

VIRTUAL DAIRY DISCUSSION GROUPS

FACILITATOR GUIDE



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INTRODUCTION

Discussion groups are a flagship initiative of the extension support provided to dairy farmers in supporting their business development. A dairy discussion group is a gathering of people engaged in the business of dairy farming, for the purpose of group discussion to address specific business challenges or opportunities.

The group, facilitated by either a farmer Chair, dairy industry service provider or Regional Extension Officer, meet for a defined period of time and may have either a specific focus or cover a number of topics throughout a year. Dairy discussion groups enable dairy farmers to share ideas and learn from each other's experiences in a supported and experiential learning environment. These groups also provide an important social mechanism for promoting mental health and wellbeing as participants share current businesses challenges with the support and solutions-oriented mindset of the group.

Historically discussion groups have been run as face to face gatherings of farmers and service providers, with discussion facilitated by a host farmer, industry consultant or Regional Extension Officer. Changes to the business operating environment, have driven demand for discussion groups to be offered in an online format rather than face to face on farm. Whilst the learning outcomes and objectives of a discussion group are transferable across online and face to face platforms of delivery, there are several alternate considerations for facilitators to recognise and manage in an online discussion group to ensure the effective delivery of an engaging and purposeful learning experience.

This guide outlines considerations and strategies for facilitators of online dairy discussion groups to ensure an engaging and quality experience for participants. The guide will address the following areas:

- delivering online discussion groups – principles and best practice
- technical and delivery support
- managing online etiquette and safety.

Delivering engaging online discussion groups – principles and practices

A facilitators role is to prompt and guide discussion such that it enables the conversation to address key areas of need identified by the group in a relevant and appropriate manner. This may include identifying opportunities for improvement of farm business practice or sharing successful individual practices with the broader group.

Online learning, often referred to as 'e-learning' is the delivery of learning experiences using technology-based platforms whereby participants are physically remote from one another. Learning may occur 'live' with all participants engaging virtually at the same time in synchronous activities such as a chat forum or in an asynchronous format where participants engage at different time points such as viewing a pre-recorded video extract. This multi-modal flexibility of delivery allows online learning to be tailored to suit the learning needs and practical limitations impacting participant engagement. This includes the social distancing regulations imposed to manage COVID-19 and even geographical challenges faced by many dairying regions where face to face extension is less viable due to travel time.

Just as is the case for face to face delivery, online discussion groups require facilitators to be mindful of several considerations to ensure the experience is engaging, relevant and worthwhile for participants. Online learning experiences are more than adding resources to an online repository or delivering a presentation via video, and facilitators must give due consideration to the preparation of frameworks that will ensure engaging and purposeful connection between people, and subsequent learning in the online learning environment. Guiding principles provide a useful foundation to steer the development of online experiences that are just as impactful as face to face delivery. The following principles are recommended for facilitators to consider in informing their preparation and administration of an online discussion group.

ONLINE DISCUSSION GROUP PRINCIPLES

Table 1

Principle	Online considerations	Online facilitation techniques
Discussion is guided by an agreed set of objectives, established by participants with the support of the facilitator	Online learning environments which are dominated by open discussion (such as discussion groups) can be more difficult to manage and remain purposeful than face to face interactions. Establishing a set of commonly agreed objectives for each meeting helps support the facilitator in keeping conversation on track in meeting the learning needs of the group.	Objectives for an upcoming discussion group are determined via discussion at the meeting prior or utilising an online discussion board and communicated to the group through the agenda and/or at the beginning of each meeting. Ensure the objectives provide sufficient context for the discussion and enable content to be pitched at a level suitable for the audience.
The format promotes farmer led discussion that is authentic and encourages active engagement by participants	Discussion groups delivered in an online format are at risk of silencing the introverted members of the group as the opportunities for them to engage are less pronounced. It is imperative that facilitators take the time to get to know the audience and understand the group dynamic so that all participants are encouraged to actively engage through a range of mechanisms. Participants in an online environment have a reduced ability cross check their understanding throughout discussion compared to face to face delivery. Think about what mechanisms could be embedded to ensure all are following and actively engaging in the conversation. Farmers naturally feel more comfortable discussing their business in a face to face environment. To support active engagement online, you may wish to think about how farmers can be encouraged to speak up such as allocating topics of discussion for farmers to lead with your support. Knowing your farmers and their personality is important here to ensure introverted members of the group are not placed in uncomfortable situations. Finding time for smaller group discussion of 2–4 people is also important for those who are not comfortable speaking in front of the entire group.	Where relevant, pre-reading is provided so that all participants feel prepared for the level of discussion to occur. A brief agenda may be provided, particularly for closed groups which outlines the objectives of each meeting, any pre-reading and information required by the participants such as financial records. Facilitators may lead an introductory 'icebreaker' session for new groups and to orient existing groups to the world of online learning. This would include such things as rules of engagement and an overview of the delivery structure. Invite participants to use the 'chat' function in Zoom to pose questions directed to specific people or the group if they do not feel comfortable verbally raising during discussion. Designate a representative to monitor the chat at the start of the meeting. You may wish to embed some 'hurdle' questions to cross check participants understanding of concepts being discussed. These are questions which the facilitator may pose throughout the discussion to break up the discussion into manageable chunks and support participants to reflect on what has been discussed thus far. Embed at least one activity that is based on small group discussion. Use the platform small group discussion break out feature for this to occur. Depending on the point being discussed, the facilitator may make their way to each room to guide discussion and allow questions to be posed or may leave the discussion to occur in private to allow participants the space to have a confidential conversation. Facilitator support in small break out groups needs to be purposeful.
The discussions are purposeful, relevant and engaging and leverage the real-world experiences of participants to promote peer reflection and practice change	Adults are motivated when learning centres around their own life experiences. Utilising the real-world experiences of participants as a basis for discussion and reflective practice change will promote engagement by helping ground them in a familiar context despite the abstract nature of the online learning environment. Online learning environments by nature are less personalised and it is important for facilitators to be conscious of actively encourage participants to engage with their peers by reflecting on the conversation and providing feedback to individual situations presented to the group.	Prepare some relevant case studies with either the 'host farm' or a selection of participants prior to the meeting and circulate any relevant and brief information to the group as pre reading to orient them to the 'case'. You may wish to support the case study farmers to use the 'share screen' function on Zoom to display and talk through information which is complex or requires ongoing reference by the group. Using this function also provides the benefit of sharing information in multiple ways (visually and verbally) to better accommodate the different learning styles of participants. Where farmers have good mobile reception, structure an activity where they still complete a paddock walk using their phone with a shared screen, or enter the dairy to demonstrate features etc. Bring the real world onto the Zoom screen for discussion, not just people in offices on screen, as able. This needs to be arranged before the discussion group commences, and a back-up plan for if technology fails. The back-up plan could be still images being used. Purposefully embed opportunities in the agenda for participants to actively reflect on the discussion and provide feedback to their peers such as small group discussion. This will also stimulate engagement of participants by providing a change to the cognitive process of listening and require them to actively think and reflect on the discussion.

