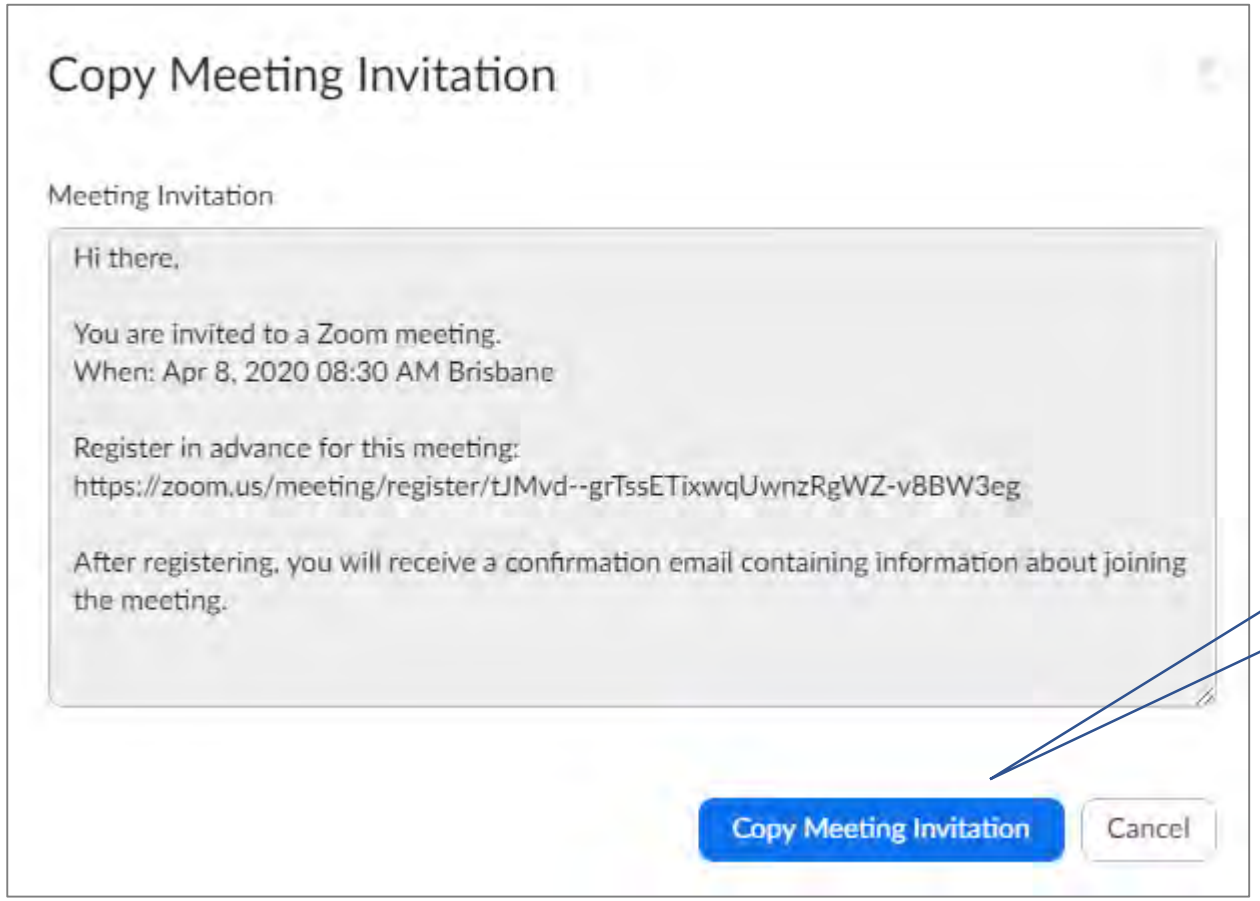


https://www.instagram.com/p/B-Whnj1FECZ/

Scheduling a meeting @ www.zoom.us

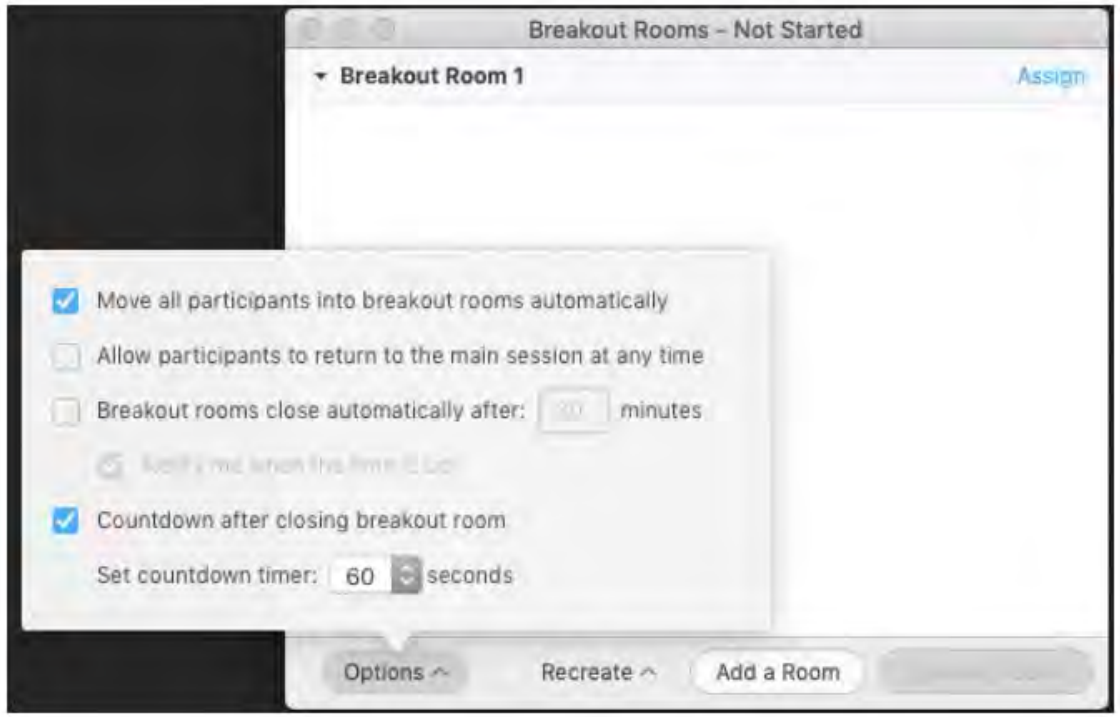


Sending invitations



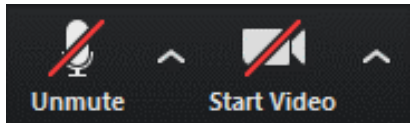
Copy and add to a calendar meeting invitation, after your personal message.

