Zoom Online Balint Groups: Guidelines

ZOOM is a stable platform for conducting online Balint Meetings worldwide. The quality of sound and visuals is excellent. It is similar to Skype and appears to be more stable and user friendly.

TECHNICAL REQUIREMENTS:

1. You will need **Internet/Wi-Fi connectivity**. 4G works well too.
2. A **computer or laptop** is preferable because of screen size for the visuals. I-pads, tablets and smartphones also work on Zoom, and can be backups.
3. Participants must have downloaded the **free Zoom app** to their device(s) in advance. We recommend a test call in advance of the meeting between moderator and new members.
4. The Balint Society Moderators and Administrator have a **licence** with Zoom. This enables the licence holder to schedule and set up meetings of any length with as many participants as required. Once a meeting has been scheduled, the Moderator/Administrator notifies all participants by email of the time and date. The email also contains a 'quick link' to the meeting room. This link includes the meeting ID number, consisting of 9 digits. This 9-digit number can also be used to join a meeting without needing to click on the link in the email.

PRACTICAL REQUIREMENTS:

1. **Ideally 2 leaders** facilitate each meeting, (but not always essential).
2. A **Moderator/Administrator** sets up a meeting (as above). They can attend to any technical issues if they arise. Occasionally they may not be present at a meeting, having set it up. The meeting can still run without them being present.
3. **Participants** behave as if they are in a normal face:face Balint Group. That means:
   - Sitting in a private confidential space (not a public café or sitting room with kids, others around).
   - Remaining seated and not wandering about.
   - Ensuring good lighting on their face.
   - Keeping their background screen neutral (e.g. no underwear on a washing line). There is an option within zoom to select your background, like a neutral photo.
4. **Time Keeping:** As for a normal Balint Group. We recommend participants sign into Zoom ahead of the starting time by 5-10 minutes. Set boundaries at the outset for starting & ending a case. Groups may decide to allocate time at either end of a session, for "checking in" or possibly addressing other aspects of process on completion of a case discussion.
5. **Etiquette:** Participants are expected to commit to attending meetings as in a normal Balint arrangement. Part of this commitment includes an RSVP for each meeting to the Moderator or leaders. Groups decide their own method of entering a conversation. This could be raising a hand or simply beginning to speak as in a normal Balint Group.
6. **Recording of meeting:** The leaders will ensure that meetings are **not recorded**, and will confirm this at the outset of a meeting. The option to record has to be specially selected, and is NOT a default setting.
7. **Debriefing:** The leaders may choose to debrief online, once a meeting is completed and participants have signed off. This can be seen on screen. They may however choose to debrief at another time.

If you would like to arrange an Online Balint Group using our Zoom licence or if you have any further questions or queries in relation to this document please contact the Balint Administrator in the first instance – administrator@balint.co.uk.