Handbook to set up
Community of Practice Sessions

INSTITUTE FOR
HUMAN RESOURCE
PROFESSIONALS

Objective and Purpose

The Institute for Human Resource Professionals (IHRP) had partnered with the Ministry of Manpower (MOM) to roll-out three sector-specific Community of Practice (CoP) on Work-Life Harmony sessions under the Alliance for Action on Work-Life Harmony (AfA on WLH). These sessions were run virtually between May through June of 2021, and garnered over 1000 views.

Based on this experience, we've developed this handbook as a reference resource to help other organisations plan for their own sector-specific CoPs on Work-Life Harmony in the future. The handbook offers detailed instructions, visuals and checklists, as well as sample templates, to ease preparations for these virtual sessions.
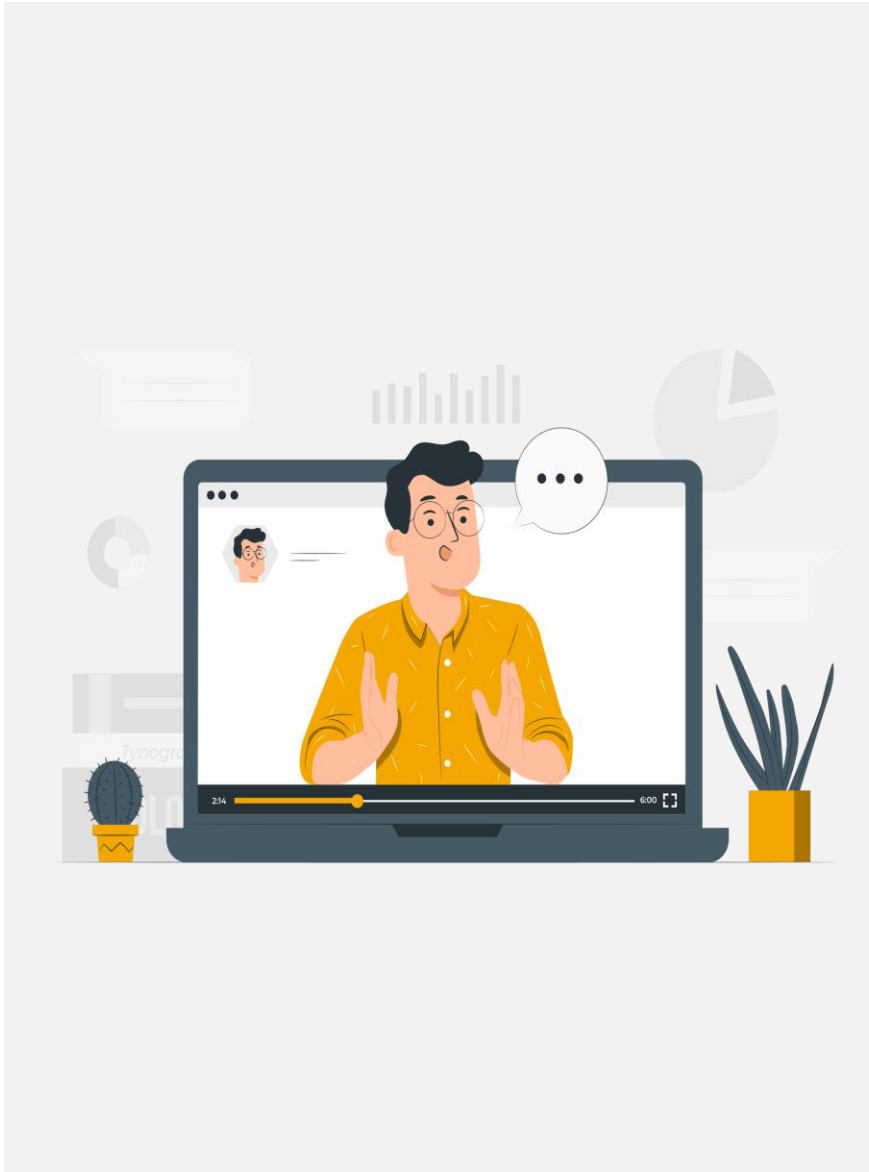
Contents

How to use: to be redirected to the specific section, select and click the page numbers on the right

Appendix

How to use: to be redirected to the specific section, select and click the page numbers on the right

Getting Started
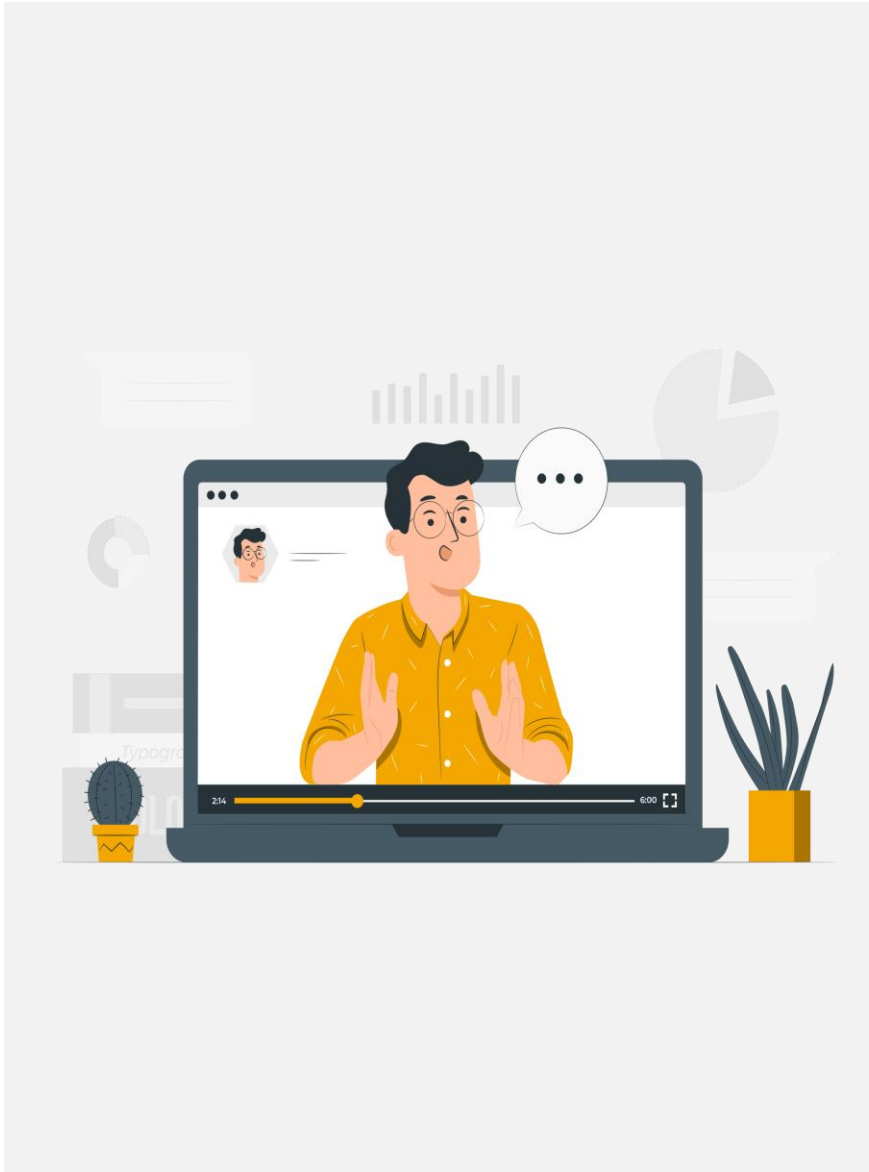
Theme

- Which sector are you focusing on in this webinar and what areas might the sector need greater guidance in achieving WLH?
- What resources do you have available on the subject?
- What are the key WLH takeaways you hope participants will learn from the session?
- If this is a series, what is the storyline connecting each session?

