

8 practical tips on how to lead an awesome zoom group

1. Own the Room - Remain in control of the conversation

- Be the first one in the room - The first one sets the tone.
- Connect with people right away.
- Stay in control of facilitating the conversation/community:
 - Be aware that someone will most likely comment about the last person's comment.
- Navigate by saying "Awesome, what other questions do we have".
- Not everyone has to speak to everything.
- You can mute people if there is lots of noise - communicate what you are doing

2. Keep conversation (and content) relevant at everyone

- Everyone can engage in ministering to an individual
- Everyone can disengage when talking about an individual's specific issue
 - Acknowledge the person and the specific question.
 - Circle back with them later if needed
- Look for the general coaching principle inside of the question.
 - People will tend to get stuck in a vein and drill down into a topic
 - As the leader you might have to pull the conversation back up.
 - Use wording like "Zoom back out with me".
- Look for the General Spiritual Application or "Coaching Principle" for all
- Ask others to engage in ministry moments and leading in prayer
- Call on people - let them know you will call on them
- Be ok with some silence.

3. Leverage the power of vocal "un-huh's" and "okays"

- Vocally use "un-huh's" as cues.
- Don't give away the microphone.
- Human brain processes to stop talking when someone else is.

4. Repeating what someone else said doesn't help anybody

- If you don't have anything to add in the discussion say, "I don't have anything else to add."
- Try not to ramble and repeat yourself or someone else.

5. If you don't know something don't pretend you do.

- Example: If you don't know an answer a great response is, "That is great question, I don't know."
 - If you feel you can get an answer, offer to circle back with them & do it
- Do not feel pressure to open the floor for others to answer the question for you.
- Remain in your authority.

6. Keep your energy up.

- The room will rise and fall online based upon your energy.
- ILL. High School Play Handshake
- Pay attention to your posture and engagement
- If TV adds 15 pounds and virtual calls subtract 15 energy points.
- Don't fake energy but stay at the high end of what is authentic for you

7. If you know a name say it!

- Say People's Names - it helps build connection in virtual space where connection can be more challenging.
- People notice when you notice them.

8. Set up an intentional environment for video chatting

A. Sit close to the screen.

- a. Your face should fill most of it.

B. Elevate your computer so you are eye level.

- a. A simple stack of books can help
- b. A laptop lifter is \$20

C. Isolate incoming and outgoing volumes when needed

- a. If it is just you - feel free to use "open air" audio.
- b. If others are home, or there is external noises, use earbuds or headset.

D. When you're not talking, and your dog is barking, hit mute.

- a. When you're on mute during an audio call, you can do whatever you want. But when you're on mute on a video call, you need to act like you're truly engaged. Nod your head. Focus on the screen. Don't get up and feed your dog.
- b. Feel free to mute others' whose dogs are barking (communicate it if needed)

E. Don't eat during the meeting.

F. A little effort on lighting goes a very long way.

- a. Simply taking a lamp and removing the lamp shade can help.
- b. A "Ring" light is a great lighting option.
- c. Pay attention to windows or heavy light sources behind you

G. When you're talking, spend some time looking at the camera, not the screen.

- a. You feel connected to others when looking at their faces
- b. They feel connected to you when you look at the camera
 - i. You'll appear more earnest and honest this way.
- c. Move the zoom boxes closer to your camera on your screen

H. Think about investing in an external webcam (that helps adjust lighting)

I. Think about your internet connection

- a. Stay close to your wireless router
- b. Don't have other devices operating on the network at the same time
- c. Hard line/Ethernet internet will give you the maximum stability available

J. Be the first one in and the last one to leave

- a. Show up early - the first person on the chat sets the mood in the room
- b. Be willing to stay for a few minutes after to talk to anyone who needs to touch base. (feel free to clearly communicate when you need to leave - set a next step for follow up)

K. Be yourself and have fun

- a. People will feel what you feel.
- b. This isn't about us.
- c. God has got us.
- d. We believe in you!