

The Memory Project Visit Organizers:

How to complete a speaking engagement via video call



Responsibilities of the Organizer

- Connecting with your speaker beforehand
- Preparing your attendees for the visit beforehand
- Hosting the video conference call: adding your speaker **and** attendees to the call, and facilitating questions
- Note: the [organizer code of conduct](#) applies to remote visits

Before the Visit

1 Connect with your speaker via email or phone **before the visit date**. Discuss the details of the visit, such as:

- The video call platform you will be using;
- How you will add the speaker to the call (link, meeting code and password, calling them, etc.);
- What you would like them to talk about;
- Time and duration of the visit;
- Whether the attendees are on video and/or audio;
- How you will manage questions from attendees.
➔ We recommend that you hold questions from your attendees until the end of the speaker's talk. You can ask attendees to submit questions via the chat function or have them raise their hands at the end of the presentation and call upon them one at a time to unmute and ask their question.
- What to do if you or your speaker's connection cuts out during the talk.

Memory Project speakers talk about their personal service experience. However, if there is a certain theme or topic (e.g., teamwork, helping others) or curriculum tie-in (e.g., peacekeeping, the war in Afghanistan) you would like them to relate to, this can be discussed beforehand and is dependant on the speaker's level of comfort and personal experience.

2 Prepare your attendees for the visit. Be sure to set expectations about how they can form appropriate and thoughtful questions and ask them during the call. Review our general [Host a Speaker Kit](#) for resources, worksheets, and tips to help you prepare.

3 If possible, arrange a short test call between just you and the speaker beforehand. This allows you both to become familiar with the technology and work out any problems before the visit. Some Memory Project speakers are new to video call visits; please be patient with them as they learn this new way to give their talks.

The Visit

4 Be ready for the visit at the arranged time (double check the time zone!). Ensure that all your attendees are added to the call before adding or accepting the speaker to the call.

- **Be clear with your speaker about how they will be added to the call. This could be sending them an invitation link or meeting code before hand, or by adding them to the call once it has begun.**
- Mute attendees if they are not asking questions to minimize background noise for the speaker.

5 Listen to your speaker's story!

- Moderate the chat function on your platform, if used.
- If there are any internet connection problems, such as a delay in video or audio, ask your speaker to repeat parts of their talk.
- If you or your speaker's connection cuts out during the talk, try to reconnect with the speaker. If you are not able to do so, email or call them as soon as possible to let them know and arrange a make-up visit.
- If you have permission from your speaker and attendees, consider taking a screenshot of the visit to share with us or on social media.

6 Facilitate questions. Ensure that you have discussed how this will work with both your speaker and attendees in advance.

After the Visit

7 Thank your speaker! Send your speaker an email, or feedback from the group, to let them know you appreciate them taking the time to share their story. Remember, Memory Project speakers are volunteers who give their time to talk with groups like yours.

8 Send us feedback about how the visit went to memory@historicacanada.ca This can be about the speaker, the presentation, your experience using The Memory Project, and/or the technology used to videoconference.

- Consider sharing screenshots with us and, if you have permission from your speaker and attendees, on social media.

General Video Call Tips

- Make sure that your device (phone, tablet, computer) is plugged in or fully charged before beginning the call.
- Speak slowly and enunciate clearly.
- Be prepared to repeat if the audio cuts out or lags.
- Be patient and understanding: many Memory Project speakers are using video call technology for the first time.
- Use headphones to minimize background noise so that you can hear others on the call better.
- Mute yourself when not talking to stop feedback, echoes, and unnecessary background noise.

