

Speaker Coach Checklist for MVC Broadcasts

| Broadcast Date: |   |  | Session Number and Name:        |   |  |
|-----------------|---|--|---------------------------------|---|--|
| ✓               | Who:  | Pre-Event Task:  | Send to:                        | Deadline:   | Notes:   |
|                 | VPTS (Virtual Presentation & Technology Specialist) | Complete MVC Session Planner and tracking in Trello Session Dashboard.   |                                 | 10 days prior to the Monday of Broadcast Week.  | See VPTS training materials for Class Development Process, which outlines our process prior to using this checklist. |
|                 | VPTS  | <u>Submit to Privacy Officer:</u><br>-Presentation file and all handouts<br>-Multimedia (if applicable)<br>-Signed Presenter Certification VA 0897<br>-Image Inventory   | Peggy Pugh, VHA Privacy Officer |   | <a href="mailto:margaret.pugh@va.gov">margaret.pugh@va.gov</a>   |
|                 | VPTS  | Send 508 request for all materials that will be available for distribution.  |                                 |   | <a href="mailto:508@cooperthomas.com">508@cooperthomas.com</a>   |
|                 | VPTS  | <u>In CMS:</u><br>Event Details: Set Designation<br>Downloads: Add PPT File & Handout(s)<br>Downloads: (as private) Session Info, Credits, and Candids<br>Polling: Add all poll questions and potential answers<br>Questions: Add at least 4 pre-planned questions<br>Authors: Add each presenter, their headshot, and Bio | CMS                             | 5 days prior to live broadcast, or as soon as all materials are ready for submission. | Accreditation Specialist will complete the Post-Test.  |
|                 | VPTS  | Print off Checklist, Reminder 1-pager, presenter feedback form and list of any phone #s you will want to have with you on travel   |                                 |   |  |

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|  | Who:     | Rehearsal Task: Pre-Rehearsal                   | Send to: | Deadline: | Notes:   |
|--|----------|---|----------|-----------|--|
|  | VPTS     | Welcome, help speakers settle in, review agenda |          |           | <p>In designated conference room. Speakers can leave their belongings there all day.</p> <p>Provide printed agenda &amp; one-pager of reminders</p> <p>1) No Cell phones, (no vibrate, no silent) - don't bring in to studio<br/> 2) After 5pm - no further changes to PPT, explain computers in Gold Room or other conference room<br/> 3) No Orlando references,<br/> 4) No "behind the scenes" references</p> |
|  | Speakers | Tour on the way to the studio.                  |          |           | Presenters should bring their wardrobe clothes and hang them up on the wardrobe right outside the studio   |
|  | VPTS     | Tour of Studio                                  |          |           | <p>Presenters on stage with you:</p> <p>Introduction of moderator and producer<br/> How to properly enter the stage<br/> Green Screen warmups!<br/> Tour of the Stage:<br/> Point out monitors, timer, message VPTScreen, lighting, other tape marker, ambient mic, Mic back up plan</p>   |
|  | VPTS     | Green Screen Instructional Time                 |          |           | Demo - presenters behind The Melinda Monitor<br>Use prepared VPTS PPT File   |

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|  |                  |   |         |                           |  |
|--|------------------|---|---------|---------------------------|--|
|  | VPTS or designee | Train Session Manager (SM) or Program Office Point of Contact (POC) #1 on Q&A - Mark as archived during presentation, hands off during Live Q&A. Also explain timer screen. |         |                           | They should have access to the pre-planned questions to enter for rehearsal Q&A. Do not put windows on second monitor. |
|  | VPTS or designee | Train Moderator on Q&A to refresh right before going out to do Q&A.   |         |                           | Train on any new Q&A features (esp. for new or less experienced moderators)  |
|  | VPTS or designee | Enter in CMS Moderator Poll for Intro   |         |                           | Compare to polls in the presentation to ensure there are no duplicate questions.                                       |
|  | VPTS or designee | Let Presenter know that you will take clicker from them right before Q&A.   |         |                           |  |
|  | VPTS or designee | Train SM/POC #2 with Image Tech Team on scrolling   |         |                           |  |
|  | Help Desk        | Email Stream links to TS Team and remote TDs with start times via Google+ Event   | TS Team | By start of 1st rehearsal | <a href="#">From Fast eLinks site.</a>   |
|  | VPTS             | Warn that Cell Phones need to be silent or not in the room during rehearsal or broadcast.   |         |                           | No vibrate either  |

