FACILITATING SUICIDE BEREAVEMENT SUPPORT GROUPS TRAINING WORKSHOP 4: BEST PRACTICES FOR ZOOM GROUPS

CAS
COPING | AFTER | SUICIDE
I'VE BEEN THERE. AND I'M HERE

Rethink The Conversation®
Let's Start Talking

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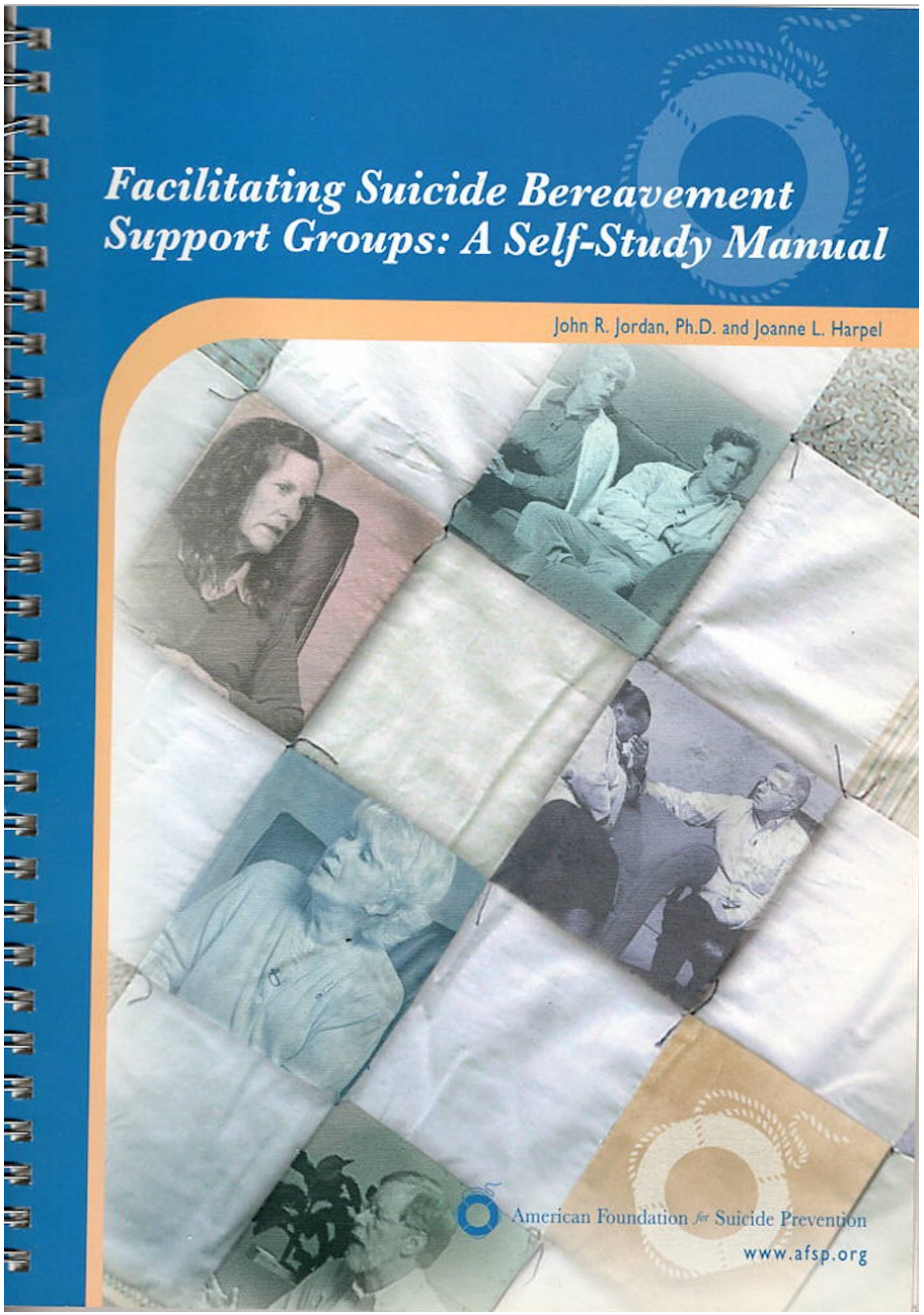
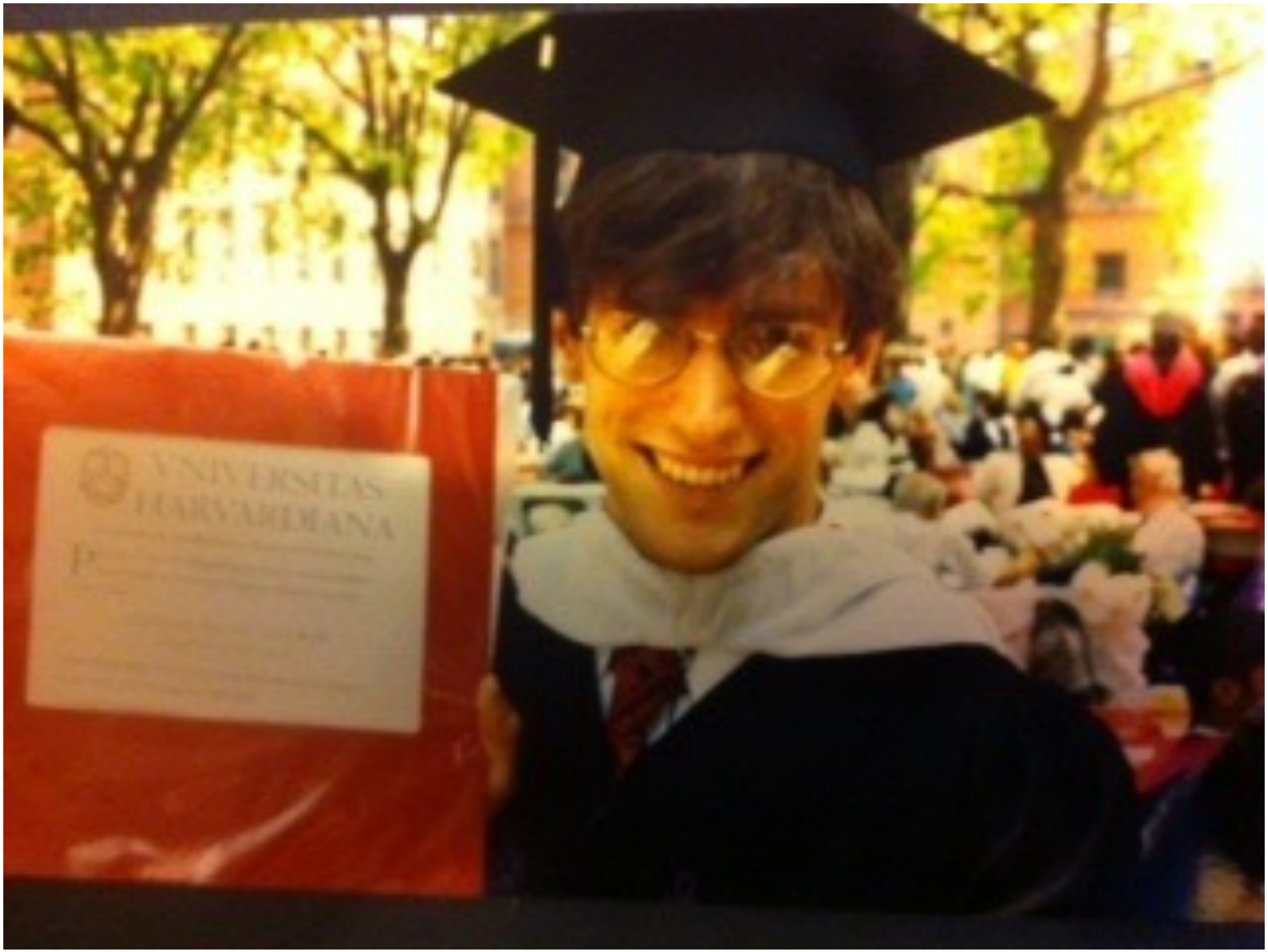
HOUSEKEEPING AND LOGISTICS

- No formal break
- Questions?
  - “Raise your hand” in **Reactions** section at bottom of your screen
  - Type your name into the **chat**
  - 15 minutes at end of each block

www.copingaftersuicide.com/support-groups

American Foundation *for* Suicide Prevention




VNIVERSITAS
HARVARDIANA

Why Do People Seek Out Support Groups?