Diversity

- Who will be speaking?
- Do they have the relevant experience? E.g. have they implemented successful WLH initiatives and are able to share the results/outcomes?
- Is there a good balance/mix of speakers on the panel? E.g. business vs HR leaders, male vs female speakers, MNC vs SMEs, local vs regional vs global perspectives?

Audience

- Who is the target audience?
- What are their professional backgrounds?

Logistics

- Which reach-out/marketing channel is the best to connect to the target audience?
- What is the optimal duration for the session? Typically, if it's a panel dialogue of 3-4 speakers, it typically takes 1 – 1.5 hours
- What webinar platform will be used to host the session?
- Should there be feedback surveys sent to review takeaways from sessions? (e.g. pre-session survey, in-session polling, post-session feedback, etc.)

Theme: Selection Criteria

Checklist

Define the topics or angle that you would like to cover on Work-life Harmony
Work-life Harmony is a vast topic, so rather than cover the general topic in a broad brush manner, it might be helpful to create a webinar series, which allows you to deep-dive into specific segments. Panellists may also feel less overwhelmed about having to cover such a broad gamut, and can zoom in from specifically on 1-2 key programmes they have rolled out

Identifying the right organisations and speakers.
Consider if you have any experienced speakers in your network who have implemented work-life harmony good practices. If there are no speakers in your immediate networks, consider looking at organisations who have adopted the Tripartite Standard on Work-Life Harmony or other similar credentials.

Recommended Resources and Tools
What resources or tools can you recommend to enhance work-life harmony and do you have speakers available who have benefitted from such tools

Alignment
What other components can you introduce to deepen the conversation on this topic? Are you able to align the different segments together in a coherent story line?

The First Meeting

The first meeting between the organisers and the supporting partners is arguably the most important step in organising the session. This is where you will be aligning the expectations of how the session will be run, align objectives of the session etc

Please refer to the checklist for what to discuss during the first meeting, which is held approximately 2 – 3 months prior to the session.

Things to Consider

Objectives of the session	☐	Next Steps and Corresponding Deadlines	☐
Consider specific sectors/industries	☐	Moderator Questionnaire	☐
Overall Narrative	☐	Post-webinar Feedback Form	☐
Key Topic and Takeaways	☐		

Optional

Potential Moderator and Speakers	☐	Pre and Post Session Participants Polling questions	☐
Potential Audience *e.g. employers, HR professionals, employees*	☐	In-session Polling questions	☐
Responsibilities of each organising partner *Sourcing panellists, sending invites to their networks, designing the EDM etc*	☐		

See samples in the next page

Samples

Questions that can be shared for the Moderator's consideration

Invite panelists to share how work-life initiatives and practices are implemented in their company, if any.

Motivation and Benefits

- What was the impetus for your company to implement work-life initiatives and practices?

- Have you personally benefitted from any of the work-life initiatives and practices at your company? What do you do to walk-the-talk in caring for your own or your employees' work-life harmony?

- Do you foresee companies offering work-life initiatives and practices being able to achieve greater success in talent attraction and retention, vs. the companies that do not offer them?

Implementation challenges

- What are some challenges faced in implementing/adopting work-life initiatives and practices in your company?

- How did you overcome the challenges faced in implementing and ensuring effective and productive use of work-life initiatives and practices?

- How have employees responded to work-life initiatives and practices offered by the company?

- What advice or guidance can you share with companies who are either hesitant or struggling to implement work-life initiatives and practices at their workplaces?

Samples

Post-session Feedback Form

This is to measure how participants felt about the session and to note of any improvements to be made for the next round

- How would you rate the session?
- How informative was the content?
- Do you think that the content of today's session was relevant to you?
- How well did the session meet your expectations?
- What key insights did you gain from this session?

And other questions as needed for your purposes. Feedback forms can be created via Microsoft Forms or Google Forms.

Note:
Rating scores can reflect 1 – 5, with 1 = very dissatisfied and 5 = very satisfied

Pre-Audience Polling questions (optional)

This is to review the takeaways / impact of the sessions in shifting mindsets / spurring action.

For Employers and HR professionals
- What types of FWAs does your company currently provide?
- What are the key motivations for implementing FWA(s) in your company?
- What challenges does your company face in implementing FWA(s)?

For Employees
- Which of the following FWA(s) do you require/hope to be implemented in your organisation?
- What discourages you from utilising the FWA initiatives offered?
- What changes in your company would better encourage you to utilise work-life harmony initiatives?

Note: Feel free to add other questions as applicable. Feedback forms can be created via Microsoft Forms or Google Forms and shared in the EDM.

Samples

Post-Audience Polling questions (optional)

This is to evaluate the usefulness of the session and outcomes from it e.g. mindsets shifts etc

For Employers and HR professionals
- Following today's session, on a scale of 1 – 7, how likely are you to implement new or additional work-life harmony initiatives for your company?
- Following today's session, on a scale of 1 – 7, how likely are you to embark on efforts to positively change leadership mindsets and workplace culture to support the adoption of work-life harmony initiatives?
- Which of the following work-life harmony initiatives would you look into introducing or enhancing at your workplace?

For Employees
- Following today's session, which of the following actions will you be keen to pursue?

Note: Feel free to add other questions as applicable. Feedback forms can be created via Microsoft Forms or Google Forms and shared in the EDM.

In-session Polling questions (optional)

S/N	Question
	Pre-panel session
1	On a scale of 1 – 7, how important do you think leadership mindsets are in supporting work-life harmony initiatives?
2	On a scale of 1 – 7, how important do you think the workplace culture is in supporting work-life harmony initiatives?
3	On a scale of 1 – 7, to what extent do you think there is scope to implement or enhance work-life harmony initiatives in your company?
	Post-panel session
4	What actions would you commit to supporting work-life harmony initiatives in your company? • Start offering work-life harmony initiatives at my workplace • Offer additional work-life harmony initiatives at my workplace • Promote the benefits and adoption of work-life harmony initiatives at my workplace • Enhance measures to facilitate the utilisation of work-life harmony initiatives at my workplace • Not sure as of now

Note: It is helpful to reflect these questions on a slide, so the audience has an idea before the poll is launched on the webinar platform

Key Elements in Reaching Out

Branding

Who are the partners supporting this session? Inclusion of logos are good to demonstrate credibility and relevance of the session e.g. include names of supporting partners (see samples on the right indicating the logos of the respective partners)

Visuals

Include visuals and information of speakers to pique the interests of potential participants. This also gives them the opportunity to hear from experienced leaders, who can share practical guidelines and lessons learnt from implementing the WLH programmes

Session Details

A short synopsis describing what participants can look forward to and what will be discussed. Also include 'when' and 'where' and the registration link for the event

Key Learnings

What can participants get from the session? e.g. key learnings points or membership perks if the session is being shared with a specific community, what are the recommended WLH tools they can use immediately after the session.

