

# GOOGLE MEET HANDBOOK

#### For Virtual Work Experiences

Key to an eye-opening experience for young people is you. Connecting with you, your employees and your company makes the difference in a young person's aspirations. Google Meet is your best tool to deliver live and engaging digital interaction.

This handbook will walk you through the tools, processes and features that will build your best virtual work experience. You will be amazed at what can be achieved and we will share examples of activities in action so you can benefit from our best practice.



In recent times, many of us have used a variety of digital meeting platforms to reach others. Google Classroom is our chosen platform to deliver virtual work experiences and Google Meet is the core feature in engaging directly with young people to deliver a difference.

This guide is your best guide to using these tools for virtual work experiences with us. You will find best practice on how you can apply these tools to inspire our young people with your authentic brand so you are at your most confident.

Thank you for partnering with us to raise the aspiration of young people across the UK.





#### Google Meet includes a whole variety of features, including:



## Strong and secure hosting controls

Managing young people online could be a challenge, if not for the host tools that empower you to keep control while maintaining the impact.



Rich and engaging activities

The standout differentiator with Google Meet is the wide variety of tools to make your presentation engaging every time to hold a young person's attention.



## Simple and easy hosting at scale

Google Meet can take 5 to 250 young people at a time and livestream to up to 100,000. It automates facilitation to help you scale with a single host.



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# SIMPLE AND EASY HOSTING AT SCALE

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## STRONG AND SECURE HOSTING CONTROLS

In order to deliver your virtual work experience, we will ensure that you have a host Google Licence with us. This gives you all the tools to safeguard your placement and ensure the smooth running of your event by controlling how and when your young people engage with you and your business. **There are three specific tools in this section of our handbook:** 



## FINDING YOUR GOOGLE MEET LINK

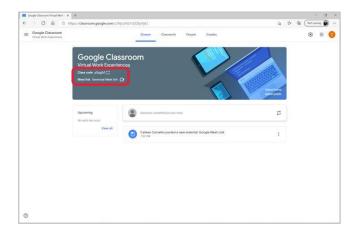
Creating a Google Meet link and setting it up correctly can be tricky, particularly for the purpose of a virtual work experience. As part of our service to all employers, we build your Google Classroom Google Meet link and add all the participants, both the staff members that are joining the host, and the young people you have selected as successful in our Portal.

All you need to do is inform us who is hosting as it is vital to setting up your experience for success. Then there is the right way and the wrong way to access your Google Meet.

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Once we have created your Google Meet link, we will pop it into your Google Classroom environment, in *Classwork* right at the top. Just click it and you are good to go.





It is really important that you **do not create** your own Google Meet link, no matter how tempting that is because it is likely it will lead to trouble later down the line. That is why we do the hard work for you.

## MANAGING MEETING SAFETY

Working with young people online can be rather different to working with young people on-site for work experiences. Our service is purpose built to ensure that every young person has chosen you to apply to individually, and in turn you have chosen them in the recruitment process through our Portal. It is still necessary to build a safe space where you can manage those young people carefully to get the most from their experience.

There are three major features that will help you do this, all centred in the same place to make it easy for you. Quick access, sharing screens and chat messaging are grouped together in host controls and found in a few places. The easiest is on the blue shield in the bottom left of your Google Meet screen accessible at all times.



#### Quick access: Leave ON except for safeguarding concerns

This is the most important host control feature as it is essential to safeguarding your event. Our guidance is to turn Quick access off if for any reason you need to remove a young person from the experience.

We do not recommend turning this off to manage the entry of young people. If a young person waits for more than 10 minutes or you decline entry from the waiting room twice, they can never enter that Meet.



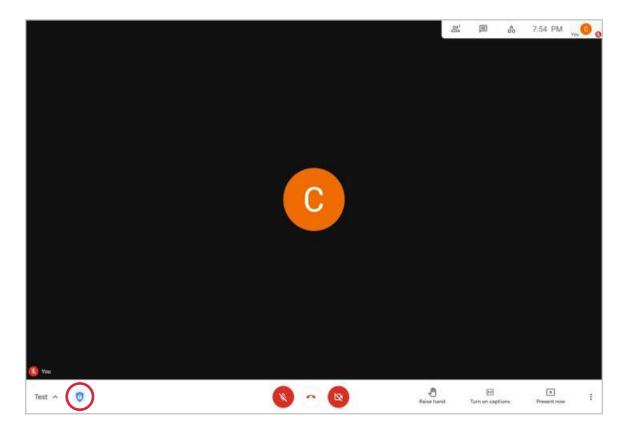
#### Sharing screen: Leave ON except in cases of abuse

This feature will help you ensure that young people do not accidentally or intentionally share their screen when exploring the features of Google Meet. Our advice is to switch this off if a challenge occurs, but ensure it is switched on if you are requiring the young people to present to you. Additionally, if you have employees, speakers or guests, you will need to ensure this is switched on to allow them to share their screen as all standard licence holders are treated equally.

