



## Tips to make the most out of your next online meeting!

### Logistics and Technology

#### Functionality of MHPN's video conferencing software

MHPN uses Zoom to host online network meetings.

Your Project Officer will:

- set up the meeting in MHPN's Zoom account
- provide you with their "host key" to claim host, as well as instructions on how to do so
- arrange a quick tech briefing if required to make you feel more comfortable in using Zoom's functionalities.

As the Coordinator, once you become host, you:

- have the ability to enable and disable the waiting room, mute participants' sound, share your screen (slide show) and use other functions to help facilitate the meeting
- can also assign a co-host (i.e. guest speaker or co-coordinator).

All meeting participants can speak and be seen on screen, as well as contribute to the Chat Box and raise their virtual hands to ask questions.

While Zoom does allow for meetings to be recorded, due to Privacy considerations MHPN Network meetings are not to be recorded either via the platform or by any individual attendee.

**Unable to use Zoom?** Your Project Officer will work with you to find another option.

#### How do I access the Zoom meeting room?

Your Project Officer will provide you with all you need to run the meeting.

#### How do members access the Zoom meeting room?

Network members who have indicated that they will attend the meeting will be emailed a link to the meeting room either in the meeting invitation or confirmation email.

The link will also be available on the Portal's meeting page.

Everyone attending the meeting will need their own Zoom account. It's free to set up.



## How does an Online Network Meeting differ from a Webinar?

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Your network meeting can largely take the same format as face-to-face meetings. Most face-to-face style meeting formats can be tweaked to suit an online format, for example if you run a peer support discussion you can still see each other and talk as you would sitting around a table. If the meeting features a guest speaker, the speaker can present and share their screen so the members will see the both the speaker and their slides.

Importantly network meetings are only attended by members of that network.

In contrast, MHPN webinars do not have a membership base, are attended by different practitioners every time and do not provide opportunities for networking or discussion among peers. Our webinars also differ from online network meetings in how they are developed and delivered. Webinar panellists assist in developing the content over several weeks to ensure it meets the needs of a national practitioner audience. Typically webinars are structured as a panel discussion about a de-identified vignette.

Online network meetings have fewer participants and therefore provide far more personal opportunity for networking and interaction between attendees than a webinar.

## Tips for Facilitating Online Network Meetings

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While many have had considerable experience meeting online over the last few years, hosting or facilitating an online meeting can still be a little daunting. Facilitating an online network meeting requires a different set of skills than simply attending an online meeting.

The following tips aim to help support a successful and productive online meeting:

- Prepare a run sheet. This can help keep the meeting on track and manage time.
- Set time at the beginning of the meeting for some informal networking/introductions/Acknowledgment of Country. How this is managed can vary depending on the number of attendees. For smaller numbers, a quick run around for intros, or an icebreaker activity for larger groups.
- Consider using Ground Rules. Help set the scene for discussion by setting some ground rules at the beginning of the meeting. MHPN has a slide with an example to you get started.

Keep it interesting. Consider meeting with the guest speaker prior to the meetings to prepare some follow-up questions and keep the audience engaged. Change-up a presenter style meeting by posing a question and use break out rooms or include an icebreaker at the start of the meeting. Encourage the group to use the chat box to increase engagement.

## Incorporating networking into online meetings

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While online networks bring together where geography is a barrier. Networking can be incorporated by:

- Using breakout rooms
- Allocate some time for structured networking, ie introductions
- Use a planned activity that incorporates elements of networking
- Apply experience from other online activities that successfully incorporated networking.

## Tips for Facilitating Hybrid Meetings

i.e. people in both a “real” and “virtual” room

Consider the following:

- Use as large a screen as is available to show the online participants.
- If there are a lot of people online, mute them at the start.
- Encourage the online participants to turn their cameras on.
- At the start of the meeting explain how the online participants can attract attention if they want to contribute or ask a question. This may include you setting a protocol that throughout the meeting, as facilitator you will ask just the online participants if they have something to add at key points.
- If online participants are muted throughout the meeting, ask them to put their hand up if they have something to add, so they can be given permission to speak.
- Pre-arranging another network member to liaise with the online participants throughout the meeting and let you know if they want to contribute. This could be via the Chat Box. Your Project Officer can help reach out to attending members who could take on this role.

## MHPN Support Before the Meeting

Your Project Officer is here to support you, provide a virtual tour of the online meeting room and provide training on how it all works. MHPN highly recommends that even experienced online facilitators undertake a short technical briefing prior to your first online meeting to ensure the meeting is smooth and stress-free for you and the members.

