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The Master of this document together with other supporting information is available at <https://betterconversations.foundation/l/masters>.

## Using this document

You can read more about flight plans in Better Conversations here <https://betterconversations.foundation/l/flightplans>.

This is written for the Foundation’s typical delivery team of 2 Facilitators and 1 Producer. If you’re running with a smaller team or just one person you can just ignore the role labels.

Generally, we create a copy of this for each Better Conversations session we run and keep it for later reference. There’s a section at the end of the document for you to note observations, capture the flip charts and screen shots of the breakout rooms.

## Support

If you have questions or concerns regarding this material, how to use it, please contact our help desk here <https://betterconversations.foundation/l/support>

The Foundation hosts a vibrant community where you can discuss how you use this content and any adjustments/modifications you might want to do. Join here <https://bettercourses.org/community/signup-from-flightplans>

## Document history

The version of this document is in the header of each page. You can see a full list of changes to the flight plans here <https://betterconversations.foundation/l/masters>

# About this Document

These are the checklists that the Foundation run before every session. They are specific to how the Foundation run courses and are a collection of lessons learned. We’ve included it with the flight plans so you can get some idea of what we do and can decide if you want to do something similar.

**‼️ This document is very BCF-specific, and whilst we hope it is an inspiration to you, chances are you want to adapt this to your own needs. So, we’ve helpfully put this paragraph in red so you know you want to take a look and adjust as you wish, and then you’ll also delete this warning 😀**

# Abbreviations

BOR = breakout rooms, Fx = facilitator, Px = producer

# Pre-session tasks for individual delivery team members

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Activity** | **Who** | **By when** |
| Participant info | * Check participant info (joining instructions, handbook, fieldwork etc.) has been sent out as appropriate for session * Check attendees | Facilitators/BCF Support as agreed | 5 days before session |
| Supporting Information | * Flight plan updated for session, shared with co-facilitators and producer, and printed out * Participant list | Facilitators/BCF Support as agreed | Day before |
| Templates | * Check flipchart examples from previous sessions | Facilitators | Day before |
| Room and audio/visual setup | * Flipchart stand in position * Check positioning of computer, desk, seating etc. * Headphones/microphone charged and connected * Zoom – correct account login, correct meeting invite, correct Zoom Team chat channel * Video and audio check (including lighting, flipchart readability) | Facilitators and Producer | 1 hour before |
| Supplies | * Flipchart with 7-8 sheets * Flipchart pens (black, blue, red, orange, green) + spares * Magnets/tape/Blu-tack to hold flipchart pages on stand * Post-its if required * Coloured transparent sheets if required * Props if required for breakout room activities | Facilitators | 1 hour before |
| Prepared flips | * See table below for flips | Facilitators | 1 hour before |

# Post-session tasks for individual delivery team members

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Activity** | **Who** | **By when** |
| Fieldwork reminder | * Send fieldwork reminder | Facilitator/Producer/ BCF Support as agreed | Immediately after session |
| Content and location for next session | * Send Zoom link | Facilitator/Producer/ BCF Support as agreed | As soon as practical after session |
| Updates | * Check learning/observations recorded * Agree actions from learnings, including updates to BCF support team | Facilitator/Producer/ BCF Support as agreed | As soon as practical after session |

# Facilitator notes

* For a 2-breakout session, aim for teaching model at ~10 minutes, and breakouts at ~20 and ~40 minutes as concentration levels will start to drop after 20 minutes. We chunk the time to keep people engaged.
* Minimise the number of things to remember – most people can only remember 3-4 things in their working memory.
* Keep instructions and language as simple as you can.
* The questions that will be asked are usually put into the chat by the producer.
* Extend the breakout timings when you have a group of three
* Unpack from each group rather than each person if time is tight. As a rule, allow 1 minute for each person who talks.
* Start on time. The first 5 minutes and last 5 minutes are designed to allow people to be late/leave early.
* Bank as much time as possible in the first 30 minutes.

