Introducing Transformations NLP Training on Zoom
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What is Videoconferencing?

Transformations has obtained permission from the International Association of NLP Institutes (IN) to run our NLP Certification trainings through **videoconferencing**, during this time period while the coronavirus (COVID-19) pandemic is occurring. This is not "distance learning", where we just send you videos and textbooks to study. It is not "computer assisted learning" where you study purely on a computer. It is live online training. You will talk with and listen to your trainer "live", and will even do the exercises with other students "live". However, you will be in separate rooms (maybe even separate cities or countries) and you will see and hear each other over the computer.

Video conferencing allows us to merge some of the advantages of live training, with some of the advantages of distance learning and some of the advantages of computer assisted learning. Most people are familiar with Skype and other video phone technology. Also, most people have sent text messages on a phone or computer. Video conferencing allows us to use these kinds of interaction and combine them with a classroom lecture format, and add the presentation of slides or videos. We can even have students get into pairs or small groups on line, and then come back to the main group. You can see the other people in your class, you can see the teacher, and you can see the teacher's "whiteboard" and/or slide show, all on your computer screen. You can ask questions and reply both verbally and in text messages.

There are some challenges with videoconferencing. To be honest, an actual training room format is a lot simpler logistically. There are challenges related to the students' learning experience, and challenges for trainers.

1) You do lots of things on your computer already, and we need to get you to stop doing those while the training is happening (Facebook, Twitter, Email reading etc).
2) Internet connections are imperfect. Sometimes your connection may not work, or video may freeze and you may miss what is said for a minute or two. The faster your internet connection is, the better, and you may decide to change your internet plan.
3) Staring at a computer screen is tiring. We cannot maintain attention as long on a screen as in real life.
4) You need to organize the room you are in, the refreshments you use, and the furniture you use, so that you are comfortable. You need to plan a lot of the things that trainers usually plan: creating a space that is quiet and comfortable enough for uninterrupted learning.
5) You, your fellow students and indeed your trainers are not as familiar with the system as with face to face training. There will be delays as we all learn how to do things.
6) You need to keep yourself focused on the training somewhat more than in life events, rather than counting on the trainer to engage you.

7) You need to remember that whenever your audio is on, people can hear what you and others say in your home situation. Whenever your video is on, they can see whatever is in front of the camera.
8) The online learning experience is much more time-regulated than the live experience. It is less easy to just "start late" of "go over time" in your small group. In some cultures this is more of a challenge than in others.

There are also some big advantages.
1) If you have a computer and a good internet connection, you don't need to travel, and you can use your own home setting, choose your own refreshments, choose your own furniture etc.
2) The training events can be automatically recorded for you to review in your own time. You get much more useful records of all that happens.
3) The training can feel much more collaborative: you are co-creating it instead of just "receiving" it.
4) You get experience with new technology, that will be useful when you yourself work using NLP as a coach or trainer.
5) In a pandemic, you know you are maximizing your safety.

What is Zoom?

