Remote Training Delivery Tips

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Produce Safety Educator’s Call #52
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Instructions

• All participants are muted.
• There will be time for questions and discussion at the end of the meeting.
• This session will be recorded and the presentation will be shared via the listserv and on our website after the call.
1. Engage Course Participants

• Definition of engagement
  – The degree of attention, curiosity, interest, optimism, and passion that course participants show when they are learning and being taught
  – The extent to which course participants are interested or actively involved in your content

• Engagement elements
  – Activities that motivate participants to take action
    • Examples: chat, annotate, nonverbal feedback, draw, list
  – Trainers use these elements to enhance learning and encourage participants to contribute to a training conversation
Enable Zoom Meeting Features

Security
Schedule Meeting
In Meeting (Basic)
In Meeting (Advanced)
Email Notification
Other

Annotation
Allow host and participants to use annotation tools to add information to shared screens
- Allow saving of shared screens with annotations
- Only the user who is sharing can annotate

Whiteboard
Allow host and participants to share whiteboard during a meeting

Remote control
During screen sharing, the person who is sharing can allow others to control the shared content

Non-verbal feedback
Allow meeting participants to communicate without interrupting by clicking on icons (yes, no, slow down, speed up). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list until dismissed.

Meeting reactions
Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings.

These options need to be turned on under Settings. Options may vary by license/Zoom version.

Questions? Visit support.zoom.us
Why is the pre-harvest risk assessment discussed in § 112.112 important?

A. So produce is not planted into soil with known hazards
B. Prevents harvest of contaminated produce
C. Less contamination from food contact surfaces
D. Prevents contamination from wind drift or runoff
Reactions / Nonverbal Feedback
Other Zoom Engagement Ideas

• Polling
• Chat box
  – Waterfall chat/chat attack/3-2-1-GO! to give everyone a chance to participate
• Breakouts
  – Can record discussion in a Google doc
Engagement Ideas – General

• Visuals
• Showing demos live or via YouTube videos
• Humor, storytelling
• Games (BINGO, Jeopardy, kahoot!)
• Open-ended questions answered anonymously in Menti or Slido

Go to menti.com and enter code: 39 08 16 1
2. Allow Enough Time for Each Module
Sample Agenda

PSA REMOTE GROWER TRAINING COURSE AGENDA

Trainers

DAY ONE – Date
- 11:45 AM  Log In to Zoom Meeting, Sign In, Audio Checks
- 12:00 PM  Welcome, Introductions, and Course Expectations –
  Module 1: Introduction to Produce Safety - Betsy
- 2:00 PM  Module 2: Worker Health, Hygiene, and Training - Donna
- 3:15 PM  Break
- 3:45 PM  Module 3: Soil Amendments - Ricardo
- 4:30 PM  Module 4: Wildlife, Domestic Animals, and Land Use - Davis
- 5:15 PM  Day 1 Wrap-Up and Questions –
- 5:30 PM  End of day 1

DAY TWO – Date
- 12:00 PM  Welcome and Day 1 Recap –
- 12:30 PM  Module 5: Agricultural Water – Part I: Production Water - Davis
- 1:45 PM  Module 5: Agricultural Water – Part II: Postharvest Water - Donna
- 2:45 PM  Break
- 3:15 PM  Module 6: Postharvest Handling and Sanitation - Betsy
- 4:15 PM  Module 7: How to Develop a Farm Food Safety Plan - Laura
- 5:00 PM  Final Questions, Closing Statements, and Course Evaluations –
- 5:30 PM  End of course
Pros and Cons of Adding Time

• PSA GT Curriculum is content dense and modules are already very long
• Adding engagement elements can break up delivery, providing a better learning environment
• Adding too many engagement elements or not ensuring the added elements positively impact participants, just adds time without improving outcomes
• Choose wisely, plan accordingly, and practice
3. Practice, Practice, Practice
Remote Delivery Differs from In-person Delivery

- Very important to be concise, know the content, and be prepared by practicing
- Engaging participants is different and can be more difficult because you cannot interact with them in the same way
- Practicing ensures the presentation stays on time, that engagement elements work properly, and that the best outcome is achieved
4. Meet as a Training Team
Benefits to Meeting as a Team

• Make sure everyone is prepared
• Prevent duplication and redundancy
• Clarify rolls in the training as there are many tasks that need done
  – Monitoring the chat box, helping with participant technical difficulties, course monitoring, etc.
• 4 Ps – Preparation Prevents Poor Performance
5. Establish a Private Chat Plan
Team Communication is Critical

• Zoom Chat only allows you to private message one person at a time and sometimes you need to reach everyone all at once
• Group texts support communication
  – Reduces risks of communication popping up on the screen while presenting such as through Slack or other computer-enabled communication
6. Assign Course Monitors
Keeping Things Clean

• Continue produce safety practices by keeping things clean during harvest and postharvest handling.

• Consider everything that touches or impacts produce:
  – Packing and picking containers
  – Packing equipment
  – Hands and clothing
  – Postharvest water
  – Buildings (i.e., coolers, storage areas)
  – Transport vehicles
7. Use Real Names in Zoom
Value of a Real Name

• Make sure people are called by the name they prefer
• Build productive peer interactions during the training
• Align course roster with participants to ensure the certificates of completion have the correct name
8. Practice Sharing Screen
8. Practice Sharing Screen
Getting Back to Your PPT
9. Stop Sharing PPT During Q&A
End-of-Module Q&A

Summary

- Contaminated agricultural water has been implicated in some foodborne outbreaks associated with fresh produce.
- Knowing the water quality through long-term testing will help establish management practices for appropriate use of the water.
- If the water IS NOT applied by a direct application method to the harvestable portion of the crop, the risks are lower.
- Extend time between last application of water and harvest to reduce risks, if water quality is a concern.
- Treating water is an option to reduce risks.
- Keep copies of all water test results.
- Document all water management practices.

Which would you rather look at during questions?
10. Know How to Mute/Boot
Mute Participants Upon Entry

Security

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Use Personal Meeting ID (PMI) when starting an instant meeting

Mute all participants when they join a meeting
Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.

Meeting Options

- Allow participants to join anytime
- Mute participants upon entry
- Require authentication to join
- Breakout Room pre-assign
- Automatically record meeting
- Approve or block entry to users from specific regions/countries
Participant Window Tools

• Host and co-host can mute a participant or stop their video by clicking the icon next to their name in the participant window.

• Edit options for entire session at bottom.
Don’t have this? Update your Zoom Desktop App:
https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version-
Additional Resources

• PSA Educator Call May 18 Tips for Remote PSA Grower Trainings (presentation and recording)
  https://producesafetyalliance.cornell.edu/resources/educators-group/

• Preparing to Join a PSA Grower Training Zoom Meeting
  https://producesafetyalliance.cornell.edu/training/zoom/

• Connie’s March 2020 blog post about using Zoom
  https://conniefiskfoodadventures.wordpress.com/2020/03/13/using-zoom-to-engage-your-remote-audience/
We’re Hiring!

• PSA Midwest Regional Extension Associate
• Interested in joining a motivated produce safety team?
• For position description, visit: academicjobsonline.org/ajo/jobs/18040
• Deadline to apply: 3/1/21
Next Meeting

• Next meeting: To Be Decided
  – Will email March call details to the Produce Safety Educators Group listserv
  – Details will also be posted on the Educators Group webpage:
    https://producesafetyalliance.cornell.edu/resources/educators-group/
The PSA Website
http://producesafetyalliance.cornell.edu/
En español: es.producesafetyalliance.cornell.edu