Zoom breakout rooms



Process

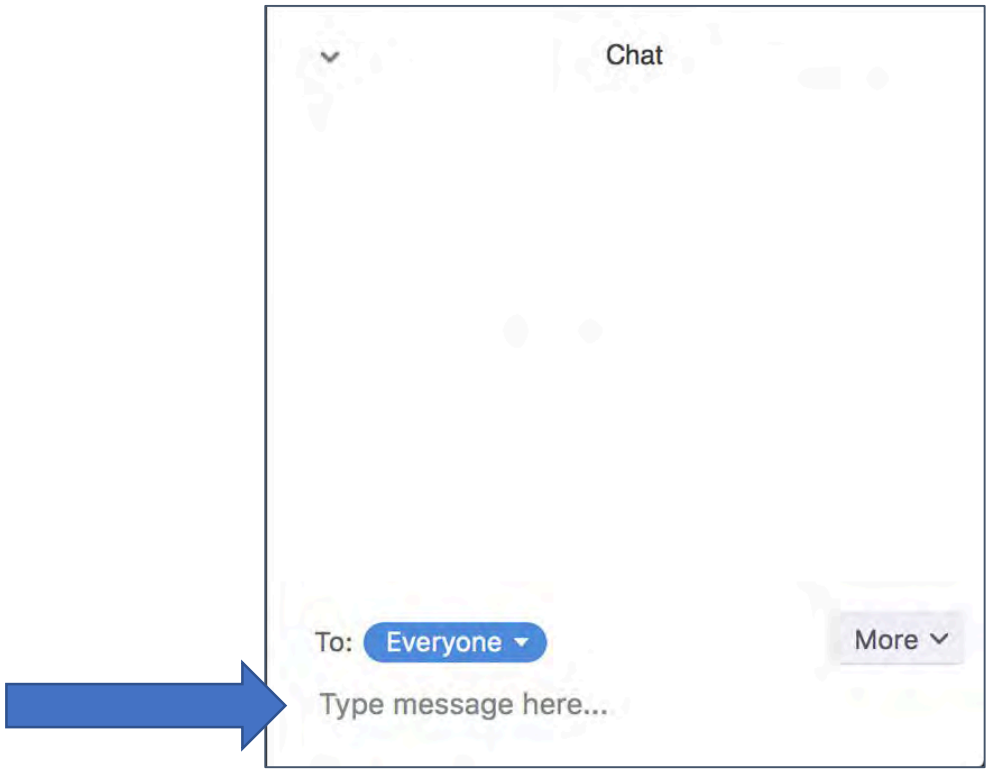
- Wait for teleportation
- Then unmute and turn on video!



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

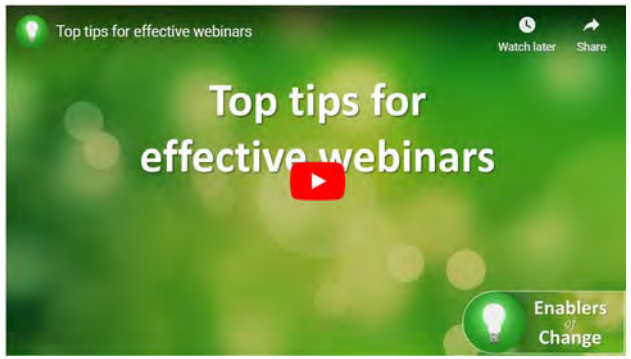
So, how was that?

- Share your thoughts in the chat box…



Running a successful webinar

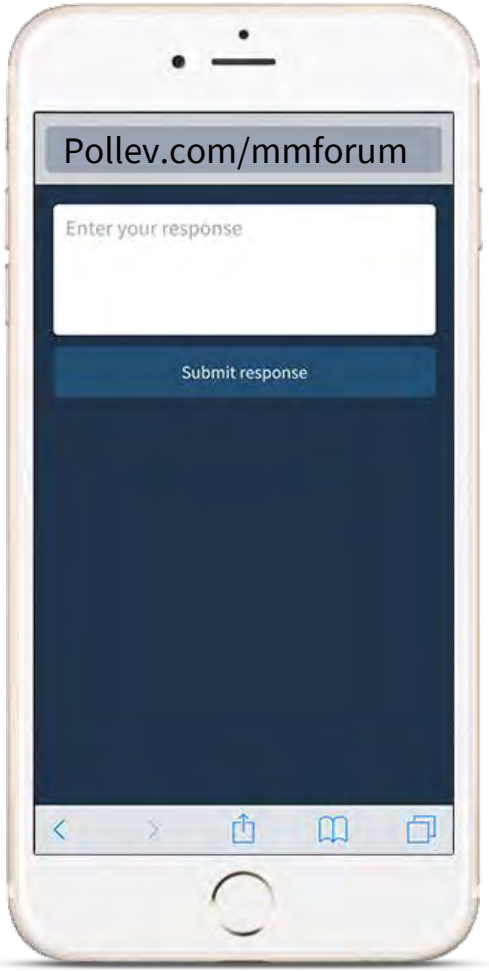
1. Prepare
2. Practice
3. Present



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

www.enablersofchange.com.au/webinar-ebook

Questions
Comments
Feedback


Pollev.com/mmforum
Enter your response
Submit response

Tips and tricks for 1 on 1 delivery

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

John Francis

Director - Holmes Sackett

MEAT & LIVESTOCK AUSTRALIA

livestock advisor updates

Profitable Grazing Systems your pathway to success

A skill building story

HOLMES SACKETT

Set realistic expectations

Start here

Skill developing

Becoming competent

Know your client (1 on 1)

Be realistic about the costs and benefits?