Principle	Online considerations	Online facilitation techniques
The discussions are respectful and inclusive and value the diverse opinions and experiences of participants in a productive and relevant way	Discussion groups often evoke sharing of more personalised information by members than a typical extension activity and individuals are likely to be more emotionally invested in conversations. It is important that a culture of mutual respect is fostered during the discussion, particularly as the online environment can make it more difficult to read participants psycho-social signals.	Proactively establish a 'rules of engagement' with your group at the start of the meeting which articulates the minimum expectations of engagement for the group. This could be a documented asynchronous discussion through the static discussion board that is available for participants to access and view at any time. The information can also be amended later should the group feel additional 'rules' need to be added as the online relationships between participants and culture of the group overall forms. Think about your group size and what might be a manageable number of participants to ensure active engagement and enable you to monitor and manage discussion. A recommended guide is between 6–12 people in an active online forum. If you have larger groups, you may wish to break information into chunks and include opportunities for smaller breakouts after each chunk is presented where the participants can actively discuss further. The amount of time spent 'talking at' participants in one stretch presenting a chunk of information should be no more than 15 minutes to maximise engagement.
The structure of delivery accommodates the availability and technical restrictions of participants to ensure the learning experience is timely and accessible for participants	As people are not required to be physically 'present' in a room, online learners can be at risk of disengagement as they have not physically left their home/work environment. Consider and implement mitigations to ensure that learners are committed to actively participating in the discussion group and have the technical capability required to actively participate.	Prior to the inaugural meeting, meet with participants for a test run to ensure everyone is comfortable using the technology required and technical glitches do not compromise the time spent on meaningful discussion. Liaise with your Regional Development Program to organise for a Regional Extension Officer to run a trial session with participants which covers a how-to of the technology used. Ensure your rules of engagement explicitly addresses potential distractions and expectations for participation by group members. Be clear on taking phone calls, reading emails at the same time, and what behaviours the group considers appropriate. A participant guide is available for all members of online discussion groups as a supporting resource outlining how to use Zoom and Moodle.

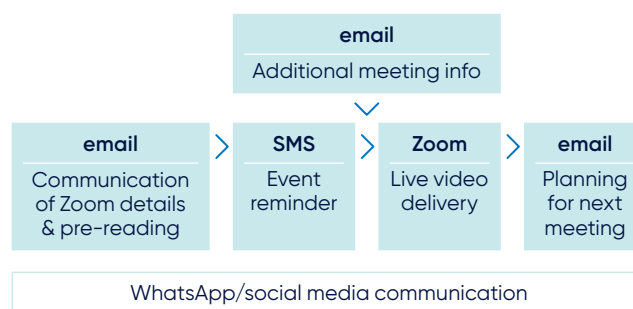
Translating a face to face discussion group to an online learning environment requires the facilitator to pre-plan a delivery structure for guiding conversation in a purposeful, engaging and impactful way. Online learning environments pose a threat of high potential for participant disengagement, stagnating conversation and perceived reduced return for the time invested by the participant, if the delivery structure is not carefully planned and effectively implemented.

There are several online platforms which can be used to support the development and delivery of effective online learning experiences. Dairy Australia endorses and provides resourcing support for the use of the following platforms:

- Zoom video conferencing
- Dairy Australia Enlight learning management system

These platforms can be used to design and deliver online discussion groups via two models. The choice of which model best meets the needs for a discussion group should be determined in consultation with the host Regional Development Program, representatives of program participants and the facilitator.

