

# Meeting Facilitation on Zoom

How, When, Why, and What the Heck...  
...It is Truly A Brave New World Out There!

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# Today's Agenda

- Basic Premises and Parameters of Support Group Meetings
- Special Challenges of Support Group Meetings on Zoom
- Cultivating an Environment That Promotes Inclusion and Support
- Rules? Expectations!
- Challenges
- Solutions
- Successes

# FACILITATING GROUPS IS HARD SO WHY BOTHER?

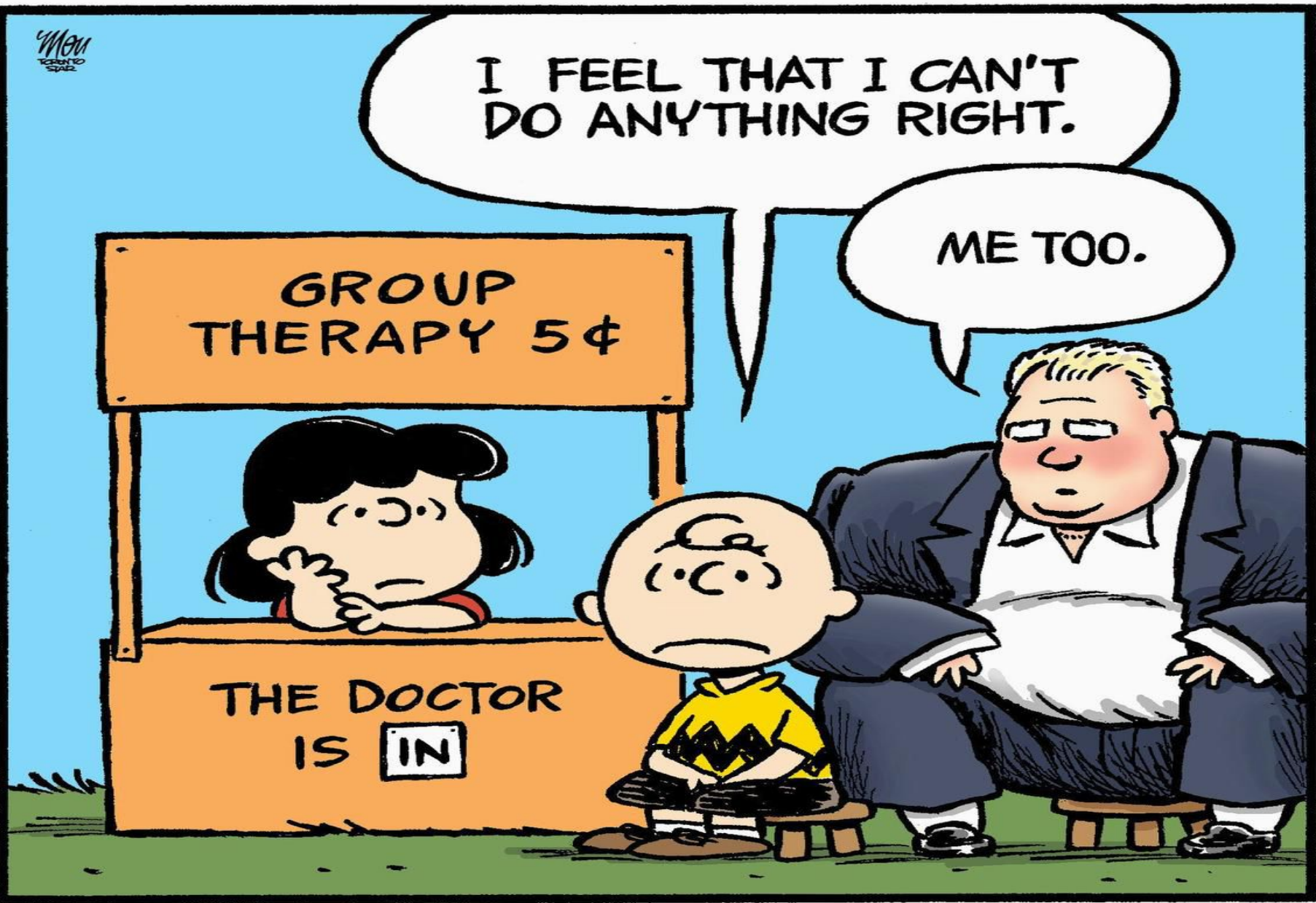



I FEEL THAT I CAN'T  
DO ANYTHING RIGHT.

ME TOO.

GROUP  
THERAPY 5¢

THE DOCTOR  
IS IN





***Some of the most comforting words in the universe are 'me too.' That moment when you find out that your struggle is also someone else's struggle, that you're not alone, and that others have been down the same road."***

***–Anonymous***

# Instillation of Hope

- Believable Hope—a fundamental belief that change is possible...tomorrow can be different; tomorrow can be better.
- Witnessing peers cope with and walk through the “worse case scenario”. Even if the outcome is not the desired outcome, we can be ok.
- Learning vicariously through their peers. Learning how to handle situations based when another peer is talking about how they experienced it.

# Support Groups

- Utilizing the group to promote interpersonal growth.
- These groups can be mutual aid, i.e. 12 step, SMART, CR, Recovery 2.0, All Recovery
- They can also be more formal, like what is offered in treatment and after care
- Less leader centered, more group guided

# FAVOR All-Recovery Meetings on Zoom

Definitely a different experience from a traditional meeting experience... Also not a lecture or simply an educational experience...

Emphasis is on exchange... Tapping into the wisdom and knowledge of individual and also families in recovery...

Double dip...triple dip...quad dip...well maybe not unless it gets REAL quiet. Give advice (hopefully be nice about it)... Cross talk your little heart away... But.....

