



Connections Link Life Online Facilitator Roles

- A minimum of two facilitators is required to deliver the programme – no exceptions and a third may join in a support role.
- You may have up to 20 participants in attendance, however when you are starting out we recommend no more than 12 participants initially for at least 3 sessions and until you are fluent and comfortable in the use of technology, materials, chat, and your systems are all in place. There should be a minimum of 5 people at each session to maintain the group feel. It is too intense for learners if you have fewer than 5 people in attendance. More than 20 has not been tested so therefore not permitted. It is important not to admit any more than 20 people to your session.
- There is no hierarchy between the two main facilitator roles. They are equivalent and require each person to be focusing on a different part of the session delivery whilst supporting and cooperating with one another.
- Both facilitators ultimately should work towards becoming fluent in each role and at any point be prepared to step in. It is possible that a screen facilitator may become panicked or overwhelmed with technology and need to be supported.
- You may split the session, Person 1 in the Screen Facilitator Role in Part 1, and on the Chat Facilitator Role in Part 2. Agree in advance how you want to deliver the session and take into consideration the confidence and experience of your co-facilitator.
- You will not always have someone in the Support Role but if you do always include your support role facilitator. Talk to them about what they feel comfortable doing, or about what they want to learn. Support them and empower them to get involved.
- Please ensure your backdrops are appropriate for the session following your own organisations policy

Screen Facilitator

- Leading from the front facilitating the session ensuring all learning is covered
- Ensures the session timings
- [Carry out a poll](#)
- Alerts the group in advance of the screenshot – takes the screenshot
- Ask your participants to complete the [evaluation form](#)
- Complete [Facilitator Report](#)



Chat Facilitator

- Act as zoom host for the session
- Admit participants to the session
- Ensure participants complete monitoring form once admitted
- Register every participant in attendance using 'Connections LLO Participant Attendance Proforma'
- Demo how to use the chat and mute
- Follow up with those who don't attend following the protocol of your organisation
- Connect with the session 'host' for closed sessions being delivered within an organisation
- Observe participants and look out for the need to support
- Follow up with anyone who leaves the screen by phone – or instruct the host to undertake this follow up in closed sessions
- Consistently input the notes from the 'Chat Facilitators Guide' into the chat feed
- Be prepared to step into support the screen facilitator should they require your support
- Take a backup screenshot of the group at the agreed time
- [Export zoom chat](#) at the end of sessions
- End the session
- Email screenshot, chat and attendance to helen@freshmindseducation.com

Support Role

- Articulate your needs to the two lead facilitators in the preparation stages
- Get involved and help support throughout the session in an identified role
- It's okay to observe too, especially if you are new and learning.