

# FACILITATING SUICIDE BEREAVEMENT SUPPORT GROUPS

## TRAINING WORKSHOP 4:

### BEST PRACTICES FOR ZOOM GROUPS

### (AND OTHER CREATIVE IDEAS TO TRY)

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Rethink The Conversation®  
Let's Start Talking

# Why Do People Seek Out Support Groups?

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









**UZBEKISTAN**

**TURKMENISTAN**

**TAJIKISTAN**

**CHINA**

**AFGHANISTAN**

**IRAN**

**ISLAMABAD**

**PAKISTAN**

**SAUDI  
ARABIA**

**INDIA**

**OMAN**

**ARABIAN  
SEA**

**INDIAN**

# What Makes For 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

# 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 your screen
- No “lurkers”
- No recording of meetings

# Quiet

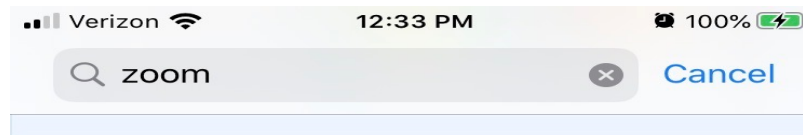
- *“Minimize background noise: use headphones and turn off phones, notifications, and anything that buzzes, chirps, or beeps. Make sure dogs are happily settled so they’re not barking during the meeting.”*
- Close email

# 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

# Getting Started on Zoom.us

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



**ZOOM Cloud Meetings**

Meet Happy

★★★★☆ 1M

**OPEN**





# Creating an Account

 [SOLUTIONS ▾](#) [PLANS & PRICING](#) [CONTACT SALES](#) [JOIN A MEETING](#) [HOST A MEETING ▾](#) [SIGN IN](#) [SIGN UP, IT'S FREE](#)

[REQUEST A DEMO](#) [1.888.799.9666](#) [RESOURCES ▾](#) [SUPPORT](#)

**For verification, please confirm your date of birth.**

Month ▾

Day ▾

Year ▾

Continue

This data will not be stored

# Zoom.us

zoom

SOLUTIONS ▾

PLANS & PRICING

CONTACT SALES

RESOURCES ▾

SAVE 15%

Zoom Unlimited

JOIN A MEETING

HOST A MEETING ▾

SIGN IN

SIGN UP, IT'S FREE

## BASIC

Personal meetings

Free

Sign Up

- Host up to 100 participants
- Unlimited group meetings for up to 40 minutes
- Unlimited one-to-one meetings with a 30 hour time limit per meeting.
- Private & Group Chat

## PRO

Great for small teams

**\$149.90** /year/license

Buy Now

All the benefits of Free, plus:

- Host up to 100 participants
- Increase participants up to 1,000 with [Large Meetings](#) add-on
- Group meetings for up to 30 hours
- Social media streaming
- 1 GB cloud recording (per license)

\*Purchase up to 9 licenses per account

\$29 SAVINGS

## BUSINESS

Small businesses

**\$199.90** /year/license

Buy Now

All the benefits of Pro, plus:

- Host up to 300 participants
- Increase participants up to 1,000 with [Large Meetings](#) add-on
- Single sign-on
- Recording transcripts
- Managed domains
- Company branding
- Up to 99 licenses

\*Starting at 10 licenses for \$1,999/year

\$399 SAVINGS

## ENTERPRISE

Large Enterprise-Ready

**\$240** /year/license

Contact Sales

All the benefits of Business, plus:

- Host up to 500 Participants
- Unlimited cloud storage
- Recording transcripts

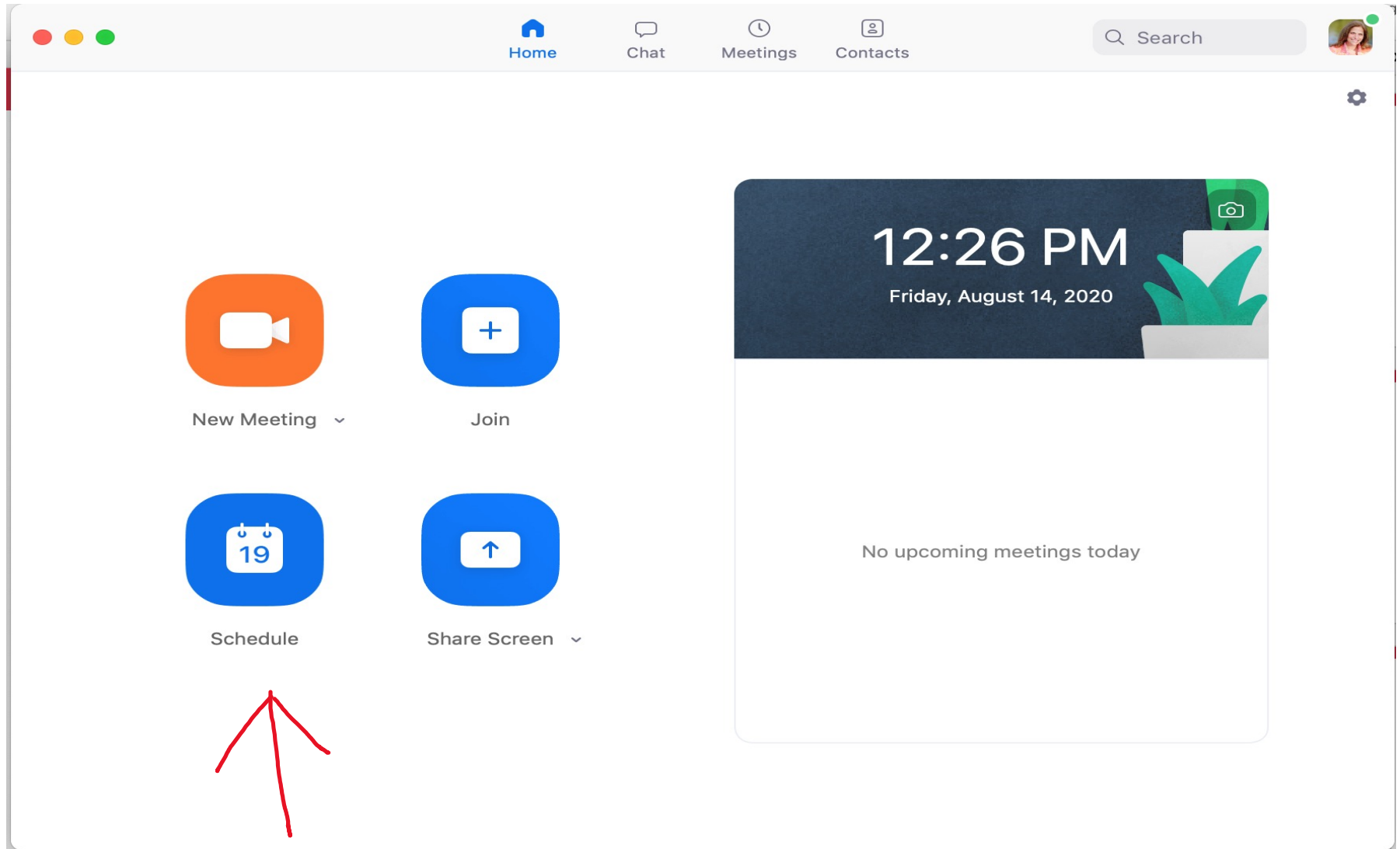
\*Starting at 50 licenses for \$12,000/year

If you need help with pricing, let me know!

credit card required.

EXPLORE ADD-ONS

# Scheduling a Meeting



## Schedule Meeting

Topic

Joanne Harpel's Zoom Meeting

### Date & Time

3/24/2022

11:30 AM

to

12:00 PM

3/24/2022

☐ Recurring meeting

Time Zone: Eastern Time (US and Canada)

### Meeting ID

☒ Generate Automatically

☐ Personal Meeting ID 4[REDACTED]

### Security

☒ Passcode 352573

Only users who have the invite link or passcode can join the meeting

☐ Waiting Room

Only users admitted by the host can join the meeting

☐ Only authenticated users can join: Sign in to Zoom

### Video

Host ☒ On ☐ Off

Participants ☒ On ☐ Off

### Audio

☐ Telephone ☐ Computer audio ☒ Telephone and computer audio

Dial in from United States [Edit](#)


