

Kind Communication on Zoom



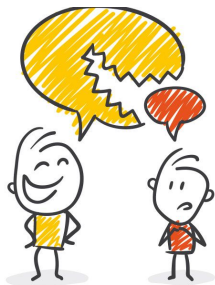
It can be **hard** to **communicate** on **Zoom because** we are **not** in the **same room**.



Sometimes people find it **hard** to **say what** they **want** to **say**.



Sometimes people find it **hard** to **understand**.



Sometimes people find it **hard** to **take turns** and might **interrupt** or **speak over others**.



Some people feel **stressed** if **people talk at the same time**.



The Tea Break session lead will invite people to speak and let everyone know when it is their turn.

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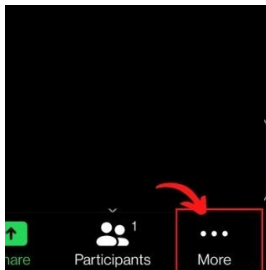
Zoom meetings work best when everyone **stays on 'Mute'** when they are **not speaking**.



This helps people to take turns and listen to each other - and means background noise is not distracting.



When people have something to say, they need to **hold up their hand**. The session lead will tell them when it's their turn.



If you are worried, you can send a member of **Include staff** who is on the Zoom a **direct (private) message**.



People should not send private messages to other members of the **group** as that can be **upsetting** and cause **misunderstanding**.



By using Kind Communication, we hope everyone will have a **positive experience** during the Zoom sessions.