

Training by Satellite

Facilitators' Manual



July 2005

Introduction

Saskatchewan Health works in co-operation with the Saskatchewan Communications Network (SCN) and Saskatchewan Learning to bring video workshops to communities across Saskatchewan and beyond. SCN's mandate is to provide private and public sector clients with televised, interactive training and development opportunities to remote and rural participants on a cost effective basis. SCN has several networks, including: The Public Educational Broadcast Network, Digital Satellite Network, E-Learning network and the Special Events Network. The Special Events Network is used to deliver Saskatchewan Health's video workshops. The Special Events Network delivers a video and audio signal that can be picked up by specially equipped classrooms (receive sites) usually located in colleges throughout the province, but not by home televisions.

Using the Special Events Network to deliver training and professional development video workshops makes it possible to reach more people in more locations than would be possible with traditional face to face methods saving participants travel, time and money, while providing valuable learning opportunities.

A typical video workshop originates in a broadcast centre in Saskatoon or Regina. The people participating in the workshop at the broadcast centre listen to presentations and participate in discussions and activities. What makes these workshops unique is that they are broadcast live to receive sites, via satellite. When the participants in the broadcast studio take part in an activity, so do the participants at the receive sites. Participants at the receive sites may telephone, FAX or e-mail in comments and questions, and engage in two-way conversations with presenters and other participants.

Each workshop is videotaped, so that it can be used later for rebroadcast or in other learning settings in the workplace or at home.

A site facilitator co-ordinates the video workshop at each receive site. Details including site locations, contact information regarding the receive site coordinators and other information about each receive site will be sent to you a month before the video workshop.

This manual is intended as a guide for video workshop facilitators. It describes the facilitator's roles and responsibilities. It also offers practical advice to help site facilitators to ensure the video training event is a success.

Saskatchewan Health gratefully acknowledges the contributions of Saskatchewan Communications Network (SCN) and Saskatchewan Health staff in developing this facilitator's manual. The site facilitator is key to a successful satellite- training workshop.

Your role as a facilitator

The site facilitator is key to a successful satellite- training workshop.

Your role includes:

Bridging the psychological distance between the satellite training workshop and the site participants. Participants at receive sites should not be passive observers of the televised event. They should be active participants and feel that they are part of everything that is going on.

Establishing a comfortable environment for site participants. Make them feel welcome and create a warm, friendly atmosphere. Lead introductions of all participants at your site. You will also be leading the discussion of the topic among the participants at your site.

Working with the SCN site attendants. You will rely on the SCN site attendant to help ensure the technical equipment is functioning properly.

Working with adult learners. Most of the people who will be attending the satellite- training workshop will be adults. Adult learners differ from younger people in a number of ways:

- They usually take part in educational activities because they want to; therefore they are very motivated.
- They have a large body of life experiences, which they use as a basis for the integration of new learning.
- They want to be involved in their own learning, through active learning exercises, exchange of ideas, discussions and self-assessment.

Before the Workshop

Marketing the workshop

Your first task as a facilitator is to let people in your community know about the workshop and how it can benefit them. To help you do this, Saskatchewan Health will mail to you brochures and posters, which describe the workshop and include registration information. Saskatchewan Health will also distribute these promotional items to stakeholders.

Because each satellite- training workshop is on a different topic, each will appeal to a slightly different audience. For example, a workshop on influenza pandemic would appeal to medical health officers, public health nurses, emergency services providers, long-term care providers. A workshop on tobacco reduction would be of interest to teachers, young people, public health officials, and tobacco retailers.

The first step in marketing a workshop is to identify the potential audience. Then you can focus your energies on those individuals and organizations, which are most likely to be interested.

Some ideas for publicizing satellite- training events are:

- Display the posters in various appropriate locations in your community.
- Distribute information/registration brochures widely in your health region.
- Contact people directly about the upcoming event, by telephone, FAX, e-mail or in person.
- Mention the workshop and have brochures available at all the meetings you attend.
- Use the free public service announcements that are often provided by local media.