Scroll down

Cancel

Save



### Security

- ☒ Passcode  ⓘ  
Only users who have the invite link or passcode can join the meeting
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Only users admitted by the host can join the meeting
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### 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 ^

- ☐ Allow participants to join anytime
- ☒ Mute participants upon entry
- ☐ Automatically record meeting
- ☐ Enable additional data center regions for this meeting
- ☐ Approve or block entry for users from specific countries/regions

Alternative Hosts:

Cancel

Save

## Joanne Harpel's Zoom Meeting



[https://us02web.zoom.us/j/  
89413582483?  
pwd=WmpPNkl2dERiaTdyTFhRK3l0QTBF  
UT09](https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3l0QTBFUT09)

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=WmpPNkl2dERiaTdyTFhRK3l0QTBF  
FUT09](https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3l0QTBFUT09)

Meeting ID: 894 1358 2483

Passcode: 849500

One tap mobile

[+16468769923](tel:+16468769923), [89413582483#](tel:+16468769923), [0#](tel:+16468769923),  
[849500#](tel:+16468769923) US (New York)  
[+13126266799](tel:+13126266799), [89413582483#](tel:+13126266799), [0#](tel:+13126266799),  
[849500#](tel:+13126266799) US (Chicago)

Dial by your location

Add URL or Attachments

# The “Zoom link”

<https://us02web.zoom.us/j/89413582483?pwd=WmpPNkl2dERiaTdyTFhRK3lOQTBFUT09>

# 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

Click **Allow** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting



Do you want to allow this page to open "zoom.us"?