The first EDM to be sent out to the participants should be sent at least 3-4 weeks in advance, and a follow up reminder email at least 1-2 weeks in advance.

Note: Even if not all panellists have been finalised, it is recommended that the first EDM be sent out first with just the event synopsis, date and time. This will allow for attendees to "save-the-date". Once panellist details are finalised, the pictures can be shared in the follow up reminder EDM.

Sample EDM

The Alliance for Action on Work-Life Harmony's Webinar:
Sustaining and Enhancing Flexible Work Arrangements in the Food Services Sector
14 May 2021, 5pm – 7pm

Organised by   MINISTRY OF MANPOWER   ntuc   SNEF   TAFEP   IHRP

Flexible Work Arrangements (FWAs) will continue to be a workplace trend, especially given the recent tightening of COVID-19 restrictions. However, the widespread adoption of work-from-home arrangements has demonstrated its feasibility as well as benefits. For instance, employees can spend more time with their families and less time commuting to work. Employers also found that employees could still work effectively while working from home. Hence, it is imperative that employers continue to explore how best to implement programmes to sustain FWA moving forward.

Whilst some organisations are able to apply FWA seamlessly, some businesses may face greater challenges, especially those who deploy front line employees in essential or consumer-facing services such as the food services sector. As such, we invite you to join this session to gain practical insights from our panel of HR leaders, who will share how they have made FWAs possible for the food services sector.

Alliance for Action on Work-Life Harmony Tripartite Co-Leads

Yeo Wan Ling
Director
National Trades Union Congress (NTUC)

Gan Siow Huang
Minister of State
Ministry of Manpower (MOM)
Ministry of Education (MOE)

Bicky Bhangu
Council Member
Singapore National Employers Federation (SNEF)

Moderated by

Evelyn Kwek
Managing Director
Great Place To Work

Meet the Panel

Andrew Chan
Co-Founder and Managing Director
The Soup Spoon Pte Ltd

Angelina Chua (IHRP-SP)
First Vice President, Group Human Resource / Group Data Protection Officer
Yeo Hiap Seng (Yeo's)

Irene Tay (IHRP-SP)
Head, Human Resources
Kentucky Fried Chicken (KFC) and Pizza Hut

Highlights from the session:
- Remarks by the AfA on WLH tripartite co-leads, Ms. Yeo Wan Ling (Director of NTUC U SME and Women & Family Unit and Member of Parliament), Ms. Gan Siow Huang (Minister of State, MOM and MOE) and Dr. Bicky Bhangu (SNEF Council Member and President of Rolls-Royce, South East Asia, Pacific & South Korea).
- Panel sharing on FWA implementation by HR leaders in the Food Services sector.
- Audience sharing and Q&A

This session is open to all IHRP certified professionals from the Food Services sector, as well as others interested to hear more about FWA standards and application. IHRP certified professionals can log 2.0 CPD hours by attending this virtual session.

Please note that this event is by-invite only. Hence, please do not forward this invitation beyond the IHRP certified community

Indication of Interest
If you have an interest to learn and be equipped on implementing FWAs, please register your interest in the session below. We look forward to having you join us in our sector-specific communities of practice (CoP) on implementing FWAs in the Food Services sector to learn about implementing FWAs and strengthening work-life harmony at your workplace and community.

Should you not be able to join us but would like to share your experience with others on implementing FWAs in the Food Services sector, you may also email your views to bernice_phoon@mom.gov.sg.

Invites to Moderators and Panellists

Refer to the template on the right on how to create an invitation to be sent out to potential panellists and moderator.

- **Background context** of the session and the **objectives**
- **The specific focus/topic** for the session
- Highlight **why the company was chosen** to share
- **Indication of interests** for invitee to confirm their attendance as panellists and the next steps

Once panellists have responded, it is recommended to confirm and reserve their timings for the next follow up at the soonest to be respectful of their busy schedules.

The next follow up should be a meeting with the moderator and the rest of the team (see the section on dry runs on page 25) but in the meantime, continue to liaise with the panellists to probe for more in depth sharing.

Background context and objectives

Specific focus or topic of the session (e.g. different types of Flexible Work Arrangements (FWAs), mental well-being in the workplace)

Reason why the company was chosen (e.g. based on research on best-practices on articles/interviews, the company was highlighted)

Share the date/time of the session and seek their confirmation if they/appropriate company representative will be available

Probe a bit more to get additional details/specifics regarding the WLH initiatives, implementation lessons learned and outcomes achieved. This can provide the moderator with insights on how to highlight different angles during the panel dialogue)

Sample Invite to Panellists

Subject: Sector-specific CoP on sustaining and enhancing FWAs in the Food Services sector

Dear <name>
We would like to extend an invitation for you to join us at the sector-specific Work-Life Harmony Communities of Practice (CoP) session as a panellist. The session will focus on the topic of "**Sustaining and enhancing flexible work arrangements (FWAs) in the Food Services Sector**".

Broadly, FWAs can be classified into three categories:
a. Flexi-time (e.g. staggered working hours, time-banking and compressed work week)
b. Flexi-load (e.g. job-sharing arrangements and part-time work)
c. Flexi-place (e.g. telecommuting and work-from-home

The Food Services Sector seem to face greater challenges in implementing FWAs. This could be due to the nature of frontline work involved where workers would be less suitable for certain types of FWAs such as telecommuting. However, while workers in frontline work might not be able to adopt flexi-place, they would be able to adopt flexi-time and flexi-load options.

As such, we would like to find out more about how your company has implemented FWAs and see if such best practices could be useful learning points for others:

Some sample focus areas to consider for panel dialogue sharing:
- What forms for FWAs does your organisation offer to your employees or proactively incorporate as part of your HR manpower planning strategy?
- What were some challenges faced in offering these FWAs? How did your organisation overcome these challenges to ensure the effective and productive use of FWAs?
- How have these FWAs benefitted your organisation and/or employees?
- What is the percentage of employees in front-of-the house or back-of-the-house roles, and what is the proportion making use of FWAs respectively? What types of FWAs are typically used?
- Do you offer FWA for both full-time and part-time employees?
- Do you make use of technology (e.g. scheduling systems) to ensure you are able to balance staffing needs with flexible scheduling requirements of your employees?
- Do you offer different remuneration/employment support schemes vis-à-vis back of the house roles to make up for the front-of-the-house worker's inability to access certain FWAs (e.g. telecommuting)
- Do you offer more forms of FWAs to back-of-the-house employees?

Invites to Audience

Refer to the template on the right for a sample of the key elements within an EDM.

- **Event Banner** to include date and time, logos of supporting partners, session title

- The **synopsis** in the EDM should include a background context of why the topic is important and how WLH can benefit organisations.

- Although there are only 3 place holders in the template, organisers can have more than 3 panellists, depending on the preference of the moderator as they will need to ensure ample time for each panellist to share

- **Key takeaways** can be in bullet points

- **Indication of interest** to include link to registration form, RSVP deadline, and contact information for participants to direct queries to before closing with a "thank you"

Event Banner
(include date and time, logos of supporting partners, session title)

Session Synopsis
(keep it short and captivating – provide a gist so audience can get a sense of what it's about)

| Moderator | Panellist | Panellist | Panellist |

To include, picture, job title and organisation

Key Takeaways
(can be in bullet points)

Indication of Interest
(Link to registration form, contact information for queries and a thank you note)

See samples in the next page

Sample EDMs for the 3 sectoral CoP sessions

Considerations to choosing a suitable platform

Consider platforms which allow the usage of engagement tools, effective use of such tools will help panellists understand audience's interest and shape their sharing accordingly during the session.

