

DELIVERING THE LLTTF™ RESOURCES REMOTELY IN CLASSES OR 1:1

The issue:

Classes can be delivered and supported in several different ways. In services and organisations we are now all looking for new ways of delivering supports that don't involve face to face contact. This sheet summarises some ways of working remotely to deliver the LLTTF™ range of face to face classes. It may be some of these new ways of working are particularly attractive to some people. For example, previously it might have proved difficult for someone with a physical health condition, agoraphobia, social phobia or depression to attend, whereas now they may be more able to engage at a level they are able to cope with. Also, some Trainer/Supporters delivering remote workshops have expressed that they like not having to travel. This can free up time in work diaries.

Who is this content aimed at?

Licence holders and trainers who support people using the LLTTF or Reclaim your Life classes, our schools programmes and "Enjoy" series classes.

Background theory:

One way of conceptualising the delivery of the LLTTF range of classes is that they consist of two components:

- a). The resources which provide a structure to working. They aim to teach key CBT-based life skills.
- b). A support component (the trainer/supporters – plus inputs from other class participants) providing encouragement, mutual learning and important interpersonal connections.

Together they help facilitate learning and application of the tools being taught. The effective combination of both elements is more effective than either alone.

The class licence- what you can and can't do.

Our licence terms allow you to email out Tension Control Training (TCT) files, and worksheets directly to participants attending a remote class. You could also print off the worksheets and post along with the accompanying little books in the usual way. You cannot email or pass on class slides or teacher/trainer notes or photocopy the course books. However, you can make the slides on your own computer visible to attendees using a Screen share. Screen sharing means that participants in a video-conference can see the contents of a selected window (i.e. the slides) on your own computer. It allows them to view, but not download the resources.

How can I share my screen?

There are very many online videoconferencing options, some free and some paid for. Zoom.us has free and paid for versions and conversations are encrypted in both. Google classroom or Google Meet are other options more used in schools. In business settings Skype for Business is often used. We like the lowest level paid for Zoom contract which allows up to 100 people to be online, and to attend a full class of 1.5 hours. MS Teams is another resource often used within the NHS.

Security and Zoom

To avoid uninvited guests screen sharing ("zoombombing") the host needs to set screen sharing to "host only". Although it is unlikely to happen in this setting, if you host the meeting we also recommend you disable "file sharing" to prevent any malware being shared. Finally, require a password to join the class rather than it being open to all and use a Waiting room where you can review who you add to the meeting. Many of these options are now the default settings in Zoom.

Running the classes online

Before the Classes: As usual, provide clear information concerning expectations about manners, confidentiality etc. In particular, state that recording the sessions is not permitted. Consider having a trial connection with participants e.g. the day before to avoid disruption on the day if people fail to join.

Connecting to Zoom: If you can, connect any laptop or desktop machine directly to your router using a network cable. Otherwise connect using WiFi.

Setting the scene: Introduce yourself as normal- and say you are alone (if you are). This gives attendees confidence that their contributions are not overheard. Ask that they mute themselves when not speaking, and also not to record the session (see later).

What to share via share screen: Use the online version of the classes (We Eat Elephants/ Reclaim your Life/My Big Life only), or the CD Rom based resource (LLTTF adult and Young People classes). Then share your screen via your preferred cloud meeting platform.

Do not email slides to anyone and do not allow recording.

How many people? This approach works best online with 16 or fewer people. The more people who join makes interactive discussion with the course leader harder, and means there is an added emphasis on a more didactic approach. Interaction can be achieved by moving most discussion into break-out rooms (available in Zoom). Adding more individuals may create bandwidth issues, and also there is a greater risk of people talking over each other. Remember to do brief introductions the first meeting or two so that everyone knows who is joining the meeting.

What Audio option should I use? We recommend that the leader joins with internet audio (it's one less thing to be concerned about). If bandwidth is an issue, you can ask attendees to turn off their cameras or switch to Telephone call in rather than using internet audio.

Phone costs: Make sure you distribute a Free call number, not a premium one if anyone chooses the phone based option.

Video use: We recommend you allow attendees to decide for themselves if they want to turn their own video on or off. In particular, if someone leaves the meeting - for example to use the toilet, they should leave their phone behind somewhere safe if they are using it to connect, or mute video/audio. We also recommend that people joining the meeting are advised not to join from their bedroom, but instead attend from a downstairs room or study, and dress as they would if attending face to face. They can also be asked to switch cameras off during some tasks (e.g. TCT relaxation).

Recording the session: Do not record the session – let people know you are not recording it. Request that others do not record it either. Watch out for any requests by participants to record the session and reject these requests. If you are not administrator of the call, keep an eye out for the red Recording notice coming up and ask it to cease immediately. Please do not make your own recordings and put them on the web for people to view. The course is copyright and used under licence. Even if you placed a recorded presentation in a closed Facebook group, there would be a risk of the files being shared.

What about noise/children/privacy? Once the meeting has started close the meeting to new people joining after a few minutes to avoid disruption of the class content with fresh hello's. Usually when a class runs it is away from home. You have a room with attendees and the trainer(s) only, with possibly a creche in the next room. Things can be very different at home with younger (or older) children and possibly other adults around. Privacy and interruption should be considered when you offer attendance. Some suggestions for problem solving privacy/interruption should be considered with the person before they attend. As a last resort, someone can always mute their call. Some ideas are to set up a film/online workout/game/X-Box/Playstation or other activity/supervision for children elsewhere in their house/flat.

Licence offer: We offer a 10% discount off the purchase of course books by all current licence holders. Contact our office (orders@fiveareas.com) to obtain this discount.

Further details: Office: 01360 661078 Email: orders@fiveareas.com www.lltff.com/shop