- “Affective” Coping Style
  - communication
  - connection
  - closeness
  - community

UZBEKISTAN
TURKMENISTAN
TAJIKISTAN
CHINA
AFGHANISTAN
ISLAMABAD
IRAN
PAKISTAN
SAUDI ARABIA
INDIA
OMAN
ARABIAN SEA

What Makes a Well-Functioning Group?

- Feeling seen and heard
  - can’t rely on eye contact
  - more distractions
  - Zoom fatigue
- Emotionally safe
  - people are on their “own turf”
  - names and pronouns
- Balance of sharing, listening, and offering support
  - cultivate natural, organic conversation
  - the mute button
  - “I’m sorry” and the yellow square

Zoom Etiquette in the Guidelines

- *"One of the most powerful things about Zoom groups is that people can so easily come together. But unlike other Zoom meetings in our lives, these meetings are about vulnerability and sharing sensitive truths, and depend on each of us being fully present and attentive."*
- ***"The single best guiding principle is this**: Treat the Zoom meetings as if they were in-person. You couldn't imagine someone getting up and walking around the room in the middle of an important in-person meeting. Or checking their phone, eating dinner, or talking to someone who wasn't a group member. Our undivided attention is a gift we give one another."*

Being Present

- *“Everyone needs to have their video on.”*
- *“Please get comfortable and put your phone, tablet, or computer on a table (not in your hand or your lap). We’ve all been on Zoom when people are constantly shifting position, walking from room to room, or in a moving car. Not only is it really distracting it can also make some of us a little seasick 🤢.”*
- Cars are ok – but not while driving

Privacy and Confidentiality

- *"Sit somewhere you'll have privacy for the full duration of the meeting."*
- *"Ask family members and roommates to please give you this time uninterrupted."*
- People who aren't members of group shouldn't be able to
  - listen in on conversation
  - see screen
- No "lurkers"
- No recording of meetings

Quiet

- *“Minimize background noise: use headphones and turn off phones, notifications, and anything that buzzes, chirps, or beeps. Make sure dogs are happily settled so they’re not barking during the meeting.”*
- Turn off ringer and notifications
- Close email

To Mute or Not To Mute

- Everyone muted upon entry (Zoom settings)
- *“Take yourself off mute to help smooth the flow of the conversation.”*
- Mute only if necessary
  - doorbells, vacuums, sirens

Creating Community

- *“Our meetings are all about interaction and conversation.”*
- Beware of The Hub
  - raising hand and waiting to be called on
  - “I’ll go next”
- Minimize use of the Chat function
- Will you include members who aren’t local?
- *“Feel free to reach out and be in touch with group members outside of the meetings. Many deep friendships have started this way.”*
  - Feel free to say “no thank you”

The Go Round

- Call on people individually, by name
  - Those pesky Brady Bunch squares
- What info to share
  - Your name·
  - Who you lost, and their name
  - How old they were
  - How long ago it was
  - Where you're calling from
- What were you listening for?

Writing Exercises

- Before or during the meeting
  - 10-15 minutes
  - Non-stop and by hand
- Why do people take their own lives and what's the source of that belief?
- What's the story you tell yourself (your "narrative") about why your loved one took his/her own life?
- Where are you feeling "stuck" in your grief and healing?
- What do you most fear when you look ahead?
- How do I want my life to *feel*?"
- What do I hope to get out of the group? What do I hope to offer?
- Letters to loved ones? They can get really intense…

Other Ideas to Try

- Instrumental coping tools
- Introductions of loved ones with pictures/videos
  - 3 things they liked and 3 things they didn't like,
  - 3 qualities you adored about them and 3 qualities you found challenging
- Members' Questions for the Group
  - something you've been wondering about
  - an aspect of your own experience that you'd like to "reality check"
  - something you want to talk about that only other survivors would get something you'd like help with
  - Something you'd like to bounce off the group
- Resource Round Robin
- Videos (e.g., Survivor Day)
- What's something we don't know about you?
- Rose, bud, thorn

Closing the Loop of Connection

- Explicitly using words to connect
  - I was touched by…
  - I was struck by…
  - I was surprised by…
  - I really related to…
  - I really identified with…
  - My experience was similar…
  - My experience was different…
  - I'd like to hear more about…
  - Thank you for sharing that…
- Silent signals

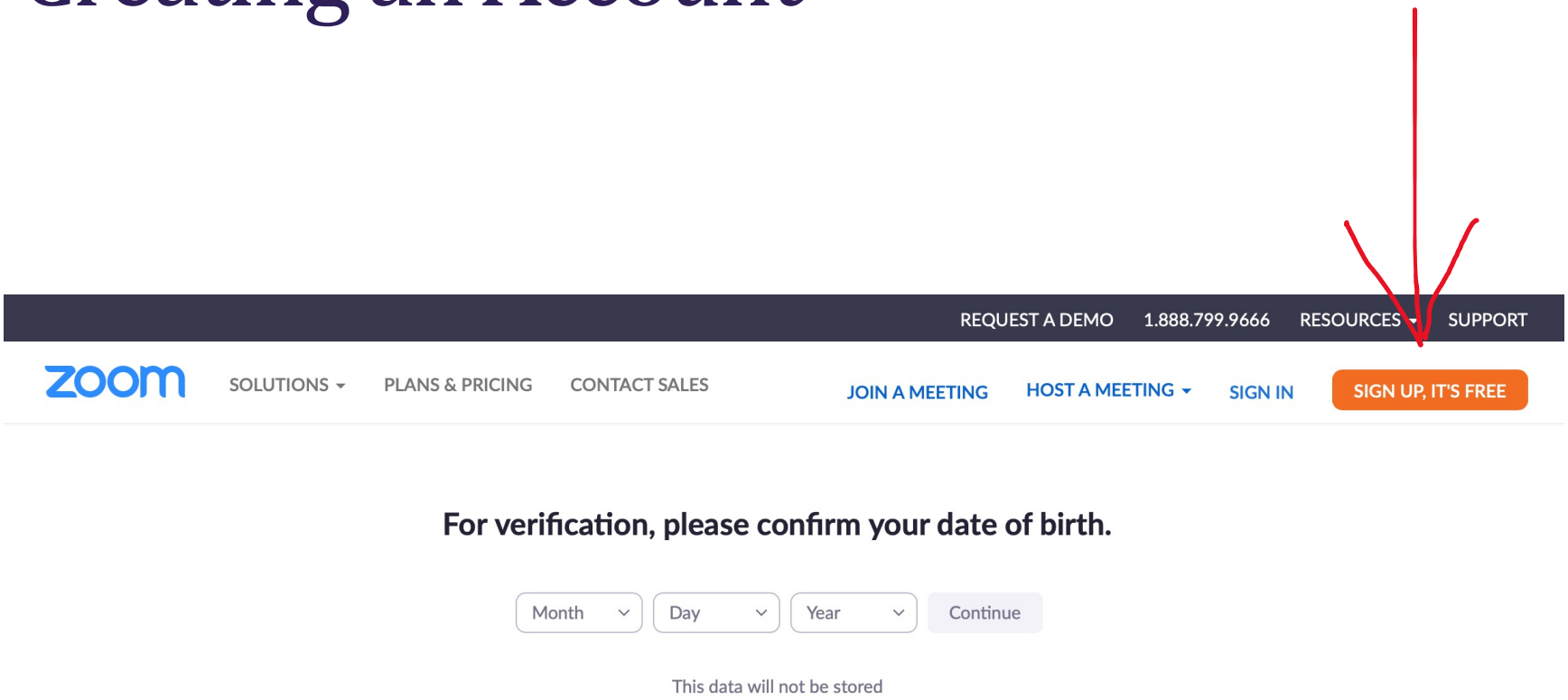
The Silent Member

- ”_____, I see you.”