Duration

How long will the session be? We recommend sessions to last between 1 to 1.5 hours to maximise audience engagement

Audience Engagement

What is the level of interaction envisioned during the session? What is the purpose? (e.g. helping panellists understand audience's interest and shape sharing accordingly)

Note: "Chat Storm" is when the facilitator gets the audience to type their comments into the chat and hit send at the same time. The facilitator can then read off some of the comments as it comes through.

Engagement Tools

What engagement tools will be used during the session? E.g. polls, Q&A, quizzes, whiteboards etc. Typically, for large audience size (i.e. > 50 participants), it is better to use polling questions or a "chat storm" to engage them.

*There are many webinar platforms available. As each organisation have their own considerations, it is recommended to select the platform that best suit your needs. In this guide, we will be elaborating on Zoom, as it was the primary platform that was used to host the Alliance for Action on Work-Life Harmony sessions.

Zoom Meetings vs Zoom Webinars (1 of 2)

Depending on the audience size and type of dialogue, organisers can have the option between using a **Zoom Meeting** or a **Zoom Webinar**. See below for a more detailed comparison of functionalities to guide on which one is more appropriate for your session.

Feature	Meeting (up to 100 participants*)	Webinar (up to 1000 participants*)
Participant roles	• Host and co-host • Participant	• Host and co-host • Panellist • Attendee
Audio sharing	• All participants can mute/unmute their own audio • Host can mute/request to unmute participants • The Host can set all participants to mute upon entry	• Only the Host and panellists can mute/unmute their own audio • Attendees join in listen-only mode* • The Host can unmute one or more attendees
Video sharing	All participants	Hosts and panellists
Screen sharing by panellists	Attendees can screenshare	Only hosts and panellist can share screen. Screensharing not possible by attendee
Email reminders	N/A	If registration is enabled, auto reminders can be sent to attendees who registered for the webinar. Reminder email options include 1 hour, 1 day or 1 week to registered attendees
Chat	✔	Chat can be configured to be either switched on or off

*It is not as interactive as a "meeting" but it is easier to manage and the host/co-hosts can unmute attendees who wish to speak (indicated by 'raising' their hands). Note: Host can only turn on "audio" for attendees, but attendee video will still be disabled.

Zoom Meetings vs Zoom Webinars (2 of 2)

Depending on the audience size and type of dialogue, organisers can have the option between using a **Zoom Meeting** or a **Zoom Webinar**. See below for a more detailed comparison of functionalities to guide on which one is more appropriate for your session.

Feature	Meeting (up to 100 participants*)	Webinar (up to 1000 participants*)
Meeting reactions	✔	Only raise hand
Q&A	N/A	✔
Annotation, Polling, Registration and Recording	✔	✔
Breakout rooms	✔ This function is available but may be time consuming to split everyone into groups	N/A
Practice session	N/A Note: **No practice session** available for zoom meetings, which means for each practice session, meeting settings have to duplicated manually e.g. polls	✔ Note: A webinar **practice session** allows you and your panellists to get set up and acquainted with **Zoom** webinar controls before starting your webinar.
Waiting room	✔ Note: The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one, or hold all attendees in the Waiting Room and admit them all at once	N/A Note: Attendees will be waiting at the "lobby" until the host starts the webinar

* The capacity for the Zoom Meeting or Zoom Webinar is dependent on the plan that you purchase from Zoom. There are also optional add-ons for consideration if organisers need specific requirements. More info can be found at https://zoom.us/pricing

Setting Up

Going into the Settings

Before scheduling a webinar/meeting, ensure that all the necessary functions have been switched on.
See some essential functions below:

Chat

Allow meeting participants to send a message visible to all participants

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.

Webinar Polls

Allow host to use 'Polls' in webinars. Hosts can add polls before or during a webinar.

Other essential functions include **screensharing**, **Q&A**, **Breakout room**, **virtual background**, types of **recordings** etc. This is dependent on the type of session that is being held

Note: Please ensure to enable the "**Allow removed participants to re-join**" has been enabled in case panellists and participants get accidentally kicked out during the session. Otherwise, the speaker will be blocked from the webinar and need to use another email address to get back in.

PERSONAL

Profile

Meetings

Webinars

Recordings

Settings

ADMIN

> User Management

> Device Management

> Room Management

> Account Management

> Advanced

Meeting   Recording   Telephone   Collaboration Devices

Security

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Security

Security

Require that all meetings are secured with one security option

Require that all meetings are secured with one of the following security options: a passcode, Waiting Room, or "Only authenticated users can join meetings". If no security option is enabled, Zoom will secure all meetings with Waiting Room. Learn more

Per new security guidelines, you cannot change this setting. Please contact your account admin for more information.

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Setting Up

Step 1

Step 2

Scheduling a Zoom webinar

Select "**Webinars**" in the side bar, followed by "**Schedule a Webinar**" on the far right

Enabling webinar options

Select the settings required for the session:

- **Q&A** will enable the Q&A box for participants to submit their questions
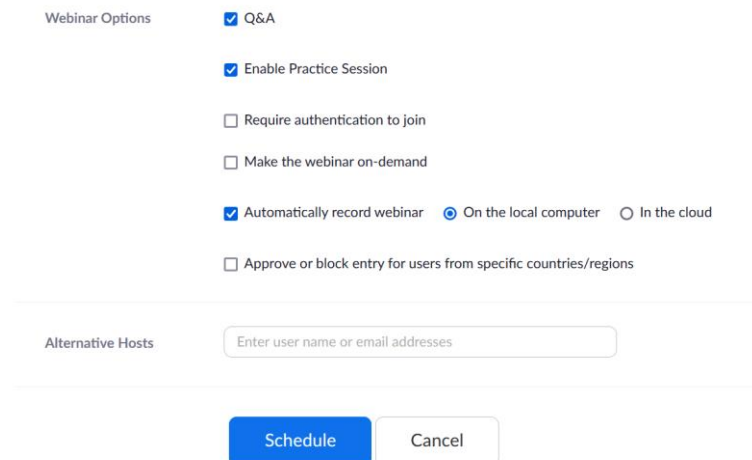
- **Enable Practice Session** will enable organisers and speakers to meet up for a practice session, prior to launching the webinar to all attendees. This will allow for a final pre-session briefing, which is highly recommended

- **Automatically record webinar** will enable the session to be downloaded directly on to your computer or downloaded into the cloud storage in Zoom

Usually, we would recommend downloading into the cloud as each recording is quite large. Organisations can share the recording with the participants. But we recommend organisers to not enable the "**make the webinar on-demand**", as it takes time to edit the recording (e.g. to splice out any confidential content inadvertently shared by the speaker, speaker to clear PR/Corporate Communications, etc.) Typically, the edited recording will be posted onto YouTube/website and the URL is shared with participants via the post-session follow-up email