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|  | Who:                   | Rehearsal Task:  | Send to:                     | Deadline: | Notes:   |
|--|------------------------|--|------------------------------|-----------|--|
|  | VPTS/Tech              | Wardrobe Check   |                              |           | Tech has final word.   |
|  | VPTS                   | Polling Practice   |                              |           | With their own slide deck. VPTS should demo first, then have the presenters do it twice. First poll, second poll. If only 1 poll in the presentation, do that poll twice.  |
|  | VPTS                   | Plan for Chair Training - provide training either before rehearsal or right before Q&A.  |                              |           | How to get in the chairs, sit in the chairs, talk in the chairs, and get out of the chairs.  |
|  | VPTS                   | Explain to Presenters how the timer works and when we start official broadcast time.<br><br>Point out message VPTSreen.  |                              |           | The clock starts at the exact broadcast time, and counts down from the total presentation time. Also explain use for "message screen."   |
|  | VPTS                   | Coach to ignore distractions - only person they should worry about is their VPTS during the broadcast. Also provide any feedback necessary prior to taped rehearsal. |                              |           |  |
|  | Everyone               | <b>Complete a full, timed, and taped Run-Through up to Q&amp;A.</b><br>Watch time closely in case any major adjustments need to be made to the presentation plan.    |                              |           | Let the presenter know if they see mistakes/changes, let the SM know. The SM should keep a list of all changes that need to be made, by slide number for reference at a later point when changes can be made by the Speaker with help from the SM. *Rehearsal should be treated like a broadcast!* |
|  | VPTS                   | Check scale  | Report any concerns to Image |           | Depending on the size/height of presenters, Image makes adjustments.   |
|  | Everyone               | Respond to Polls during rehearsals   |                              |           | Submit multiple responses  |
|  | VPTS                   | Do a test using the message screen   |                              |           |  |
|  | VPTS or designee/Image | Moderator Accomodations  |                              |           | In Studio 1, right before Q&A, turn on the monitor closest to the door so the moderator can see it. (Check with individual moderator for personal preferences)   |

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|  |           |  |  |  |  |
|--|-----------|--|--|--|--|
|  | VPTS      | Before Q&A Rehearsal, complete chair training.   |  |  | Also discourage use of the Bad (Stage-right) Monitor.  |
|  | Tech team | Re-set stage to start at end of presentation.  |  |  |  |
|  | VPTS      | Practice transition from end of presentation through to Q&A.   |  |  | Without interruption.  |
|  | VPTS      | Take chair screen shot and post to Google+ Event for TS approval   |  |  | Do this during the rehearsal if presenters are in chairs, and/or during Q&A.   |
|  | VPTS      | Provide feedback and coaching on:<br>-Stance<br>-Hand positions and gestures<br>-Nonverbal body language<br>-Tonality<br>-Content-related feedback<br>-Interaction with co-presenter<br>-Interaction with slides<br>-Use of stage space<br>-Interaction with campus features<br>-General support and encouragement |  |  | Provide feedback verbally and written using VPTS Feedback Form. Prior to providing feedback, make sure you've collected feedback from others - Session Manager, POC, other presenters, tech team, etc. |

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|  | Who:                             | Rehearsal Task: Post-Rehearsal:   | Send to:                     | Deadline:         | Notes:   |
|--|----------------------------------|---|------------------------------|-------------------|--|
|  | VPTS with Presenter and/or Image | Determine if there is a need for, or time for a second full rehearsal.  | Communicate to Image         |                   | Depending on time, lunch schedule, number of presentations that day, and technical or presenter needs and readiness.                     |
|  | VPTS                             | Notify Image if a rehearsal link/upload is needed.  | Image                        | Immediately       | Make sure you forward link to the presenters once you get it!  |
|  | VPTS or SM                       | Allow for work time for SM and Speakers to make changes to PPT File on <b><u>an Image Computer</u></b>                    |                              |                   | Make sure everyone knows where the latest version is at all times. Use v1, v2, v3 to keep track in filename. Ask editor to work quickly. |
|  | VPTS                             | Coordinate with Image for video file to be transferred to PC so speakers can watch their rehearsal (if watching on-site). |                              |                   | Usually happens in the Gold or Green Conference Room.  |
|  | VPTS                             | Verify Downloads, Lower Thirds, Multimedia Files, Post-Test Questions   | Communicate to Image         | 5pm Rehearsal Day | Review for accuracy. Check in with remote team to verify triple-check.   |
|  | SM/POC/Presenter                 | Review Post-Test Questions  | Communicate changes to Image | 5pm Rehearsal Day | Ask Presenter(s) and/or SMs to verify Post-Test Questions -Answers need to be contained in presentation.                                 |
|  | VPTS                             | Have Image Clear Chat Queue   | Image                        |                   | From rehearsal   |
|  | VPTS                             | Confirm Intro slides are accurate   | VPTS                         | 5pm Rehearsal Day | VPTS confirms version with Image   |
|  | SM/Speaker                       | Submit Final Presentation   | VPTS                         | 5pm Rehearsal Day | VPTS confirms version with Image   |
|  | VPTS                             | Confirm Final Set configuration   | VPTS                         | 5pm Rehearsal Day | VPTS confirms version with Image   |
|  | VPTS/Moderator                   | Confirm Final Playlist and Ad Lib   | Image Producer               | 5pm Rehearsal Day | VPTS, Moderator, and Producer meet to discuss and finalize.  |
|  | VPTS                             | Confirm Moderator Poll (if applicable) is entered correctly into CMS.   | Image Producer               | 5pm Rehearsal Day | Make sure nothing has changed or needs to be corrected.  |
|  | VPTS                             | Privacy and 508 Review of all files available for download/distribution   | Image                        | ASAP              | Make sure VPTS has access to latest version via FTP if this has to happen overnight.   |

