THE FORUM ON WORKPLACE INCLUSION

Session Host Volunteers

ALL VOLUNTEERS MUST CHECK IN AT SYMPHONY IV (Hilton 2nd floor)

The Session Host is responsible for working with the presenter and the Session Coordinator to ensure session management and success. Session Hosts will be assigned to each session to act as official Forum Hosts and representative for the presenter, panelists and attendees. The Session Host will evaluate the session for the highest caliber content and presentation form.

Volunteer Shift Times

Monday, March 27 ALL DAY: 9:30 AM – 3:30 PM
Monday, March 27 PM: 11:30 AM – 3:45 PM

Tuesday, March 28 AM: 10:30 AM – 12:45 PM
Tuesday, March 28 PM: 1:00 PM – 5:45 PM

Wednesday, March 29 AM: 8:30 AM – 12:45 PM (Followed by Closing General Session)

Main Function/Role
- Act as liaison between presenter and Forum
  - Meet presenter in room prior to session
- Assist presenter onsite with session preparation
- Assist in positioning presenter for success
- Assess and evaluate the presenter and session content
- Ensure quality assurance of session
- Manage conflict resolution if needed

On-Site Duties
- Meet the presenter(s) in the session room; introduce yourself and your connection(s) to the Forum (committee member, corporate sponsor, etc.). Make them feel welcome. **30 minutes before session**
- Clarify with presenter(s) and logistics coordinator the following:
  - Discuss session structure for any assistance they may need during the session
  - Review any previously agreed upon information
  - Plan break (Featured Sessions ONLY—not more than 15 minutes if needed)
  - Please discuss with the presenter prior to the session to determine who will do the introductions. If the session has a corporate sponsor, a representative from the sponsoring organization may do the welcome or introduction

On-Site Duties continued

- Remind presenter announcements will be on app
- Discuss with presenter conflict resolution techniques and how situations will be handled should they arise. If the presenter has a set format for handling conflict, use your judgment based on the Forum recommended method, as to how the situation could be handled.
- Announce the Session ID and name of the session at the beginning of the session
- Make opening and closing announcements, available on app. Work with Session Coordinator for announcement delivery.
- Recognize any corporate sponsors for the session
- Walk through new attendee evaluation process – paper evaluations use the app and the website
- Evaluate presenter(s), session content and how well the session was delivered on the evaluation form, this form is two-sided.
- Take an <u>accurate</u> count of attendee numbers and write this number on the evaluation form as well.
  - **IMPORTANT:** PLEASE DO A PHYSICAL COUNT OF ATTENDEES; **DO NOT** ESTIMATE OR WRITE "FULL ROOM", **WE NEED A NUMBER.**
- Walk-through how to download the app and or find evaluations on the website using their phones
- Thank presenter and remind presenter of announcements

Announcements

Announcements will be provided daily to ensure the most updated information. These announcements will be made through the app so it is important for Session Hosts to download the app.

Level of Learning

Please remind presenters to announce the learning outcomes and level for their session.

Updates

- Update sessions are essential to the success of the Session Host position. It is important that those who volunteer as a Session Host attend the onsite check-ins each morning of their assigned session.
- The Session Host will train with the Session Coordinator. The joint training/check-in is to update volunteers of daily changes and to ensure a smooth session transition free from complications. It will also provide an opportunity for both Session Host and Coordinators to discuss issues that may arise.

Evaluation guidelines

- Session Hosts will assess and evaluate the presenter and session content
- Each question posed on the evaluation form should be thoughtfully answered. Please avoid yes and no answers.
- Evaluations are used to plan future session sessions; your expert opinion is important.
- Evaluations are two-sided

Please be aware of disabled attendees who may not have contacted us, hearing/visually impaired, etc. If attendees have not made prior arrangements for disability assistance, please contact the volunteer room immediately for further instructions.

Session material envelope contains the following tools to assist with your role:

- Any special instructions pertaining to your assigned room or a presenter assigned to that room
- Time cards - 5 minutes, 10 minutes and Time's Up
  - Hold up 10-minute sign for the presenter when they have 10 minutes remaining, 5-minute sign, and time's up sign.
  - Place **FULL** sign on outside of door if session is full
- Audio visual equipment list for that room
  - Confirm it is working prior to start of session

Other notes:

- Assist presenter with set-up
- Clarify with the Session Coordinator and presenter the logistics for distributing handouts (if any)
- Do an exact physical count of attendees in your session and confirm number with Session Coordinator. This number must be written on the Host evaluation form. **Do not guess**.
- Pick up room after each session, remove cups, papers, pick up floor, straighten chairs, etc. This room is your responsibility – keep it clean and neat for the next group.

For all volunteers

Please keep in mind that you may need to be flexible as situations change. If you are not currently assigned to a task, always check in at the Volunteer Room Symphony IV to see if a need arises for assistance. There will be a flip chart in the Volunteer Room indicating current volunteer needs. Please check it frequently.

All volunteers are expected to assist as needed in the Grand Ballroom Room for seating attendees for lunch and general sessions. *This information is subject to change without notice.

Volunteers should not be seated for meals until ALL attendees are seated.