Cancel

Allow



Joanne Harnal



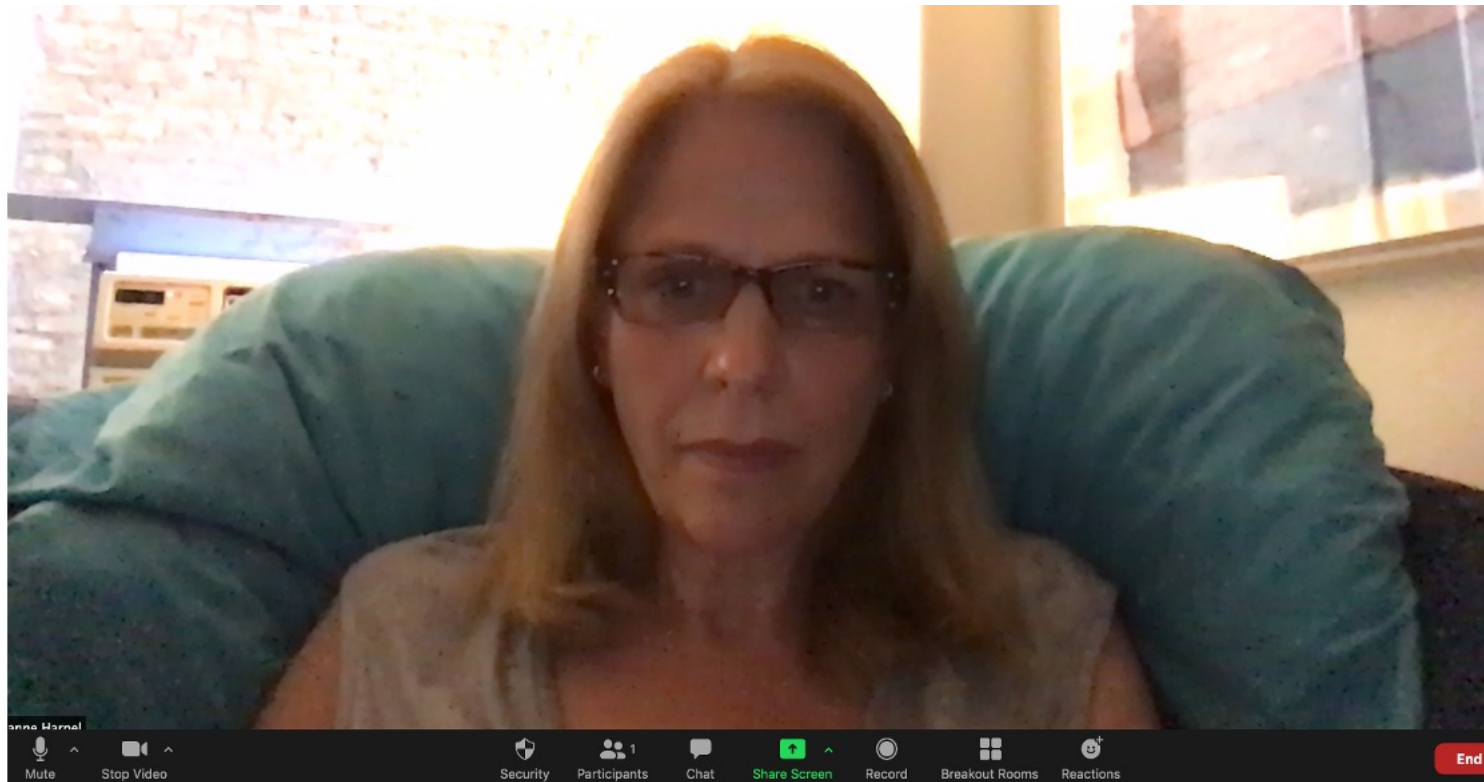
# Muting and Unmuting

- 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”