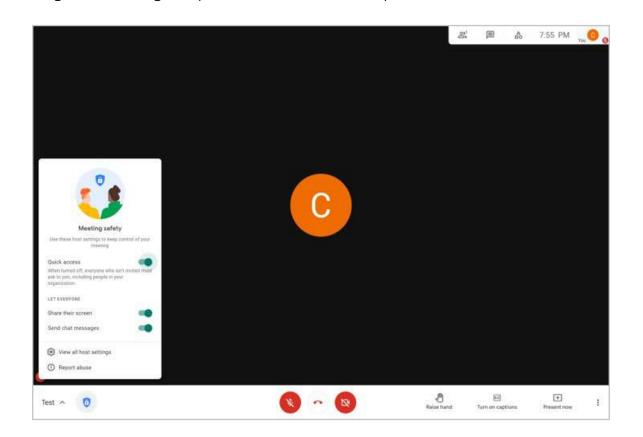


#### Chat messaging: Leave ON except in cases of abuse

This control gives you the ability to restrict chat for all participants except yourself. One of the key benefits of a virtual work experience is to ensure that young people can communicate live directly with you so we recommend you leave this feature on. If there is abuse or times of focus, then you have the power to turn it off. You can find and manage your Google Meet meeting safety controls live in your Google Meet link in the bottom left of your screen in the blue shield.



You can then easily and quickly change the access controls in advance of your live event. If you change these settings, they will not be remembered if you leave and return.



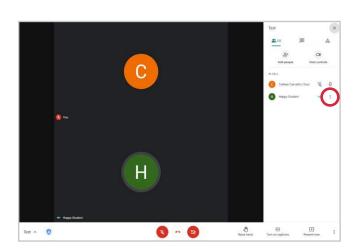
## CONTROLLING INDIVIDUAL PARTICIPANTS

When running your live event, sometimes it is necessary to control individual users to ensure a smooth experience for all. This can be as easy as helping a young person manage their mute to keep audio quality high or removing a disruptive young person from the experience.

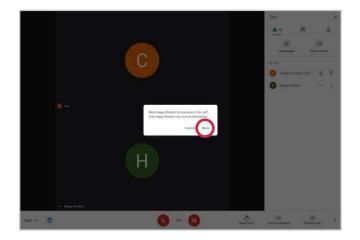
#### Here are your guides to ensuring you can manage your users in real time:

#### Muting participants

It has become commonplace for those engaging in an online meeting to slightly misunderstand the mute function. This can lead to audio quality challenges or generally be disruptive for the facilitators of the session. We always recommend ensuring that young people and your colleagues are asked to manage their mute at the beginning of the experience. For those occasions where the host needs to get involved, the host licence user with host controls, can mute an individual participant by following these steps:



Simply find the participant, click the audio lines that show they are making noise.



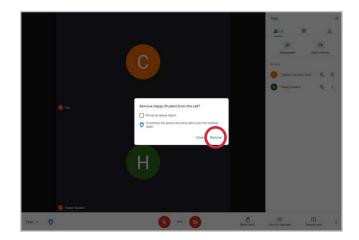
Then a pop-up will appear confirming you want to mute that participant. Simply click *Mute*. That participant can always unmute themselves.

#### **Removing participants**

In the highly unlikely event that a participant is so disruptive you need to remove them from the Google Meet, the host licence holder can do so with the host controls. If a participant is breaking our code of conduct, being disruptive to the detriment of others or is a safeguarding concern, then you can remove them from the Google Meet but please let the Speakers for Schools team know so we can work with the participant and their school.



Simply find the participant, click the three vertical dots next to their name. Click *Remove from Meeting*.



When the pop-up box appears, it will confirm you want to remove them from the meeting. Click *Remove*.

Note that they cannot return to the meeting until the link refreshes when the host leaves.

# **RICH AND ENGAGING ACTIVITIES**

In our experience, Google Meet truly has the best tools to engage young people. There are so many ways that they can be applied to different content. Whether you have hosted on-site work experiences before and you have content to convert to digital activities or if you are starting from scratch, here is your guide to:



### **BREAKOUT ROOMS**

One of the single best features of a virtual work experience is the scale of just how many young people can engage with your content at once. Breakout rooms empower you to work at scale and ensure that it is still personal and focused on skill development.

Breakout rooms enable you to send your young people into smaller groups, in parallel to work on an activity together. This is a great tool for discussion-based activities:

#### Mentoring

Allocating colleagues to groups of young people to have smaller discussions, coach through activities or share in discussion that helps the more introverted young people engage, building communication skills.

#### Reflections

Breakouts offer young people a little time to share reflections together. If you just delivered detailed content and seek for them to share the key learning points and retain the knowledge together, you could ask them to reflect.

#### **Opinion gathering**

Giving young people room to think about and share their thoughts with each other before coming back to the main hall, with their own thoughts moved on or having come to a group decision on a task you have set.

#### Debates

In smaller groups you may ask young people to take on a collective role to prepare for a larger debate or ask them to debate against each other within their breakout rooms.

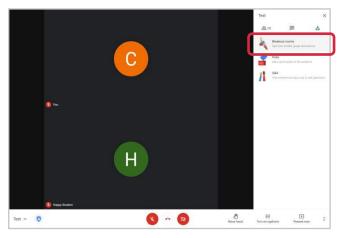
**Top tip:** The best size groups for breakout rooms is 5-6 participants.

