



Virtual Ambassador Training 2

Facilitation Notes

Best Buddies Virtual Ambassador Training 2

Objective: To empower ambassadors to present and share their speech and key talking points with others.

Goal: Students will leave with the ability to communicate their story and advocate for themselves.

Materials: Access to a video conference platform – Zoom or WebEx are the two recommended platforms; Virtual Ambassador Training 2 PPT; Internet access; access to a computer, iPad or another device with email and video conferencing capacity (preferred); paper & writing utensils; access to a printer, *Five W's Worksheet*, *Framework for a Speech Worksheet*; *How to Edit Your Speech*; *Delivery of Your Speech*

Time: 30-45 minute session recommended, although you may need to allocate a bit more time if ambassadors have challenges with technology. You may find it helpful to host a practice round before the 1st session, so students can learn how to access the meeting platform, mute/ unmute, raise their hands, etc. (Keep in mind that if you think your session may run over 40 minutes, you should use WebEx due to the 40 minute time limit on Zoom).

Reminder: Be sure to record each session – you'll be able to download these files, upload them to YouTube, email them out to participants, etc. after each session concludes.

One Week Prior to Training:

Each ambassador sends their most recent speech to the facilitator.

- Keep in mind that ambassadors need to come into the training with an already-developed speech (not two paragraphs, not three sentences, etc.)
- If an ambassador sends in an underdeveloped speech, facilitator will send the ambassador "Framework for a Speech" WS. It is important that the ambassador comes prepared with a speech.

The facilitator should send a brief overview of the meeting platform they will be using for the training.

Overview of Training:

Day 1: Updating/Editing the Existing Speeches

Intro to meeting platform (either Zoom or WebEx)

Overall goals

Overview of 5 Ws

Hooking Your Audience

Homework: Complete 5 W's Worksheet

Day 2: Presentation Skills

Reading vs. Delivering a Speech

Body Language

Facial Expressions

Homework: Practice your speech in front of a mirror with the "Delivery of Your Speech" WS

Day 3: Speech Presentations

Recap presentation skills

Have everyone present their speech

Explain how we will utilize the recorded speeches: send as thank you notes to donors, as encouragement to school chapters, etc. Emphasize how to be impactful when presenting in a video

Homework: Take video of speech (or closing paragraph/call to action) and send to the facilitator.



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Virtual Ambassador Training 2: Day 1

Welcome & Platform Overview

Have everyone introduce themselves and tell one fun fact about themselves.

Share an overview of how to use your meeting platform. Be sure to explain where the chat feature is located, how to raise your hand should you have a question, how to unmute/ mute yourself, etc. Facilitator should share screen to show where features are located.

Purpose

- All students will learn what it means to be a Best Buddies ambassador and how to present their speeches effectively. They will update their existing speeches, practice presentation skills, and discuss avenues in which to share these speeches.

Goals & Rules

- Ask ambassadors what their goals are for the training. What new tasks do they hope to accomplish today and how do they hope to grow from the last training?
 - Turn this into a brief discussion
 - Write down some of the goals using the Zoom or WebEx whiteboard feature
- In order to reach these goals, what rules need to be set? Come up with some, as a group.
 - Try your best; Ask for help – Respectful/encouraging language; Listen while others are speaking; Have fun!

Advocacy and Finding Your Focus

Materials: Ambassadors need their speeches, Five W's WS; Writing utensils, lined paper

Review:

- Revisit the core components of writing a speech.

Five W's

Who | What | When | Where:

Speech should be built around these core ideas; ensure your story captures the Five Ws

- WHO – Who is the advocate? Does your speech tell your audience about you and who you are?
- WHAT – What is being advocated? Do you outline why you are sharing your story and why it's important to your audience?
- WHEN – When would you use these talking points? Who is your target audience?
- WHERE – Where is a good platform to advocate? Where would you reach this audience?
- WHY – Why is it important that people hear your talking points? Why is your message important?
- Talk through each W as a group—ambassadors will complete worksheet individually after session.

Creating a Hook:

Speech should “hook” your audience right from the start

- Ask the audience a rhetorical question.
- Add a joke or something funny about yourself (make sure it is appropriate).



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- Surprise the audience.
- Tell a story or share a memory.
- Use a quote.
- Keep it interactive.
- Speech should include at least one of these techniques!

Follow Up Activities – Day 1

Before you end the class ask ambassadors to email the following completed activities before the start of the next session.

Facilitator will send follow-up email with worksheets and instructions.

Instructions should include the below:

- 1) Complete the Five Ws WS
- 2) Double-check your speech to ensure all 5 components are there.
- 3) Complete the “How To Edit Your Speech” WS.

Virtual Ambassador Training 2: Day 2

Welcome & Recap

Review (as needed) how to use the platform. Be sure to explain where the chat feature is located, how to raise your hand should you have a question, how to unmute/ mute yourself, etc.

