

Training Session 1 Overview

| Local time | | Minutes |
|------------|---|----------------|
| | Welcome and re-introductions | 15 |
| | Training goals and agenda | 10 |
| | Review co-design goals & answer questions about co-design | 10 |
| | Description of participating long-term care communities | 10 |
| | Conversation: COVID-19 in LTC Communities | 15 |
| | Break | 10 |
| | Conversation: COVID-19 vaccine and booster in our lives | 25 |
| | Reviewing a COVID-19 vaccine video | 30 |
| | Break | 10 |
| | Group facilitation | 35 |
| | Wrap up | 10 |
| | Total minutes | 180 |

Deleted: 175

Training Session 1 Tasks in Advance

- Watch videos that will be shared in session:
 - [Hello Black America!](#)

Training Session 1 Curriculum

START RECORDING

Welcome and re-introductions (15 minutes)

Welcome back! We're so glad you are here. Let's reintroduce ourselves and this time please say your name, and then tell us about someone who you really respect and why. OR tell us about one of your role models and why you respect that person.

Facilitator models and then calls on other participants. Note to facilitator: Suggest popcorn from person to person?

Training goals and agenda (10 minutes)

Here's a brief overview of our agenda today.

Note to facilitator: Show agenda slide.

We have two overall goals for the training:

- 1) sharing information and skills, AND
- 2) modeling/ sharing content and approaches that we will use as facilitators during the co-design sessions.

Review co-design goals (5 minutes)

Note to facilitator: Share the 2 slides about co-design

[Slides: Overall goals: increase booster uptake, increase booster knowledge, increase booster promotion.

Given that:

1. *What would convince staff to change?*
2. *How do we say it?*
3. *Who is the best messenger?*
4. *What types of ads will reach the most staff?]*

What is co-design? (5 minutes)

Q&A: We talked about co-design some during orientation. Now that you've had some time to think about it, what questions come to mind for you?

Description of long-term care communities participating in the study (10 minutes)

Note to facilitator: refer to slide deck

Conversation: COVID-19 in long-term care communities (15 minutes)

Note to facilitator: show powerpoint slide with questions at the beginning and then close the slide deck so participants can see each other for the conversation.

1. How were staff affected by COVID-19 during the beginning of the pandemic?
2. How do staff feel about COVID-19 now?

Break (10 minutes)

Think/Pair/Share activity: COVID vaccine and booster in our lives (25 minutes)

Note to facilitator:

1) Pull up the Zoom whiteboard with these two discussion questions below. Before doing breakout rooms, ask people to think about the questions and provide time to write notes (5 minutes):

What have you heard people say about the first COVID vaccine?

What have you heard people say about the COVID booster?

2) put pairs in breakout rooms and have them share answers with a partner and then post answers with sticky notes on a virtual white board (10 minutes),

3) have pairs give report (one minute each) and 5 minutes of open discussion about themes.

Discussion: Reviewing a COVID-19 vaccine video example (30 min)

Note to facilitator: share Hello, Black America video and lead discussion. One facilitator scribes using the blue highlighted questions below. (25 min):

Now here's an example of a video that is trying to address some concerns about the COVID vaccine. The video is from 2021, but many people do still have these concerns. After we watch, we'll talk about what is or isn't helpful about this video. The goal is for us to see an example and talk about what we like and don't like because in the next few weeks we will be planning our own flyers, brochures, videos or other ads for the booster. We're going to do this same activity with each affinity group.

- Show [Hello Black America!](#) video.
- If you were going to give this video a grade, like an A, or B or C, what grade would you give it and why?
 - Probes, if needed:
 - What does this video do well?
 - Where does this video fall short?

- How much do you think the things they said would change someone's mind about getting the booster?
 - What would change someone's mind? What would not? Why?
- What have you heard people saying about the new updated booster?

Break (10 minutes)

Group facilitation (35 minutes)

Creating a Comfortable Talk Space

- Who are you? What do we already know we have in common and what are possible differences between us co-facilitators and the co-designers?
 - [Probes]
 - Professional identity
 - Power
 - Privilege
- What do you bring?
 - What kinds of things do you do when you show up to help people feel comfortable when you know there are differences within the group or between you and the group?
 - Probes
 - How can you make someone comfortable to talk?
 - What can you say with your words and your body language?
 - How do you draw out your participants or "elicit rich stories?"
 - What about specifically when there are power and privilege differences around the table?
 - Possible question:
 - Do you have an example of a difficult situation when facilitating and how you navigated it?
- Tricky subjects: What are some tricky subjects that could come up around the table?
 - Probes:
 - Religion
 - Income
 - Politics
 - What do you do if it comes up in a way that creates discomfort for others around the table?