Setting Up

Step 3
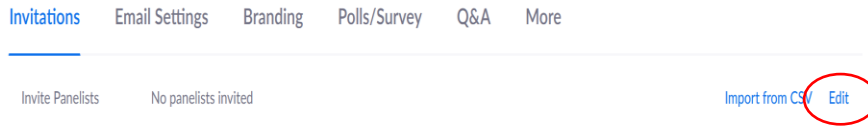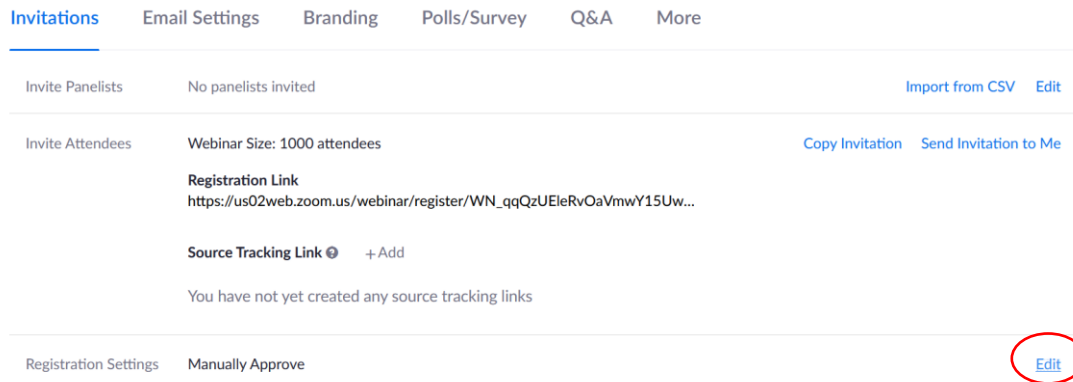
Generating Panellist links (see more in Appendix)

Once you have confirmed who will be attending as moderator and panellists, select "**Edit**" to generate panellist links that will help them bypass the registration process. Links also need to be generated for the organising team as they will be the support during the session (answering Q&A of more procedural questions and tech support).

Step 4

Enabling and editing registration landing page

Edit Registration settings to monitor RSVP rates.
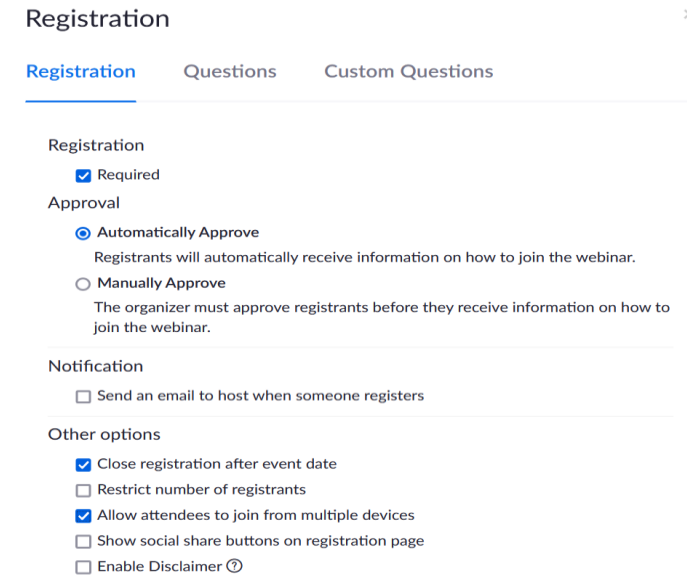
Setting Up

Step 5

Registration ✕

Registration | **Questions** | **Custom Questions**

Add Registration Fields

First Name and Email Address required.

☐ Field ☐ Required

Step 6

Invitations | **Email Settings** | Branding | Polls/Survey | Q&A | More

Select Email Language:English .... Edit

Email Contact: IHRP Account, community@ihrp.sg .... Edit

Invitation Email to Panelists .... Edit

Confirmation Email to Registrants Send after registration approval .... Send me a preview email | Edit

Reminder Email: Send 1 hour and 1 day before webinar .... Send me a preview email | Edit

Follow-up Email to Attendees: Send 1 day after the scheduled end date .... Send me a preview email | Edit

No follow-up email to Absentees .... Edit

Customise registration landing page

Use the two buttons indicated to customise your registration landing page. To confirm that the changes have been reflected, follow the path: **Save All → Invite Attendees →** copy and paste the "**Registration Link**" into a new tab, this will be the link to be inserted into the EDM for participants to RSVP for the session (refer to "key elements in reaching out")

Invite Attendees | Webinar Size: 1000 attendees

Registration Link
https://us02web.zoom.us/webinar/register/WN_qqQzUEleRvOaVmwY15Uw...

Source Tracking Link ❓ +Add

You have not yet created any source tracking links

Access email settings and enable email reminders

Edit Email Settings

- **Select Email Language:** English

- **Email Contact:** this email will indicate to the participants who they can direct their enquiries to

- **Invitation Email to Panelist:** you can edit how the email will be reflected on the panelists' side when they receive it

- **Confirmation Email to Registrants:** a confirmation email with a unique zoom link will be sent to each participant after they have registered. You can customise how the confirmation email will look like when it is being sent

- **Reminder email:** a reminder will automatically be pushed out by zoom to the registrants, pick between 1 hour before, 1 day before or 1 week before the webinar start date and time.

- **Follow up email to Attendees:** customise the follow up email to attendees

- **Follow up email to Absentees:** this field is optional and cannot be customised
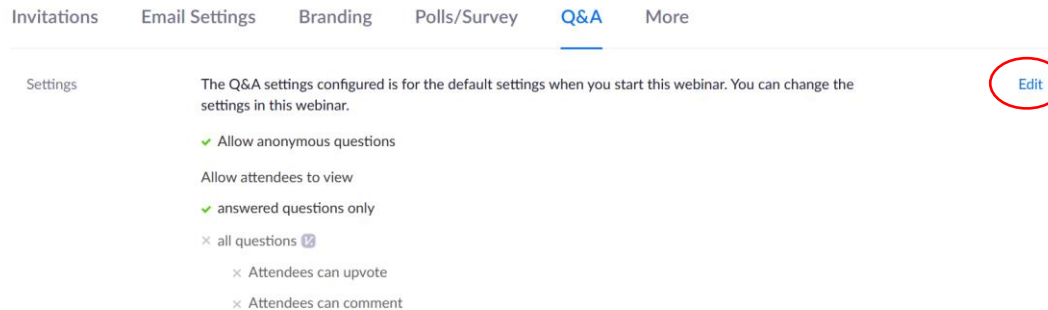
Setting Up

Step 7
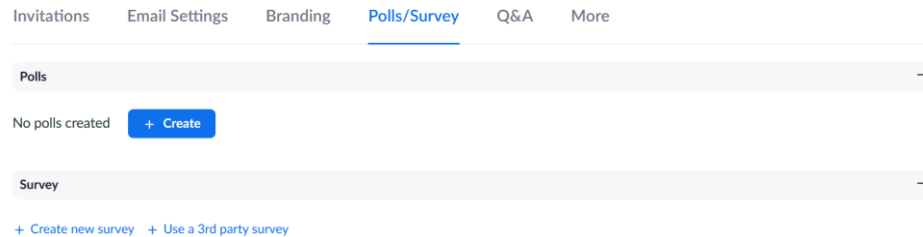
Enable polling function (see more in Appendix)

Go to this segment to create polls for the session. Polls are a good way to increase engagement and get the overall sentiments of the participants quickly. Typically, it would be good to let the poll run for about 1-2 minutes. The moderator will not be able to see the results until the polling ends.