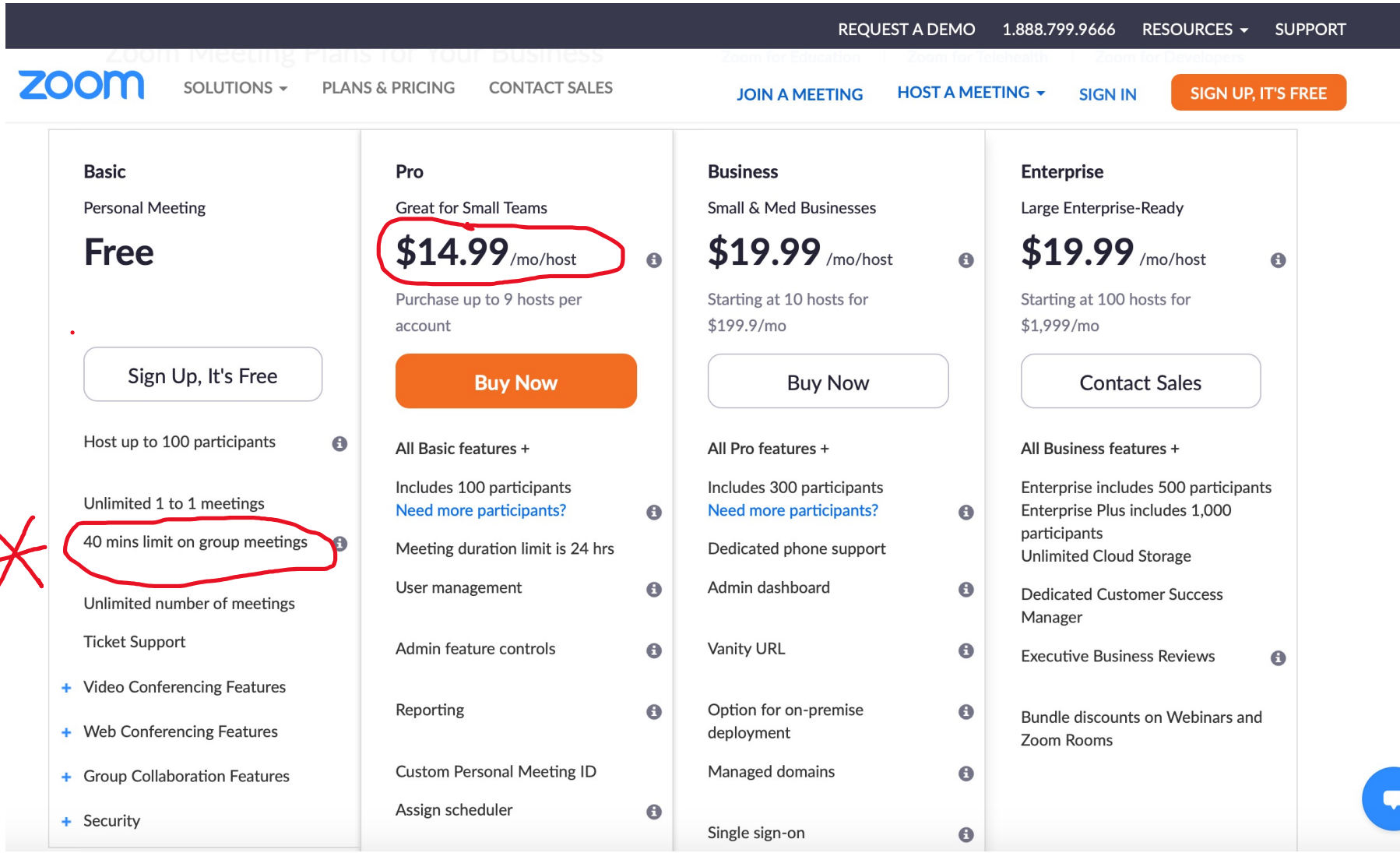
Getting Started on Zoom.us

- Download the app or https://zoom.us/download

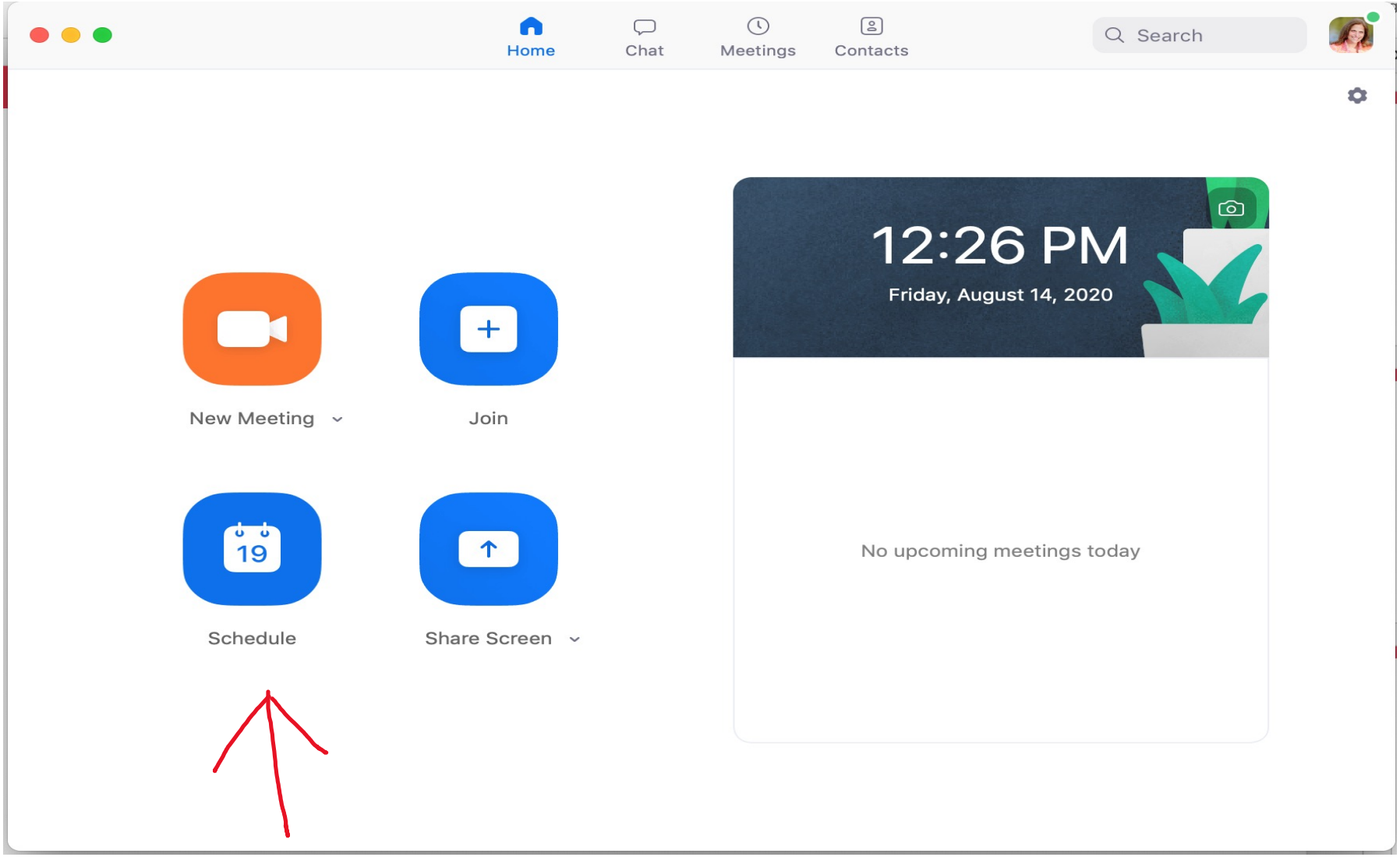
Creating an Account

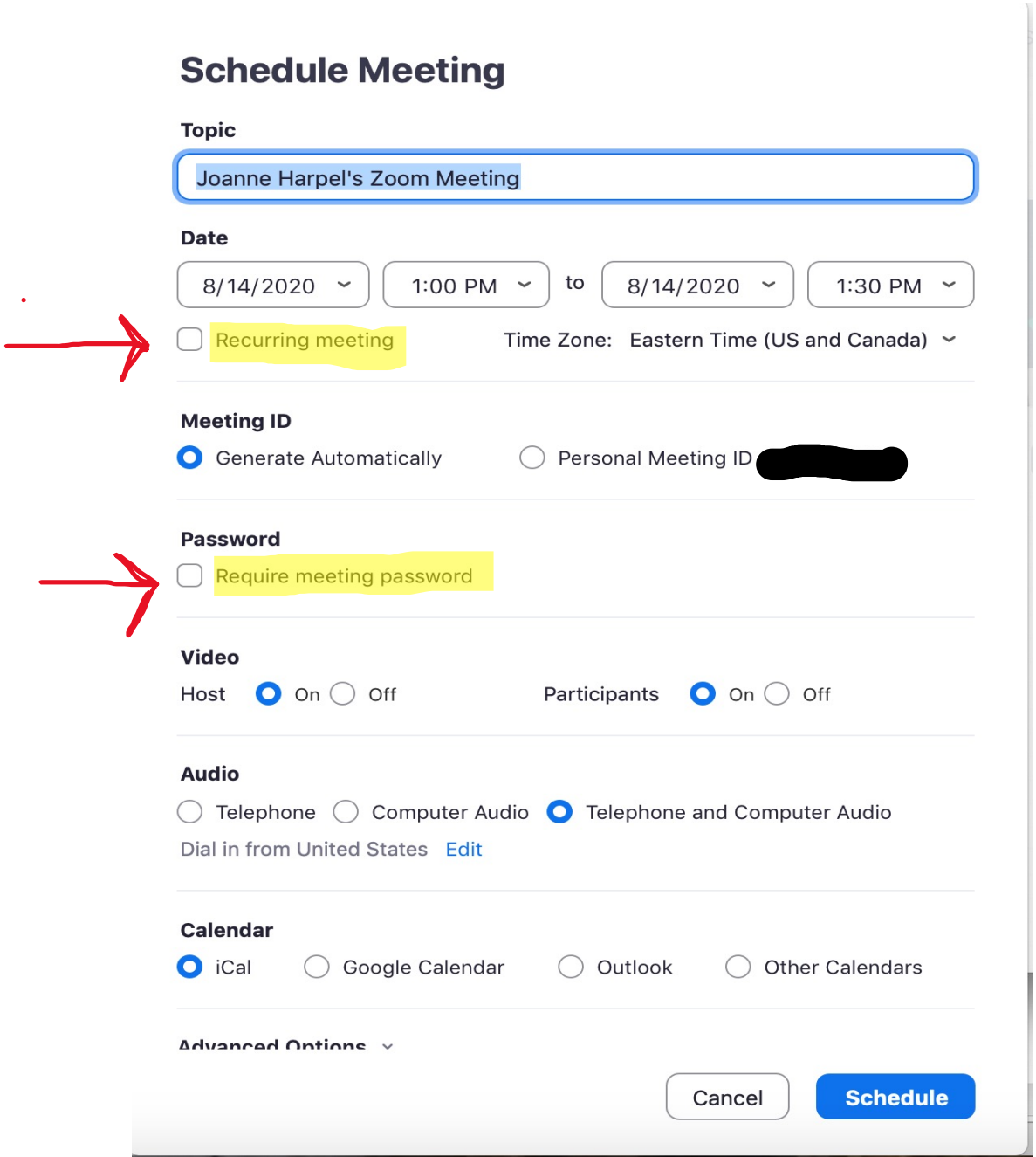


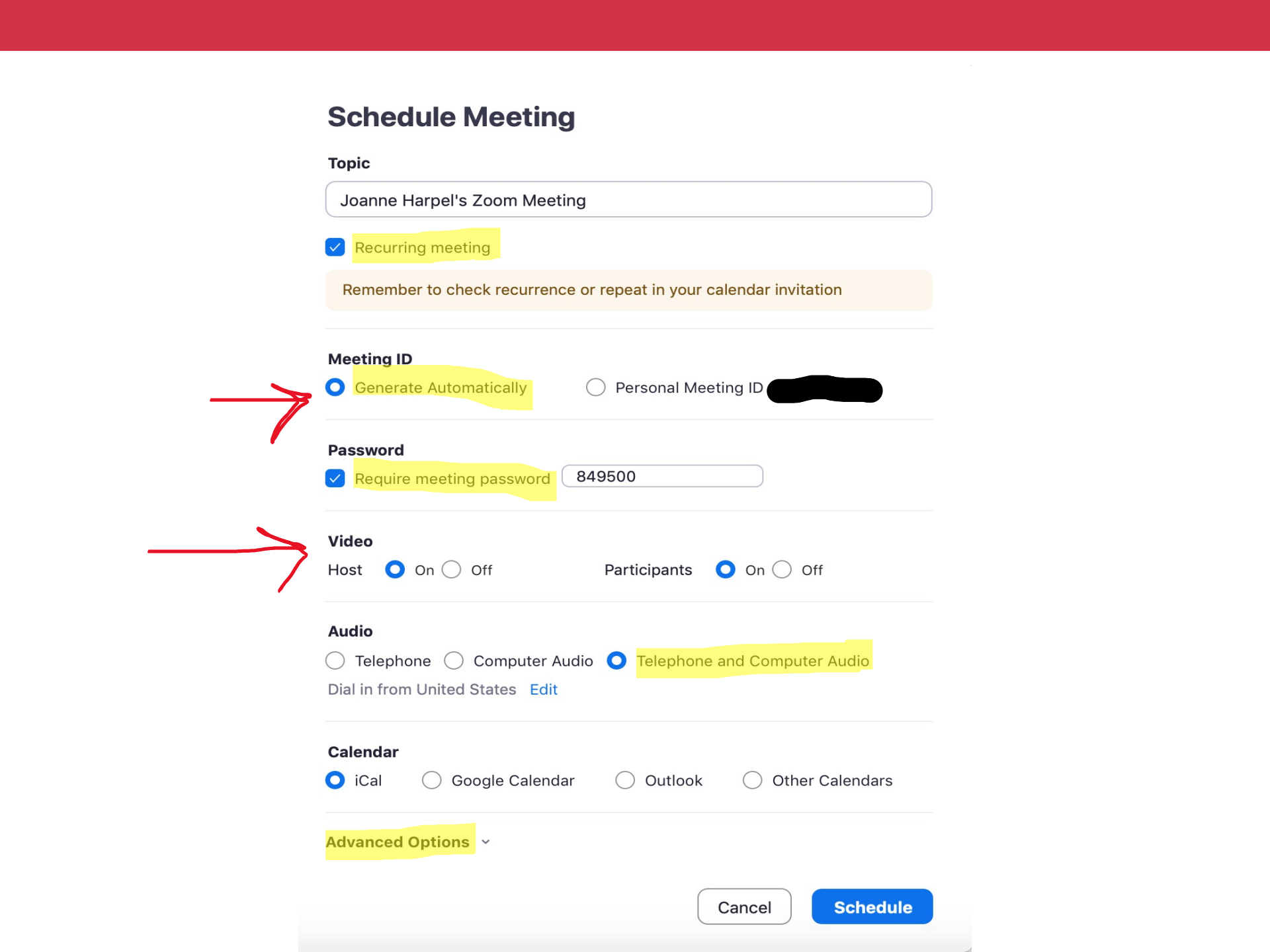
Zoom.us


REQUEST A DEMO
1.888.799.9666
RESOURCES
SUPPORT
zoom
SOLUTIONS
PLANS & PRICING
CONTACT SALES
JOIN A MEETING
HOST A MEETING
SIGN IN
SIGN UP, IT'S FREE
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
Pro
Great for Small Teams
$14.99 /mo/host
Purchase up to 9 hosts per account
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
Business
Small & Med Businesses
$19.99 /mo/host
Starting at 10 hosts for $199.9/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
Enterprise
Large Enterprise-Ready
$19.99 /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

Scheduling a Meeting




Schedule Meeting
Topic
Joanne Harpel's Zoom Meeting
Date
8/14/2020
1:00 PM
to
8/14/2020
1:30 PM
Recurring meeting
Time Zone: Eastern Time (US and Canada)
Meeting ID
