HOW TO STRUCTURE CHATS

Preparations

- Read the document for participants CHAT INSTRUCTIONS.
  - The moderator should familiarize themselves with the general information on Jitsi Meet, the chat preparations by the participants and the participant rules.
  - The moderator should be able to answer participant questions on Jitsi Meet.
  - The moderator should be able to support the participants with the chat preparations.
  - The moderator should know the participant rules in order to enforce them. Providing safety by enforcing the rules is the main task of the moderator.
- Read the document for moderators HOW TO USE JITSI MEET.
  - The moderator should feel sure using Jitsi Meet.
- Read the document for moderators HOW TO GENERATE CHAT TOPICS.
  - The moderator chooses a topic from those sent to them by participants.
  - If no topics were sent in by participants the moderator chooses their own topic according to the same criteria as presented in the document.
- Read the document for moderators HOW TO EVALUATE PROGRESS.
  - The moderator should know how to prepare an intervision chat.
- Invite participants – see the document for moderators HOW TO INVITE PARTICIPANTS.
  - Ideally the group has no more than fifteen and no less than five participants in one session.
- Provide participants with crucial information:
  - The participant documents CHAT INSTRUCTIONS and the CHAT PROTOCOL.
  - Contact data that enable participants to contact the moderator beyond the chat sessions.
  - The chat group specific code to enter at the Jitsi Meet homepage.
  - The code ideally should be impossible to guess and unlikely to be used by coincidence by another group.
  - The day and time of the chat.
  - The duration of the chat (up to one hour).

Follow the chat protocol for default sessions

- The moderator is responsible for guarding the rhythm of the chat.
- The moderator is responsible for enforcing the chat rules.

The moderator welcomes all

- The moderator writes a few warm words to the participants.

Check-in (up to 10 minutes)

- The moderator asks the participants how they are doing at the moment.
- Participants share how they are doing.

Moderator introduction (up to 15 minutes)

- The moderator presents one, concrete question as the topic of the chat. The moderator should make sure this question is understandable and relatable.
- The moderator provides a short personal introduction. The introduction should appeal to emotions and not be sterile theoretical or general.
- The moderator provides a link to relevant content to read or view. Reading or viewing content at the same time is to get the participants acting in sync.

Silence (3 minutes)

- Participants let thoughts, images, and feelings come up.
- All refrain from typing, including the moderator.
- If a participant would write a message during this time, the moderator makes clear that this is not the moment.

Reflection and dialogue (up to 20 minutes)

- The moderator asks the participants what thoughts, images, and feelings came up during the introduction and the silence. The moderator encourages them not to present socially desirable comments.
- Each participant shares the thoughts, images, and feelings that came up.
- The moderator encourages participants to ask questions among each other. The moderator reminds them to ask their questions with curiosity and the intention to support.
- Participants ask questions between themselves with curiosity and with the intention to support.

Check-out (up to 10 minutes)

- The moderator asks what insights have come up during the chat and what follow-up actions the participants plan to implement.
- Participants share key insights and intended follow-up actions.

The moderator thanks the participants

- The moderator asks the participants to copy their own check-out entry and save it for a future intervision session.

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- The moderator asks the participants to send topic proposals for future chats consisting of:
    - One, clear question.
    - A short personal introduction.
    - A link to relevant content to read or view.
- (At the end of a session before an intervision session) The moderator asks the participants to prepare a text:
    - The participants are to gather all check-out entries they've published since the last intervision session.
    - The participants are to summarize the intended follow-up actions they mentioned at these check-outs.
    - The participants are asked to assess to what extent they have actually followed-up: what did they do, what didn't they do.
    - The participants are asked to have the resulting text ready before the intervision chat session.
- The moderator thanks all for participating in the chat.

Follow the chat protocol for intervision sessions

- The moderator is responsible for guarding the rhythm of the chat.
- The moderator is responsible for enforcing the chat rules.

See for the aims and preparations regarding the intervision chat sessions the document for moderators HOW TO EVALUATE PROGRESS.

The moderator welcomes all

- The moderator writes a few warm words to the participants.

Check-in (up to 10 minutes)

- The moderator asks the participants how they are doing at the moment.
- Participants share how they are doing.

Participant texts (up to 10 minutes)

- The moderator asks the participants to copy in the texts they have prepared into the chat frame.
- The moderator asks the participants to read all texts in silence.

Reflection and dialogue (up to 25 minutes)

- The moderator asks the participants what thoughts, images, feelings, and bodily sensations came up during reading the texts.

- Each participant shares the thoughts, images, feelings, and bodily sensations that came up.
- The moderator encourages participants to ask questions among each other. The moderator reminds them to ask their questions with curiosity and the intention to support.
- Participants ask questions between themselves with curiosity and with the intention to support.

Check-out (up to 15 minutes)

- The moderator asks what insights have come up during the chat and what follow-up actions the participants plan to implement.
- Participants share key insights and intended follow-up actions.

The moderator thanks the participants

- The moderator asks the participants to copy their own check-out entry and save it for a future intervision session.
- The moderator asks the participants to send topic proposals for future chats consisting of:
  - One, clear question.
  - A short personal introduction.
  - A link to relevant content to read or view.
- The moderator thanks all for participating in the chat.