

Virtual Program Training Guide for Group Leaders

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

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

- [Join a Meeting](#)
- [Scheduling a Meeting with Zoom Website](#)
- [Meeting Controls](#) *
- [Breakout Rooms](#) *
- [Closed Captioning](#)

Take the Zoom trainings highlighted above for more detailed information.

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 with group
- Email templates to promote program to group members and 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
- Update the Resilience PowerPoint with personal group information (for example: add your group's name, the facilitator name, date, time, etc. where applicable)
- Review discussion questions in the discussion guides and PowerPoint. Think of your personal answers to each question and your own interpretation of the materials/videos to kick-off the discussion

Work with your staff partner to

- Set a date for the program meeting that allows you enough time to be comfortable with facilitating the program
- Send out a virtual program invitation with registration information to group members and local community
- Discuss role of co-leaders during potential breakout rooms
- Determine roles 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
- Promote opportunities to continue the conversation
 - Encourage participants to join the National Multiple Sclerosis Society Community Facebook group
 - Utilize a private social media group or blog for your support group to continue the conversation in between meetings
- Consider leading another Society developed program!