$

$ $ $

~~$ $ $~~

How much hardware do you need?

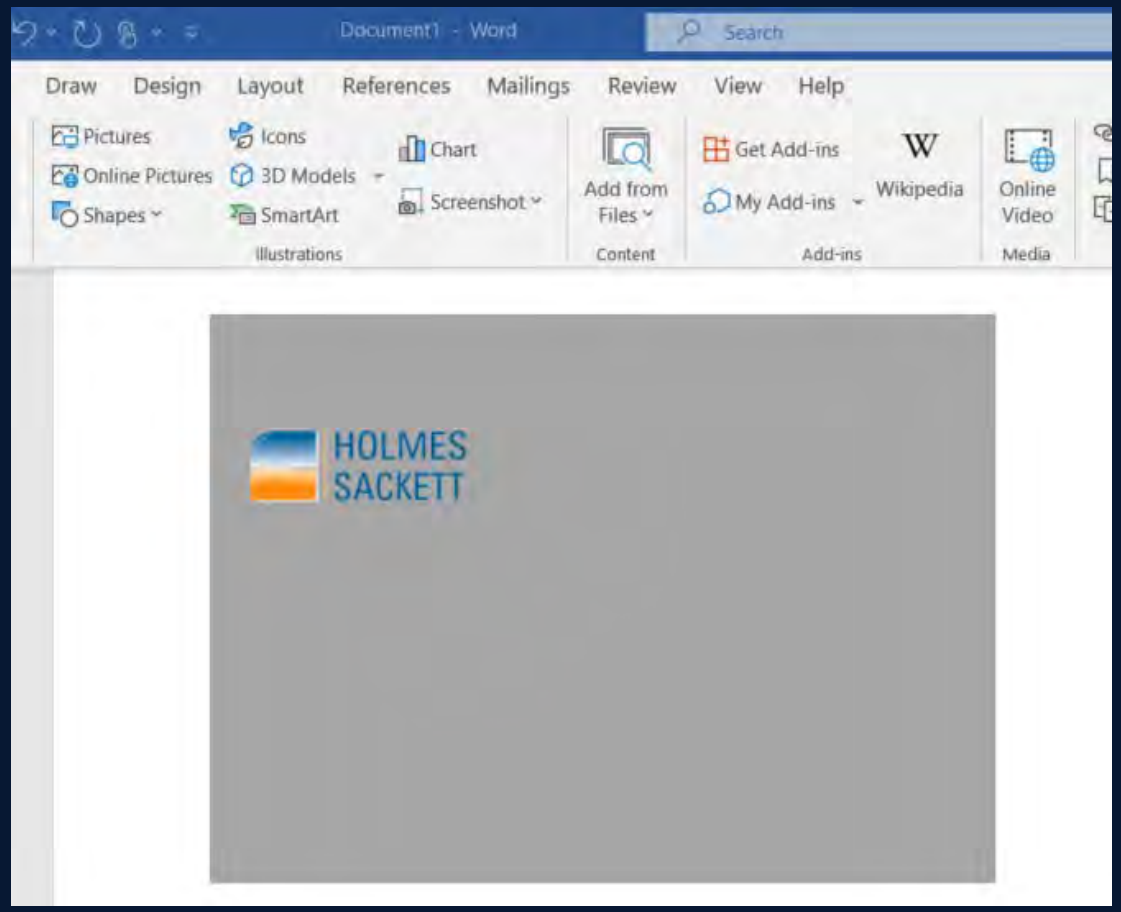
HOLMES SACKETT

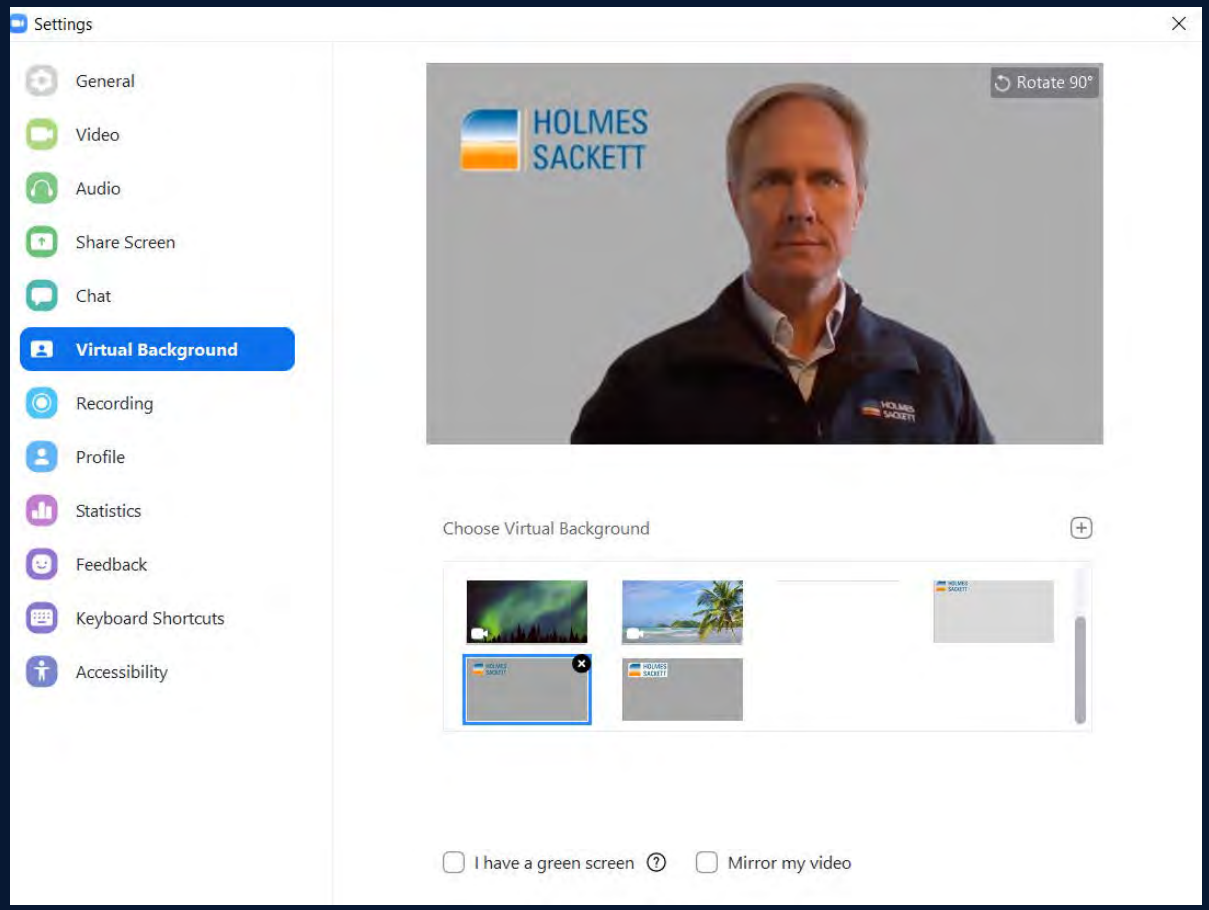
The wheels can fall off

Safety first – be prepared

HOLMES SACKETT

Cheap branding tricks





Introducing spreadsheet sharing and other working spaces

Spreadsheet demonstration

Word working space demonstration

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