It is important to note that MHPN is unable to be contacted for technical assistance or other support outside of Melbourne business hours (8.30 am – 5 pm). The Troubleshooting section of this fact sheet provides some tips on what to do if you experience any issues during the meeting.

## Troubleshooting Challenges During the Meeting

The following table aims to provide some tips for troubleshooting some common challenges that might come up during a meeting. They also include some things to put in place before the meeting, just in case.

### Technical Issues

If . . .	Then . . .
The meeting is cancelled	<ol style="list-style-type: none"> <li>1. Contact your Project Officer directly.</li> <li>2. If unable to contact your Project Officer:               <ul style="list-style-type: none"> <li>● Call MHPN on 1800 209 031 (if your call is unanswered, please try again as your call will be routed to an available staff member).</li> <li>● Email MHPN:                   <ul style="list-style-type: none"> <li>● <a href="mailto:contactus@mhpn.org.au">contactus@mhpn.org.au</a></li> <li>● <a href="mailto:networks@mhpn.org.au">networks@mhpn.org.au</a></li> </ul> </li> </ul> </li> </ol> <p>*NOTE: These email accounts are monitored sporadically throughout the working day.</p>

<p>Your internet isn't working at the start of the meeting</p>	<ol style="list-style-type: none"> <li>1. If your WIFI isn't working, consider sharing your 4G hotspot via your phone.</li> <li>2. If you have a 2IC in place: <ul style="list-style-type: none"> <li>• Contact 2IC/ or the guest speaker immediately and ensure they have the host key to open the meeting and to continue without you</li> </ul> </li> </ol>
<p>The guest speaker doesn't turn up</p>	<ul style="list-style-type: none"> <li>• Contact the Guest Speaker to ensure they have the correct Zoom link</li> <li>• Start the meeting on time regardless, if the guest speaker is running late notify members</li> <li>• Engage attendees with a networking activity (e.g. everyone takes 2-3 mins to introduce themselves and their) profession /expertise/speciality)</li> <li>• If you have not heard from Guest Speaker after 10 mins, notify members and offer any acceptable options for content as a replacement (case study discussion, peer support discussion).</li> <li>• If the meeting cannot continue, inform attendees that an email notification with the next steps (e.g., rescheduling meeting) will be sent out shortly.</li> <li>• Notify your Project Officer at your earliest convenience the following day.</li> </ul>
<p>You can't access the Zoom meeting room</p>	<ul style="list-style-type: none"> <li>• Contact the meeting 2IC (if one has been allocated) to address the issue/s.</li> <li>• Try to change browser/clear cookies</li> <li>• Try to join from your phone to see if this is a link issues or a device issue.</li> <li>• If it still doesn't work, use your coordinator portal access to review: <ul style="list-style-type: none"> <li>○ RSVP numbers</li> <li>○ Attendee details</li> <li>○ All other important meeting details</li> </ul> </li> </ul>
<p>All participants are saying they can't hear / see</p>	<p>Refer to solutions on <a href="#">Zoom's Audio and Video Support Page</a> for the most up-to-date advice.</p>
<p>One participant (or a few) are saying they can't hear / see</p>	<p>This is likely an issue at their end. Your judgement call on trying to help them.</p>
<p>The guest speaker can't share their screen</p>	<p>Refer the speaker to solutions on <a href="#">Zoom's Audio and Video Support Page</a> for the most up-to-date advice.</p>

## People/Behaviour Issues

If ...	Then ...
No one puts their camera on	Kindly remind members that it's an expectation that members have cameras on to help create a collaborative environment and qualify for PD.
One person is being disruptive	Take the discussion back to the main focus and remind all members to behave in a manner as they would at a face-to-face meeting. If the person continues to being disruptive, you can make the decision to eject them from the online meeting.
In excitement, everyone is talking over each other	Remind participants of the ground rule for how to participate to ensure everyone is involved and can be heard (i.e., please raise your hand if you would like to talk)
No one is contributing to the discussion	Start yourself by providing a contribution to the discussion and then suggest you go around the screen and everyone has a turn

## Next steps

- The Resources and Tools mentioned in this Fact Sheet are available on MHPN's website in the Coordinator Tools and Resources section (under Networks). They aren't available as links in this document, so we can keep them up to date for you.
- Contact your Project Officer directly to talk through meeting online or discuss any of your concerns.

## Contact MHPN



1800 209 031



networks@mhpn.org.au



www.mhpn.org.au