

Virtual Program Training Guide

This training guide outlines the process for delivering a virtual Society developed program. For the full training experience, we recommend you complete the following steps before implementing your first virtual program.

Step 1

- Familiarize yourself with virtual tools and resources – including recommended Zoom trainings.

Step 2

- Read through program discussion guides, watch videos, and familiarize yourself with the content.

Step 3

- Work with you staff partner to schedule, promote, and lead the virtual program!

Zoom Training Information:

Review [Zoom tutorials](#) based on comfort level

The [Zoom Help Center](#) is the number one place to find answers to zoom questions.

Don't forget to check out our [Tips for Hosting Virtual Meetings](#)

Materials/Resources for Virtual Program Delivery:

- Computer with microphone and camera
 - use a computer versus a phone or tablet if possible
 - headset/headphones with a microphone are helpful
- Zoom link (provided by NMSS)
- Program Materials (discussion guides, PowerPoint, video links, etc.)
- Contact information for staff partner, MS Navigator, and NMSS resources to share
- Promotional materials and language to program to the local community

Program Preparation:

- Familiarize yourself with the program content and review all program materials
- Review the virtual program training PowerPoint to understand the objectives, agenda, and program structure. While there is suggested timing for each topic of the program, it is up to the facilitator to decide if more or less time should be spent on a certain discussion

[Potential items to finalize with your staff partner](#)

- Finalize a date for the program that allows you enough time to be comfortable and prepared
- Activate all promotional activities using marketing tools provided by the National MS Society
- Discuss role and identify any co-leaders during potential breakout rooms
- Determine roles and needs regarding technology management
- If working with a co-leader, decide how their role fits in, including optional breakout sessions

Leading a Virtual Program:

During the program

- Present virtual program content through the PowerPoint
- Utilize discussion questions to facilitate an open dialogue discussion (with or without breakouts)
 - If using breakouts, you can use them to start the conversation, then bring everyone back to go over themes from their conversation
- Serve as the liaison to the Society for any additional questions or resources needed by a participant
 - If a participant asks a question about information that is not presented on the materials, connect them with a NMSS staff member to answer

After the program

- Provide any program feedback to staff partner and complete any feedback surveys
- Work with your staff partner to support and customize any participant follow up communication
- Promote opportunities to continue engaging
 - Encourage participants to join the National Multiple Sclerosis Society Community Facebook group
 - Share local and upcoming opportunities for the MS Community
- Consider partnering with the National MS Society on another community program!