The Google Meet breakout rooms feature is for discussion-based activities and does not give any host controls within those rooms. If you require young people to work on documents or collaborate with other tools in the activity portfolio, then you will need to use additional classrooms to separate young people into different spaces. This is only available to our Enhanced and Managed Service customers.

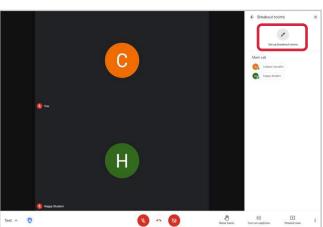
As the host with the host licence, you will remain in the main room and be able to oversee the breakout rooms that are active and enter in and out of any of the breakout rooms.

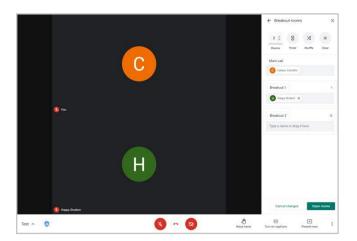
#### Creating your breakout rooms

Easy steps to get your breakout rooms ready for your participants:



In the top right of your Google Meet screen, open the activities tab and select *Breakout rooms*.





Click to Set-up breakout rooms.

You will then be presented with a range of options that will help you customise your breakout rooms to the activity you want your participants to engage in. Once you have opened the breakout room panel on the right-hand side of your screen you have so many more options to customise your activity.

← Breakout rooms	×
	X
Main call	
Breakout 1	1
Breakout 2	0
Type a name or drag it here	
Cancel changes Open ro	oms

#### Rooms

Here you get to create as many breakout rooms as you need to deliver your activity. You can create up to 100 different breakouts rooms from your main call.

#### Time

You can opt to set a time on the breakout rooms to remind your participants with a countdown and automate their return back to the main call.

#### Shuffle

The best tool here, all your participants can be shuffled randomly into the number of breakout rooms you have created.

#### Clear

If you have moved participants, this button will pop them all back into the main call so you can redistribute them.

#### Main call

As the host with a host licence, you will remain in the main call, but you can drag and drop participants into different breakout rooms. Particularly useful if you are mixing young people and colleagues together.

#### Breakouts

Rename each breakout room to the task or the group name and see all participants in the breakout room before launching.

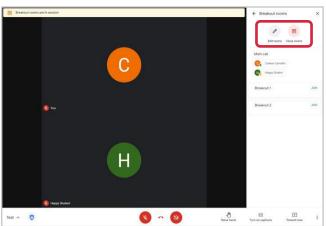
Once you are happy with the format of your breakout rooms and you are ready to start your activity, be sure to tell participants on the main call what is about to happen and be clear on

the brief you are setting them. Then make sure you click *Open rooms* to get started. Should you wish to change the format or allocation of participants once you have opened your rooms there are ways to edit.

#### Managing your breakout rooms

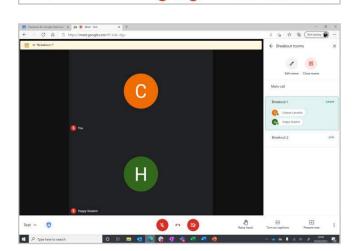
After launching your breakout rooms, you may well need to manage activity within and around them to keep your participants on track. As the host, you have the singular powers to manage the breakout rooms and the participants within. There are three key changes you can make while your breakouts are in motion:

- Change the participants in breakout rooms: if you are rotating mentors or if you have young people that may have dropped out and need moving around.
- Enter breakout rooms: to answer questions, support or to check in on activity progress. This may be proactive or reactive to young people's alerts for help.
- Edit the breakout rooms: changing the timer, the number of breakout rooms or closing all the rooms and returning the young people to the main call.



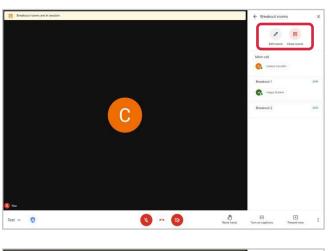
Once your breakout rooms are in motion, you can click the *Breakout room* tab and then *Edit rooms* to make changes to the time, number of breakout rooms or participants. Make sure that you save your changes in the bottom right.

Within each of your breakouts, every participant, young person or colleague, can *Ask for help*. That will give you a flag on your main call and encouragement to enter the breakout room.

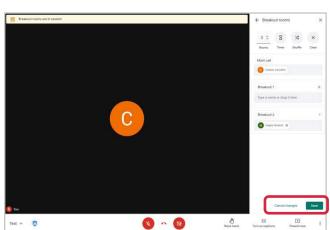


If you have entered a breakout room, to check in on your young people or to respond to an *Ask for help*, then when you are ready, you can click *Leave* and return to the main call. Once your breakout rooms are open, and participants are engaged, you are able to edit the rooms to alter the time or participants. This can be particularly useful if you need to allocate colleagues who just arrived in the main call late, or for anyone who may have dropped out of the call and need allocating once they return to the main call.

Alternatively, if you have set a time for the event and wish to close them sooner, you can click *Close* rooms to bring all participants back in 30 seconds.



Click the *Edit rooms* button at the top to make any edits to participants or the timer.



Once you have made any changes, just click *Save* to put them into effect. If you are adding time to the breakouts all rooms will have their countdowns altered. If you have moved or added participants, they will also appear in new breakout rooms.