Model 1



Model 2

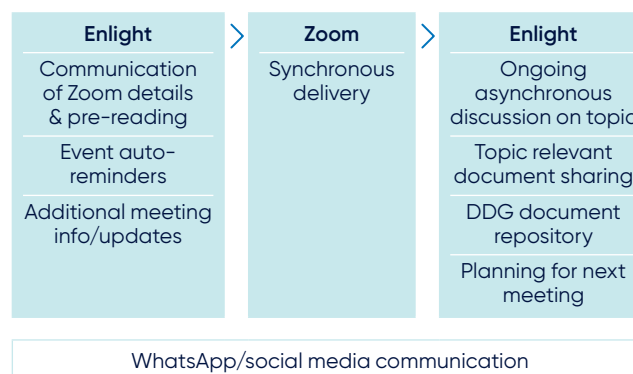


Table 2

Model 1 platforms email > SMS > zoom

Role/responsibility			
REO/facilitator	Consultant	Participant (farmer)	Platform – email/Zoom
Set up Zoom meeting	Prepare technical content for pre-reading or post DDG follow up	Prepare farm specific information required for discussion	Communicate meeting content
Collate/ prepare pre-reading with consultant, farmer etc	Attend discussion group and provide technical input to the discussion	Complete any pre-work activities	
Draft and send email with Zoom and pre-reading information		Attend and actively participate in the discussion group	
Send email updates and follow up correspondence when/ where needed			
Send reminder messages to participants			
Manage and/or troubleshoot IT issues for participants			
Facilitate discussion during the meeting and monitor pre and post meeting email discussion trails			

Model 2 platforms Zoom > Enlight

Role/responsibility				
REO/facilitator	IT	Consultant	Participant (farmer)	Platform – email/Zoom
Set up Zoom meeting	Provide 24-hour support to troubleshoot and manage IT issues of the host or participants	Prepare technical content for pre-reading or post DDG follow up	Prepare farm specific information required for discussion	Securely house, collate and communicate content for each meeting
Collate/ prepare pre-reading with consultant, farmer etc		Attend discussion group and present technical information	Complete any pre-work activities	Send reminder notifications to participants
Upload pre-reading and Zoom info to Enlight			Actively participate in the discussion group	Provide a historic repository of DDG content for participants
Facilitate and foster discussion pre, during and post meeting through Zoom and the Enlight discussion board			Participate in group discussion pre and post meeting where relevant	Provide a platform for engagement/discussion pre and post meeting

Online delivery platforms

Zoom

Zoom is an online software which facilitates live video conferencing between groups of people. Participants of a Zoom gathering can join the session via video or teleconference on their computer or mobile device. A Zoom meeting is set up by a 'host' who must have an account to enable this functionality. As part of the set-up process, a meeting invitation containing meeting details is generated. This meeting invitation includes a hyperlink for those wishing to join by video and phone numbers for those joining by telephone. It is the responsibility of the host to send this invitation containing the meeting details to participants. Participants do not require a Zoom account to participate in the meeting however they must have access to the hyperlink and/or phone numbers on the meeting invite.

Zoom has several features which can be used to enhance the online experience for discussion group participants. When designing a discussion group session, consider how you may utilise some of the following features to align to the principles of online discussion groups and ensure an engaging experience.

Chat function

Chat allows participants to interact live through text during the conversation. Messages may be sent between individual participants or to the group as a whole. This function is useful to capture questions from participants less likely to speak up during the discussion. It is helpful to have a second person moderating the chat feed to ensure questions are fed through and the chat is not a distraction to the main conversation.

Breakout rooms

This function allows you to split the group into smaller cohorts for the purpose of more targeted and individualised discussion. Participants can enter breakout rooms for a defined period of time before re-joining the meeting and larger group discussion. This function is useful for small groups of participants to have targeted discussions about a particular topic that they may share with the broader group. This is also a useful tool for re-engaging the participants as it requires them to actively engage with discussion.

Polls

The Poll function is a great way to re-engage your audience and cross check their comprehension of topics discussed. If you would like to include a poll in your session, this must be actively included in the design structure during planning. To consider and discuss with your host farmer or consultant are the following questions as part of this planning:

- What multiple choice questions could be asked of the group that would add value to the discussion?
- What junctures of the presentation would benefit from an audience question?
- What questions could be discussed to guide discussion in new directions?

Share screen

The share screen function allows the meeting host or any of the participants to share information that is currently displayed on their desktop screen with the group. This function may be used to share images of particular scenarios which are relevant to discussion such as groups of heifers or springing cows. This function can also be a useful way to share detailed information such as business financials with the group in a manner by which the facilitator or consultant can guide the group through using the mouse arrow.

Enlight

Enlight is the online learning management system (LMS) for Dairy Australia. An LMS is a personalised online portal whereby 'learners' (dairy discussion group participants) can access individual learning activities they are currently enrolled in. Enlightenment is used in the context of online dairy discussion groups to provide a live, common platform where participants can interact in real and their own time and access resources such as pre-reading which may be relevant to a particular meeting. Within the LMS, participants are given access to a dashboard of the courses they are enrolled in, containing resources and learning material relevant to those particular courses. Participants may be enrolled in several courses at the same time, such as Cups On Cups Off and online dairy discussion groups.

Facilitators are given access to the dairy discussion group cohorts which they lead. This may be one or more, depending on the number you are responsible for. It is the role of the facilitator to ensure that relevant information for the discussion group meetings is posted in the Enlightenment portal prior to and post meeting where required, in a timely manner. This includes the Zoom invitation information, pre reading and post meeting follow up notes. The Enlightenment platform can be set to provide auto-notifications to participants, with reminders for meeting dates and when new material has been uploaded.

Facilitators and participants of online dairy discussion groups should view Enlightenment as a 'one-stop shop' for all information and pre/post meeting engagement.

Enlight has several features which can be used to enhance the online experience for discussion group participants. When designing a discussion group session, consider how you may utilise some of the following features to align to the principles of online discussion groups and ensure an engaging experience.