Generate Automatically
Personal Meeting ID
Password
Require meeting password
Video
Host On Off
Participants On Off
Audio
Telephone
Computer Audio
Telephone and Computer Audio
Dial in from United States Edit
Calendar
iCal
Google Calendar
Outlook
Other Calendars
Advanced Options
Cancel
Schedule


Schedule Meeting
Topic
Joanne Harpel's Zoom Meeting
Recurring meeting
Remember to check recurrence or repeat in your calendar invitation
Meeting ID
Generate Automatically
Personal Meeting ID
Password
Require meeting password
849500
Video
Host
On
Off
Participants
On
Off
Audio
Telephone
Computer Audio
Telephone and Computer Audio
Dial in from United States
Edit
Calendar
iCal
Google Calendar
Outlook
Other Calendars
Advanced Options
Cancel
Schedule

Meeting ID

Generate Automatically Personal Meeting ID 475 836 3735

Password

Require meeting password

Video

Host On Off Participants On Off

Audio

Telephone Computer Audio Telephone and Computer Audio

Dial in from United States Edit

Calendar

iCal Google Calendar Outlook Other Calendars

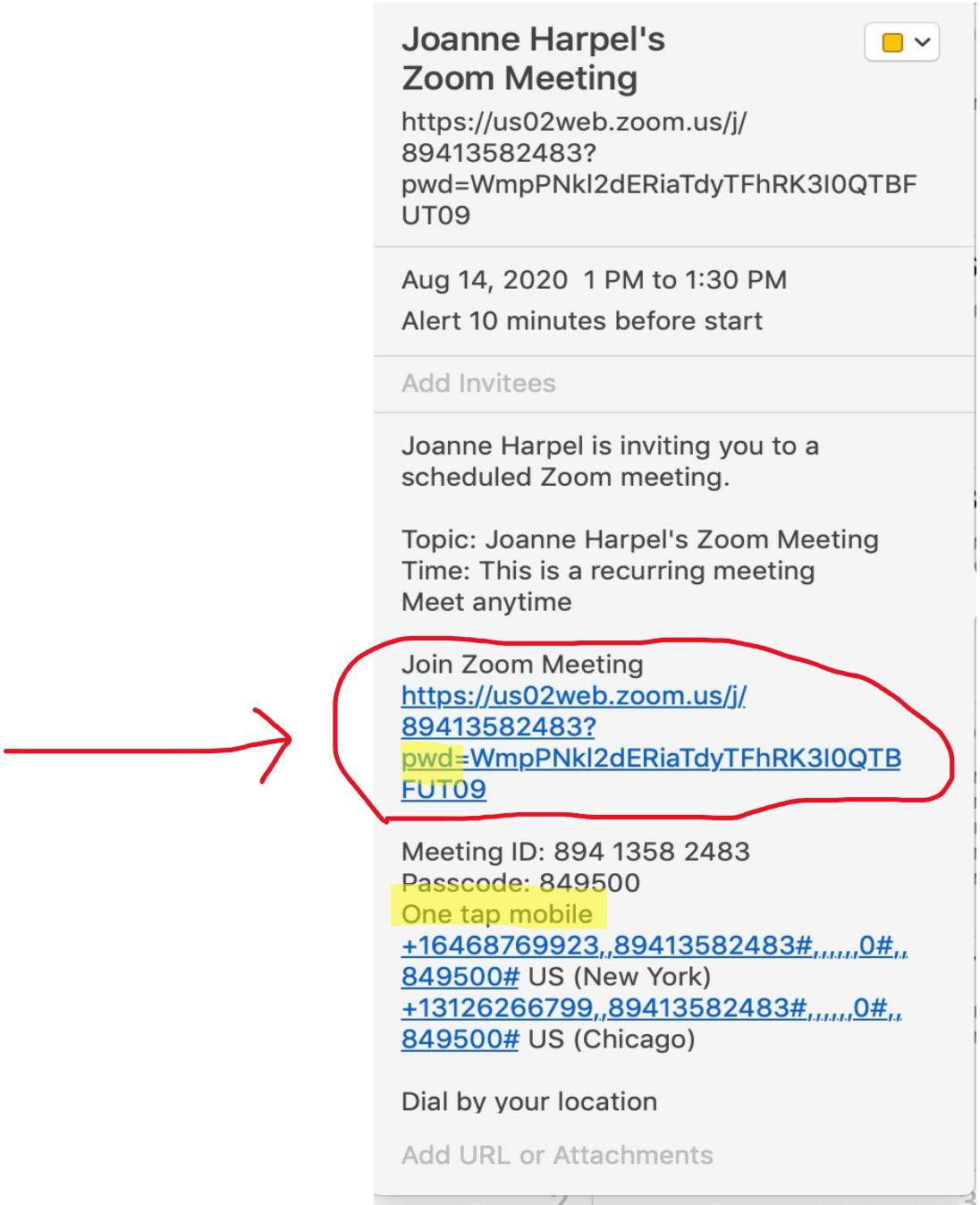
Advanced Options

- [ ] Enable Waiting Room
- [ ] Enable join before host
- [x] Mute participants upon entry
- [ ] Only authenticated users can join: Sign in to Zoom
- [ ] Automatically record meeting
- [ ] Enable additional data center regions for this meeting

Alternative Hosts:

Example:john@company.com;peter@school.edu

Cancel Schedule


Joanne Harpel's Zoom Meeting
https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3I0QTBFUT09
Aug 14, 2020 1 PM to 1:30 PM
Alert 10 minutes before start
Add Invitees
Joanne Harpel is inviting you to a scheduled Zoom meeting.
Topic: Joanne Harpel's Zoom Meeting
Time: This is a recurring meeting
Meet anytime
Join Zoom Meeting
https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3I0QTBFUT09
Meeting ID: 894 1358 2483
Passcode: 849500
One tap mobile
+16468769923,,89413582483#,,,,,,0#,,849500# US (New York)
+13126266799,,89413582483#,,,,,,0#,,849500# US (Chicago)
Dial by your location
Add URL or Attachments

