

# Boost Workshop Guide

## For Organisations

Thank you for attending what we hope will be the first of many participations with our Boost Workshops, which in combination with our other services should take you to a place where you are fluent with digital tools and techniques commonly used to serve customers online.

### **What are Boost Workshops?**

Workshops are interactive webinars for you on a relevant digital skill led by one of our volunteers to help you achieve your learning goals in one of the 46 digital subjects covered by our service. The webinars are limited in number so make sure to register as soon as we send you an email about them - or send a colleague who you think might benefit!

As you prepare for the Boost Workshop, please make sure that you can be in a quiet space and free of distractions so that you can make the most of the time you have participating in the Boost Workshop.

Here are some simple tips to help you understand how to get the most out of your Boost Workshop:

### Etiquette and Top Tips for Boost Workshops

- **Please do take notes:** Try to take notes throughout the Boost Workshop to improve your learning experience.
- **Please do ask questions:** Please post considered questions into the chat window throughout the Boost Workshop. The speaker will respond to those questions either at the end or throughout the presentation. Usually, there are 30 minutes for Q&A at the end of the talk.
- **Please don't pay a presenter if they ask:** Small businesses and charities such as yourself do not pay the presenters and do not pay any fees to us. If a presenter asks you to pay, please let us know in the survey we send you right after the Boost Workshop.

**Please Don't ask presenters for personal contact information:** Digital Boost's mission is to ensure both you and our digital expert's individual privacy and safety throughout the full Digital Boost journey.

Please do not ask the presenter for private information such as an email address, phone number, or other information such as last name or professional title during the Boost Workshop if the digital expert has not provided it throughout the Boost Workshop. Our digital experts choose which of their personal information they share and which they do not while presenting.

Our digital experts are equally aware that they should not ask you for the same private information and we strongly urge you to not give your information if a presenter inquires you to. If a presenter does ask, then please rate them negatively on the post-workshop survey you receive so that we can let them know of our code of conduct policies, so this doesn't happen again.

Questions you may have:

- **How do I know when Boost Workshops are?**

We send you emails announcing upcoming Workshops. Once you have registered for a Workshop we will send you a confirmation email and reminder emails so that you do not miss it.

- **How do I join a Boost Workshop?**

To join a Boost Workshop keep a look out for our email announcing upcoming Boost Workshops. If you would like to join one of our Boost Workshops simply press the register button in the email. We will send you a confirmation email and several reminder emails so that you do not miss it.

- **How can I ask a question in a Boost Workshop?**

The workshops take place on Demio, a third party video conferencing platform we have integrated our service with. Attendees are not able to talk or to turn on their camera throughout the talk, to ensure attendee anonymity. To ask a question simply pose a written one in the chat window. The speaker will respond to those questions either at the end or throughout the presentation. Usually, there are 30 minutes for Q&A at the end of the talk.

- **What happens if I can't make it to the Boost Workshop?**

As Boost Workshop audiences are limited by number, please cancel your registration at least 24hrs before the Boost Workshop should start. In that way other peers who might be interested could still attend the Boost Workshop.

- **What happens if I don't show up to the Boost Workshop?**

If you don't show up to the Boost Workshop and didn't cancel your registration at least 24hrs before, you will receive a warning email. After missing 3 Boost Workshops you will be barred from the service for a limited amount of time.

- **What happens if the Boost Workshop gets cancelled?**

If our digital expert can't host the Boost Workshop or if due to any other reason we need to cancel the Boost Workshop, we will immediately email you beforehand to let you know.

- **How private are the Boost Workshops? Will the audience or the presenter know about my personal details?**

The privacy and confidentiality of our organisations attending and of the digital expert hosting the Boost Workshop is of highest priority to us. Throughout the Boost

Workshop webinar the audience and the presenter will only see your first name. They will not see your last name, email address, profile picture or LinkedIn account. To further protect the organisation's privacy, you are not enabled to turn on your camera or microphone throughout the workshop.

- **What if the mentor tries to sell me their services or asks for money throughout the Boost Workshop?**

Mentors are not allowed to promote their services in a Boost Workshop. Boost Workshops are a completely free service and under no circumstances should mentors ask you for payment or promote a paid service or product throughout them. However, if this does happen, do not provide payment of any kind and please let us know via the rating of the presenter in the post-workshop survey we will provide you with right after the Boost Workshop has ended.

- **What if I want to attend another Boost Workshop?**

You can attend as many Boost Workshops as you want. We will send you regular emails announcing upcoming Boost Workshops. Simply register your attendance through the email for the next Boost Workshop you are interested in.

- **What if I'm not sure about the advice given to me by the presenter, or think the presenter is not competent in the areas I need help in?**

Boost Workshops are set out to be general workshop webinars on a single digital subject to give you a general overview. Their main goal is not to offer customised strategic or tactical advice towards your organisation. If you need more tailored advice, we highly recommend you to book several 1-to-1 Mentoring Calls on the subjects you need help with. Book a 1-to-1 Mentoring Call [here](#) (link to booking flow). Please rate the digital expert's presentation quality in the post-workshop survey so that we can ensure top quality Boost Workshops.

Good luck attending your Boost Workshop, The Digital Boost Team