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|  | Who:             | Broadcast Task:  | Send to: | Deadline:            | Notes:   |
|--|------------------|--|----------|----------------------|--|
|  | VPTS             | Double check with Presenters/SM correct versions of PPTs are pulled up on scrolling computer.  | Image    | Morning of Broadcast |  |
|  | VPTS             | Cell phone reminders to all TDs and presenters.  |          |                      | Totally silent. No vibrate.  |
|  | VPTS             | Review Broadcast Etiquette   |          |                      | No excessive whispering, no jokey/comical behavior while the presenter is presenting Live. Did we mention to silent cell phones? |
|  | VPTS             | Wardrobe Double-Check  |          |                      | If a presenter is in a drastically different outfit, have them approved by tech and if necessary, practice sitting in chairs.    |
|  | VPTS or designee | Start Timer at exact broadcast start time  |          |                      | example - if the broadcast starts at 1pm, start timer at exactly 1pm.  |
|  | TD               | Enter in Pre-Planned questions/check from rehearsal  |          |                      |  |
|  | Everyone         | Tweet  |          |                      |  |
|  | VPTS             | Monitor various aspects of the broadcast from your PC & mobile device(s)   |          |                      | Stream<br>Q&A<br>Chat<br>Facebook<br>Twitter<br>Live Users<br>CMS Dashboard<br>Google+ Event                                     |
|  | VPTS             | Watch Presenter's teleprompter screens (especially at the beginning & at transitions) to make sure there are no technical glitches, if so, check with control room to make sure they know. |          |                      |  |

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|  |             |  |                 |                      |   |
|--|-------------|--|-----------------|----------------------|---|
|  | VPTS        | Submit messages to Presenters on Timer monitor if necessary  |                 |                      | Messages would be things like reminders to sit properly in chairs, or messages to moderators.   |
|  | VPTS        | Smile, nod, encourage (active listening)   |                 |                      | Some presenters need more active listening support than others, determine on an individual basis.   |
|  | <b>Who:</b> | <b>Broadcast Task: (con't)</b>   | <b>Send to:</b> | <b>Deadline:</b>     | <b>Notes:</b>   |
|  | VPTS        | Pay attention to timing/pace and communicate as needed   |                 |                      | Communicate to the presenters if they need to slow down or speed up. (Have presentation open on your computer so you know which slide number they are on) |
|  | VPTS        | Run interference with technical issues (downloads/Q&A tech support issues)   |                 |                      |   |
|  | VPTS        | Take clicker from presenter right before they go on for Q&A.   |                 |                      |   |
|  | VPTS/Image  | Moderator Accomodations  |                 |                      | In Studio 1, turn on the monitor closest to the door so the moderator can see it. (Check with individual moderator for personal preferences)              |
|  | TD          | During Q&A, if the speakers reference material and promise it to the audience, take a note of what needs to be posted or emailed and follow up to obtain it. | VPTS            | 1 Day Post Broadcast | Complete Privacy & 508 and post with On-Demand  |
|  | VPTS        | Prior to the presenters leaving the site, let them know they'll receive an email from our team requesting their feedback.                                    |                 |                      |   |
|  | VPTS        | Attend Hotwash, provide input for continual improvement of our process.  |                 |                      |   |



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