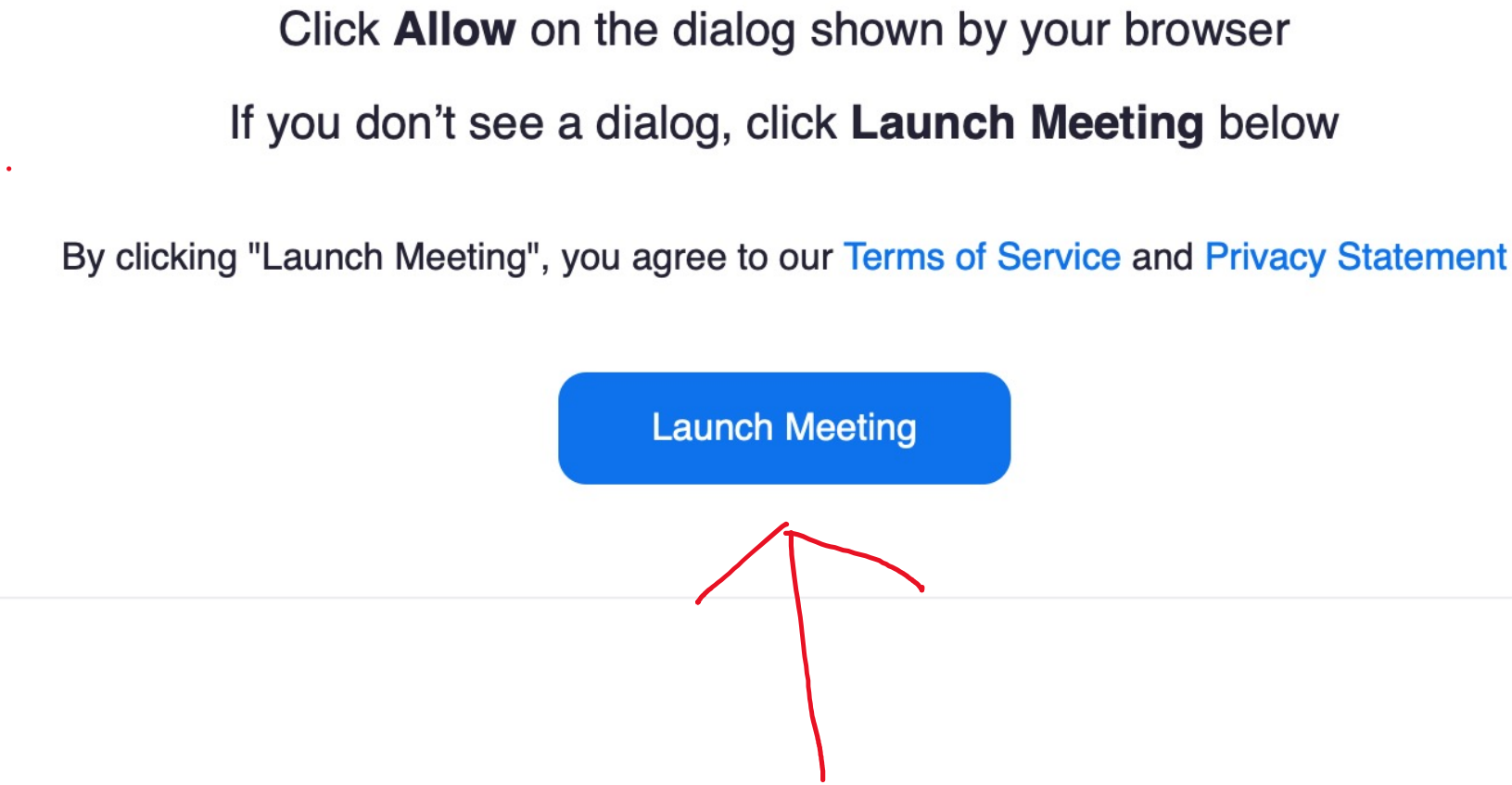
The “Zoom link”

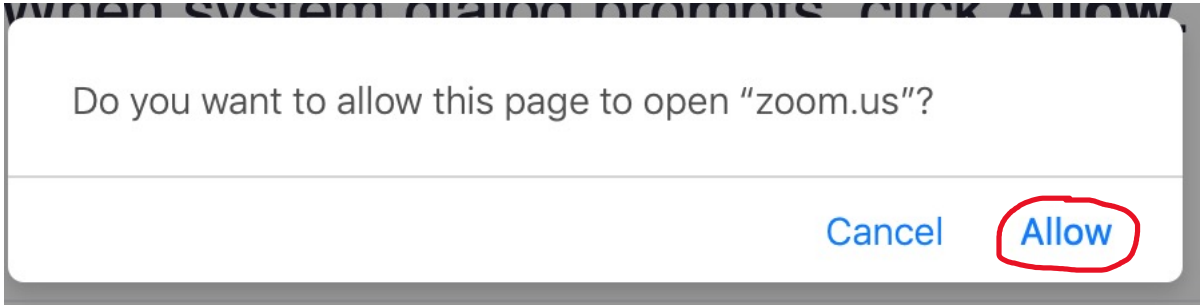
https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3I0QTBFUT09

Publicity and Privacy-Sharing the "Zoom link"

- How did you publicize your in-person meetings?
  - Prior contact (intake) with new members?
  - Is the meeting place address public?
- Same considerations with sharing the "Zoom link"
  - Include in your promotion and publicity?
  - Provide by email?
- Support group directory
  - https://afsp.org/new-support-group
  - local promotion
  - social media