Step 8

Enable Q&A function

Edit **Q&A** Settings
- Configure the settings to allow participants to ask questions anonymously / view answered or all questions / upvote and comment on questions

*Note: You need to enable **Q&A** under "**Personal → Settings**" first - otherwise even if you edit the settings here, it will not show up during the session.*

Dry Runs

It is important to schedule dry runs with the panellists and moderator for them to get acquainted, align talking points and prepare for potential Q&A.

When: Between one to two weeks before the start date
Where: on the chosen platform. Even though it is possible to use the "practice session" on your slot if you use zoom, It is best to create a separate slot for the dry run to ensure that the actual session does not get "started" accidentally
Who: organising team, moderator and panellists and support team

On the actual day, it is also recommended for the organising team, moderator and panellists and support team to come in at least 30 to 45 mins earlier for a pre-session briefing where you use the "**practice session**" to go through the session flow. Once everyone is ready, click "Start Webinar" to allow the registrants to log in.

Dry Runs

This might be the first time that the organising team, moderator and panellists will get to meet each other prior to the session. To ensure a productive session, please refer to the checklist below for your preparations

Dry Run Checklist

Facilitate intro amongst organising team, moderator and speakers

Get speakers to test virtual background and audio

Moderator to:
- facilitate intro amongst organising team, moderator and speakers.
- confirm session theme and run through flow
- get speakers to highlight key points they wish to share for the session
- Align the panel on their talking points
- Discuss some back-up questions for the Q&A

Confirm log-in time to ensure everybody is in before webinar start time

What to prepare

Provide RSVP stats

Prepare virtual backdrop for speakers

Collate speaker slides before or after this dry-run session (ideally before, so slide flow can be tested and speakers understand what will be presented)

Who to involve

Organising Team

Moderator and Panel

Q&A Support Team

Tech Support Team

Prep for the Actual Session

It's finally the day of the session, before you begin, please have the refer to the checklist below to ensure a smooth session

1. Prep for the session

Ensure that the host is running the session from a venue with a stable Wi-Fi connection to minimise risks of the connection dropping during the session

Ensure that charging outlets are available and near you at all times

Set up a WhatsApp group to communicate with the team/speakers in the case of any emergencies, or if there could be audio lags or connection issue that the speaker is unaware of

Create one master deck and delegate one person to controlling the masterdeck (it is recommended to only have one person controlling the slides during the session to minimise lags or technical issues); ensure the back-up team member also has the deck

Prepare pre-session music (e.g. classical music) to be played as participants are streaming into the session, as sometimes participants think their audio doesn't work if they hear silence when they enter the session

2. Trigger the **Practice Session**

Conduct a final pre-session briefing 30-45 minutes before the session to do a final run through of the session and sort out any technical issues. Also this ensures speakers are in and fully settled, prior to the session start

Get speakers to check that their Virtual Backgrounds work and test their audio

If you have time, this would be a good time to get a group photo as well, as some speakers need to leave directly after session ends and you will miss the opportunity for a group photo

Prep for the Actual Session

It's finally the day of the session, before you begin, please have the refer to the checklist below to ensure a smooth session

3. Start the actual session

Trigger "Start the Webinar" to begin to session	
Play music as people are streaming in	
Pin panellists during the panel discussion, so that all panellists are visible to the audience	
Monitor Audience numbers and drop off rates	
Monitor the chat, routing Questions to the Q&A box and settle any IT issues	
Triggering polls, sharing results and closing polls	
Close the session	

Prep for the Actual Session

Sample: Starting Practice Sessions and Webinar
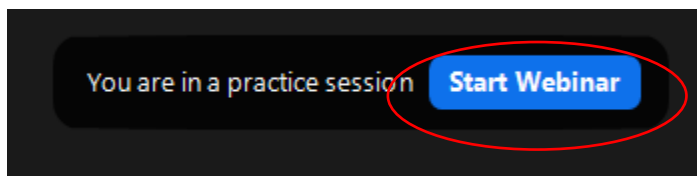
*You will see this in the top bar when you start the practice session, only trigger once everyone is ready and participants are allowed to come in
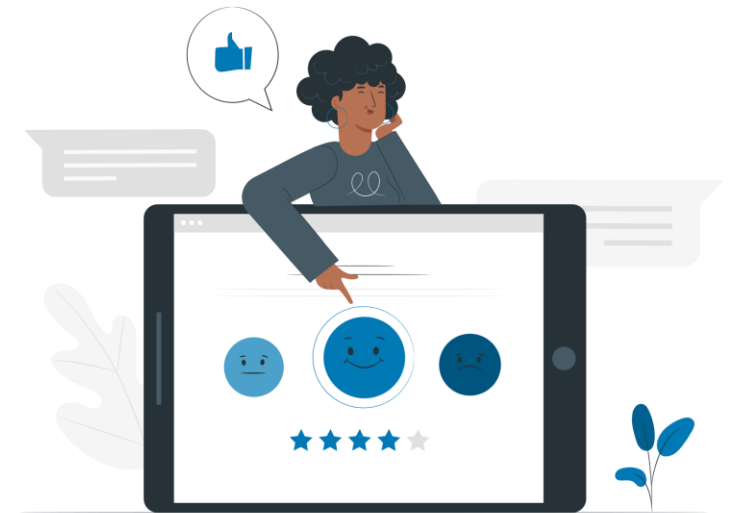
Post Session Survey

Once the session has been completed, it is recommended to include a **post session survey** for attendees to share their takeaways from the session and how it can be improved.

The survey can either be shared via QR code at the end of the session (if there is a presentation deck) or it can also be inserted into zoom so that when people leave the session, zoom will automatically redirect them to the survey link. See the sample on the next slide. Link to **QR Code generator** can be found in the Appendix

Note: It has been observed that participants are more likely to send in their feedback when included at the end of the session or if it is sent shortly after the session, hence having them be redirected to the link immediately is a preferred and timely way to gather feedback.

Post Session Survey

Sample

Click edit to include the post-session survey

APPENDIX

Alternative Webinar Platform Options

For the AfA for WLH CoP Webinars, the platform used was Zoom. Hence, the guidelines in the appendix refer to Zoom functionality. However, there are other Webinar Platforms available in the market. Below highlights some of the three more popular ones.

Teams Meeting

Participants can view the content and optionally engage with the presenters. Audience engagement is in the form of reactions, posting in the chat, or answering poll questions. Learn more here

Blue Jeans

Apart from video and audio-conferencing functions, it includes integrations that enables users to connect their calendars, link their workstream collaboration apps. Learn more here

Webex

Moderators or panellists are able to overlay themselves over the content to enhance virtual presentations. Additional features include cloud calling features and call routing features. Learn more here

Zoom: How to share attendee links

If you have enabled "registration", all participants who require an attendee link to login to the session have to sign up via the registration page. If you have colleagues who have expressed interests in attending the session but do not require a panellist link, please take note of their names and encourage them to sign up using the registration link. You can then remove their names from the attendee report (see section on **How to generate reports from Zoom**) afterwards before you do any analysis on participation rates.
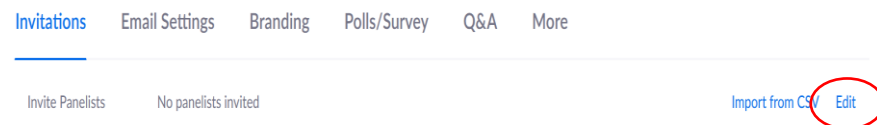
If the session does not require registration, you may provide the webinar ID and room password (if any) to participants to log in. This is recommended only if you are having a smaller discussion group where you will be doing personal reach outs to invited participants

