**A drawing of a cartoon character

Description automatically generated**

**GSAE’s Zoom Luncheon Logistics and Back Up**

**The idea**: GSAE had to pivot from an in-person luncheon to a ZOOM meeting for 140 plus attendees on April 15.

**Contents:**

1. Zoom account details
2. Preparation before the event
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6. Follow up email copy and survey sample

**Zoom Account**

GSAE has a paid Zoom account. We had to up our participant count to 500 to accommodate the luncheon registrants. We had 170 + registered; 142 showed up.

* Passcode protected (we used our sponsor’s name)
* Waiting room enabled
  + Host opened the room at 11:58 am
* Everyone muted when they came into the meeting
* Recorded so we could capture chat feed (see below) and distribute speaker answers after the event
* We made the speaker and sponsors “co-hosts” so they could share their screen and mute and unmute as needed
* Breakout table hosts were identified within Zoom and added before the beginning of the meeting. We had pre-arranged 19 room moderators and used every one to keep the breakout room size manageable.
* Randomized assignment for other attendees.
* Sponsor videos for both opening and closing sponsors
* Closing breakout rooms asked a follow up question of attendees
  + We should have included more time for attendees to arrive in the meeting Zoom space at noon
  + We should have accounted for more time for the first breakout engagement

**Preparation – 2-3 hours**

Staff/Volunteers needed: Zoom host to manage videos, waiting room, breakout rooms; moderators for each breakout room; emcee to introduce each segment; Zoom tips expert

* Speaker recorded via Zoom the week before the luncheon
* Sponsor recorded via Zoom for back-up - Jekyll Island Authority
* Sponsor videos received and tested the Friday before the event – from Hyatt Regency Savannah and from Jekyll Island Authority
* Orientation with table hosts the day before the event
* All videos were loaded to GSAE’s YouTube channel, as well as being available on the Zoom host’s hard drive to play during the luncheon itself

**Table Hosts the day of – 15 minutes prior to meeting start**

* + The Zoom host had to be ready to place the table hosts as soon as the emcee began speaking to the larger group
  + Random placement of attendees in breakout rooms
  + First engagement
* Introductions
* Priming questions before the presentation
* Attendee names confirmed in chat box
* Encouraged to use chat box for questions/follow-up
  + Second engagement
* Follow up question based on presentation and responses captured in chat

*Note:* several groups use breakout rooms with pre-assigned participants or completely randomized. Also, be sure to turn off recording if needed in the breakout rooms (ie., we were recording the entire event and will need to edit the breakout room of the host out of the final product).

**Table Host Instructions – sent via email and shared during 30 minute orientation the day before the event**

11:45 - Sign on to the Zoom meeting so we can assign the breakout rooms

12:00 - Joel and Mike will speak first in the main group

Mike will outline some Zoom basics to get everyone acclimated

* Entering your name
* Video
* Mute and unmute
* Using chat box

Once we go into breakout rooms:

1.    Introduce yourself

* Ask everyone to start their video (lower left screen) and audio (also lower left screen or hit your space bar)
* Call on people to introduce themselves verbally
* **You** will make a list of the folks in your breakout room (same people will be there at the end of the presentation)

2.    After the introductions: Ask everyone to consider the following questions as they listen to the speaker

* What practices do you have to bring your company's values into your daily communication?
* Which conversations are most challenging to you? Think of topics, situations and audiences.

3.    Remind folks to grab their handouts and use the chat box for any questions during the speaker.

**After the Speaker**1. Ask everyone to share in the chat box which “hat” they will focus on in the next month and why.

* Communication Coach
* Event Planner
* Public Relations Agent

2. Remind everyone we have one more presentation and a giveaway from Jekyll Island Authority.

Tech questions *now* or before 11:45 am – Zoom host and volunteer, Damian Kavanagh, 404-918-8850 or [damiankavanagh@misbo.com](mailto:damiankavanagh@misbo.com)

**Email Confirmation to Attendees**

Subject: GSAE Virtual Luncheon Confirmation & Details – April 15, 2020 at 12

You are registered to attend the April 15 Virtual Luncheon via Zoom!