Registrations

Registration for all Saskatchewan Health satellite- training workshops is co-ordinated by Saskatchewan Health's Human Resources Branch.

The Sask Health satellite training co-ordinator will keep you informed regarding the number of registrations received in your health district.

There will be a cut-off date for registrations, usually about two weeks before the event.

“Receive” sites with fewer than five registered participants will be cancelled. Those participants who are registered for a cancelled site will be directed to an alternative site close to them.

Program materials

You will receive a facilitator's package for the upcoming satellite-training event approximately two weeks before the workshop. This information will be sent to you via e-mail. This package may include:

- Detailed agenda
- Detailed background information about the workshop
- Specific instructions you need for this particular event
- Participant list
- Facilitator's evaluation form
- Local details of your receive site, including the contact name for the SCN Site Attendant.
- A package of nametags will be mailed to you two weeks before the workshop.

Be sure to have necessary materials such as flipcharts and markers available.

A participant package for each workshop will be prepared by Saskatchewan Health and available online, when available, or via e-mail for workshop participants. To accommodate late registrations, a limited number of copies will be mailed to you in advance of the satellite-training event. Typically these packages will contain:

- Agenda
- Biographies of presenters
- Background information
- Copies of overheads/visual aids
- Reference lists
- Evaluation form.

Lunch and breaks

The time of lunch and other breaks are pre-determined, because the schedule for satellite-training events must be strictly followed. The participants at the "receive" sites will take their breaks at the same time as the participants at the "send" site.

The lunch break will typically be between one hour and one and a half hour long. Lunch is not provided. We recommend participants bring a bag lunch, as this will ensure that they are in their places when the session resumes after the lunch break. However, if a restaurant is close to your "receive" site, you may want to make reservations for your group. Remember that your group has a limited time for lunch. Participants must pay for their own meal.

There will be morning and afternoon refreshment breaks. Each "receive" site is responsible for arranging and covering the cost of all refreshments.

Technical arrangements

The room that you will be using will be equipped with a video monitor and a telephone that can be used for two-way, on-air teleconferencing. You will also have access to a fax machine, although it may not be located in the room where you are viewing the workshop. It is important that all equipment is running properly and that you know what to do in the event of technical difficulties. Familiarize yourself before the session begins with all of the equipment that will be used and their locations.

There is an SCN distance education site co-ordinator in every distance education satellite location. This person usually works for an educational institution in the community, such as a regional college, and co-ordinates local distance education activities. This SCN distance education site co-ordinator will set up all of the equipment needed for the distance education workshop and will show you how to use it.

We suggest you meet with the site co-ordinator to discuss the upcoming event, room set-up and other details. Ask questions about the equipment and practice with it until you feel comfortable. The co-ordinator may not be at your specific workshop, so you will have to be prepared to handle any technical difficulties.

You should not need to touch any of the equipment once it has been tuned by the SCN site co-ordinator, except to turn down the volume of the TV when you are on the telephone.

SCN can be contacted directly if there is a problem, which cannot be corrected at the satellite site.

Back-up

If there is any possibility that you might not be available on the day of the workshop, be sure to arrange for a back-up facilitator and ensure that this person knows what to do.

The SCN Help Desk telephone number is 1-877-808-4726.

During the workshop

Registration

An important job for the site facilitator is to greet participants as they arrive at the satellite site. You may want to put up signs outside the satellite training event room, to make it easier for participants to find the correct room.

Have all participants sign the Participants List.

Hand out the pre-packaged participant kits, as required. NOTE: There may be some participants who were unable to access the materials on-line.

You may consider setting up a display of local resources relevant to the workshop topic. This will provide interesting browsing, worthwhile use of free time and support for follow-up needs.

Have refreshments set up, if you are providing them. This will encourage participants to move around, socialize and relax before the workshop begins.