Information and support for learning about the technical features of Zoom and Enlightenment, including how to set up meetings and effectively use the platform is available in Tables 4 and 5.

Discussion boards

These provide an established space whereby topic and/or meeting specific information may be communicated between participants and facilitators of a discussion group. In their simplest form, a discussion board is where facilitators would post-meeting information and resources. The space however can also be used by the group to discuss particular topics related to the discussion group pre and post meeting. This is useful if participants wish to re-engage on a topic after reflection post meeting. For example, sharing their farm practices with the group through video, images or text.

Auto-notifications

The Enlightenment platform is set up with the capacity to automatically notify participants when information has been uploaded to the platform. This could be the addition of a new resource in preparation for a meeting, or one of their peers posting a post meeting follow up comment about a topic that was discussed. Auto-notifications are an important tool to leverage in providing a convenient and accessible learning opportunity for participants.

Instant messaging

The instant messaging function allows members of a discussion group cohort in Enlightenment to communicate pre and post meeting across a common platform for the purposes of discussing topics and issues relevant to their discussion group. This chat is most likely aligned to the formal learning aspect of the discussion group rather than the social elements.

Secure document storage

Discussion groups often share highly confidential farm business information with members of the group only. The Enlightenment platform provides a secure, password protected hub for these businesses to house information relevant for sharing within their group as part of discussions.

Designing your virtual discussion group experience

Pre-meeting

- Consider and discuss with your group prior, the objectives for your meeting. Objectives allow the group to articulate what they would like to get out of the meeting and where the focus should be.
- Objectives should be developed to reflect the content need of the group and pitched at a level which reflects the technical capability of the group. For example, consider how a discussion group topic about farm business management might be pitched differently to farm owners and senior management vs. junior employees.
- If you have mixed groups, think about how you can structure the meeting to accommodate varying levels of knowledge and capability such as hosting break out groups using the Chat function on Zoom. Table 3 provides a useful tool with additional design features that could be used to address the varied needs of a mixed group.
- It is important to consider the time allocated for your meeting. A general rule of thumb for effective engagement in an online environment is a total duration of no more than one hour. This may vary slightly depending on the nature of the group however it is the role of the facilitator to consciously be aware of the attention span and engagement of the group and plan a meeting structure which suits this.
- People absorb information delivered to them most effectively for 10-15 minutes at a time. Beyond this, you will find participants become distracted and disengage with the content and flow of discussion, particularly in an online environment where there may be other distractions.
- 'Chunking' the total meeting time into manageable size portions will allow you to effectively address this. Consider the amount of time your participants are expected to listen vs. actively engage with the session and design a structure which includes a mixture of modes by which the participants are required to engage.
- Table 3 provides a tool with supporting suggestions of techniques to implement in developing an engaging meeting structure.
- Attachment 1 of this facilitator guide provides a template for supporting you to articulate and plan a discussion group using the 'chunking' method.
- You may wish to discuss and propose to the group, any material which might be beneficial to be shared as pre-meeting resources.
- Sharing content pre-meeting is a useful way to enhance the live experience online as participants are given a common context to shape discussion and attend with a more purposeful and engaged mindset.
- Pre-meeting resources may include such things as farm financial records, feed reports and photos or video of farm business activities such as milking sheds, feedpads or animals.
- Any pre-meeting work should be provided in a timely and accessible format to participants and be of a length which is achievable for them to review before the meeting.

Table 3 Principles of virtual discussion groups

Clear objectives	Real-world relevant	Respectful, inclusive and value diversity	Technology accessible for all	Farmer led
<ul style="list-style-type: none"> • Have a brief agreed agenda • Plan the next meeting at the end of before ending each meeting • Decide on discussion topics and objectives for the next meeting • Use online discussion boards to gather farmer input into objectives 	<ul style="list-style-type: none"> • Gather case studies from a 'host farm' or several farms • Embed opportunities for participants to share pictures, video etc. of their farm – 'screen share' • Undertake a live paddock walk and share farm information 'share screen' • Small breakout groups which encourage 1:1 sharing and peer evaluation • Provide relevant pre-reading of farm information to give the discussion authentic context 	<ul style="list-style-type: none"> • Establish rules of engagement, and remind each meeting • Consider group size, 6 to 12 is ideal • Incorporate time for small break out groups during discussion 	<ul style="list-style-type: none"> • Conduct a 'test run' training session with participants & consultants to familiarise them with the technology • Ensure group members have a copy of and familiarise themselves with the participant guide • Include reference to participation etiquette in 	<ul style="list-style-type: none"> • Provide brief pre-reading on the topic • Use the 'chat' function in online video conferencing for questions • Embed small group discussion, using breakout rooms • Use hurdle questions to promote active engagement and cross check understanding



During meeting

Recording

You can record meetings either to utilise for your own benefit of checking information and notes – or sending this recording to attendees that may have missed the meeting or want to re-watch. You can securely post a link in your Enlight discussion board that allows anyone to access the recording. You can also edit the recording by trimming the end or the start before you send it. You must notify participants at the beginning of a meeting if you wish to record the session.

Post meeting

Post meeting reports

This function is only available if you force attendees to register by using that function in your meeting set up. If you have that then you can:

- generate attendance reports
- generate poll reports so you can get some handy mini survey data back to your technical presenter.

Follow up

Send any relevant information, documents, recordings and links to participants as a follow up to the meeting and to get them thinking about the discussion once the meeting has ended. You may also like to ask some strategic questions which encourage ongoing conversation through the Enlight discussion board as follow on from discussions during the meeting.

