Online trainer guide – Introduction

# Slide 1 Introduction and goal setting

This introduction presentation should last about 1 hour depending on size of the group.

# Slide 2 Welcome (5 minutes)

Welcome everyone to the session.

Go through the orientation of Microsoft Teams.

Explain functions in the top toolbar and what they do – People, Chat, Reactions, Rooms, More, Camera, Mic, Share and Leave.

Let customers know when the break will be.

If they have a question, they can raise their hand (Reactions) or ask in the chat. Also explain you will allow time for questions as we progress through the modules. Also explain that as the adviser is delivering on their own, they may not pick up questions in the chat straight away.

# Slide 3 Objectives (5 minutes)

These are the objectives for the session. Talk through them and explain where necessary.

# Slide 4 Our role (5 minutes)

Introduce yourself and anyone else in the meeting, or anyone else who they will meet on their time on the service.

Talk a bit about yourself, your experience and how you are there to support them, but also learn from them.

Discuss Scope employment services in different regions of the UK.

End with your region and the support given.

# Slide 5 Your role (3 minutes)

This slide is about customer’s role on the service and how they can get the most out of it.

Read the expectations listed on the slide.

# Slide 6 Intros (10 to 15 minutes)

This is a time for an icebreaker activity so the group can start to get to know each other. It should last about 10 to 15 minutes depending on the group. It could be a straightforward chat in pairs or a game, something to get the conversation going.

Ask everyone to share their name and 1 or 2 of the following:

* What is your favourite pizza topping?
* What is your favourite ice cream flavour?
* What is your favourite thing to do in your spare time?
* If you did not have to sleep, what would you do with the extra 8 hours?
* If you could be an animal for a day, who would you be and why?
* What is the strangest thing you can find in the room you are in?
* If you could have a superpower, what would it be?
* Tell me something good that has happened this week?
* What is the best piece of advice you have ever been given?
* Tell me about someone who inspires you – famous or personal
* What is your favourite thing to do to relax?
* 2 truths, 1 lie
* If you could have a theme song, what would it be?
* What would be your dream meal? If you had to plan your day in food, what would you eat for breakfast, lunch, and tea?

# Slide 7 Ground rules (10 minutes)

Ground rules are about how we will work together so that we all feel happy and create a positive learning atmosphere.

* What things should we do, and what things shouldn’t we do?

Update this list through suggestions from group. Then following the session, email them to the group, asking them to reply to show they agree to following them.

# Slide 8 About Scope (5 minutes)

The next few slides talk about Scope and our strategy. The slides have minimal detail. You may want to give more information if needed or ask the group before what they know about Scope as an organisation.

Mention other services Scope offer including the helpline, Disability Energy Advice Service, and the online community.

Share more information in customer one-to-ones if needed.

# Slide 9 Be a disability gamechanger (5 minutes)

This Is a video to explain further Scope’s vision to create a society where all disabled people enjoy equality and fairness​.

Play video.

<https://www.youtube.com/watch?v=F8z9jIIeIw8&feature=youtu.be>

Ask the group if they had any questions following this.

# Slide 10 Scope and employment (5 minutes)

Read the slide – discuss this.

# Slide 11 What’s next? (2 minutes)

Explain how long the break will be and what time people need to come back.