# POLLS

This is a real favourite. However many young people you have in your virtual work experience, this is the best tool to easily engage. Polls are quick and anonymous enabling you to measure the minds across your participants. It is the quickest tool you can fire out to set the tone of interactivity in your experience event with a few ideas:

#### Sharing opinions

Your experience is set to be an eyeopening opportunity so sometimes it can be tricky for young people to feel empowered, but they are always expert in their own opinions. Get them sharing their thoughts and revel in the results.

#### Managing the meeting

Hosting can be tricky, particularly at a distance. Use polls to understand where your young people are with feedback on the pace, agenda, need for breaks and other insights that will help you provide the best experience.

#### **Measuring learning**

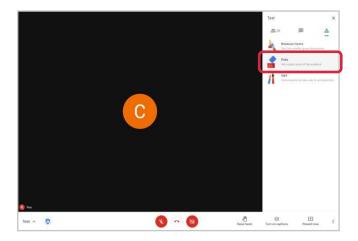
If you have covered some content in presentation, video or discussion, then poll your young people with a multiplechoice question that helps you see how much they have learned so you can guide the learning.

#### Seeking feedback

Speakers for Schools will gain feedback on your experience from young people after they have completed their placement and we will share a summary with you. However, if you need a quick insight into a specific piece of feedback polls are a great tool.

#### Creating a poll

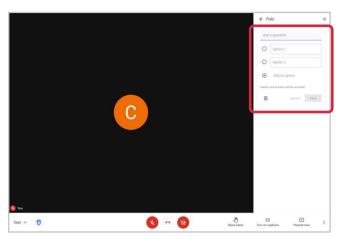
Creating a poll is very easy. The challenge is that you have to do it live. You need to be in the Google Meet to create them, they cannot be created in advance and they do not last beyond your log in to that meet as the host. So, create them in the session before your participants arrive, and keep within your Google Meet ready for when you need them:



In the top right corner of your Google Meet, click the *Activities tab*, then on to *Polls*, then click *Start a poll*.

#### Managing your polls

Getting a poll up and running is easy and they take moments to create and save ready for your entire days event in Google Meet. **These are the steps to manage your polls:** 

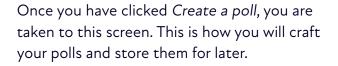


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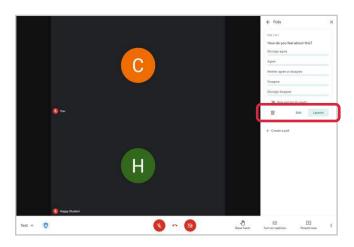
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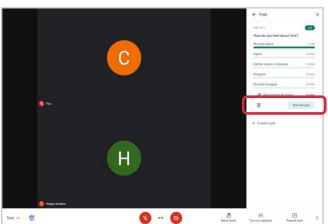
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Pop in your question with a minimum of two answers and a maximum of ten. Make sure you click *Save* to store for later in your Google Meet or *Launch* straight away.





Once you have saved your poll, you can then *Edit* or *Launch* it when you are ready. Make sure you toggle the *Show results* as appropriate. This will share with everyone, which is motivating for opinion gathering. If you do not show results, they will stay with you as not to influence participants.

Once you have all of your votes, you can *End the poll*. Make sure you capture any results you want with a screenshot or take notes as once you leave the Google Meet the poll will be erased.

#### Question and answer

The best experiences are interactive. Giving young people a voice is really important for their development in skills and in confidence. Our young people often tell us that they feel the digital barrier of a virtual work experience gives them more confidence to ask questions and learn so we want to make sure they can. **These are tools you can use to gain question and answer interactively:** 

#### Raise hand tool

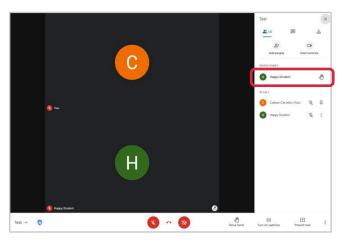
All of your participants have the ability to raise their hand. It is at the bottom of all screens to the right of the audio and camera options. If you or a colleague are speaking, you can invite young people to raise their hand, come off mute and ask you a question. This works well for smaller placements, less than 50 young people, and is a great way to hear tone, intent and create variety in the audio.

#### Question and answer tool

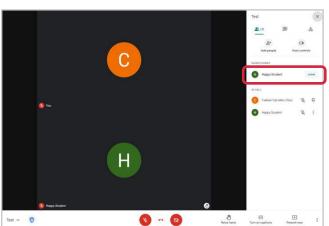
In the activities panel, you can choose the Q&A tool. This will allow all your young people to type in questions, see other questions and upvote them to build efficiency in managing your event. Best for crowds of over 50 young people, this is really empowering for the more introverted or anxious participants.

#### Managing a Raise hand activity

Most of managing a Raise hand activity is in what you say to participants rather than the tool itself. Once participants have raised their hand you may need to help them manage their mute and pop their hand back down as they may well forget. We all do.



You can see a hand raise on the individual's tile with or without their camera on and in the participants panel you can see all your young people and who has raised their hand. These pop up in the order hands have been raised so you can make sure the first hand up is the first on the list and the first you address.



