



Course overview, resources and system information

Conflict in Engagement

Welcome to Conflict in Engagement

This document will provide you with a brief overview of the course, learning outcomes and course related material.

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Conflict in Engagement Overview

Aim

The aim of Conflict in Engagement is to help you understand, and more effectively manage, conflict dynamics.

Learning Objectives

The objectives of Conflict in Engagement are to:

- Understand how conflict can develop
- Understand a range of strategies for responding to difficult situations and challenging behaviour
- Explore the five dimensions of engagement conflict and ways to anticipate and/or mitigate factors that might give rise to conflict.

Learning Outcomes

By the end of this course, you will have the skills to enhance your ability to manage situations of stress and conflict.

Course Resources

There are a number of resources you will use for the course. These are available for viewing in the online folder shared with you.

Resources available

- Getting started checklist - this helps you be ready to start for the virtual classroom sessions
- Conflict in Engagement participant manual - this is the main source of information, concepts and ideas for the course

There are also some self-help resources for using technology:

- Tips and tricks for participants - Zoom learning links
- Tips and tricks for participants - Zoom troubleshooting

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How to view and download course materials

Once you have accessed the course folder in Dropbox, you can view or download a copy of the course materials.

To view:

- Click on the material name, this will open a copy in your browser

To download (this will download a copy to your computer):

- Select the item to download, by clicking the square box next to the file name, once ticked you can click the download above the files, or,
- Click on the three dots to the right of the file name and select download.

How to get the most of online learning

Follow these steps to learning in a virtual environment to ensure a free flowing, informative and engaging session for you:

- **Be Prepared.** Tech Check! We use Zoom as our virtual classroom.
 - ✓ Please download or update the latest version of Zoom to your PC, Desktop or Laptop:
 - ✓ Check Zoom compatibility with your device PC, Desktop or Laptop (please note no phones are to be used to connect to Zoom for IAP2 Training sessions however they may be used as a backup in the event of a technology issue) and perform checks below:
 - ✓ Check you know how to Mute/Unmute
 - ✓ Test your Sound
 - ✓ Check any Headset Connectivity
 - ✓ Check you how to turn your Video On/Off
 - ✓ Check your Camera/Webcam Connectivity
- Download a copy of the participant manual and course resources prior to training.
- **Be punctual.** Signing in on time ensures the Trainer can commence on time and deliver the training in accordance with the schedule.
- **Be Mindful.**
 - ✓ Mute your microphone when you are not speaking, while the IAP2 Trainer is presenting or while you are listening to others. This will prevent any background noise or interference which can disrupt the training.
 - ✓ Video. Please share your video but do so in a quiet and uninterrupted environment, away from foot traffic, and technology that could prove distracting for trainers and participants.
- **Be Courteous and Respectful.** Please respect our Trainers and fellow participants by being courteous and respectful, while the Trainer is presenting and interacting and engaging with other participants during group work.
- **Be Conscientious.** Please refrain from screen sharing unless authorised by the Trainer.
- **Be Present.** This is your time to learn new skills. Close down any browsers, emails or apps not related to the training so you are not distracted. You will also find that Zoom works better if you don't have lots of different tabs and programs open at the same time.
- **Keep your camera switched on during session times.**

We want to create the best learning environment for you to have a great training experience with IAP2 Australasia.

How to Access Zoom

Before using Zoom

Zoom has corrected the issue with Windows and Zoom that introduced a potential security fault. Zoom have also addressed a number of other identified issues.

It is important to ensure you have the latest version with the security fix. We strongly recommend you either:

- Use the online browser based Zoom app OR
- Follow this link to update your app on your computer <https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version->

IAP2 Australasia has ensured that all relevant safety features have been enabled to minimise potential problems, as follows:

- All meetings have been password protected to stop Zoom-bombing opportunities
- Meetings will be locked once all participants have been admitted to stop unauthorised access
- The use of the Waiting Room will enable only authorised users to be admitted to meetings and others locked out

Zoom Learning Links

1. [How to Sign Up for Zoom 2 mins](#)
2. [How to Join a Zoom Meeting 1 min](#)
3. [Joining and Configuring Audio and Video](#)
4. [Setting up a Virtual Background 3 mins](#)
5. [Zoom Integration with Skype for Business 2 mins](#)
6. [Is Zoom Safe?](#)

Technical Difficulties

If you experience any technical difficulties during the course, please contact the Zoom Host. This information will be shared via Zoom chat at the beginning of the course.