But we CAN maintain order!





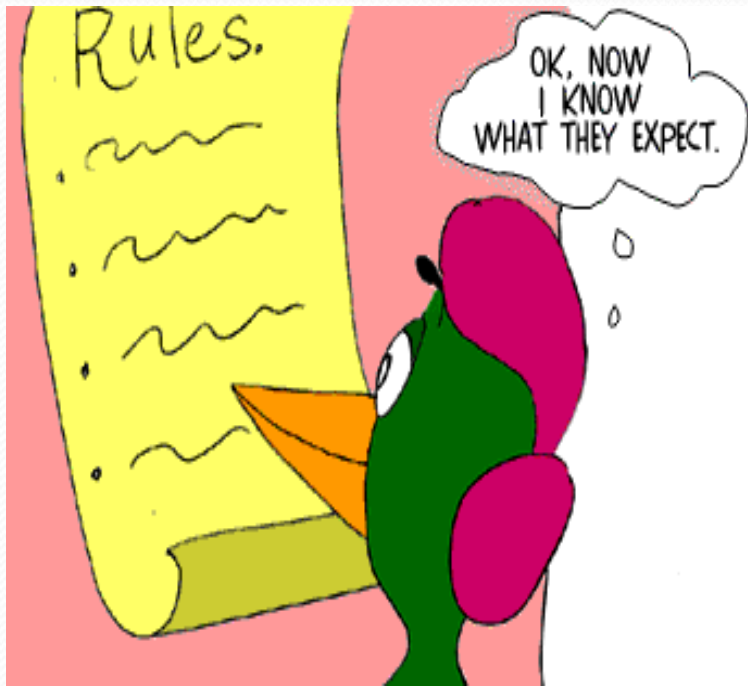
# Creating and Cultivating the Group Dynamic

What happens in a meeting on Zoom...Facilitators and leaders of the group/meeting....develop trust, cohesiveness, and mutual support. This happens over time with some cultivation.

Some of this happens during the meeting. Some of it happens outside of the meeting. Developing meaningful connections with the participants has been a key.

Empowering and acknowledging those who contribute!

# Rules VS Norms



# But Norms/Rules Are Essential

*While our format* and participation in these meetings is encouraged to be open & inclusive, we do request participants to please observe a few guidelines. For example, we allow cross-talk, sharing more than once, & asking questions. But we also ask that participants practice consideration for the group experience & group meeting etiquette. Please be mindful of how long and how often you are sharing and respect each other's views and comments. We also intend for this meeting to be private & confidential. It is not being recorded. What's shared here is meant for this meeting only.

# Our Meeting Guidelines Are....

- Please keep your microphone muted when you're not speaking.
- If you'd like to share, there's a raise hand feature, you can request to share by typing in the chat box, or you can just unmute yourself & start speaking. Please be mindful of others if you decide to share.
- Feel free to type questions or comments in the chat box feature as we go.
- For the safety and security of everyone in this meeting, we reserve the right to ask Zoom attendees to identify themselves who aren't showing their video. You don't have to display your video during the entire meeting, but if we don't know who you are, the facilitator will ask you to show your video &/or introduce yourself. Please promptly respond to chat messages from the facilitator, make sure your name is on your screen, and turn your camera on if asked. Those who are unwilling to comply with these requests will be removed from the meeting.
- Lastly, if you're currently attending this meeting under the influence of drugs or alcohol, we're glad you're here and you're welcomed to be, but please respect the group by not sharing if you've been using or drinking.

# Zoom Problematicals

Facilitating a Zoom Meeting Can Be More Challenging Than an In-Person Meeting....

- Zoom Bombers
- “Paper Signers,” People at Work, People Driving, Eating, etc. With Screens Off and Not Participating
- People Signing In With “Hot” Mics
- Crazy Video (Driving, Walking Around, Etc.)
- Inappropriate Chat Messages
- Disproportionate Amount of Newcomers
- Dead Time and Off Topic Shares

# Solutions....

- Know Your Audience
  - Identify New People and Engage Via Chat
  - Cultivate Regulars
  - Use Dead Time to Encourage New People to Share
- Allow Check-Ins and Multiple Topics

## Specialized Meetings

- Mindful Monday (utilizing memes)
- Speakers on Wednesday (various genres)

# More Solutions....

- Use Private Chat Messages to Manage People
  - Double/Triple Dippers
  - Over or Long Sharing
  - Solicit People to Share
- Use Group Chat To Reiterate Guidelines
- Get Comfortable With Quiet Time
- Don't Share to Fill the Silence
- Re-Direct or Bring Up New Topics

# Developing a Culture

- Consistent Presence and Expectations
- Connections Outside the Meeting
- Praise and Acknowledging Good Group Conduct and Productive Meetings
- “The Meeting” Before and After the Meeting
- Involve Participants in Reading Portions of the Format through Screen Sharing



# Positive Outcomes Since March 2020

- Brand New Vibrant Community Has Been Created and is Thriving
- We Average 25-30 people per Meeting, with up to 50 on Speaker Meeting Days, Offering 8 Meetings per Week.
- Since March 2020 Over 16,000 Participants Have Attended With Approximately 2000 “Unique Touches”
- Serving New/Underserved Populations
- “Zoom Babies” Have Been “Born” into Recovery
- Volunteers Have Been Recruited Including NEW Recovery Coaches
- New Connections and Social Circles Have Been Formed

# *Your Thoughts or Ideas?*





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## Module: Resources

<b>1/11/22</b>	<b>Social Security &amp; Disability w/ Dawn Troublefied, MSW &amp; Hope Bryce, MSW</b>
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