Zoom: How to generate panellist links

Step 1

Invitations   Email Settings   Branding   Polls/Survey   Q&A   More

Invite Panelists   No panelists invited   Import from CSV   Edit

Go to invitation → edit

Step 2

Panelists   ×

Invite a person or a Zoom room as a webinar panelist

Name	Email/Zoom Rooms	
Name	Email Address	Delete

Add Another Panelist

☐ Send invitation to all newly added panelists immediately   Save   Cancel

Generating panellist links require both an email and name. Each link is unique to each email, hence if someone requires an additional link as back up, they need to provide two emails

Send Invitation to all newly added panellists immediately: after saving, zoom will automatically send a push to panellists. However, this is usually not recommended as panellists may lose the emails when you send the emails out too early on. We recommend sending a calendar invite email to the respective panellists, so that their calendar is booked and they can access the link from there instead

Click "save"

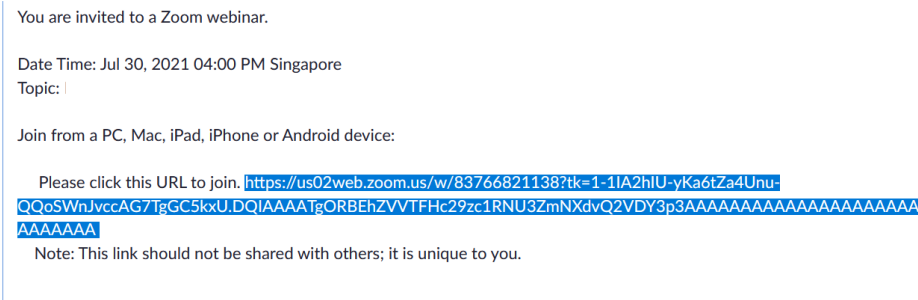# Zoom: How to generate panellist links

Step 3

Resend **Copy** Delete

Once you save, zoom will automatically bring you back to the main page, go to edit → select panellist name → copy

Step 4

You are invited to a Zoom webinar.

Date Time: Jul 30, 2021 04:00 PM Singapore
Topic:

Join from a PC, Mac, iPad, iPhone or Android device:

  Please click this URL to join. https://us02web.zoom.us/w/83766821138?tk=1-1IA2hIU-yKa6tZa4Unu-QQoSWnJvccAG7TgGC5kxU.DQIAAAATgORBEhZVVTFHc29zc1RNU3ZmNXdvQ2VDY3p3AAAAAAAAAAAAAAAAAAAAAAAAAA

  Note: This link should not be shared with others; it is unique to you.

Copy will lead you to an automatically generated invite from zoom, copy the link → paste into your meeting invites for easy reference

Zoom: How to use polls

Step 1
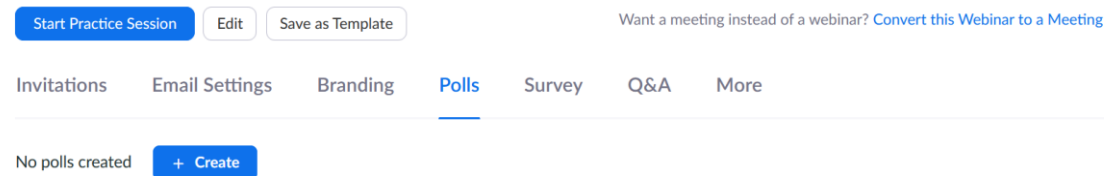
Create polls

Go to polls → create

Step 2
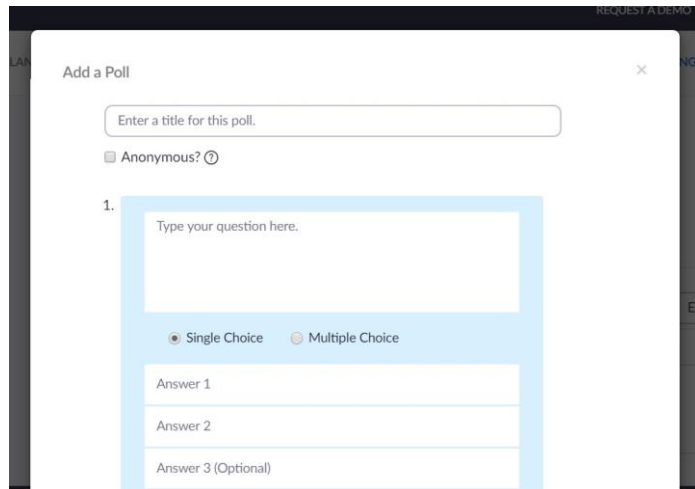
Setting up polls

Enter a title and question. The title is there to help you identify the poll you want to use during the session. Decide whether you want participants to select one answer (single choice) or multiple answers (multiple choice). You can also make the poll anonymous.
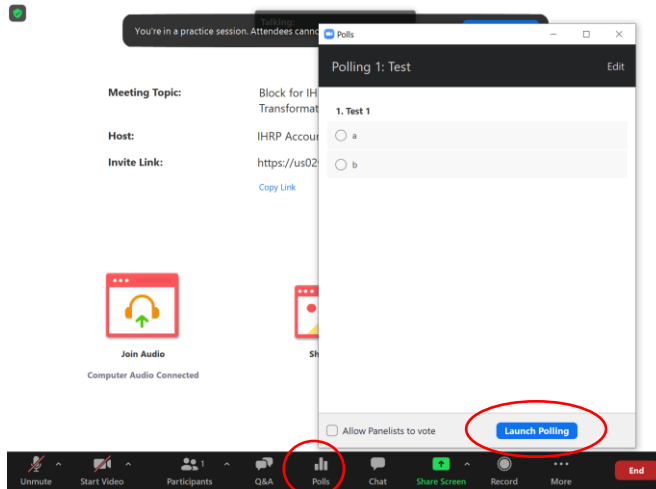
To add a question to this poll so that participants are prompted to answer both questions at the same time, select "Add Question."

Click "save" and repeat steps to add more polls

Zoom: How to use polls

Step 3

Launching polls

Select the "Polling" option in the menu bar during a Zoom session.

Select the poll you'd like to launch and click "Launch Poll."

Step 4
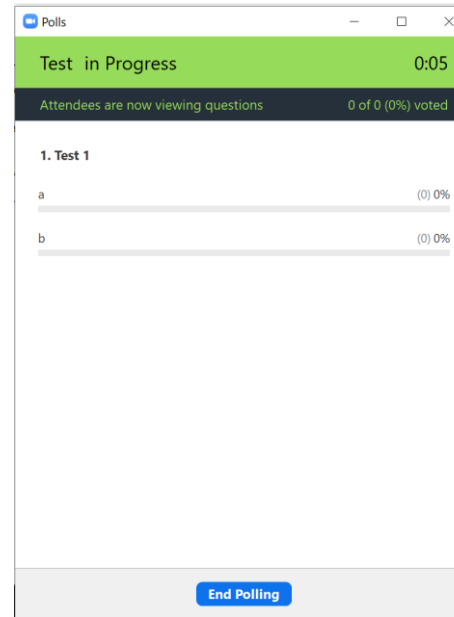
The participants will now be prompted to answer the poll (you do not need to share your screen). You can watch the results live. If participants are not seeing the poll, they need to allow pop-ups in their application settings. Once you are satisfied with the number of responses, click "End Polling."