Zoom is a computer program and phone app that acts as a "platform" for doing online training and videoconferencing, amongst other things. It works on any computer, tablet, internet connected TV, or smart phone. To participate, you first download and install the program on your phone or computer. Obviously, it is easier to see on a laptop or desktop computer, or at least on a tablet. The program is free so of course you can put it on all your devices. You go to this page and "sign up" https://zoom.us/. The easiest way to sign up is to type an email address and tell it to identify you with Facebook or Google. If you haven't already set yourself up on Facebook or Google, and signed in there on the device you are using, it will take a little longer, but is still easy enough. Zoom will ask your permission to use audio and video on your device. Say yes.
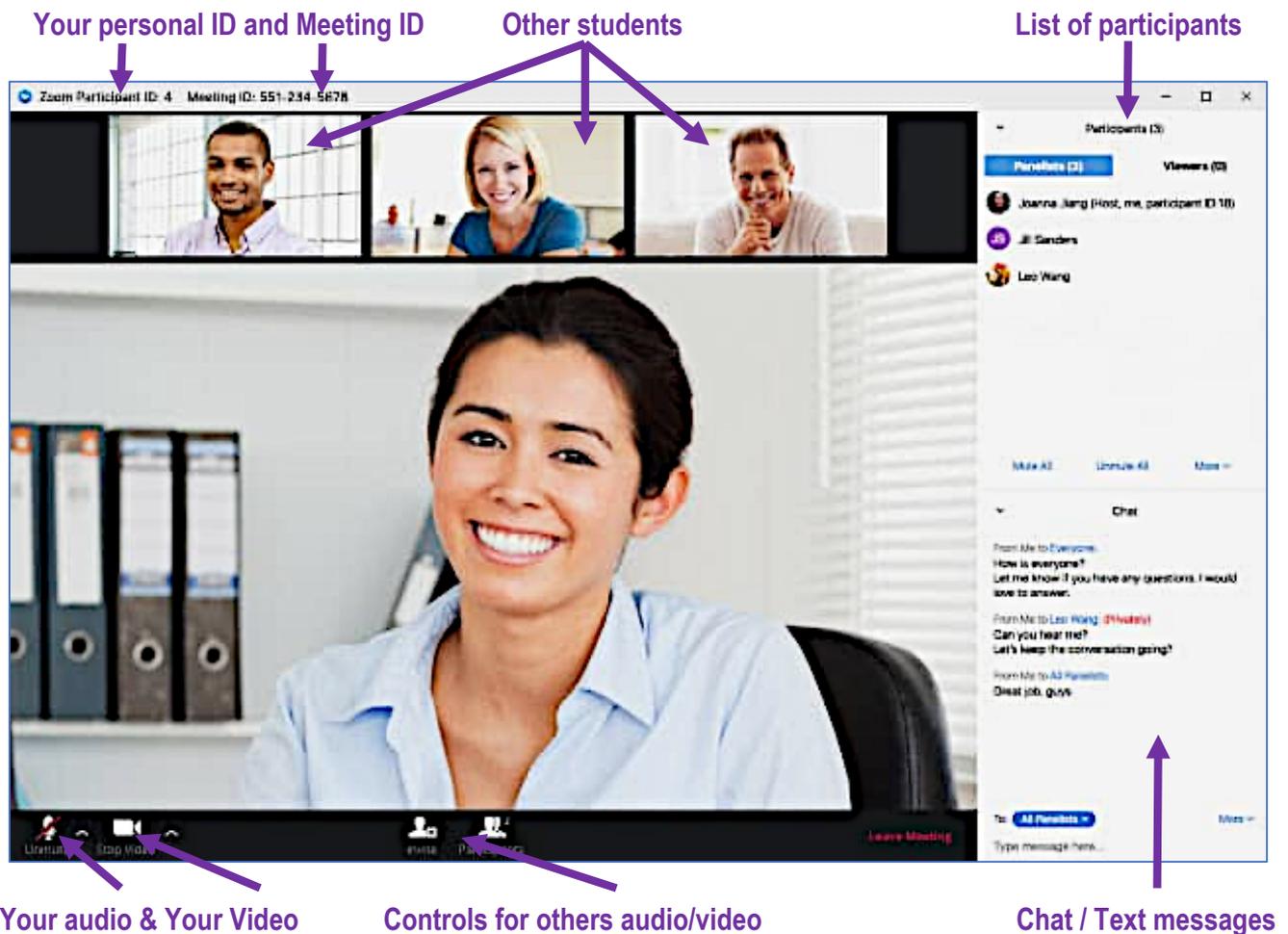
Facebook uses the metaphor of friendship groups, and the metaphor of a series of "walls" where people "post" things. Zoom uses the metaphor of meetings, and of a series of "rooms" where the meetings happen. On Facebook, your friends can be on line at any time, but on Zoom meetings happen at set times, that you or the meeting organiser decide. You tell Zoom which meeting you are going to by typing or pasting a specific ten or eleven digit number called a meeting ID. That tells Zoom which "room" you want to go to. A "room" is kind of like a personal or group "Page" on Facebook. Just as you have to have a group's permission to see what is posted there on Facebook, you have to know the meeting ID and get permission from the meeting organiser to join a meeting. In our case, the meeting is going to be your "classroom" for the training. When you open Zoom, it is usually going to look something like this:

If you click JOIN or JOIN A MEETING it is going to take you to a place like this, where you type your meeting ID (something like 123 456 7891). It may also ask you for your name.
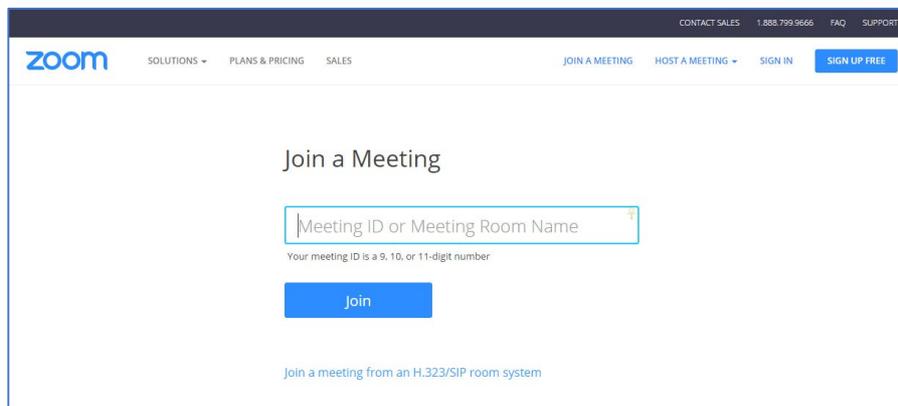
Now you are in the meeting room, which can have all sorts of different layouts, but might, for example, look a bit like this:

Your personal ID and Meeting ID   **Other students**   **List of participants**

Your audio & Your Video   **Controls for others audio/video**   **Chat / Text messages**

Down the bottom of that example room, there are some rather important controls. You can turn your video on or off, and you can turn your audio on or off. In a classroom you want both those to be on. That means that people can hear you, including hearing you typing, talking to yourself etc., and people can see you. You can also "manage" other people, which means turn their audio and video feed on or off on your screen. The cool thing is, if you leave them on, you can see and hear them, just like a real classroom but in some ways even better. You can also see, on this screen above, a list of who is there in the "room", and a message board, like when you send text messages.

Here is where to download the Zoom Meeting app/program to install it on your machine (it will also invite you to begin the download process if you go to the zoom site https://zoom.us/ and enter your meeting code).

Apple iPhone https://itunes.apple.com/us/app/id546505307

Android Phone https://play.google.com/store/apps/details?id=us.zoom.videomeetings

Apple Mac Computer https://zoom.us/client/latest/Zoom.pkg

Windows Computer https://zoom.us/client/latest/ZoomInstaller.exe

Of course, on a phone, all this looks smaller. It is possible to use a phone, but we strongly recommend using a desktop, a laptop or a larger tablet/pad. It is also possible to connect your computer to a TV screen for a big-screen experience. Remember that we need to be able to hear and see you, so your device (computer) needs to have a camera facing you, and a built in microphone.

One way to think about the experience is to understand that the Zoom program combines a lot of simpler tools to create a learning "room" experience. Remember, these tools may be used separately OR all these things can be happening simultaneously on your screen.

1) Audio (like a traditional telephone).
2) Videophone (like traditional skype) but with a split screen so you can see several people, as well as just watching the trainer's face.
3) Text messaging.
4) A "Whiteboard" – the trainer can show "PowerPoint" or "Keynote" slides on your screen and write things or draw diagrams in front of you.
5) Sharing files such as videos and documents for you to study at the time or later.
6) Breakout rooms. The trainer can divide the group into pairs or small groups to do an exercise, just like on a live training. Those people can then talk to and see each other as they do some exercise, privately (the trainer may "visit" your breakout room, and you may call them to ask questions, of course). The computer can even randomly assign you to pairs if you choose that option.

To join a Zoom meeting:

If this is your first time using this kind of technology, be gentle with yourself. It is going to be as easy as answering a telephone call. It just takes time to get used to.
1. Open the Zoom desktop client.
2. Join a meeting using one of these methods: Click Join a Meeting if you want to join without signing in.
3. Enter the meeting ID number and your display name. ...
4. Select if you would like to connect audio and/or video and click Join.

This video explains how to join a meeting
https://www.youtube.com/watch?v=fGbpwZNW3oI

Thanking you, Richard Bolstad