This is also a good opportunity to lead introductions and create a warm, friendly atmosphere. Nametags will be provided to you for distribution; encourage everyone to use them.

A typical agenda

The agenda for satellite training events varies depending upon the content and the intended audience. Generally Saskatchewan Health satellite training events are a full day.

“Off-air” refers to the time when there is no televised transmission and you will lead your own discussions among your participants. “On-air” is when the presentation from the send site is broadcast to all the receive sites.

The agenda below is an example:

8:30 am – 9:00 am	registration, introductions (off-air)
9:00 am – 9:10 am	opening remarks (on-air)
9:10 am – 9:45 am	presentation (on-air)
9:45 am – 10:15 am	activity or discussion (off-air)
10:15 am – 10:30 am	break (off-air)
10:30 am – 11:30 am	presentation (on-air)
11:30 am – 12:00 pm	questions/answers phone-in/fax (on-air)
12:00 pm – 1:00 pm	lunch break (off-air)
1:00 pm – 2:30 pm	presentation (on-air)
2:30 pm – 2:45 pm	break (off-air)
2:45 pm – 3:30 pm	presentation (on-air)
3:30 pm – 3:50 pm	questions/answers phone-in/fax (on-air)
3:50 pm – 4:00 pm	closing remarks (on-air)
4:00 pm – 4:30 pm	discussion and evaluation (off-air)

Explaining the workshop

You will have received an overview of the workshop via e-mail in your facilitator's package. Tell participants what they can expect from the workshop. Explain that there will be presentations, pauses during which participants in both the "send" site and "receive" sites will take part in activities, and two-way telephone/fax teleconferencing. Explain that because the workshop is being broadcast live, it is important that participants return promptly from breaks. Otherwise they will miss part of the workshop.

You should also explain breaks, location of washrooms and telephones, and policies about smoking.

Facilitating group activities

At various points in the video workshop, participants at the "send" site may participate in group activities. During this time, your job as a facilitator is to guide the people at your "receive" site through the same activities.

The video broadcast will go off-air while the activities are in progress. Activities will vary from one workshop to another, depending upon the topic and the target audience. A workshop may include some or all of the following types of activities:

- Case studies: participants are asked to discuss how they would handle a particular situation
- Discussion groups: participants are usually provided with a series of questions to guide their discussions
- Role playing: participants are asked to put themselves in someone else's shoes
- Brainstorming: participants generate as many ideas as possible to solve a problem.

Some activities conclude with a report-back session, in which one person from each group summarizes the group's discussion and/or conclusions. There may be an opportunity for "receive" sites to share their summaries on-air, via telephone or fax.

Each activity will be described in detail in the material that is provided to you to support the workshop. All necessary handouts, information sheets, copies of visual aids, etc. that participants need are included in their participant kit.

When an activity takes place during the video portion of a workshop, the on-air host/moderator or presenter will usually explain it. After the video component of the workshop goes off-air you should explain the activity again to ensure that everyone at your "receive" site understands it. A certain amount of time will be allocated for each activity. Remind participants that they must complete it within the specified time, because the video workshop goes on-air again at the end of this time. If an activity appears to be taking too long, it is your job to bring closure to it, so that participants are finished at the appropriate time.

Occasionally workshops may begin with such activities. In this case, you will have to explain and introduce the activity yourself.

During any activity, your responsibilities will vary depending upon the nature of the activity. In most situations, you should move among the groups, and try to feel the pulse of the various

clusters. Be aware of problems such as participants who monopolize discussion or are too domineering, or groups that are off track. You may wish to ask questions of participants, clarify statements or summarize their comments.

Several days before the satellite-training event, be sure to read carefully through all the material, so that you understand the purpose of each activity. If you have questions or need to have points clarified, call the Saskatchewan Health program manager. You will find this individual's name and telephone number in your facilitator's information package.