Step 5
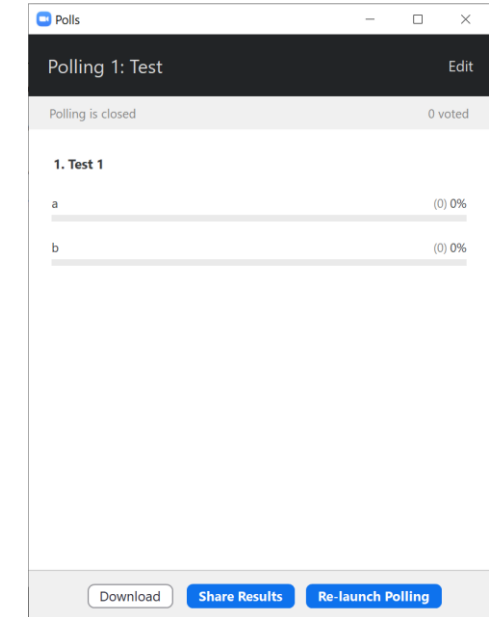
Click "Share Results" so that participants can see the results of the poll, if desired.

How to create a QR code

Go to the link here: https://www.qr-code-generator.com/ to generate your own QR code, so attendees can scan to access the post-session feedback survey.
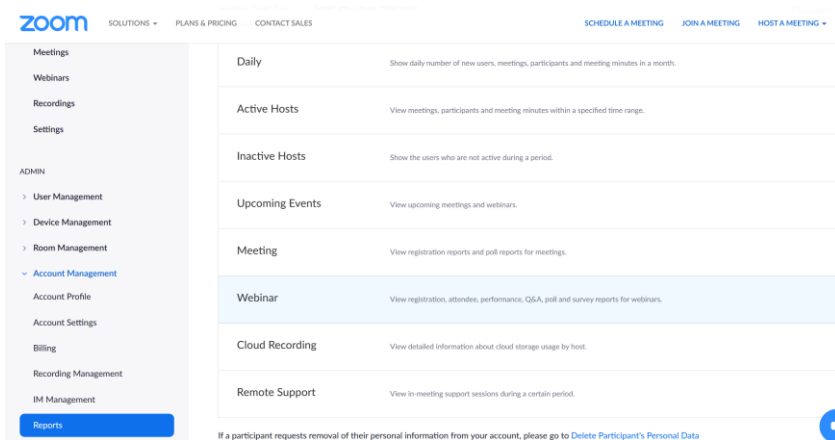

Enter the link here

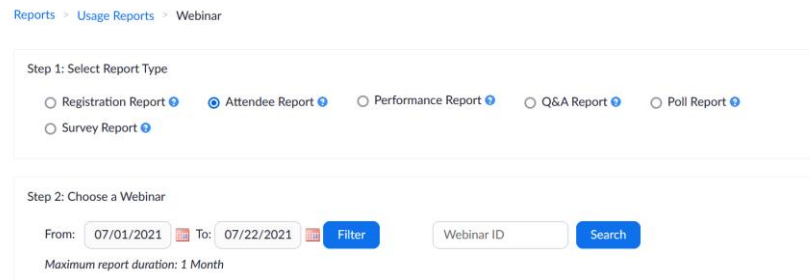Screenshot the QR code generated here
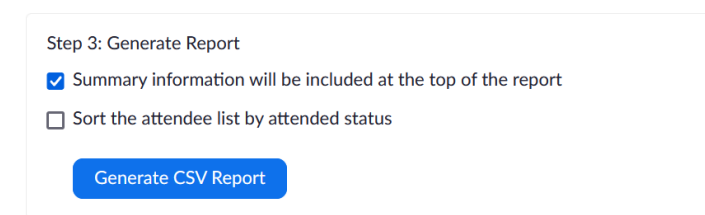
Zoom: How to generate reports

Step 1

Go to **Admin → Reports →** Select webinar or meeting, depending on which function you used to host the session

Step 2

Select the report you would like to generate, you can even generate reports from the polling and Q&A function

Step 3

Click "**Generate CSV Report**" → open via excel → save as excel

Zoom: How to analyse attendee reports

Sample

| Actual Duration (minutes)	# Registered	# Cancelled	Unique Viewers	Total Users	Max Concurrent Views
313	911	19	739	1056	648

- **Actual Duration:** Total duration of practice session + actual session
- **# Registered:** Total number of RSVP
- **# Cancelled:** Total number of cancelled RSVP
- **Unique Viewers:** Total number of unique logins
- **Total Users:** include unique logins and duplicated logins (which happen when participants get disconnected and they log back in)
- **Max Concurrent Views:** maximum number of participants viewing the session at the same time during the entire session
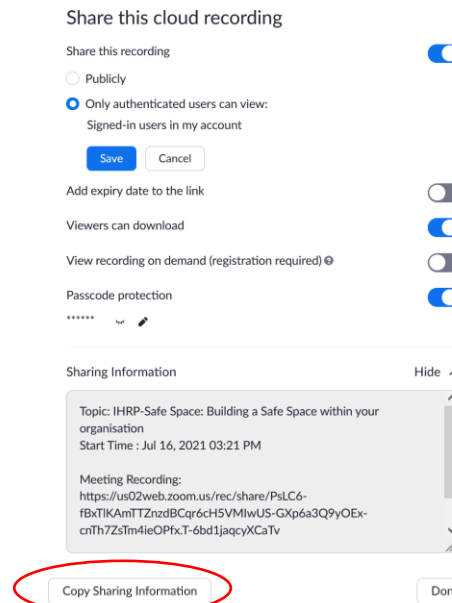
Zoom: How to access the webinar recording

Step 1
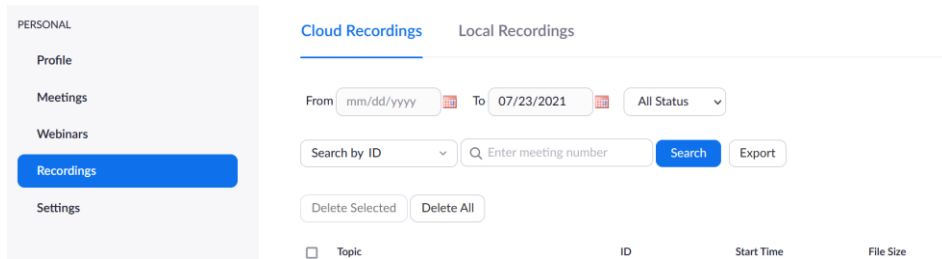
Go to Personal → Recordings → select topic → click "share"

Step 2

Go to sharing information → copy sharing information

Step 3

Paste the link into a new tab, click download

The Institute for Human Resource Professionals (IHRP) is set up by the tripartite partners: the Ministry of Manpower (MOM), the National Trades Union Congress (NTUC) and Singapore National Employers Federation (SNEF) to professionalise and strengthen the HR practice in Singapore.

IHRP has the goal of setting the HR standards of excellence, developing HR as a strategic enabler of business and workforce transformation and fostering a vibrant HR services eco-system to drive innovation and change. Through the IHRP Certification and other national programmes, IHRP aims to enhance the competencies of HR professionals, as well as create developmental and professional pathways for them. This will professionalise and strengthen the HR practice in Singapore, allowing HR professionals to be key enablers in their organisations.

Find out more at https://www.ihrp.sg/about-ihrp