



# Coffee Club: Barista Training Course

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

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