Wrap up and next steps (10 minutes)

Reminder: our next training is on Wednesday from 1-4 PST / 4-7 EST

Training Session 2 Overview

| Local time | | Minutes |
|------------|---|---------|
| | Welcome, re-introductions, EAGLES introductions | 15 |
| | Quick review: training goals and agenda | 10 |
| | Mindful listening | 25 |
| | Break | 10 |
| | Conversation: Communicating about vaccines | 15 |
| | EAGLES presentation part 1: roles and services | 35 |
| | Break | 10 |
| | EAGLES presentation part 2 | 20 |
| | Curriculum handbook | 10 |
| | Logistics Q&A | 10 |
| | Wrap up | 10 |
| | Total minutes | 150 |

Training Session 2 Curriculum

START RECORDING

Welcome and re-introductions (15 minutes)

Welcome back! We're so glad to see each of you again. And this week we have our colleagues from the Kaiser communication team that we call the EAGLES. Let's reintroduce ourselves and this time please say your name, and then tell us

What time of the day is most productive for you or when do you feel most inspired?

Facilitator models and then calls on other participants. Note to facilitator: Suggest popcorn from person to person?

EAGLES, would you please also tell us what you do in communications so we begin to get a sense of which tasks you'll be doing with us?

Training goals and agenda (10 minutes)

Note to facilitator: Show agenda slide. Slides: 1) goals: conveying/ sharing information and skills AND modeling/ sharing content and approaches that we will use as facilitators in the co-design sessions.

Pair activity and discussion: Mindful listening and active listening (25 min)

Now we are going to do a short activity about listening that we will do with co-design participants. People have a lot of different opinions about the COVID vaccine, and this activity can help us all think about listening to each other as we work together in the co-design groups. It's also a nice way for people to connect in a more personal way and build community on the first day.

- Here's how it works. In just a minute we will go into breakout rooms in pairs and give you a topic. One person will talk first while the other listens, and then you will switch.
- You'll decide who will share first and who will listen first.
- The topic is to share a moment in the past week or two when you've felt happy or proud or joyful or anything positive. It doesn't have to be a big deal, sometimes small moments are very special.
- Here's the part of the activity that can be really different for a lot of people - we're going to ask you to **not** say anything or interrupt your partner. Of course you can smile or show how you're feeling, but please don't ask questions or make comments or give advice.
- When you're listening, see if you can listen deeply with your heart, feeling happy when your partner is sharing something happy, and maybe feeling a desire to be supportive if your partner shares something hard.
- When the first person is done sharing, you'll switch. Each person will have 2 minutes – we'll send a message into your breakout rooms after the 2 minutes so you will know to switch if you haven't already.

- Then we'll come back to be all together again.
- So again, the topic is to share a moment in the past week or two when you've felt happy or proud or joyful or anything positive. It doesn't have to be a big deal, just any time that was happy or positive. I'll put the topic in the chat so you can see it.

Group discussion (15 minutes)

- Before this next conversation, I want to ask everyone to **not** share what their partner said. That is private between the two of you. I'm going to ask you a few questions about your experience, and please just comment on what it was like for you.
- First, let's talk about the experience of sharing. What was it like for you to share something with your partner just now? (Probe if needed: What feelings did you notice as you were sharing?)
- What did your partner do that felt good to you when you were talking?
- Now let's talk about listening. What was it like for you to listen to your partner in this way where you weren't saying anything?
- I'd like to invite you to pause and think about another time when you were listening to someone today – it could be listening to a friend, or family member or co-worker. *[facilitator pauses]* What was similar or different about listening in this activity?
- As you think about working with a co-design team over the next few weeks, is there anything from today that seems helpful to remember?

Break (10 minutes)

Discussion: Communicating about vaccines (15 min)

Note to facilitator:

- 1) Put these topics on a virtual white board and lead a discussion:
 - Have you said anything to people you know to try to convince them to get a booster?
 - What worked and didn't work?

Presentation: Professional communication team roles and services (50 min)

Break (10 minutes)

Curriculum handbook (10 min)

Walk through session 1 of curriculum.

Logistics Q&A (10 min)

SLIDE: Meeting schedule: example week

BREAK-OUT ROOMS

- It is up to co-facilitator pairs to decide whether to use a breakout room or not when it is suggested in the curriculum; some affinity group teams are small enough that you may not want to use breakout rooms
- Co-facilitator (administrator) puts question or task in the chat once break-out rooms start

WHITEBOARD MANAGEMENT

- We advise that one of the co-facilitators write participants' ideas on the whiteboard (scribing) in the activities that involve whiteboards rather than asking participants to scribe due to possible technical difficulties and limitations of the devices that co-designers are using.

ASSIGNMENT/HOMEWORK

- Reminder texts/messages sent 2 days before assignment is due (re: homework) and same-day for co-design sessions (re: session happening).

REMINDER TEXTS TO CO-DESIGNERS WEEKLY

- A reminder text can be sent weekly through Outlook or staff co-facilitators may choose to send from their own phones
- Either way ZOOM LINK FOR THE CO-DESIGN SESSION MUST BE INCLUDED

HOW TO ACCESS THE CURRICULUM

- An electronic version will be in the Zoom channel.
- Print copies can be requested.

Wrap up and next steps (10 minutes)