**Schedule:** 12:00 pm-1:00 pm

Welcome - Joel Peacock, GSAE Chair

Breakout with Table Hosts

Special Appearance by 2020 Annual Meeting Host – Amir Blattner, [Hyatt Regency Savannah](https://www.hyatt.com/en-US/hotel/georgia/hyatt-regency-savannah/savrs/special-events/meetings)

Keynote Speaker - Laura Camacho, PhD, PMP – *Please see attached handout to go along with Dr. Laura’s presentation*

Breakout Discussion

Sponsor Highlight – Kevin Udell & Maria Trammell, [Jekyll Island Authority](https://www.jekyllisland.com/planevent/)

Closing Remarks - Joel Peacock, GSAE Chair

**Thank You to our Sponsor: Jekyll Island Authority**

**Join Zoom Meeting**

Insert copied calendar invite from ZOOM

*If you have trouble accessing the Zoom meeting, please text staff at (XXX) XXX-XXX.*

**Zoom Tips for a Better Virtual Experience**

**Virtual Access Link: XXXXXXXX**

**Accessing the program from a mobile device (smartphone or iPad)?** Be sure to download the Zoom Mobile app for a better user experience from Google Play or the Apple Store.

* **Sign in early!**Log in early to get comfortable, set up, and get assistance if needed.
* **Can you see the slides? Join by computer or mobile device.**If you call in, you won’t be able to see the presentation.
* **Use the Chat!**Got a question for our presenters? Type your comments and questions in the chat bar during the session. We'll have a session moderator in the room to help!

**For Breakout Rooms & Intros**

* **Orient your view!**Use the Gallery View to see all participants or the Speaker View to only focus on the primary speaker/presenter. Remember to adjust your camera for the best angle of yourself!
* **Not comfortable on camera?**Upload a headshot or stock photo in place of a live video feed! And be sure to include your name under your image!
* **Don’t share your screen!**While we are sure you have lots of interesting desktop icons, don’t accidentally share your screen and let us read your emails!
* **The session has been recorded**and all slides and materials will be available to attendees after the program concludes.

**Display Your Name**Please ensure your name (first and last) are displayed correctly so we can say hello and track attendance for CE credit. Here are steps to change your name after entering a Zoom meeting:

1. Click on the “Participants” button at the top of the Zoom window.
2. Hover your mouse over your name in the “Participants” list on the right side of the Zoom window. Click on “Rename”.
3. Enter your new name in the "New Screen Name" field & click the blue "OK" button.

**Need more Zoom tips?** Check out this article on the Zoom [help page for participants](https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee-)!

**Consent for Use of Photographic Images:**Registration and attendance at, or participation in, GSAE meetings and other activities constitutes an agreement by the registrant to GSAE’s use and distribution (now and in the future) of the registrant or attendee’s image or voice in photographs, videotapes, electronic reproductions and audiotapes of such events and activities.

