

Some Tips for Participating in a Facilitated Conversation via Zoom

Thank you for participating in a Facilitated Conversation with Ombuds Services. Here are some tips to help things go smoothly.

Private location and environment

- Find a private and secure location for the Conversation
- Use Secure Wi-Fi (not public)
- Remove distractions (interruption free zone; silence phones)
- No one is allowed to record the Conversation, everything is Confidential
- No third parties and no eavesdroppers are allowed (headphones can help)
- Helpful supplies to have handy: water, pen, paper, headphones
- **Note Taking:** if there is something you want to say, or remember, feel free to jot it down, but don't take notes on what the other person is disclosing

Zoom and technology

- Key Zoom functions/buttons: mute, video, chat, raise hand, gallery view, etc.
- Gallery view is recommended. Speaker view doesn't always display the person who speaks.
- Close tabs in your browser that are unnecessary – this will remove distractions and the Internet connection might be stronger.
- Computer plugged in or fully charged.
- Troubleshooting
 - If the session Zoom kicks you out, try to log back in with the meeting ID.
 - If you experience trouble, email your Ombuds
 - If a party loses connection, we will stop the conversation and look for each other in the email and decide whether we can continue or if we need to reschedule