Review the meeting evaluation

Take time to review the meeting evaluation attached to the planning template in Attachment 1 and discuss with your group participants and presenters, where enhancements could be made to the online experience.

TECHNICAL AND DELIVERY SUPPORT

As the facilitator, you will be responsible for guiding the tone, the mood and the way everyone interacts. You will also need to ensure any presenters who are contributing to the group discussion do so in a professional and engaging manner. Without exception, you will need to lead by example and design in advance the structure of your discussion group meeting to ensure the interaction is purposeful and rewarding for attendees. Here are some tips for making sure the technical delivery of a virtual discussion group is as seamless and high quality as possible.

Facilitators and presenters

What to wear?

Business attire, or neat casual with collars is suggested for Zoom meetings. Wearing a strong solid colour is best for online meetings as opposed to light and stripes. Hats and beanies are generally not permitted, as seeing your eyes clearly is critical to engagement.

What's behind you?

Ensuring a neat, tidy and clutter free backdrop is essential to look professional. If your computer has the capacity to create a virtual backdrop, then do so – but be sure to test that it works well. The fall back is to get your travelling fold-up screen, place it behind you and drape a black (preferable, never stark white) sheet over it.

How's the lighting?

Everyone's space will be different according to natural light, fixed lights etc. Play with every option you have in order to optimise the clarity of your face. The number one priority is to have your face well-lit and, the capacity to clearly see your eyes.

Overhead lighting isn't suggested and is almost as bad as a window behind you which just turns you into shadow. You want to avoid harsh or yellow light at all costs.

The single best set up is if you can position your laptop/camera in front of a window that has natural (but not direct) light coming in – so the natural light source is behind your camera. If you can't do that then find a desk lamp and play with material covering it if it's too harsh – and creatively place it behind your camera.

Your position in relation to the camera

Angle your laptop so your camera is just above eye level in fact aim it at your hairline and aim to have the camera frame so it captures from the top of your head to your chest. This may well mean positioning your laptop on a pile of big books to achieve the height you need.

For your audience to feel engaged you need to look directly into the camera, not at them; and most certainly not on your notes that appear on another screen somewhere off to the far right or left of your camera.

TIP

Get a sticky dot and place it right next to your camera – as a reminder that this is where you need to look every time you are talking. The level of engagement goes up 10-fold when you are looking (and smiling) at your audience of meeting guests.

How's your sound?

The clearer you are for your participants, the better for them. Play around with various combinations of headphones in your house with a colleague to determine at what point you sound best.

Pre-test the technical functions – share screen

There can sometimes be a 3–4 second delay between sharing screen. In the test run with the presenter:

- Get them to share screen and tell them when it appears on your view;
- Ensure they have every other screen/function on their computer shut down so when it comes to share screen, they only have one choice and can't accidentally show their email inbox;
- Do several practices of sharing screen and then un-sharing so they do it quickly and efficiently.
- Set them up at the start of the meeting with their shared screen (before others join); get into presenter view; and then get them to 'stop' shared screen. When next they start, PowerPoint will open directly up into presenter view.

The powers of engagement

- Eye contact is a huge discipline. Put a sticky red dot next to your camera to remind yourself where to look;
- Put a smiley face sticky note on the other side of it;
- Shoulders back; but body leaning slightly in to look strong, intelligent and energised

Participants

It's worth investing the time initially prior to your meeting to familiarise participants with the online platforms to be used. The most effective way to achieve this is by running an 'on-boarding session' with your participants prior to your first meeting. This can be run using Zoom and showcase the functionality of Zoom and Enlight.

Attachment 2 provides a sample checklist for running a participant on-boarding session. It is also important to remember that many participants may not run an Outlook calendar which may affect the formatting of the Zoom invitation when they receive it. If they have calendars but don't use them, they often click on the invite when it arrives and then it 'disappears' off to their calendar, never to be found again.

When inviting participants to this on-boarding session, consider how you structure your email invitation and tailor to make it as easy to navigate to the Zoom details as possible. Attachment 3 provides a template for sending an on-boarding email invitation to participants and quick reference guide for accessing this session on Zoom.

Table 4 Zoom video conferencing

How to create a Zoom meeting	support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings
How to join a Zoom meeting	support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting
How to check computer or device audio	support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio
How to join a meeting by phone	support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone
How to enable waiting room	support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room
Setting up and managing breakout rooms	support.zoom.us/hc/en-us/articles/206476313
How to use the chat function (desktop and mobile)	support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat
How to change screen views	support.zoom.us/hc/en-us/articles/201362323-How-Do-I-Change-The-Video-Layout
How to share your screen	support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen
How to record your meeting	support.zoom.us/hc/en-us/articles/203741855-Cloud-recording
How to create polls in Zoom	support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings#h_fe37b3f4-8e05-4b87-bd66-12d8c7f19ff8
How to use the raise hand function	support.zoom.us/hc/en-us/articles/205566129-Raise-Hand-In-Webinar
How to use Zoom on your mobile	support.zoom.us/hc/en-us/sections/200305413-Mobile
How to access post meeting reports (attendance and polling)	support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports
Troubleshooting Zoom issues	support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