OK, Time for the Meeting…Click on the Zoom link

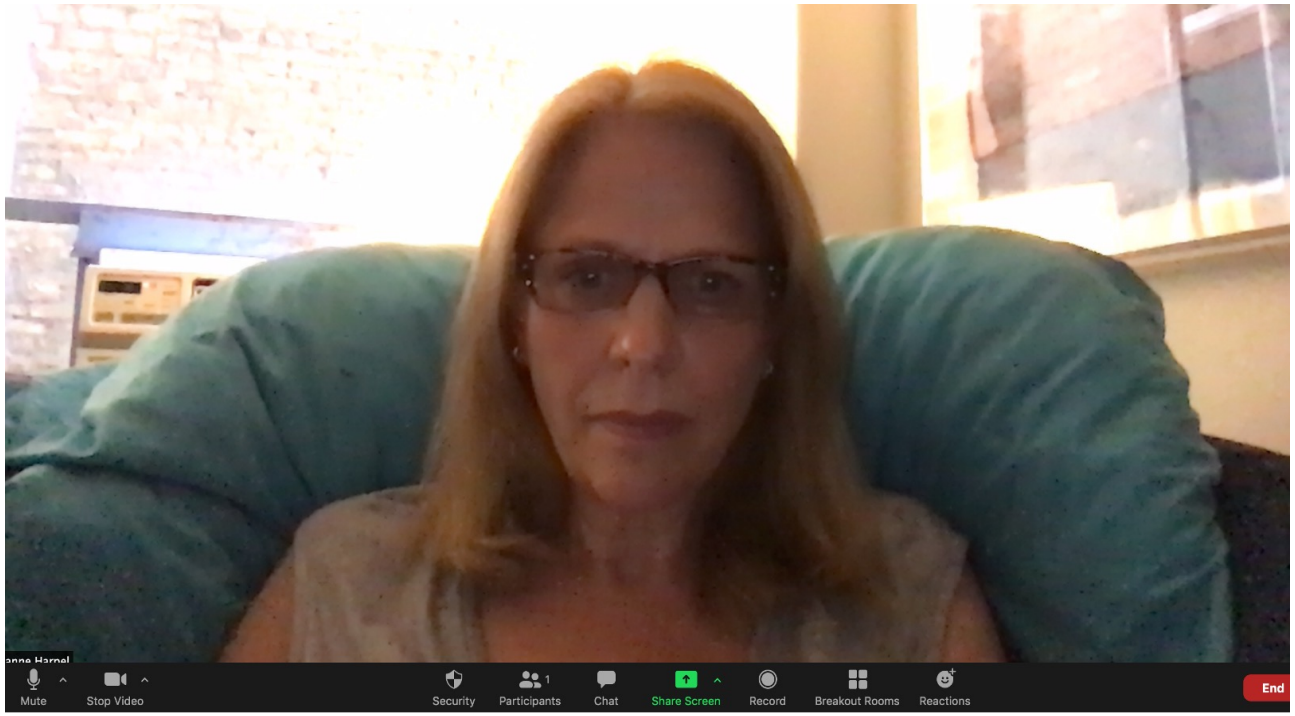



Do you want to allow this page to open “zoom.us”?
Cancel
Allow

Exit Full Screen
Joanne Harpel
Mute
Stop Video
Security
Participants
1
Chat
Share Screen
Record
Breakout Rooms
Reactions
End

Muting and Unmuting

- Everyone muted upon entry.
- As host, you can mute people if necessary

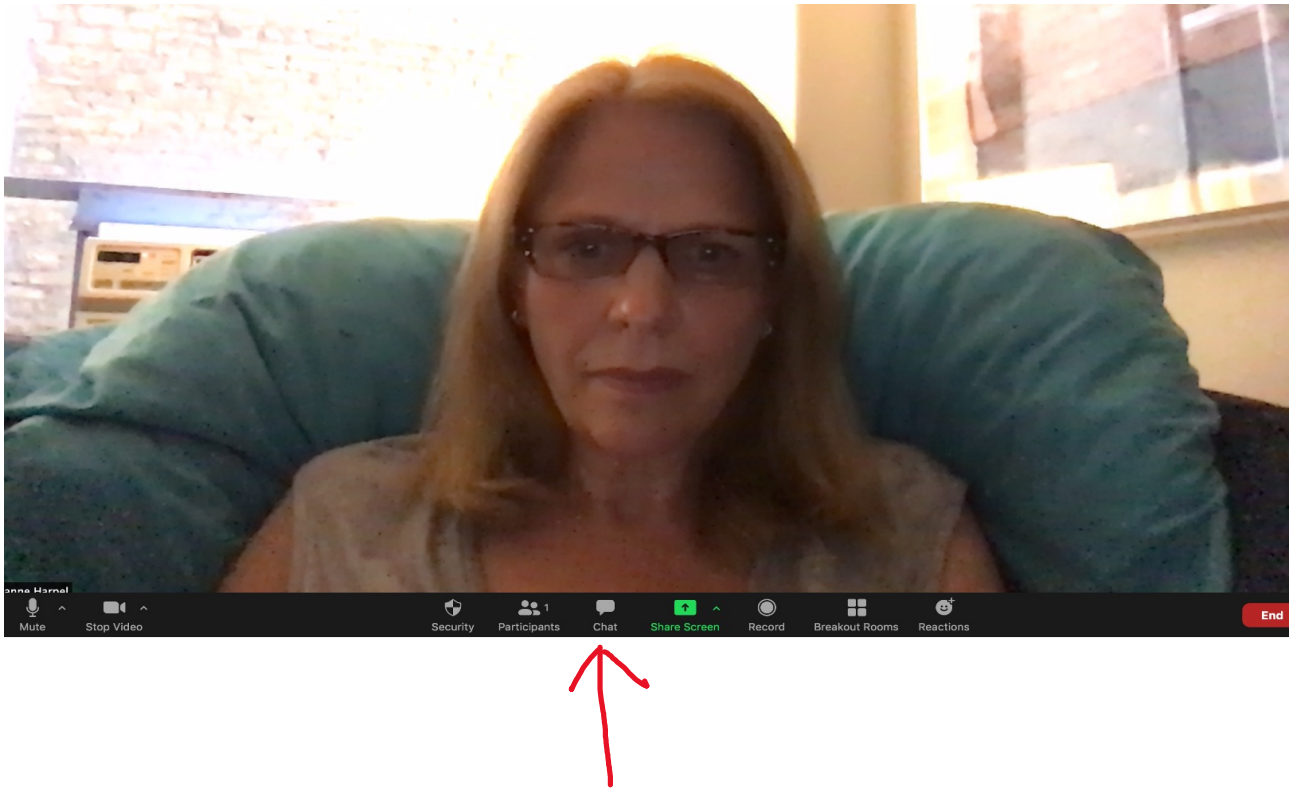


Renaming yourself on Zoom ("nametag")

- Participants, hover mouse over your name, hit "More"
- Select "Rename," type in preferred name, hit "OK"

