

Meeting Guide: Code of Conduct for Facilitating a Virtual Session

1 START OF THE VIRTUAL MEETING (5 MINUTES)

The first person to speak is the one who organized the virtual meeting.

Facilitator:

Hello! Welcome to this virtual meeting. My name is (First name) and I've organized today's session on the theme of (name the theme). I wanted to discuss this topic for (state reasons/motivations related to this theme, if desired).

Explain ZOOM application controls.

The facilitator explains how the ZOOM controls work.

Rules of the virtual meeting.

Facilitator:

Thank you very much for joining us! Before we begin, I'd like to remind you of the rules governing virtual meetings on the Self-Care platform.

- We respect the words of others; we wait until someone has finished speaking before taking the floor.
- We always address the community as "I".
- We share only our first names and exchange no personal information at the meeting, in order to preserve everyone's anonymity.
- What is said in this meeting will remain in this meeting.
- When a guest finishes their turn to speak, we warmly thank them for sharing and welcome what has been said with love.
- We avoid passing judgment on what has been said.
- If we wish to add to something that has been said, we do so without adopting a coaching stance. The aim of virtual meetings is to share our thoughts, experiences and personal feelings on the theme of the day, not to adopt a stance of savior towards others. You can talk about yourself and your experiences, but not by commenting on what others have said.
- This is your space. We encourage you to adopt and enforce these rules throughout the meeting. It is everyone's responsibility to contribute to a safe and caring discussion environment.
- At any time, if the operating rules are not respected or if we witness disrespectful behavior, we may ask the person to leave the meeting.

Enjoy the meeting, everyone - and once again, thanks for being here!

2 PARTICIPANTS PRESENTATION (10 MINUTES)

Facilitator:

Let's take a look to see who's online. You don't have to turn on your camera or microphone if you don't want to.

You're on!

Each person present reads the presentation text below in turn, if they wish.

Participant:

Hello (name of facilitator), hello group, thank you for creating this meeting! My name is (first name) and I wanted to connect to this virtual meeting and exchange with you because (state reasons/motivations related to the theme if desired).

Distribution of roles and responsibilities / Reading of the day's text (5 minutes).

The facilitator asks participants to decide who will be:

- Time keeper;
- Technology assistant for ZOOM commands;
- Rules keeper to ensure that the virtual meeting runs smoothly;
- Speech keeper.

Once the participants have been chosen, the facilitator reads out the text for the day, [available here](#). Once the reading is complete, the facilitator can give participants a mission of the day linked to the text. For example, write down five anxious thoughts for the day, use the message's call to action as inspiration to take action, etc.

3 SHARING SEGMENT (40 MINUTES)

The facilitator announces the start of exchanges/sharing on the theme of the virtual meeting.

Facilitator:

For those who will be speaking, here's a friendly reminder about the importance of not revealing too much about yourself. The aim of this meeting is to provide a safe, anonymous space for discussion. To take the floor, you can raise your hand on your screen, on the ZOOM application or write in the chat, and we'll try to go in order of priority according to who comes first.

The group exchanges on the theme, sharing thoughts, respectful opinions, bits of their experience, etc. The facilitator, with the help of the group, ensures that the operating rules laid down at the start of the meeting are respected, and that the virtual meeting runs smoothly.

4 END OF THE MEETING (2 MINUTES)

Facilitator:

I'd like to thank you very much for taking part in this virtual meeting I organized on the theme of (recall theme). We've enjoyed respectful exchanges and enriching sharing, and we're leaving with some great food for thought. For my part, I really appreciated (name what you liked best about this meeting: a thought, a sharing, a real-life or named example, a strategy linked to the theme, the smooth running of the meeting, etc.). For those who would like to, please share what you appreciated the most, or what you will be taking away from this meeting.

Participants:

Thank you very much! What I appreciated most was (name what you liked best about the meeting: a thought, a sharing, a real-life or named example, a strategy related to the theme, the smooth running of the meeting, etc.).

The facilitator revisits the mission of the day's text.

Facilitator:

I wish you all a wonderful rest of your day!

End the meeting for everyone.

5 PROCEDURE FOR HANDLING RULE VIOLATIONS

a) Reminder of the rules:

- At the beginning of each meeting, the facilitator reminds participants of the rules of respectful communication and the expected behaviors - particularly respect for others' words, attentive listening, and refraining from judgment or interference in the experiences of other participants.

b) Warning in the event of non-compliance with the rules:

- If a participant cuts in, makes judgments about another's experience or contravenes the established rules, the facilitator gives a clear and benevolent verbal warning.
- Example: "We remind you that each person has the right to share without being interrupted. Please respect this framework so that everyone feels comfortable expressing themselves."

c) Exclusion in the event of a repeat offence:

- If, despite the warning, the participant persists in breaking the rules, the facilitator calmly announces that they will remove the person from the meeting to preserve a respectful environment for all other participants.

- Example: "We've already warned you about following the rules. Unfortunately, for the well-being of the group, I'm going to have to remove you from this session. You are invited to come back at a future meeting if you are prepared to abide by the established rules."

d) Withdrawal of the participant:

- The facilitator withdraws the participant using the platform functionality (Zoom).

6 BEST COMMUNICATION PRACTICES

To foster a safe and respectful meeting environment, participants are encouraged to adopt the following best practices:

a) Address the community as "I":

- Express your feelings and needs using "I" to talk about your own experience, rather than making generalizations or judgments about others.
- Example: "I feel sad when I can't express myself."

b) Focus on behavior, not people:

- Focus on the specific actions that are problematic without labeling or attacking the person.
- Example: "This behavior makes me uncomfortable" rather than "You're always disrespectful."

c) Do not interrupt:

- Respect others' speaking time by listening attentively and not interrupting. Wait until the person has finished before sharing your point of view.

d) Avoid making judgments about other people's experiences:

- Do not give unsolicited opinions or advice about what others feel or have experienced. Respect everyone's right to express their personal experience without judgment.

e) Show empathy:

- Try to understand the perspective of other participants, even if you don't agree with them.
- Example: "I understand that this situation is difficult for you."

f) Remain respectful and calm:

- Adopt a calm and respectful tone, even when disagreeing, to maintain a benevolent climate for all.

The facilitator will, at their reasonable discretion and if necessary, issue appropriate reminders to participants to comply with the above best practices.

7 FACILITATOR KNOW-HOW

Act with benevolence and impartiality: the facilitator's role is to guide the meeting, without seeking to control the participants.

8 COMPLAINT

If you have a complaint about a discussion session, please refer to the complaint procedure available [here](#).