

PRACTICAL GUIDE FOR DELIVERING HIIC ONLINE

This is a guide to help HIIC tutors stay connected and continue supporting their groups or new groups during COVID-19. The following guide and course materials are suggestions, and we welcome tutors to alter the course to suit the needs of their groups and the current situation. Equally the timings and how the course is delivered are flexible.

This is not essential for online delivery but where possible, we would suggest co-facilitation whilst delivering online. This would allow one tutor to focus on delivery whilst the other pays attention to the chat, hand raising functions etc as well as tuning into how individual group members are doing.

In preparation, we suggest asking the group what tools they prefer to use, if any. Not everyone uses every service or the same device, so it is probably a case of trying to see what people like to use and what is manageable on the device they are using.

[A guide from The Big Hack](#) offers advantages and disadvantages of different tools including Skype, Google Hangouts, ZOOM, Teams, Facebook etc. Very useful and worth a read.

In the first instance, due to its popularity and accessibility we have adapted HIIC using the tool [ZOOM](#). However, we have come to realise that some tutors will not be able to use ZOOM due to restrictions from their place of work, so we will be adding additional guidance on how to do the exercises using Microsoft Teams (MT).

HOW TO USE ZOOM

If you and your group are unfamiliar with ZOOM and would like to use it, please have a look at the resource [‘How to get you started with ZOOM’](#). Through the HIIC exercises we mention using the whiteboard (a function under the ‘share screen’) for taking notes and capturing ideas. Along with your group [view this video for tips](#) on how to use and save the whiteboard. [In breakout rooms](#) participants can interact with the whiteboard through a menu that shows up when you move your mouse to the top of the screen – click it, then click ‘annotate’.

HOW TO USE MICROSOFT TEAMS

[This video](#) is a great introduction to running effective HIIC sessions on MT. This webinar teaches first-time users of MT and how to get started. If you would like to use the white board feature [please watch this short video](#). However this feature on MT only allows participants to draw which has its limitations, so if you would like to

expand on this feature, in this video you are recommended to download the Whiteboard desktop app. This video will show you how to do this. Like ZOOM you can now put participants into breakout rooms in MT.

DIFFERENT ONLINE TOOLS YOU CAN USE DURING YOUR SESSION

As we continue to be online, we would like to introduce our tutors to more available online tools, to make the online experience more enjoyable, interactive, and easier. These tools will be referenced within the exercises as suggestions, so it's a good idea to familiarise yourself with each of them, even practice and see how they can improve your session.

Jam boards - is an interactive whiteboard that you and your group can use together.

Mentimeter – is a fun and engaging tool that allows you to create live polls, quizzes, word clouds, Q&As and more.

Google Docs – is an online interactive word processor.

However, a word of caution, always begin with the end user in mind. If using additional tools will cause anxiety to your participants then keep it simple. Be particularly mindful of the devices that people are using and how accessible they will be to these tools. However, in saying that, we are continually surprised by how much tutors and groups are willing to give it a go and try new things. Perhaps building it up over time is the best approach.

SUPPORTING GROUPS ONLINE

- We suggest that you create or continue to use any pre-course application that you would normally use but add in a question about how participants feel about participating online. e.g., “please tell us of any concerns you have about working online”.
- Check if participants are able to devote uninterrupted time to online participation.
- We suggest doing some tech café sessions before the course starts. This involves inviting participants to bring a cup of tea and get used to the tech and get to know you and one another. It's important to do this so that

participants feel safe to voice their opinions when you get into the deeper issues in HIIC. You could use the induction module to build this over time whilst still covering the course as it uses material from HIIC Unit 1.

- Out with the official sessions you could set up a WhatsApp group to use as a discussion forum or hub where learners can connect and share ideas and experiences. This replaces the tea break/walking home together chat. It can also be useful to discuss and set boundaries with your group for when and how to use this platform. This manages expectations among group members. Also, if there are any technical problems with ZOOM or Microsoft Teams, having a WhatsApp group can act as a plan B for the group to gather.
- Leave enough time at the end of each session to check in with how participants are before they leave. You could do a popcorn round – invite them to say a word or sentence that sums up what they got out of the session/how they feel leaving the session.
- Keep an eye out and follow up with participants that you feel were looking a bit off and check in that they are ok.
- You might also want to consider setting up a 'diversion chat' with your group, if required. This is a mechanism to divert the group discussion where a participant lives with someone who they may feel uncomfortable having around during some of the HIIC discussions. So, if this person appears in the room the 'diversion chat' kicks in. So, for example, if the agreed diversion chat is 'healthy eating' then that's what the group starts to talk about and immediately stop any screen sharing etc.
- Be prepared but be easy on yourself, we are all learning here.