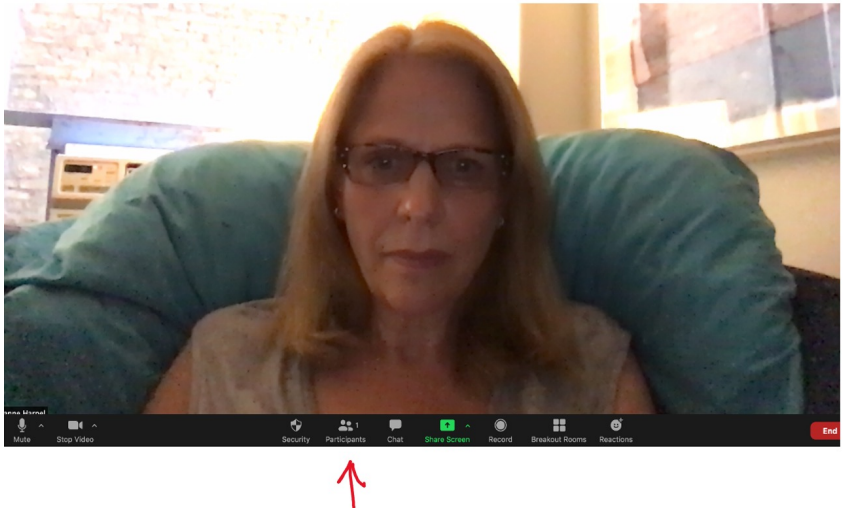
Using the Chat Function

- Sparingly!
- To “Everyone” or to a Specific Member
- To your Co-Facilitator

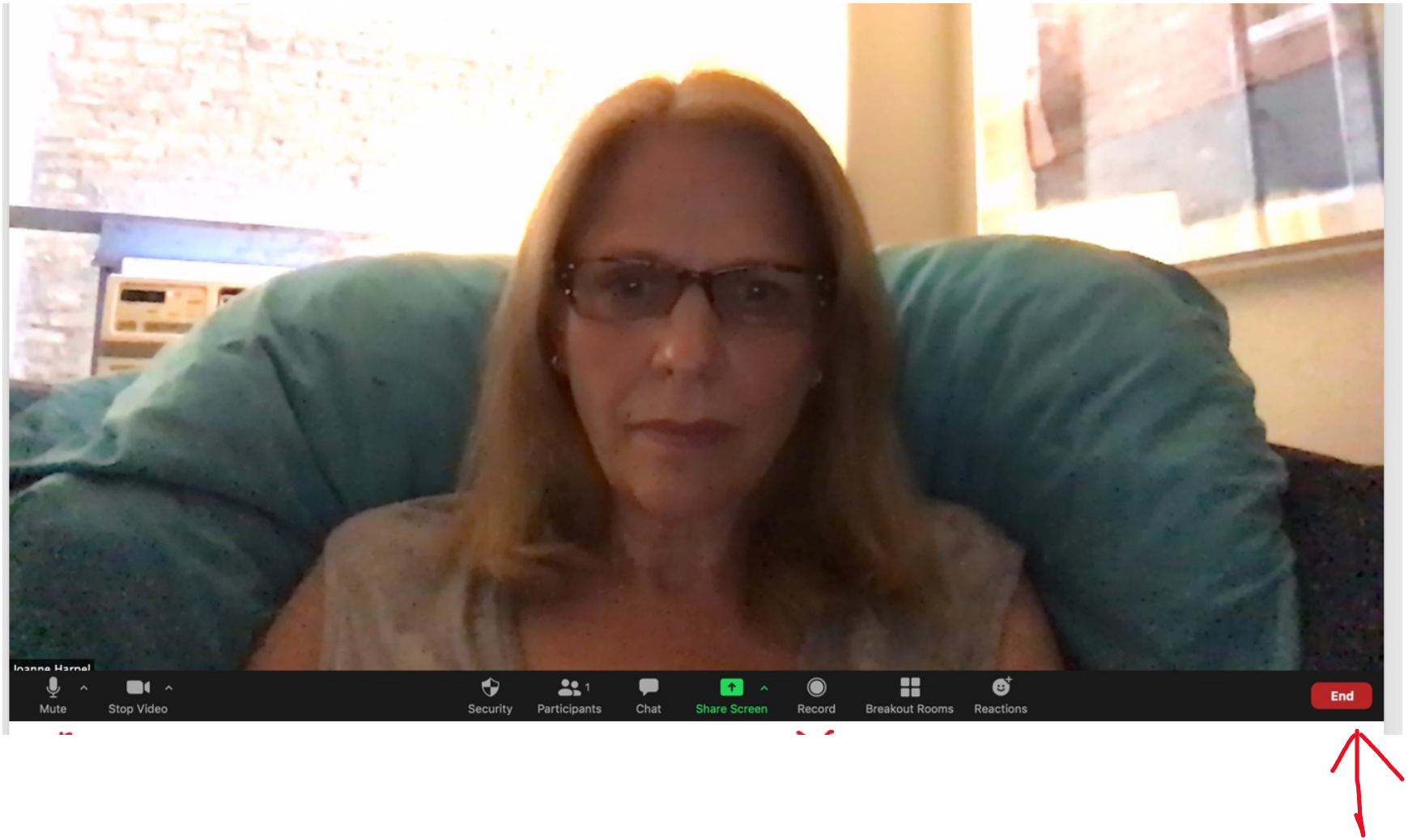


Removing Someone from the Meeting

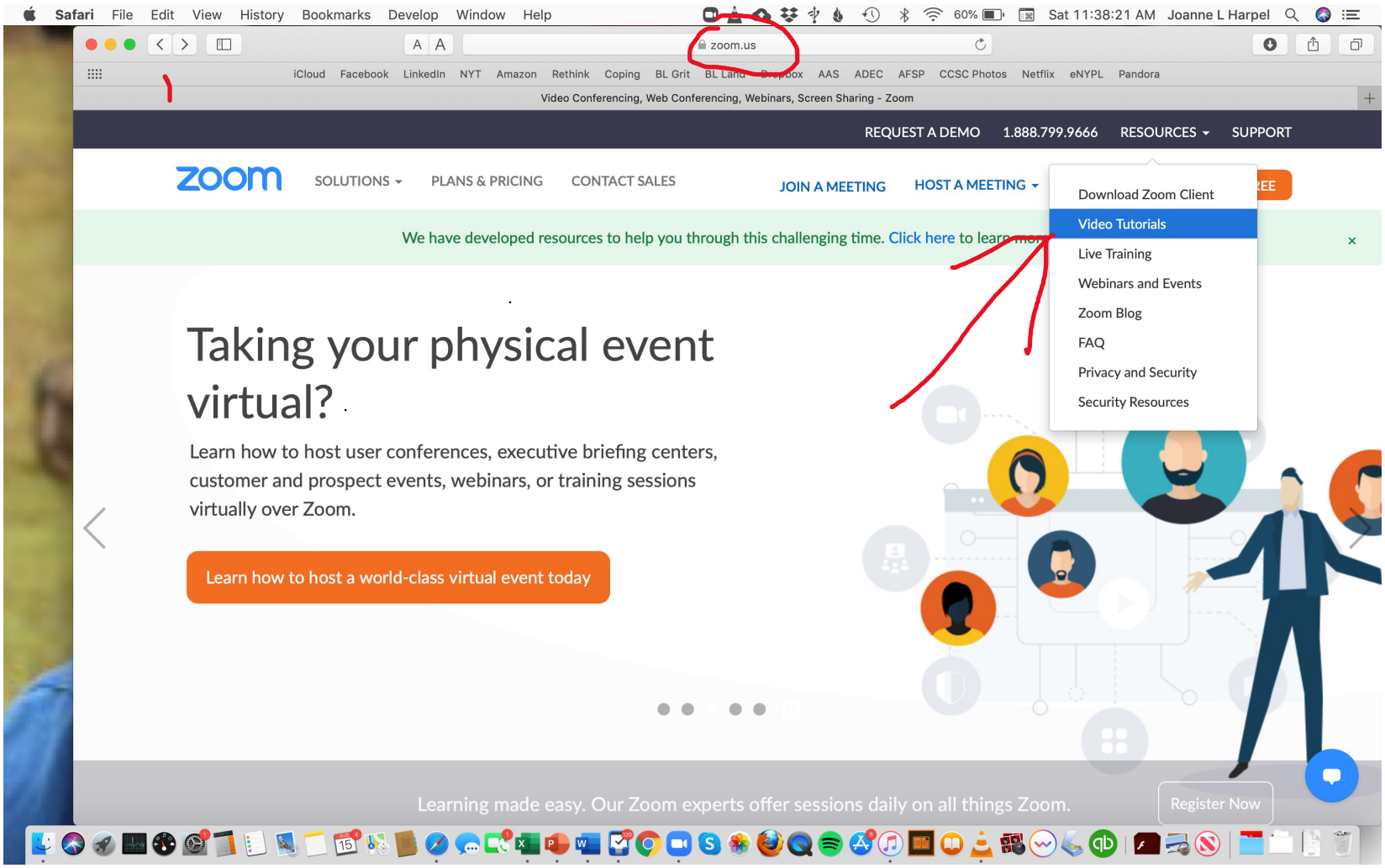
- Rarely necessary
- May happen if you publicize the link
- Go to Participants and click on their name and follow prompts to remove



Ending the Meeting ("End Meeting for All")



Zoom.us Tutorials



RESOURCES

HANDOUT: Go-To Books and Resources for Survivors of Suicide Loss

FOR CRISIS GUIDANCE

- Crisis Text Line: text "TALK" to 741-741
- National Suicide Prevention Lifeline: 1-800-273-TALK

AMERICAN FOUNDATION FOR SUICIDE PREVENTION (www.afsp.org)

- Support Group directory and Drop-In calls for facilitators
- Creating and Managing Virtual Suicide Bereavement Groups: https://vimeo.com/505664118

ZOOM TUTORIALS:

- https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Jordan, J. R. (2011). Group work with suicide survivors. In John Jordan & John McIntosh (Eds.). *Grief after suicide: Understanding the consequences and caring for the survivors* (pp. 283–300). New York, NY: Routledge.

QUESTIONS…?

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