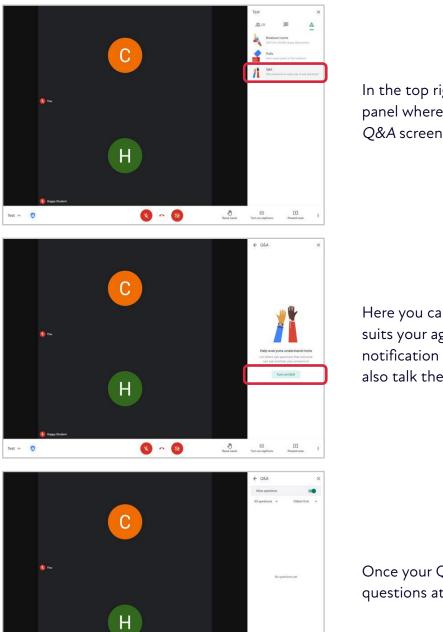
Once a young person has raised their hand, if they have left it up, click their hand and it will pop up the option to lower their hand. That will help you manage your experience and keep everyone with you.

#### Managing the Q&A activity

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Q&A is easy to set up and really easy to manage. It is a great way of managing a huge number of young people ensuring all of them not only have the opportunity to ask a question digitally, but they can also prioritise those questions for you to help you host.



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In the top right of your screen is the activity panel where you can then pop open the *Q&A* screen.

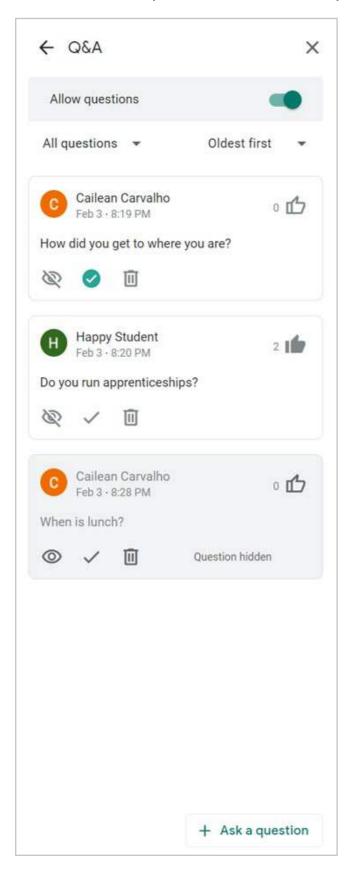
Here you can turn on your Q&A whenever suits your agenda. All participants will get a notification that Q&A is open but you should also talk them through it as well.

Once your Q&A is open, participants can ask questions at any time you leave it open.

When you want to close your Q&A, just use the toggle at the top of the panel and a notification will be sent to all participants.

#### Managing the Q&A activity

As questions come in, it is really easy to organise them as the host. Our top tip is to use the features below to help you structure where you as the host are the voice of the young people on the line, asking their questions audibly with your colleague or speaker. **You can capture questions and who asked them, so everyone feels confident when you reflect that they are heard by picking them up.** 



#### Upvoting

This is the ability for young people to see all the questions coming in, and instead of asking the same question, upvote an existing one. That popularity then enables you to find the most important questions to answer.

#### **Removing questions**

In the unlikely event you need to hide or delete a question as it is inappropriate, both options are available to you. This can help you manage the environment in an instant.

#### Mark as answered

Once you have answered the questions, you can click the tick so all participants can see the progress and what has been covered.

#### Filters

At the top of your panel, you have two drop downs that default to *All questions* and *Oldest first*. If you click on *All questions*, you can then filter by answered, unanswered or hidden to help ensure you can manage high volumes of questions.

If you click on *Oldest first*, you can also filter by newest first and most popular so you can really manage as the host.

#### Closing

Once you close your Q&A all information is still there, but when you leave your Google Meet, the content will erase so make sure you screenshot or take notes if you want to keep something.

#### Whiteboards

This is one of the most versatile tools in the Google Meet portfolio. If you have content from running physical activities this is a great tool to help you digitalise them. Whiteboards are just like you would imagine, it is a digital canvas that allows you to create, draw, type, highlight or share images in a really easy way with your whole cohort. Like presenting at the front of the room with all the same flexibility, but in a digital space.

Even better, you can use whiteboards to have young people engage with you like sharing a piece of paper around the table so multiple participants can populate with content. Unlike most of the Google Meet tools, this is one you can plan in advance. Creating your boards in advance allows you to save them to your Google Drive and pull them up as you need them in the Google Meet session. This can ensure you can really create something special in our activities to capture and inspire your participants.

The art of the possible with this tool is truly extraordinary but here are some ways in which you can apply the tool to truly impress:

# Ideas board Using the post-it note feature, you can invite participants to share their ideas on the board with a title written by you. You can create multiple screens in the same whiteboard to cover different topics and save them as assets for later. Picture interaction You may want to show your young people a picture and ask them to comment and interact with it beyond a discussion point, eg pointing out the health and safety hazards on a construction site with post-it notes or text.

#### Take a tour

Lots of physical work experiences have a tour of the office, factory or site. This can be a way to show pictures of your space - use the laser to point out various parts of the story so it is really visual and as close to really being there as possible.