**Script Notes**

Co hosts – Joel, Mike P., Damian, Dr. Laura, Maria and Kevin

|  |  |  |
| --- | --- | --- |
| Time | Text | Podium |
| 12:00 pm | Welcome and remarks. | Joel |
| 12:02 pm | We are going to go to breakout rooms for introductions and a couple of questions led by your table hosts  ZOOM hints | Mike P. |
| 12:10 | Welcome back, everyone. I’d like to introduce **Michelle Gortemoller,** Director of Sales, Marketing & Events with a special message from our 2020 host property. Michelle?  Michelle will introduce herself and the video.  ROLL VIDEO. | Joel and Michelle onscreen |
| 12:14 | Thank you, Amir and Michelle.  Everyone received a copy of our speaker handouts in your confirmation. We encourage you to use those during the presentation and capture questions in the chat feature. We will also use the breakout rooms again after our speaker.  Our speaker today is Laura Camacho, PhD, a culture fixer. Through her deep interpersonal and intercultural communication expertise, she helps companies create a healthy culture and a better bottom line. A healthy culture is where everyone feels heard, understood and valued.  Dr. Laura speaks and shares screen. Video backup available | Joel and Dr. Laura Camacho |
| 12:45 | Thank you Dr. Camacho. We’ll go back into breakout rooms for the next 5 minutes so y’all can share which hat you plan to focus on. We’ll capture everything in the chat box. | Joel |
| 12:55 | Welcome back. Now I’d like to introduce our luncheon sponsors via video, Kevin Udell and Maria Trammell with Jekyll Island Authority. Roll fab official video. Maria speaks after. | Joel, Kevin and Maria |
| 1:00 | Comments on Jekyll’s video and the value of the GSAE community. Thank you for joining us today. Please check the GSAE calendar and the COVID-19 resource page for updates and our next event. Stay safe, everyone. | Joel |

**Follow up communication contents**

* Survey Monkey sample - <https://www.surveymonkey.com/r/3H38TQW>
* Video links
* Speaker thank you
  + Contact info
  + Chat question & answer doc attached
* Sponsor contact info
* Host property contact info
* “How We Did It” doc attached
* Calendar link for upcoming events

Email subject: Thank you for joining us at the April 15 GSAE Luncheon

Thank you for joining us for the April 15, 2020 Virtual GSAE Luncheon featuring Laura Camacho, PhD, PMP, Corporate Strategist, Trainer & Culture Fixer.

**A huge thank you and shout out to:**

[Dr. Laura](mailto:laura@mixonian.com) Camacho for an excellent and timely presentation. A recording of her session is available here and her handout is attached. Follow up answers to the questions we didn’t get to are also attached, as is our “How We Did It” document with samples and tips on Zooming with your own organizations.

Our Sponsor, [Jekyll Island Authority](http://jekyllisland.com/) – [Kevin Udell](mailto:kudell@jekyllisland.com), Director of Sales & [Maria Trammell](mailto:mtrammell@jekyllisland.com), Sales Manager, for putting together a heart-touching [video](https://www.youtube.com/watch?v=o25GvQ44ncg).

Our 2020 Annual Meeting Host Hotel, [Hyatt Regency Savannah](https://www.hyatt.com/en-US/hotel/georgia/hyatt-regency-savannah/savrs/special-events/meetings) – [Amir Blattner](mailto:amir.blattner@hyatt.com), General Manager and [Michelle Gortemoller](mailto:michelle.gortemoller@hyatt.com), Director of Sales, Marketing & Events. They are ready to [welcome us](https://youtu.be/EbqdSRQxAnI) August 26-28 [(registration available)](https://www.gsae.org/index.php?option=com_jevents&task=icalevent.detail&evid=105).

Damian Kavanagh, Ed.S., CAE for being our Zoom everything and Mike Pennington, CAE for sharing Zoom tips, tricks and etiquette.

*You* for taking time out of your day to participate and experiment with us. We are proud and grateful to have members like you.

**Luncheon Survey:**

Please take a moment to tell us about [your experience](https://www.surveymonkey.com/r/3H38TQW) at the virtual luncheon.

**Prize Giveaway:**

Congratulations to Amy Kane, CAE for winning the Jekyll Island giveaway! Thanks especially to The Westin Jekyll Island for the 2 night stay.

**Take 5 with GSAE Members:**

Created by our Supplier Council Co-Chairs, Sheryl Ehlers and Maria Trammell, we invite you to [take 5 minutes](https://gsae.memberclicks.net/take-5-with-gsae-members-2020) and view fun activities and virtual greetings from fellow members. If you have something to add, just [email us](mailto:jennie@gsae.org).

Thank you again for joining us and stay well!

Wendy & Jennie