# Production notes

* Breakouts for threes will need longer – check with facilitator if three-person groups are expected and what they want to do about timings.
  + When running with 2 facilitators, the Foundation will often put a Facilitator into a breakout to avoid having a 3 person breakout
  + When running a very small course, still put people into a breakout. If necessary with a Facilitator. There’s something important about going into the breakout, having an experience, and then returning to the main room to unpack.
* Breakout rooms specification is consistent:
  + Assign manually (create them as soon as possible)
  + Do not allow people to choose room
  + Automatically move participants to breakouts
  + Automatically close rooms
  + Lasting however long is needed
  + Notify when time is up
  + 10 second countdown timer for return
  + Set yourself a halfway timer on your (e.g. on your watch for 2 minutes) so you can send the timing reminder exactly on time
  + Broadcast message halfway through which is “Halfway through, you have X minutes left”
* Content to be pasted into the chat is given in the time plan.

For more information on Breakout Rooms in Better Conversations, see here <https://betterconversations.foundation/l/zoombor>

# Delivery Team Pre-Flight Checklist

|  |  |  |
| --- | --- | --- |
| **Area** | **Lead** | **Description** |
| Intros | Sponsor | Welcome facilitators, producers and observers and facilitate short intros if needed. |
| Context | Sponsor | Clarify nature of session (e.g. experience course, public course, private course), attendees, and any guidance around these areas |
| Roles | Sponsor | Clarify roles:   * Fx1, Fx2 – lead the content and participant discussion for the training part of the session * Producer – leads on technical matters, breakout room management **including adjusting timings**, meeting chat messages * Observers – prior course attendees who are learning to deliver or promote the course * Sponsor - sponsors the session and leads the Afterparty discussions at the end of the session |
| Internet | Producer | Confirm any known internet connection issues and agree mitigations. This may require reallocating roles including running with a single facilitator. |
| Audio/Video | Producer | Confirm   * Own audio/video is working as expected and everyone can see and hear producer * Facilitators’ microphone input is audible and clear * Each facilitator has separate headphones and can hear everyone else * Facilitators’ video is clear * Facilitator flipcharts are in frame and can be read * Other people’s flipcharts are not in frame   Mitigations may require reallocating roles, including running with a single facilitator. |
| Team chat channel | Producer | Confirm delivery team can access the delivery team chat for the session |
| Flight plans | Producer | Confirm everyone is working from the same **live** flight plan on the shared collaboration space |
| Host/co-hosts | Producer | Ask for host role if not already host   * Make facilitators co-hosts * Make observers co-hosts if staying in the main room during breakouts |
| Names | Producer | Rename self on Zoom as **Name: Producer**; ask others to rename themselves as **Name: Role**  Role = Co-facilitator, Observer, Sponsor, Co-producer |
| Process | Sponsor | Confirm:   * Handover points between Facilitators, Producer and Sponsor * How the facilitators want to handle unpacking the BOR exercises and scribing e.g. does the person scribing want the other person to watch the chat * When the facilitators want the Producers to paste into the chat (e.g. immediately the section starts? as the facilitator says the words? one question at a time or all together?) * Who is leading the demonstration exercises and who is participating in them * Whether observers are staying in the main room or participating in breakouts * Who is undertaking training, and who is leading on the support to the trainee * How the facilitators and producer would like to alert each other if there is a deviation from the plan e.g. BOR timings are changed, a facilitator loses their place, or an attendee is waiting to be asked to speak. |
| Variations to the flight plan | Sponsor | * Confirm the experience courses run to the standard flight plans. * Note any pre-agreed variations to the standard flight plan, including new flight plan releases * Ask delivery team about any small-scale experiments or deviations from the standard flight plans * Ensure all delivery team members are agreed on these and it is noted in the observations log * Confirm that finishing ahead of time is OK. Filling in time with untested material can cause problems. * Confirm that discussions about the content and support to people wanting to deliver the course can be left to the afterparty. |
| Afterparty | Sponsor | * The Afterparty is about BCF aims and helping people understand how they might be supported in taking things forward. * Please use the delivery team chat if there’s something you’d like to contribute to the discussion, so that the Sponsor can bring you in if appropriate. |