#### **Project groups**

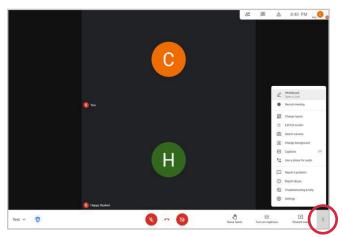
If you are asking groups of young people to work together in the same call, you can create different screens on the same whiteboard and encourage different young people to work on different tasks simultaneously.

#### Breakout room activities

If you are placing your participants in breakout rooms, you can ask them to create a whiteboard in each room. This is a really flexible way of having smaller groups of young people working on a shared screen to create something together. These are not saved back to you as the host. They are owned by whoever in the breakout room creates them so make sure you ask them to share the link with you if you plan to keep their work.

#### **Creating whiteboards**

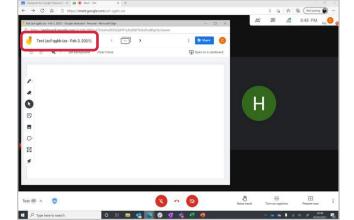
Building your whiteboard is quick to do but has a really important moment around security that is easy when you know how.

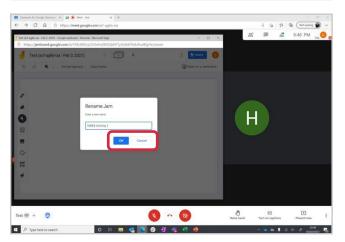




From your Google Meet screen, click the three vertical dots in the bottom right to open up your *More options* menu then click *Whiteboard* at the top and your whiteboard panel will open up.

Here you can see previous whiteboards you may have created in this Google Meet link. You can upload other whiteboards from your Google Drive from other experience placements and you can of course, *Start a new whiteboard*.



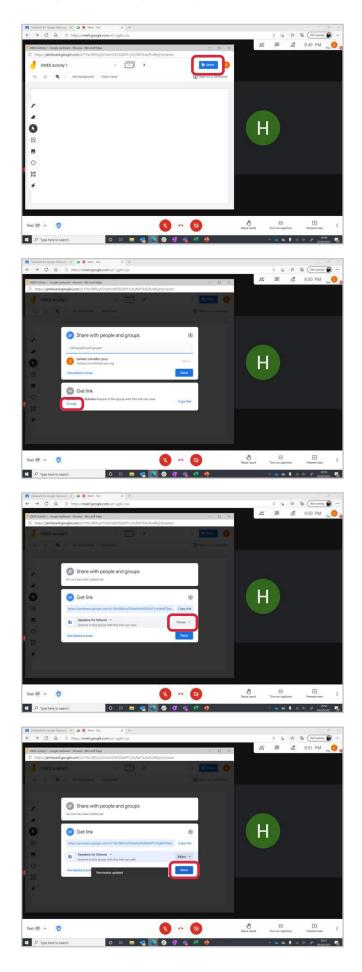


Once your whiteboard opens, it will typically show itself as a new window allowing you to continue to host on the window behind.

It is highly advisable to click the strange serial code title at the top to rename the whiteboard to something more accessible for young people.

#### Sharing whiteboards

This is critical. If you would like your participants to interact with your whiteboard, you need to change the sharing settings to allow them to do so otherwise it is view only.



On the whiteboard screen there is a big blue *Share* button in the top right-hand corner, click it.

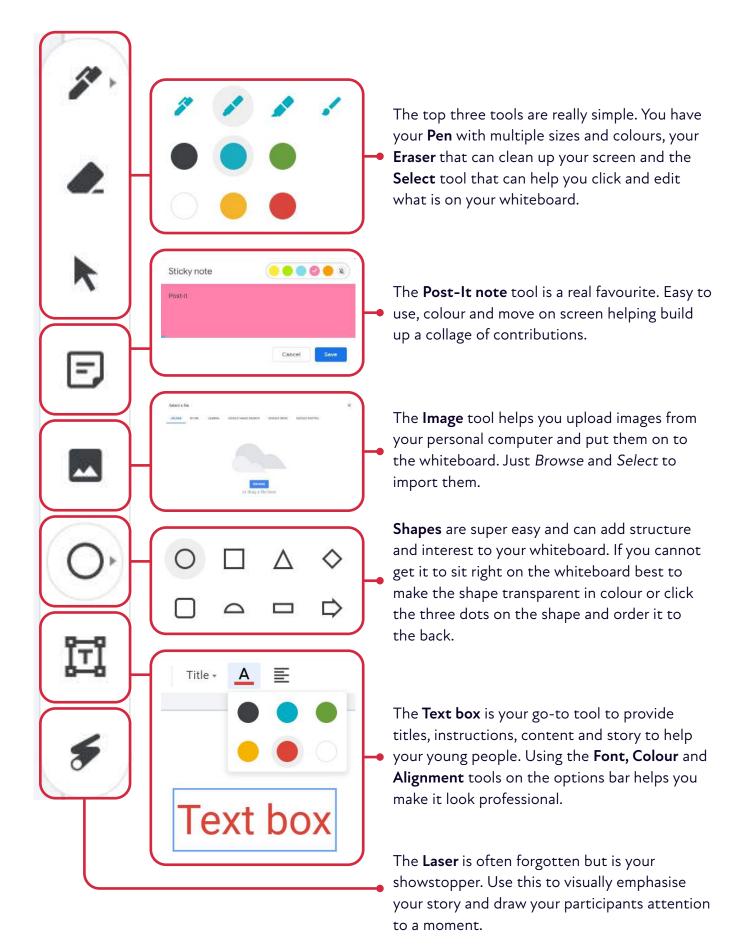
The sharing panel comes up and looks a little messy, but you want to focus on the bottom panel where it says *Change*. Click that.

