COURSE OUTLINE

Programme: **EXECUTIVE EDUCATION**

Course Title: **Introduction to Zoom**

No. of Hours: **Six (6)**

Overview:

Many businesses have recently had to move their operations to an online modality. The aim of this course is to enhance the knowledge and practical skills of the online communication platform, Zoom, and to provide varied yet necessary presentation skills that will allow companies to continue to deliver their services to their clients.

Content:

Zoom

- Downloading Zoom
- Creating a Zoom account
- Features of the Zoom dashboard –
  - opening and scheduling a meeting
  - Hack-proof features – password and random meeting ID
  - Locating scheduled meeting
  - Locating recorded sessions
- Meeting dashboard features
  - Microphone
  - Camera
  - Screen share
  - Recording a meeting
  - End meeting
  - Chat – responding privately or to everyone
  - Participants

- o Name change (presenter and participant)
- Virtual background
  - o Enabling/Disabling a preferred background
- Meeting Management
  - o Waiting room
  - o Lock meeting
  - o All mute – microphone, chat and video
  - o Allowing a participant to speak during 'All mute'
  - o Grid view
  - o Raise hand
  - o Removing a participant
- Screen share
  - o Starting a screen share
  - o Choosing the best share mode
  - o Enabling/Disabling Audio
  - o Monitoring meeting and share screen (spilt screen)
  - o Whiteboard
  - o Annotation by presenter
  - o Enabling/Disabling annotation by participants
- Breakout rooms
  - o Creating breakout rooms
  - o Naming each room
  - o Adding a room
  - o Adding participants to each room
  - o Monitoring each room
  - o Ending breakout room(s)
- Leaving a meeting

Presentation skills

- Setting objectives
- Scheduling
- Posture

- Facial expression
- Video angle
- Tone
- Opening and ending a presentation
- Answering questions
- Using visual examples

METHOD:

The course material will be delivered through seminar presentations and hands-on practice exercises to achieve the objectives.

Participants are expected to have the use of a computer/laptop during this training.

Method of Assessment:

- Case Study
- Group presentation