Table 5 Enlight learning platform

How to access and navigate Enlight	enlight.dairyaustralia.com.au/course/view.php?id=70
How to create a discussion board	docs.moodle.org/38/en/Forum_activity
How to upload documents to an Enlight discussion board	docs.moodle.org/38/en/Forum_activity
How to add files to your course using file resource	docs.moodle.org/38/en/Working_with_files#Adding_files_to_your_course
How to pose questions in the discussion board	docs.moodle.org/38/en/Forum_activity
How to set up auto notifications	docs.moodle.org/38/en/Notifications
How to set calendar reminders	docs.moodle.org/38/en/Event_reminders
How to use the messaging service	docs.moodle.org/38/en/Messaging
How to make announcements	docs.moodle.org/38/en/Announcements_forum
How to use the Moodle app	moodle.com/wp-content/uploads/2019/11/Moodle_App-2.mp4 docs.moodle.org/38/en/Moodle_app
Enlight Help Centre	enlight.dairyaustralia.com.au/course/view.php?id=70

MANAGING ONLINE ETIQUETTE

Discussion groups by their nature, are designed to facilitate open, honest and robust engagement with participants actively contributing to the conversation and co-constructing learning under the guidance of a facilitator. In this way, they differ from perhaps more didactic, instructional methods of extension delivery which promote a more passive engagement by the learner. This learning environment means that discussion groups tend to elicit more personal business information and associated emotive responses.

In an online learning environment, the physical and emotive inflections and behavioural tendencies of individuals which may be easily noticeable in face to face interactions, are more difficult to detect and manage, as visual oversight of all participants can be difficult to maintain whilst facilitating purposeful conversation. The online platform of delivery further embeds a culture of engagement between participants which must be carefully managed to ensure cyberbullying does not emerge and fracture the group pre, during and post event.

It is important for the group dynamic, that mechanisms be put in place to manage participant interactions both during the formal discussion group meeting and outside of it, to ensure productive outcomes and a professional culture. Recommendations of strategies to support facilitators in managing online behaviour are outlined below.

Rules of engagement

Just as would be expected in a face to face discussion, participants of an online learning experience are expected to be present for the duration of the online session in a meaningful and respectful way. Establishing rules of engagement at the start of the session, ensures all participants are on the same page with expectations for how they should behave and engage in the online discussion group.

Rules of engagement should include but are not limited to:

- Protocol for managing potential distractions (phones calls etc.).
- Process for how participants can actively contribute to discussion to avoid interrupting others for example raising their hand to speak or utilising the 'chat' function.
- Process for how participants can respectfully engage in a conversation where they have a differing opinion and reinforcing the importance of mutual respect.
- An agreed course of action should a discussion escalate into a difference of opinion which may derail the ability of the group to achieve its objectives.
- Technical security measures implemented and expected privacy behaviour with regard to information sharing, particularly in closed groups.
- Post DDG engagement – professional mechanisms for engagement e.g. online discussion forum.
- How people will be managed if their behaviour is not appropriate.

Cyberbullying policy

Share with the group prior to the meeting as a component of their participant guide and actively address the importance of this policy at the inaugural meeting or when new members join the group

Group size

Consider the size of the discussion group and what is a manageable number of members to ensure effective engagement by all and disputes may be easily prevented or resolved by the facilitator.

ATTACHMENT 1

Virtual discussion group facilitation template

Discussion group name	Date	Topic
Facilitator	Frequency	

Objectives

- This discussion group will address:
- 1
 - 2
 - 3
 - 4
 - 5

Pre-work

Outline any pre-reading or pre-work which participants are required to complete

Moodle upload details

Regional Development Program support

Outline any supporting activity or resources required of the Regional Extension Officer

List 'back up' technical platform e.g. Google Hangout and relevant access information

Discussion group agenda

Session 1 Activities

Timing

Host and role

Session 2 Activities

Timing

Host and role

Session 3 Activities

Timing

Host and role

Meeting follow up

Outline any follow up discussion or actions required of participants or the facilitator

Evaluation

Did the meeting achieve its objectives?	1	2	3	4	5	Further comments
	Low				High	

Did all participants actively contribute to discussion?	1	2	3	4	5	Further comments
	Low				High	

Was the discussion purposeful and relevant for participants?	1	2	3	4	5	Further comments
	Low				High	

Was discussion respectful and carried out in a professional manner?	1	2	3	4	5	Further comments
	Low				High	

Did the technology utilised support a positive online learning experience?	1	2	3	4	5	Further comments
	Low				High	

Other feedback

ATTACHMENT 2

On-boarding checklist – Zoom

The following 15-minute on-boarding session is to support new users of Zoom. The session can be facilitated as a group session or 1:1 using the Zoom platform. The purpose of this session is to upskill participants, so at the end they feel confident in using Zoom as a platform and the various features it has to offer.

Before the session

Send everyone a Zoom link with clear instructions about how they get on to the Zoom meeting:

This is an invitation to join an online meeting using Zoom video conferencing.

Join Zoom meeting using your computer, laptop, tablet or phone by clicking this link:

<insert meeting link here>

Meeting password:

<insert the meeting password here>

Dial in to meeting by phone only by dialling one of the numbers below:

<insert your one touch mobile phone numbers here>

The on-boarding Zoom session

Start the session by moving people through the different features of Zoom so they understand what they are, where they are located and how they work.

Tool bar Ask participants to hover mouse at the bottom of the screen until they can see the Zoom tool bar. Work from left to right across that toolbar to show them the various functions.

Recording of meetings Let everyone know that some sessions will be recorded. They will know if a meeting is being recorded as it will appear in the top left-hand corner of the screen.

TIP

Hit 'record' at this point so they can hear the alert and see the icon on the screen.