THINGS TO CONSIDER BEFORE, DURING AND AFTER EACH SESSION

Before the session

- Get the right equipment. Clear audio is key.
- Ask your participants what they need in terms of support and access requirements. Knowing this will help you plan out what software you need for the session.
- Send out handouts well in advance either by email or by post depending on participants requirements. Which handouts that need to be sent via email or

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post will be stated throughout the course materials. However please make a judgment on this due to the current situation. The post may take longer than usual. Please note Coronavirus is currently thought to be able to live on some surfaces for up to 72 hours, so additional measures should be introduced to reduce the risk.

- Do a test run of your training – it's helpful to create a checklist of all your tasks and practice until you feel prepared and confident.
- Check your slides. The Web Accessibility Initiative have a [guide on how to make your presentation accessible](#).
- Create a session plan with timings and keep in mind that virtual learning is more demanding, so regular breaks are essential.
- We have provided some suggestions, but you might want to think beforehand of different formats that you will use to keep people engaged: ZOOM has a [Chat](#) and [polls](#) feature. Please note ZOOM allows you to save any activity within these features. MT also has the Chat and [polls feature](#).
- If you have a presentation with a video it would be [useful to add captions](#). Programmes like Final Cut or Adobe Premiere can help with this.
- On the lead up to the HIIC course it can be helpful to offer participants a detailed, step-by-step directions of how to get to join the meeting and how to use the platform (this could be covered at the tech café) from different devices.
- Plan where you will host the meeting. You will need to use a quiet room where you won't be disturbed.

During the session

- Start with agreeing basic online etiquette, such as using the mute button while someone is talking and raising your hand if you would like to speak.
- You could also agree ground rules (confidentiality, listening to each other etc) or if you have already agreed a Working Together Agreement in the HIIC induction module then remind the group of what those are. Confirm that everyone still agrees with them and ask if any additional ones are required.
- Present clearly, avoid complexity. Slow down your presentation – if you are presenting a new piece of visual information, you should pause in your

speaking for a moment to allow people to process it before you continue to speak. If you are sharing images online, include a text description.

- Describe any images, read any text that appears on screen, and describe anything that you gesture at as if you were explaining it to someone who isn't in the same room as you. This is not only essential for visually impaired people but also useful for people with bad internet connection.
- Ensure everyone can see your face when you are talking. Participants who rely on lip-reading to hear you need to see your face whenever you are talking.
- Repeat questions before answering them.
- Take regular breaks and bring in energizers at any time of the session. Get everyone moving if you feel the group are appearing sluggish. This can be a fun activity that gets the energy and engagement levels up among the group within minutes. Avoid ZOOM fatigue. This article also applies to using any video platform.

After the session

- Feedback – End of meeting attendee feedback survey feature on ZOOM. Microsoft Teams also offers a feedback survey feature. You could also use Mentimeter for gain feedback from the session.
- Follow up with notes to participants where appropriate.
- Check in with participants through your WhatsApp group.

SUPPORT

While this is a new way of delivery for all of us, please remember that the HIIC team are here to support you as much as we can to make this experience smooth, efficient, and enjoyable.

We have been approached by tutors to set up an online tutor support network with the aim of coming together to share practice and support each other through this. It's

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a space where we can connect, discuss challenges, explore solutions and celebrate success together.

Since the development of this guide the tutor support network is up and running. The topics covered so far have been, online delivery, recruitment and promotional materials. Most recently we held a practical session for tutors which focussed on the delivery of the more experiential exercises of HIIC. Tutors had the opportunity of working with one another to come up with ways of delivering these exercises online. Some of the examples from this session have been added to the updated course materials. You can also access all the notes from these sessions when you join the Tutor Network.

If you would like to join [sign up here](#). Please note your email will be shared among other tutors in the network. The network is open to both registered tutors and trainee tutors.

We also have a private Facebook page that we would love for you to join if you haven't already. This is a place for HIIC tutors to share resources, ideas, and information. Any interesting and relevant resources the HIIC team come across, will be posted on the page. To join the group, click [here](#).

Kate McHendry: Kate.McHendry@scdc.org.uk

Sarah Jane McGeown: SarahJane@scdc.org.uk