It is a good idea to summarize at the end of a discussion. Here are a few hints for effective summarizing include:

- Keep brief, point-form notes during a discussion
- Distinguish between major and minor points
- Write major points on a flipchart or overhead.

At the conclusion of your summary, ask participants if they have anything to add.

Handling difficult people

Sometimes a participant in a group session will behave in ways that prevent the group from accomplishing its tasks. You can help prevent such situations from occurring by opening the day by:

- Providing clear instructions for discussions and activities
- Establishing a comfortable environment for all participants
- Treating all participants with courtesy and respect.

When a difficult situation does arise, it may be appropriate to confront the person causing the problem. Here are some hints for doing this:

- Make it clear that you are confronting the person because you are concerned about them, and about the way their behaviour is affecting the group.
- Focus on the inappropriate behaviour, not the individual.
- Point out the effects of the behaviour. Sometimes people who are behaving inappropriately are unaware of the effects of their actions.

Questions by telephone

A question and answer phone-in/fax segment is an important part of all satellite training workshops. At certain points, the workshop leader will ask site participants to call in with their comments and questions. Ask the people in your group to:

- Make their questions clear and concise.
- Write their question legibly and hand it to you. The site facilitator places the call and asks the question.
- Be patient if their question is not answered immediately. Calls are taken in sequence.

Note: You will sometimes hear an echo or feedback when you are teleconferencing with the broadcast site. To reduce the possibility of echo when placing a telephone call:

- Separate the television and telephone (discuss this set up with your SCN distance education site co-ordinator prior to the workshop)
- Manually lower the television volume.
- Concentrate on the telephone when asking your question.
- Remember to return television volume to normal and listen to the television for the response to your call.

Questions by FAX

You and your group may send questions to the send site by FAX. You will have access to a FAX machine during the satellite training workshop, although it may not be located in the same room as your workshop. All FAX machines are different. Be sure that you know how to operate the machine in your satellite site.

After the Workshop

Circulate evaluation forms to each participant and urge participants to complete them and hand it to you. The purpose of these program evaluation forms is for Saskatchewan Health to receive feedback and comments about various aspects of the workshop, such as the agenda, the format, and the presenters.

As well, you will have received a site facilitator evaluation form in your package of material. Please be sure to complete this evaluation form from your perspective as the site facilitator. This form will be used in planning future workshops.

Send all of the evaluation forms to the Saskatchewan Health satellite training co-ordinator. See page 12 for the mailing address.

Thank participants for their participation and advise them that the webcast of the training event will be available on-line for future use at <http://ecast.scn.ca>

Planning checklist

Here are some things to keep in mind when planning a satellite-training event in your community.

Before the workshop:

- Identify the appropriate target audience
- Distribute brochures and posters where potential participants will see them
- Mention the workshop at meetings you attend
- Use free public service announcements in your community
- Familiarize yourself with all program materials
- Ensure you have received sufficient participants kits for your site
- Arrange for refreshments
- Meet with your SCN distance education site co-ordinator
- Become familiar with all technical equipment, including the television, FAX, telephone
- Arrange for a back-up facilitator, if you are unable to fulfil your duties.

After the workshop:

- Ensure participants complete the program evaluation form and leave it for you
- Complete site facilitator's evaluation form
- Send all evaluation forms and registration list to Saskatchewan Health satellite training co-ordinator
- Arrange for payment of refreshments
- Say thank you to anyone who assisted with the satellite-training event in your community, including SCN distance education site co-ordinator.

The SCN Help Desk telephone number is 1-877-808-4726.

**For more information, please contact:
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Regina SK S4S 6X6
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Fax (306) 787-3823.
E-mail: ssvedahl@health.gov.sk.ca**

Thank you for facilitating this workshop.

**This event would not be possible, without your work.
Technology provides the framework for distance education,
But people like you bring it to life and
Give it meaning and relevance for participants.**