Mute/unmute Participants can click this button to mute or unmute themselves. Encourage participants to have a go at doing this. Mention it is recommended the group stays on mute throughout the meeting unless they are talking.

TIP

Get the group to test muting and unmuting themselves.

If they are on full screen and on mute, they can hold down the space bar to unmute themselves and speak. Once they take their hand off the space-bar, they are automatically back on mute. Similar to a two-way radio.

Video Participants can click 'start video' or 'stop video' throughout the meeting. It is recommended that they have the video on during the meeting for the best opportunity to connect with others.

Participants Clicking this tab will open a white box in the top right-hand corner of the screen and display the names of other attendees in the meeting. This is useful to have open throughout the meeting as it has buttons at the bottom of the box for them to utilise to interact during the meeting such as:

TIP

Ask a question of the group and get them to respond by using the voting buttons at the bottom of the participants box. For example: "Are you all enjoying the demo so far?"

Raise hand The 'raise hand' button allows you to put your 'virtual' hand up during the meeting if you have a question or would like to speak. This means you don't have to interrupt by speaking over someone. This button is also at the bottom of the 'participants' box.

TIP

Ask everyone to raise their hand. Observe 'participant' box to ensure they have all done it.

Share Share will allow you to share your screen with the rest of the meeting. When you click 'share' it will bring up options of the different windows you have open on your computer and you can elect which one of them you would like to 'share'.

TIP

Share your screen to demonstrate how this works then get the attendees to share their screen one at a time so they understand how to do it.

Chat by clicking 'chat' this will open up another white box on the right-hand side of your screen. This allows you to chat with other participants in the meeting. Where it says 'To' you can select to chat with 'everyone' which is all attendees in the meeting or select an individual person's name to send a private chat.

TIP

Ask everyone to send a chat message to 'everyone' in the meeting. Once they have done that, then ask them to send a message to someone privately in the meeting.

Screen view take your mouse to the top right-hand corner of the screen where it says, 'gallery view' or 'speaker view' and by clicking on one, you can change the way you view your screen.

- **Gallery view** enabling you to see everyone who is on video
- **Speaker view** so the person who is speaking is large on the screen
- **Enlarge screen** this allows you to make the meeting the entire screen but you lose your chat and participants boxes

Breakout rooms Follow the instructions on screen – the facilitators will control where you go. Wait in the breakout room until you are 'called back' by the facilitator to join the main group. Facilitators will come and go from your room to answer any questions you have.

TIP

Set up breakout rooms prior to the meeting that last for only a few minutes. When you get to this part, launch the breakout rooms and get people to experience clicking through to one and then returning to the meeting.

Polling Polls can be used throughout the meeting which will appear on your screen and ask you to choose a multiple-choice answer. You can vote by simply clicking on your preferred answer.

TIP

Create a poll prior to the meeting and launch the poll during this part of the demonstration. Get everyone to answer, and then view the responses.

Leave meeting When you are ready to leave the meeting, move your mouse down to the bottom right hand corner of your screen where you will see in red 'Leave meeting'. Click this when you want to leave the meeting.

Troubleshooting

Sound/audio issues Dial-in option is available if experiencing issues with audio or microphone. Utilise the 'one touch' mobile number in the email to connect via phone.

Using the Zoom app

The Zoom app is best for using when on a mobile phone or tablet.

Tool bar To bring up the tool bar at the bottom of the screen, simply tap your screen

Mute/unmute Bottom right hand corner, you can tap this to either mute or unmute yourself. Alternatively, the top left-hand corner has a speaker icon that also mutes or unmutes yourself.

Start/stop video This button on the bottom of tool bar will start or stop your video. In the top left-hand corner of your screen, the camera icon is there so you can also flip your video/camera to either show yourself, or your background/farm.

Share content By hitting the 'share content' button, you can share content on your phone – your screen, photos, websites, documents or bookmarks.

Participants This will bring up a box that allows you to see the names of everyone in the meeting. You can also use this space to use icons such as:



Chat To access chat, you will need to click on the three dots ... in the bottom left of the screen. Then it will give the option to click on 'Chat'. When chat is up, it covers your screen – so close it when not using.

Leave To end the meeting, hit the red 'End' in the top right-hand corner

On-boarding checklist – Enlight

The following 30-minute session is to support new users of Enlight participating in virtual dairy discussion groups of Dairy Australia. The session is facilitated as a group session completed through a video conference link up (or can be 1:1 if time permits or user needs requires). The on-boarding is specifically for using Moodle platform, the software underpinning Enlight, however can be adapted if a different learning management system or video conference software is being used.

Before the session

All of the group members will be signed up to Enlight and will have been prompted with an email to set their login and password details.

For this on-boarding session, Zoom will be the application used.

Send everyone a Zoom link with clear instructions about how they get on to the Zoom meeting:

This is an invitation to join an online meeting using Zoom video conferencing.

Join Zoom meeting using your computer, laptop, tablet or phone by clicking this link:

[<insert meeting link here>](#)

Meeting password:

[<insert the meeting password here>](#)

Dial in to meeting by phone only by dialling one of the numbers below:

[<insert your one touch mobile phone numbers here>](#)

The on-boarding Enlight Session

Welcome Welcome the participants, outline the purpose of the day and introduce them to the main system used to support online extension programs offered by Dairy Australia, Enlight through the Moodle platform.

At the conclusion of today's session, users will be familiar with how to:

- Log on to Enlight and access course of enrolment via desktop and the app
- Use the features of Enlight to communicate with others in the course and the facilitator
- Access the online workshop links

Introductions Get everyone to provide a very brief introduction to themselves, their names and location only. We will get in-to details about their farm business at the first online workshop.