- In this session, Ambassadors will learn the difference between reading and delivering a speech. They will learn effective body language and practice speech delivery.
- Review (as needed) how to utilize the meeting platform. Share an overview of how to use the platform. Be sure to explain where the chat feature is located, how to raise your hand should you have a question, how to unmute/ mute yourself, etc.
- Briefly review with ambassadors the “5 W’s” WS and the “How to Edit Your Speech” WS they completed for homework. Ask the Ambassadors if they feel that their speech hits all of them

Reading vs. Delivering a Speech

Materials: Speeches and highlighters

Lead a group discussion with the questions below:

What’s the difference between reading your speech ? Why is it important to know the difference?

What are the downfalls of just reading a speech?

- Hard to connect with audience, disengaged, hard to hear or understand, doesn’t get message across, no buy-in from audience

What can help you deliver a speech? (these are “physical cues” that everyone can add to their speech notes)

- Add spaces to remind you to pause
- Use large font so it’s easy to read
- Use ellipses to emphasize pauses
- Add personal reminders
- Put on note cards o Italicize, underline and bold when needed
- Practice!



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If breakout rooms are not available you can end the exercise here or have each speech coaches/staff meet with each ambassador one-on-one after the training.

Use breakrooms to pair up Ambassadors and Speech Coaches: Give Ambassadors 5 minutes to work with speech coaches and identify places in their speech where they can add physical cues. Use ambassador's highlighters to mark physical cues.

Body Language

Materials: none

Have a group discussion with the questions below and use the whiteboard in your chat to keep track of the responses.

What is Body Language?

- Body language is a kind of nonverbal communication, where thoughts, intentions, or feelings are expressed by physical behaviors, such as facial expressions, body posture, gestures, eye movement, touch and the use of space. Approximately 55% of communication comes from your body language.
- Body language can reinforce verbal communication; however, it can also be stronger than verbal communication – it is important that we are aware of our body language in order to ensure we are projecting the right message.

How is this relevant in speech presentation?

Why is it important to maintain precise body language during your speech?

What would happen if you didn't have precise body language? What message could you convey?

Share some body language tips and ask ambassadors to act them out!

- Make eye contact
- Control your speed
- Control your volume
- Keep your body open – palms out and do not cross your arms or legs
- Stand straight
- Be confident!

Facial Expressions

Materials: none

Watch video & practice facial expressions along with Vanessa

<https://www.youtube.com/watch?v=B0ouAnmsO1Y>

Have a group discussion with questions below:

How can facial expressions help you enhance your speech?

What are some of the micro-expressions that you can express during your speech? Can you give any examples?



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Follow Up Activities- Day 2

Ask students to email the following completed activities before the start of the next session.

- Practice your speech at least 3 times in front of a mirror and check off “*Practicing Your Delivery*” WS.

Virtual Ambassador Training 2: Day 3

Welcome & Recap

Review (as needed) how to use the platform. Be sure to explain where the chat feature is located, how to raise your hand should you have a question, how to unmute/ mute yourself, etc.

Presenting a Speech Review

- Review skills that ambassadors should keep in mind while presenting
 - Reading vs. Delivering
 - Body language and facial expressions
- Briefly ask Ambassadors to share how it felt to practice their speech in front of a mirror, and to share one thing that they improved on.

Speech Presentations

- Since this training will be done with a smaller group of ambassadors, there should be adequate time for each ambassador to share his or her speech.
- If you do have a larger group of ambassadors, have them share either their talking points (Five Ws) or their conclusion/call to action instead of the whole speech.

Closing of Training

- CONGRATULATIONS! It is important to celebrate the completion of these sessions! Remind ambassadors that practice makes perfect and that they can have an impact right where they are right now! Take a group photo/screenshot.
- Encourage them to look for opportunities where they can share their speech; give ideas for where they can share these speeches now—Zoom calls with chapter, on social media, on state social media, donor thank you notes, etc.
- Remind them about any upcoming virtual activities that they are encouraged to attend.

Follow Up Activities – Day 3

Ambassadors should:

- Create a video of themselves presenting their speech and send to facilitator. This video should be as high quality as possible (no background noise, in an appropriate setting, etc.) Wear a Best Buddies’ shirt if possible.

Staff should:

- Schedule follow up 1:1 calls with each ambassador to review their final speeches. This can be done by phone, Zoom, etc. The 1:1 follow up calls could also be done by volunteers (board members, committee members, etc.) as a way to engage them in the mission.
- Forward via email or mail Completion Certificates to each Ambassador
- Complete all Ambassador Training Tracking located on the Programs Library in SharePoint

***THANK YOU for doing an amazing job implementing a Virtual Ambassador Program
And for keeping our mission moving forward.***

BEST BUDDIES



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