That will then take you to the screen showing that those in the group only have view only access, click this to change it to *Editor*.

Once you have done this, click *Done* to allow all participants to be able to use the interactive features of the whiteboard.

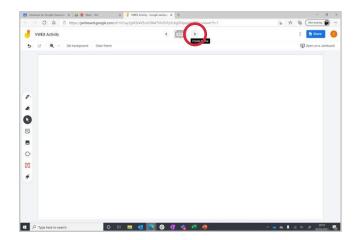
#### Using whiteboards

Using whiteboards are easy to learn and take a lifetime to master. Here are some of the tools and how you can apply them:



#### Multiplying whiteboards

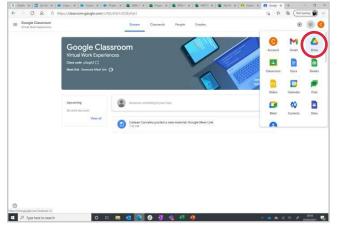
This is a tiny feature with giant possibilities. This can help you split out groups to work on different topics, be it another slide in your story or share lots of content sequentially. It can help young people to keep everything in one whiteboard per activity so they are not trying to navigate to multiple boards.



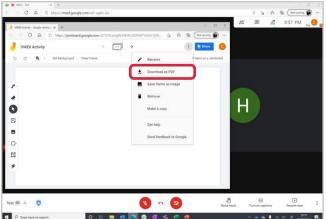
At the top of your whiteboard, you can see a couple of navigating arrows and a 1/1 screen. Click the right arrow to create as many screens as you need within the same whiteboard. You can then flick between all screens with your navigating arrows.

#### Managing whiteboards

Building whiteboards with your young people can lead to some brilliant innovations and interactive moments that you may want to keep. Whiteboards you create will automatically be stored in the Google Drive of your VWEX account. **Here are a couple of ways you can keep your creations:** 



Once you have left your Google Meet, from your Classroom you can get to your Google Drive by using the 9 dots in the top right-hand corner. As soon as you click through, all of the whiteboards that you created are automatically saved here.



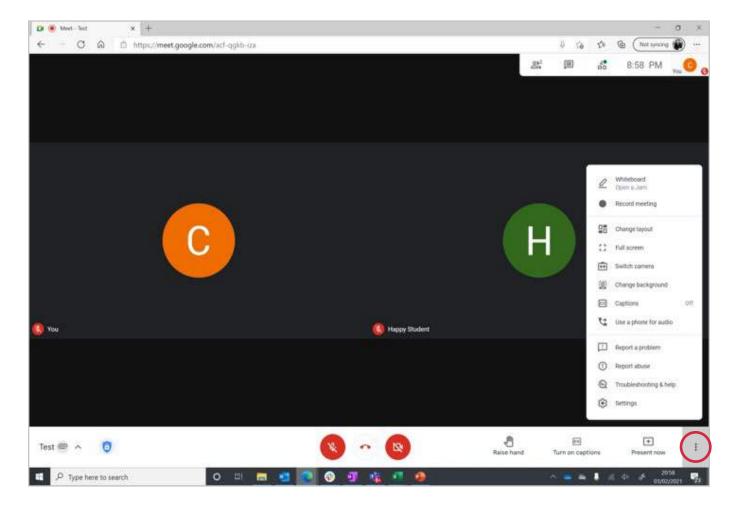
On your whiteboard, your three vertical dots take you to *More options* which is where you can download the whiteboard as a PDF. You can then save it to your PC directly.

# SIMPLE AND EASY HOSTING AT SCALE

Google Meet is really intuitive, often you just need to know where the tools are to help you use them. Here we will cover how easy it is to set up your Google Meet so it is the best fit for you and your preferences, and cover a little on how to manage and meet as few as five young people and as many as 100,000.

## **MEETING TOOLS**

Getting an orientation in your Google Meet is easy when you know how. All are navigable from the three vertical dots in your bottom right of the screen that are your *More options*.



#### We run through all the options here and how we recommend you set them up:

#### **Record meeting**

At this time, for safeguarding reasons, we ask that no recordings take place. Consent for recording is not captured and the recordings themselves do not have as much value as you would think. The joy of virtual work experiences is the fact they are a live environment to connect directly with young people to raise their aspirations. The impact if they just watch it all on a static video is minimal. However, in certain limited cases, you can record videos here that you can put into your Google Classroom environment. These recordings will save in your Google Drive so you can find, edit and share them later.

