



Coffee Club: Barista Training Course

Frequently Asked Questions for how-to-run a successful meeting.

FAQ	TIPS
How do I make the meeting feel safe and welcoming?	<ol style="list-style-type: none"> 1. Smile & welcome each person to the chat. 2. Set the direction for the meeting (this should be uplifting and inclusive of all). 3. Give clear guidelines for the chat. <p><i>Hint: Make eye contact, smile and say their first names = 😊</i></p>
How do I get the conversation started?	<ol style="list-style-type: none"> 1. Ask the most confident, upbeat or familiar person to talk first. 2. Be direct & intentional by asking 1 person a question. 3. Remind the group of the Club intention. <p><i>Hint: If you're struggling to find someone to start- share something about yourself.</i></p>
How do I get someone to stop talking?	<p>If someone's over-talking, or taking time from others needing to have a say...</p> <ol style="list-style-type: none"> 1. Interrupt the speaker by saying their name. 2. Tell them <i>I hear what you are saying</i>. 3. Take the lead and ask another member for a solution to the problem <p><i>Hint: If you can't redirect them -</i></p> <ul style="list-style-type: none"> → <i>Remind them to give everyone time to talk.</i> → <i>Ask them to refocus the problem ("how might you look at it another way?")</i> → <i>Quickly repeat back what they've said to the group</i> → <i>Thank them for being concise</i> → <i>Invite the next member to speak</i>
How do I manage my own emotions when witnessing someone in crisis?	<ol style="list-style-type: none"> 1. Breathe and listen to what your body is saying. 2. Set any necessary boundaries to make you feel safe. 3. Send a private message to a fellow Host/the (private) Host group chat <p><i>Hint: Stay calm and practice mindfulness.</i></p>
How do I turn around a heavy conversation?	<ol style="list-style-type: none"> 1. Tell the speaker <i>I hear what you are saying</i> 2. Show empathy and support, and let them know that you care. 3. Flip it. Remind the group of the Set Intention then ask the person, or group, to refocus the problem ("How might we look at this another way?"). <p><i>Hint: Remind them of the intention of the Club, then ask the group to offer solutions.</i></p>
How do you deal with a situation where someone presents with extremely low mood or appears at risk?	<p>N.b. If someone presents with significant distress; your job is not to replace a health professional - but to refer someone to a health professional.</p> <p>Tips to identifying someone who might be at risk:</p> <ol style="list-style-type: none"> 1. They present as extremely upset or distressed. 2. They express feelings of being a burden. 3. They do not have any support around them (in close proximity). <p>Actions to help:</p> <ol style="list-style-type: none"> 4. Tell the speaker <i>I hear what you are saying</i>. 5. Remind them that they are safe. 6. Guide them to seek professional help: Crisis links i.e. Lifeline, Beyond Blue.
How do I close/wrap up the chat?	<p>Your main job here is to make everyone feel good for coming to the Club.</p> <ol style="list-style-type: none"> 1. Share 1 thing you've enjoyed from each person. 2. Encourage everyone to enjoy their week/weekend ahead. 3. Encourage the group to celebrate each other (i.e. raise cups, thumbs up). <p><i>Hint: Smile into the camera as you refer to each person.</i></p>
What do we mean when we say "play hot potatoes"?	<p>Playing "hot potatoes" is a metaphor we use as a way to help Host's keep the Club conversation moving along, whilst ensuring every person present gets an opportunity to speak. See more here.</p> <ul style="list-style-type: none"> • Identify a <u>topic</u> being talked about that you think might be enjoyable for others to discuss (i.e. family dynamics, new relationships, managing grief,). • Tell the group that you want everyone to continue talking about the topic. • Tell the group that you want everyone to have an opportunity to talk. • Then imagine throwing that topic around for discussion; Ask the most talkative participants first to briefly share their thoughts on the topic. <p>*This allows that person to add their thoughts on the topic, but they will be considerate that others need time to talk and responses will need to be kept brief. **This enlivens the energy of the group and encourages dynamic discussion.</p>
What is the "shining a torch in the dark" analogy?	<p>A simple way to see your role as Club Host:</p> <ul style="list-style-type: none"> • You are the Maestro or Conductor • The Club participants are the orchestra <p>Essentially, <i>we are all in the dark</i>. Your job as the Club Host is to shine the spotlight spotlight onto specific topics, comments and ideas to encourage people to talk and stimulate discussion.</p>

Watch [quick video tips of our FAQs here!](#)