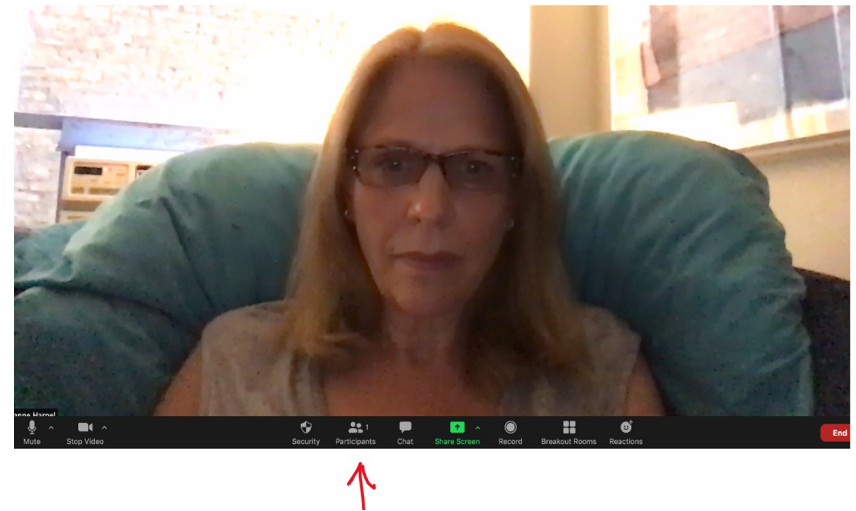
# Using the Chat Function

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

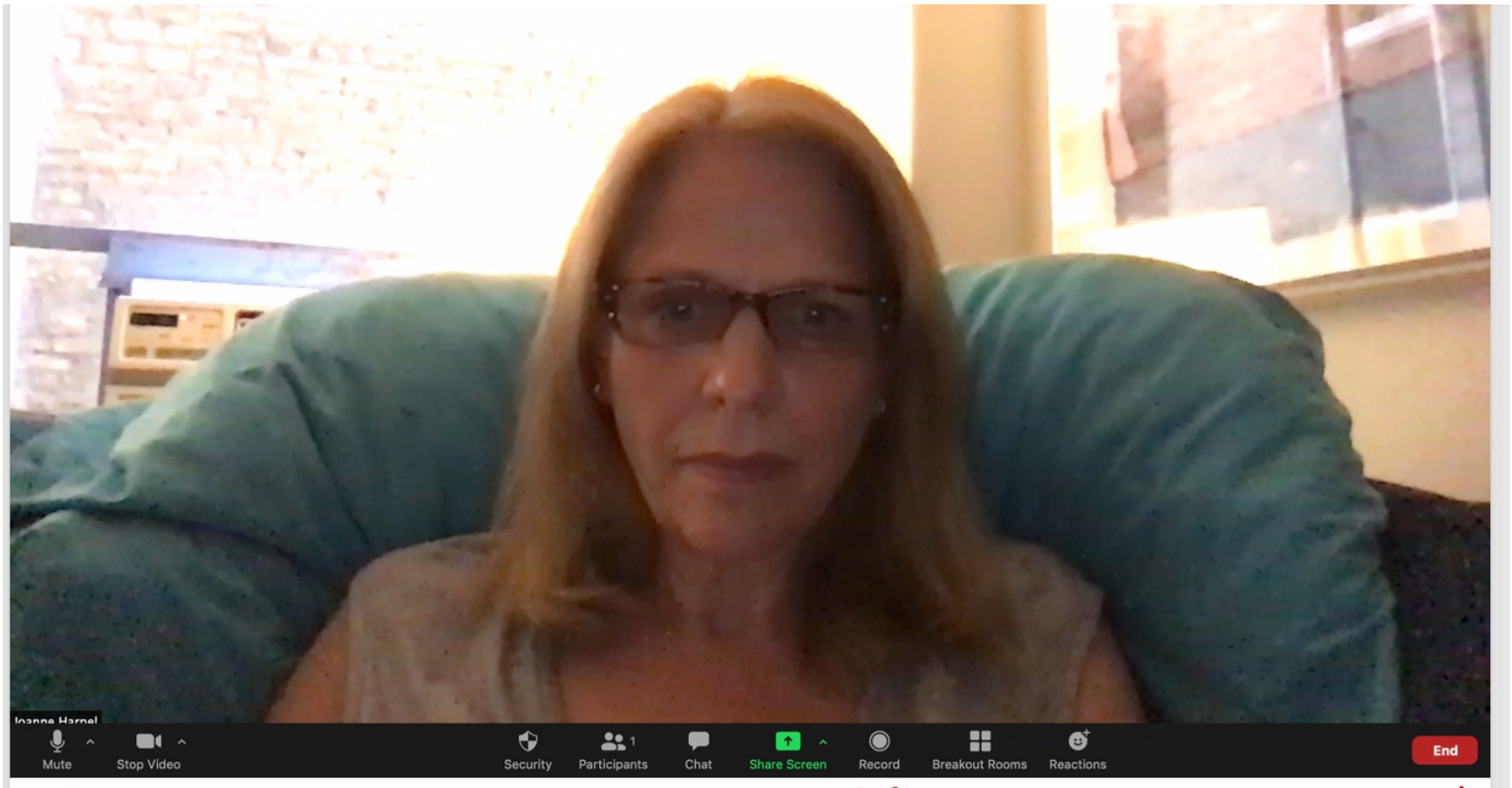


# Removing Someone from the Meeting

- 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

The screenshot shows the Zoom.us website in a Safari browser window. The browser's address bar displays 'zoom.us', which is circled in red. A red arrow points from the 'Video Tutorials' link in the 'HOST A MEETING' dropdown menu to the 'Video Tutorials' link in the main navigation bar. The main content area features a large heading 'Taking your physical event virtual?' and a subheading 'Learn how to host user conferences, executive briefing centers, customer and prospect events, webinars, or training sessions virtually over Zoom.' Below this is an orange button that says 'Learn how to host a world-class virtual event today'. The footer includes the text 'Learning made easy. Our Zoom experts offer sessions daily on all things Zoom.' and a 'Register Now' button.

zoom.us

REQUEST A DEMO 1.888.799.9666 RESOURCES SUPPORT

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING

We have developed resources to help you through this challenging time. [Click here to learn more](#)

## Taking your physical event virtual?

Learn how to host user conferences, executive briefing centers, customer and prospect events, webinars, or training sessions virtually over Zoom.

Learn how to host a world-class virtual event today

Learning made easy. Our Zoom experts offer sessions daily on all things Zoom.

Register Now

- Download Zoom Client
- Video Tutorials**
- Live Training
- Webinars and Events
- Zoom Blog
- FAQ
- Privacy and Security
- Security Resources

# 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?

# 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”

# Other Ideas to Try

- 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., International Survivors of Suicide Loss Day)



# 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...

# 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

# RESOURCES

## FOR CRISIS GUIDANCE

- 988 Suicide & Crisis Lifeline: call or text 988
- Crisis Text Line: text “TALK” to 741-741

## AMERICAN FOUNDATION FOR SUICIDE PREVENTION ([www.afsp.org](http://www.afsp.org))

- 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>

# QUESTIONS...?

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# FACILITATING SUICIDE BEREAVEMENT SUPPORT GROUPS

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Rethink The Conversation®  
Let's Start Talking