FAQs

Is Zoom safe to use?

IAP2 Australasia has chosen to use Zoom for our virtual classroom and online training and events. Our IT team continues to investigate the security of Zoom, in light of recent reports of hacking and “Zoom Bombing”.

Zoom is used by top level security agencies and government departments and retains these cyber security agencies and governments as clients. The US Government's Department of Homeland Security continues to use Zoom for meetings and webinars.

Many of the security issues publicised lately has been caused by the poor setup of the various security features in the solution.

Zoom have committed to continue the upgrade of security, putting all other development on hold. Zoom have been publishing security upgrades over the last few weeks and are continuing to do so

Here at IAP2A we have been reviewing all the settings for our account and have implemented all the security features available to minimise security issues for all of our meetings and events. IAP2 staff, who are responsible for hosting our online events, follow a checklist of settings and processes to maximise security for our meetings and participants.

For more information, feel free to contact IAP2 Australasia at info@iap2.org.au. You may also find the links below helpful as these outline how Zoom has been addressing security concerns and applying fixes as these concerns arise:

- <https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/>
- <https://blog.zoom.us/wordpress/2020/04/01/facts-around-zoom-encryption-for-meetings-webinars/>
- <https://blog.zoom.us/wordpress/2020/04/08/zoom-product-updates-new-security-toolbar-icon-for-hosts-meeting-id-hidden/>
- Our new security page is also live here: <https://zoom.us/docs/en-us/privacy-and-security.html>

A lot of the press around "Zoom Bombing" is occurring where users haven't secured their meeting rooms correctly and have made them publicly available to join. Here are some tips we've published to make sure you don't get Zoom bombed: <https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/>

For a more detailed overview of our security policies, please refer to our 'Security White Paper' available to download here: <https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

Zoom troubleshooting

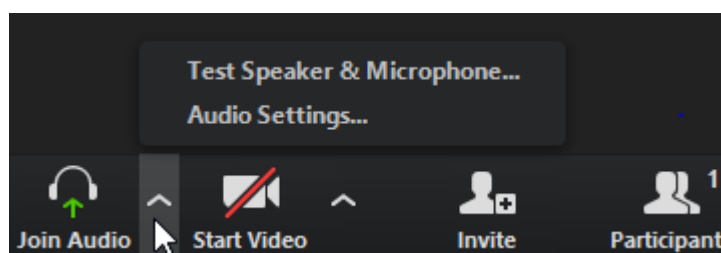
How can I fix my sound?

PC/Laptop:

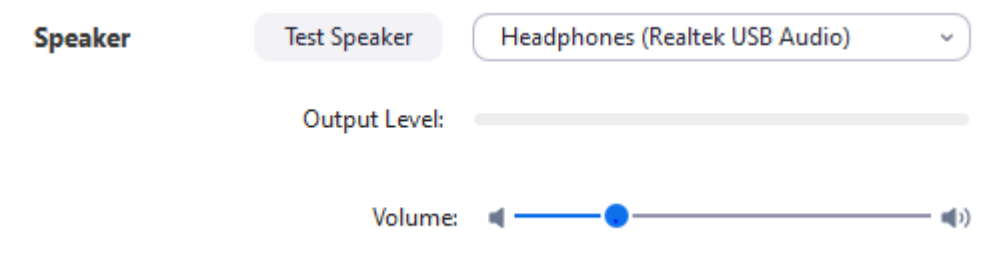
- Expand the Audio icon and open the Audio settings
- Click speaker option and test speaker
- Once testing, if you still cannot hear, then adjust the volume or select a different speaker from the menu

Troubleshooting Speaker:

Open Audio Settings

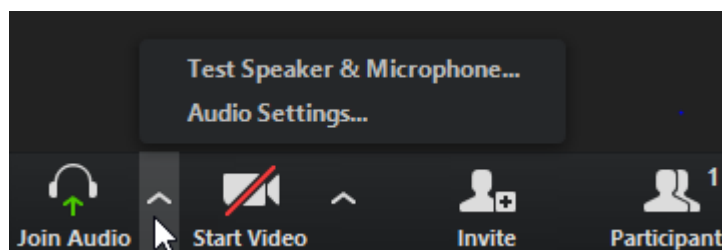


Test speaker and if you cannot hear it, select a different speaker from your menu or adjust volume.

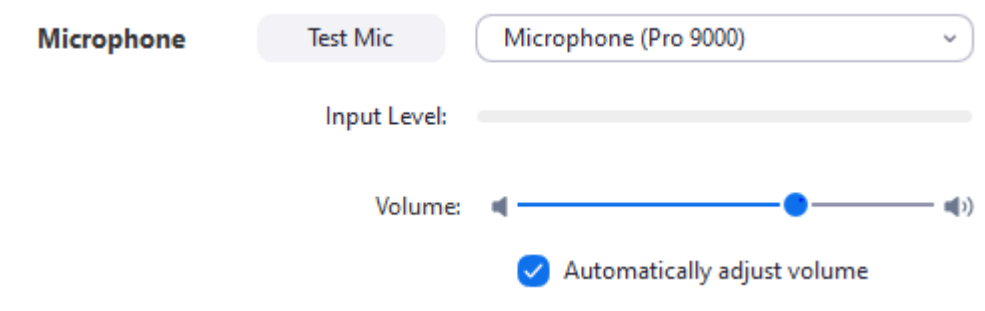


Troubleshooting Microphone:

Open Audio Settings



In the microphone section, the green input level bar will move when Zoom is picking up Audio. Inside Audio settings you can select another microphone or adjust the input level.

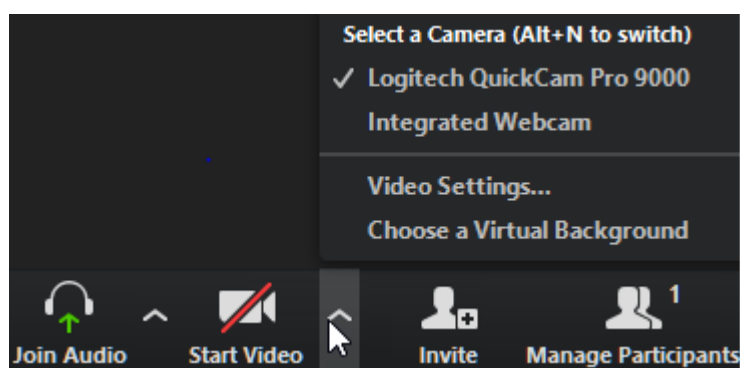


We understand that sometimes technology can go awry and cannot be fixed on the day. If you are unable to resolve any tech problems please contact us at training@iap2.org.au and we will do our best to help.

How can I fix my Video?

PC/Laptop:

- Make sure all other programs that use your webcam are closed
- Restart the computer or Laptop
- Reinstall latest Zoom version in the Download Centre
- You can also visit your device brand's support for FAQ's.



If you cannot see the video opening in Zoom, open the video menu to see which camera is currently selected, change if necessary. If a change is required, verify the preferred camera is listed and selected.

We understand that sometimes technology can go awry and cannot be fixed on the day. If you are unable to resolve any tech problems please contact us at training@iap2.org.au and we will do our best to help.

What Happens If I lose Connectivity?

Don't panic!

We encourage you to connect from a location with the highest speed internet you have access to.

You can try moving closer to your WIFI connection.

You can try restarting your computer and re-joining the meeting if you are able to.

You can use your phone or other device data if available, as a back-up device. It is encouraged that you have a back-up option available prior to the commencement of your training session.

We understand that sometimes technology can go awry and cannot be fixed on the day. If you are unable to resolve any tech problems please contact us at training@iap2.org.au and we will do our best to help.