



# SHRM21

ANNUAL CONFERENCE & EXPO  
LAS VEGAS & LIVE ONLINE  
SEPTEMBER 9-12

## SHRM21 Virtual Volunteer Training

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#SHRM21



# WHAT DOES SUCCESS LOOK LIKE?

Make sure virtual attendees are “seen and heard.”

# MAIN RESPONSIBILITIES

- **Capture content related questions for speaker to answer**
  - \*Only if the speaker or support person is not live in the virtual session
- **Answer non-content related questions**
- **Spark engagement**

# VIRTUAL PLATFORM OVERVIEW

# MAIN RESPONSIBILITIES

# Capture content related questions for speaker to answer

\*Only If the speaker or support person is not live in the virtual session

# Capture content related questions for speaker to answer



- Have five windows open
  - 1. Your session**  
*to view the chat and Q&A*
  - 2. SHRM21 chat notifications**  
*to copy and paste responses into the chat*
  - 3. Word document or notepad**  
*to copy and paste content related Q&A for the speaker*
  - 4. Slack channel**  
*to communicate with staff and other volunteers*
  - 5. Volunteer shift schedule**  
*to view your assigned shifts*

# Answer non-content related questions





## EXAMPLE

**Q: Where do I find the session materials?**

**A:** If the speaker has provided us with materials, you can download them at <https://presentations.shrm.org/annual>. Click on the conference name and you will need to login your SHRM account for access.

# Spark engagement

# Sample engagement questions



## EXAMPLES

- Hello everyone! My name is <INSERT YOUR NAME> and I'll be your chat/Q&A moderator for this session. To ask a question, enter it into the chat and if time allows, we'll try our best to get them to the speaker to answer.
- What has been your favorite session so far today? Mine has been <INSERT SESSION TITLE HERE.>
- Which Networking Peer Group do you belong to?

# HOW TO PREPARE

# BEFORE YOUR SHIFT

- Join the Slack Channels
  - [#shrm21-virtual-moderators](#)
    - For majority of sessions within OEP
  - [#shrm21-virtual-networking-peer-groups](#)
    - For networking experiences in Zoom
- Get familiar with the virtual platform
  - Freeman Online Event Platform (OEP)
  - Login access opens Tuesday, September 7, 2021

# DURING YOUR SHIFT

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- Check-in with your Team Lead(s)
  - In Slack at least 15 minutes before your session
- Have five windows open
  1. Your session
  2. SHRM21 chat notifications
  3. Word document or notepad
  4. Slack channel
  5. Volunteer shift schedule

# Your Virtual Team Leads

**Kristen Hayde:** [kristenhayde@gmail.com](mailto:kristenhayde@gmail.com)

- Thursday, 9/9 – Saturday, 9/11

**Rafael Siguenza:** [siguenzarafael@gmail.com](mailto:siguenzarafael@gmail.com)

- Friday, 9/10 – Sunday, 9/12



# AFTER YOUR SHIFT

# AFTER YOUR SHIFT

- Save any unanswered content-related questions in a word document and email them to [wendy.fong@shrm.org](mailto:wendy.fong@shrm.org).

# Link to training recording

[https://freeman.zoom.us/rec/share/vHcW7eujh5Vp6IPGoZXaZmUmykcriCL\\_Ic9th2wKvCU0U6zA2SeKJLg2AOYmqA4q.WTe7v\\_xyfpfH9fUb](https://freeman.zoom.us/rec/share/vHcW7eujh5Vp6IPGoZXaZmUmykcriCL_Ic9th2wKvCU0U6zA2SeKJLg2AOYmqA4q.WTe7v_xyfpfH9fUb)

Passcode: i8%E%fAC

NOW MORE  
THAN EVER

THANK YOU! #SHRM21