Safe use of online learning Remind the group about key safety considerations for online discussion groups.

- Physical and emotional safety
- Attempting to use technology while trying to also complete tasks on farm – this could be unsafe! Examples include: Tractor riding, climbing ladders or riding a quad bike when bringing in the cows. People cannot learn while dual tasking either. If someone is taking a break though, they can complete the learning module and this is a great use of time. Participants can do learning modules on their phone on-farm through the Enlight app.
- Cyberbullying is not acceptable

TIP

At the first workshop/discussion group session, discuss as a group 'rules of engagement' and what the group expects of each other in participating.

Finding Enlight and accessing your course

There are two ways to access Enlight: through a web browser OR through the Moodle app.

Tip: Share a screenshot of the app and Enlight dashboard on desktop enlight.dairyaustralia.com.au.

- Download the app to your phone
Tip Step them through how to now
- Step through the following features on the home page
- Browse 'Learning'
- Browse 'Learning Support'
- View the DA website link
- Show everyone the location to login
- Option 1 to login – alternatively just clicking on MyEnlight will take to login page).
- The forgotten password link at login location will outline that they will get a login reset link sent to their email. If they do not, they need to contact elarning.support@dairyaustralia.com.au or log help through the Learning Support tile on the home page.

TIP

Reinforce the hours this email is manned to manage expectations: 8:30am–5:00pm, Monday–Friday. Can access learning support with 'guest login', just click the button.

When logged in At the login area, you can click on the right side of your name and go into 'profile' to upload a picture of yourself or change your details.

- You can also access messages, to send messages to people (more about this later) or access 'preferences' to change settings about your account such as when you get email notifications, change your password or change preferred language. In this area there is also a quick link to messages and notifications next to the name.

MyEnlight dashboard This is where all your courses are located. The dashboard contains:

- **Course link** Dairy Discussion Groups > Cohort
- **Calendar** which tells you events upcoming. You can add the details of your online discussion groups here, and Moodle will remind you that the session is coming up. If using the app on your phone, these will pop up as reminders (unless you turn off in your settings. It is recommended you **do not** turn off).
- A place you can upload personal files to work on before sharing with the group
- See who else is online, that you can connect with

My courses This is the quick way to access a course directly. It is a list of the courses you have access to. Simply highlight the course and it will open

Cohort welcome section This section includes:

- Details on what is expected of participants
- Orientation video
- Discussion boards for each meeting
- Click on the session and Zoom will open automatically (note: depending on your computer you may get a prompt to 'change applications' if you have Zoom installed. Click yes if you get this prompt)
- Introduction to the topic, objectives of the meeting where relevant
- Resources and agenda for the meeting
- The place to post questions and answer questions from facilitators
- A place to message everyone in the group
- A place to share files with everyone in the group such as farm figures and pictures or videos of your farm relevant to the topic
- The messages work like an email. Enter a subject summary, your message and click send
- To upload a file, click 'advanced' and then attach file
- Discussion posts will be emailed to the group, unless you turn this off in your account preferences. If you turn it off, check regularly.

Resources to download This section includes:

- There will be a list of resources that you will need to access, provided
- A participant guide is provided
- Specific useful websites are available here for easy access now or in the future
- If using your phone for Zoom workshops/discussion groups, make sure you print off materials you need from Enlight before you come to the group. You can switch between Zoom and the Moodle app to go back and find documents, but when you do this, your video switches off. This can be distracting for others in the workshop/discussion group. You will also miss seeing any shared video or documents the facilitator or other participants are showing you.

Messages in Enlight

- If you wish to share files and message people privately, you can use the message function. You will automatically be able to contact everyone in your program, just search for their name in the search section
- Messaging is similar to WhatsApp or Facebook Messenger functionality. If you are using the app, users will get notifications of messages on your phone, like any messaging app.

Using the Moodle app

The Moodle app is best utilised when you are on a phone or tablet.

- The features are the same as online, but there is a slightly different way to access it
- The app is the MyEnlight page, so all your courses will be listed when you open the app. Just click on the course you need to enter, then scroll down the page to find the learning activity or links to your online workshops

Remind everyone that it is ok to make mistakes in using the technology. We are all learning how to do this together and individuals should feel they can speak up if they are having issues and ask the questions you need answered. Someone else probably is having the same issue and will be relieved you asked! Technology is also always changing, so expect to keep learning and asking questions.

Zoom on-boarding checklist

For information regarding on-boarding to use the Zoom application, please see the Zoom on-boarding checklist below.

ATTACHMENT 3

Zoom invitation email template

Hi *[insert discussion group members]*,

This is an invitation to our next online discussion group meeting for *[insert date]*. This meeting will be held online via Zoom with all group members and we will be joined by *[insert guest presenter if relevant]* for our discussion on *[insert topic]*.

Please find *[attached or below]* an agenda for our meeting. The following items have been *[attached or uploaded to Enlight]* for your pre-reading. Could you please take the time to look at these prior to our meeting as they will guide our discussion.

Meeting details

Join Zoom meeting by computer or phone by clicking this link:

[insert your meeting link here]

Meeting password:

<insert the meeting password here>

Dial in to meeting by phone only by dialling one of the numbers below:

[insert your dial in numbers here]

Meeting ID: *[insert your meeting ID here]*

We look forward to seeing you at our next dairy discussion group meeting

Kind regards,

[insert name here]

Disclaimer

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