#### Change layout

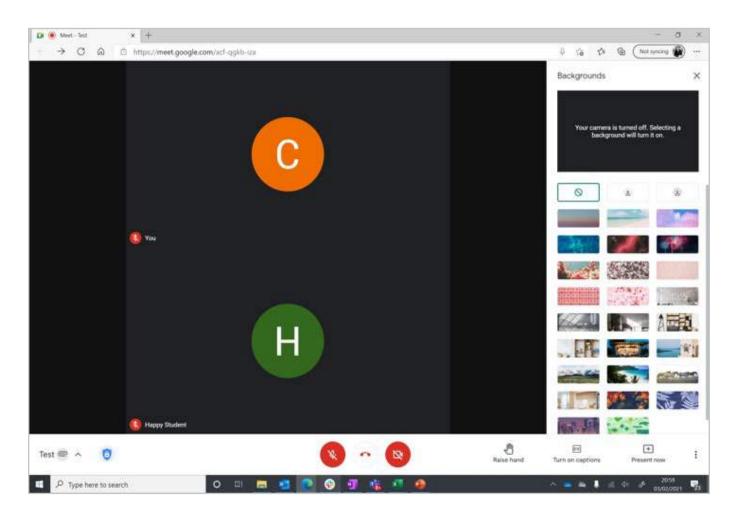
This is the best kept secret in Google Meet. If you are meeting lots of young people in your experience, let's make sure you can see them all. Click *Change layout* and you will see lots of options here. *Auto* will be the default setting, but we highly recommend you click *Tiled*. This will help you see lots of young people on the screen at once, even if they have their camera turned off, you are able to see names, any mute disruption and their hands being raised. Make sure you also move the scale at the bottom to the highest (49). Then no matter how many young people you have joining, you are going to see as many of them as you can.

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#### Change background

This is a real personal preference. You can digitally alter your background in your camera with this tool. Generally, we advise against it as it can be a little distracting to your participants and whilst the technology is good, it is not flawless on any platform so sometimes it can distort you as much as the background. If you are well lit with a clean and clear background behind you in your office or home, then you are set. Many worry that their background is not a professional setting, but our young people tell us that it is accessible and authentic. **That said, here is how you can alter your background**:

Click *Background* and then you have lots of options. Firstly, you have some blur options with varying strengths to dull the background behind you. Secondly, you have lots of pre-set picture options that you can put behind you. You cannot upload and use your own image just the ones that are provided.



#### Captions

Helpful for any time and enabling you to see real-time captioning of whoever is talking. This can be helpful when hearing a diversity of accents across the UK, hearing those who are maybe more timid and for limited audio impairments.

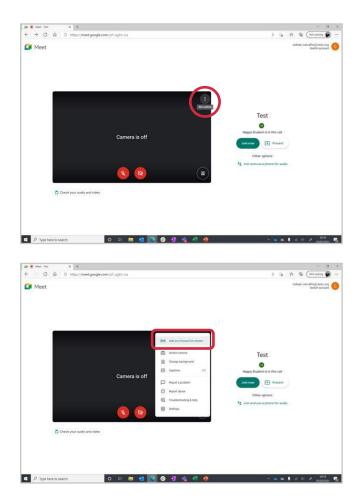
## LIVESTREAM

This is a powerful feature of the Google Meet platform that helps you reach beyond the 250 limit to broadcast to up to 100,000. Livestreaming is easy but has some restrictions:

- Participants must come through the Speakers for Schools platform to register, with a Google VWEX account from us in order to access your livestream.
- Your livestream is a broadcast, so there is no form of interactivity from those that are outside of the Google Meet and are joining on the livestream link.
- Participants waiting for the broadcast to start have a fairly blank experience until it actually goes live. You can then see how many are viewing your broadcast.

#### Creating a livestream

This is done really easily in that short space between clicking your Google Meet link and joining your Google Meet:



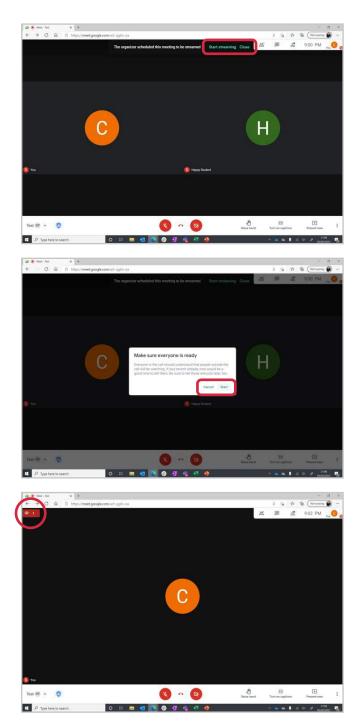
Once you have clicked your Google Meet link you are brought to this page where you usually just click *Join now* and are straight in. But here we are just going to pause for a moment.

Click on the three vertical dots in the top right of your camera window and select Add *in-house livestream*. That will then give you a link to share on the bottom right under your other options.

Once you are in your Google Meet you can always find your livestream link in the bottom left corner on your Meet ID link. You will also find a *Copy your streaming URL* option.

#### Starting a livestream

Starting a livestream is really easy.



Once you have entered your Google Meet you will have a new option at the top of the of the screen to start your livestream. Click *Start streaming* at the top.

A pop-up will make sure that you are ready and that you have informed everyone in the Google Meet call and that all content is being livestreamed.

Once you have started, you will see your *Live* red light in the top left corner and the number of viewers that you have in the broadcast.





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