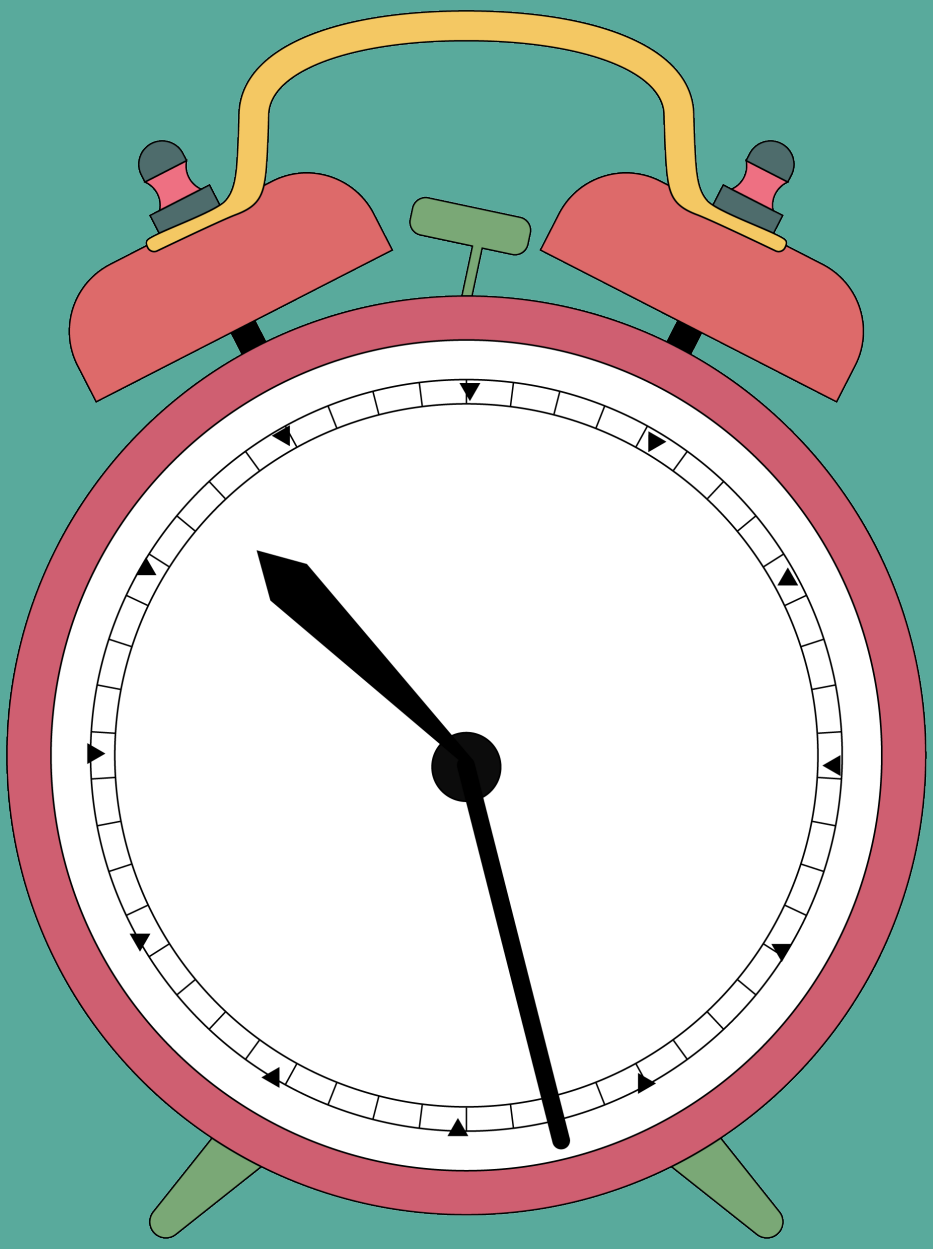
THE ONLINE SUPPORT JOURNEY

GAME INSTRUCTIONS



CONNECTED ON THE JOURNEY

SETUP

GAME ELEMENTS

Mats:
Character mat
Journey mat

Decks:
Name, age, gender, personality, interests, bio, service provider, before, during, after

PREP

Place all the decks on the table, and place game mats in front of each of the players. Spread out pens, papers, etc, you will also need a large piece of paper per group.

During the first stages, players can all sit together. They will be separated before they begin uncovering journey cards. (This step can be performed before the workshop if the facilitator wants to curate a specific scenario. In that case, all cards should be placed face-down on the mats before the participants arrival).

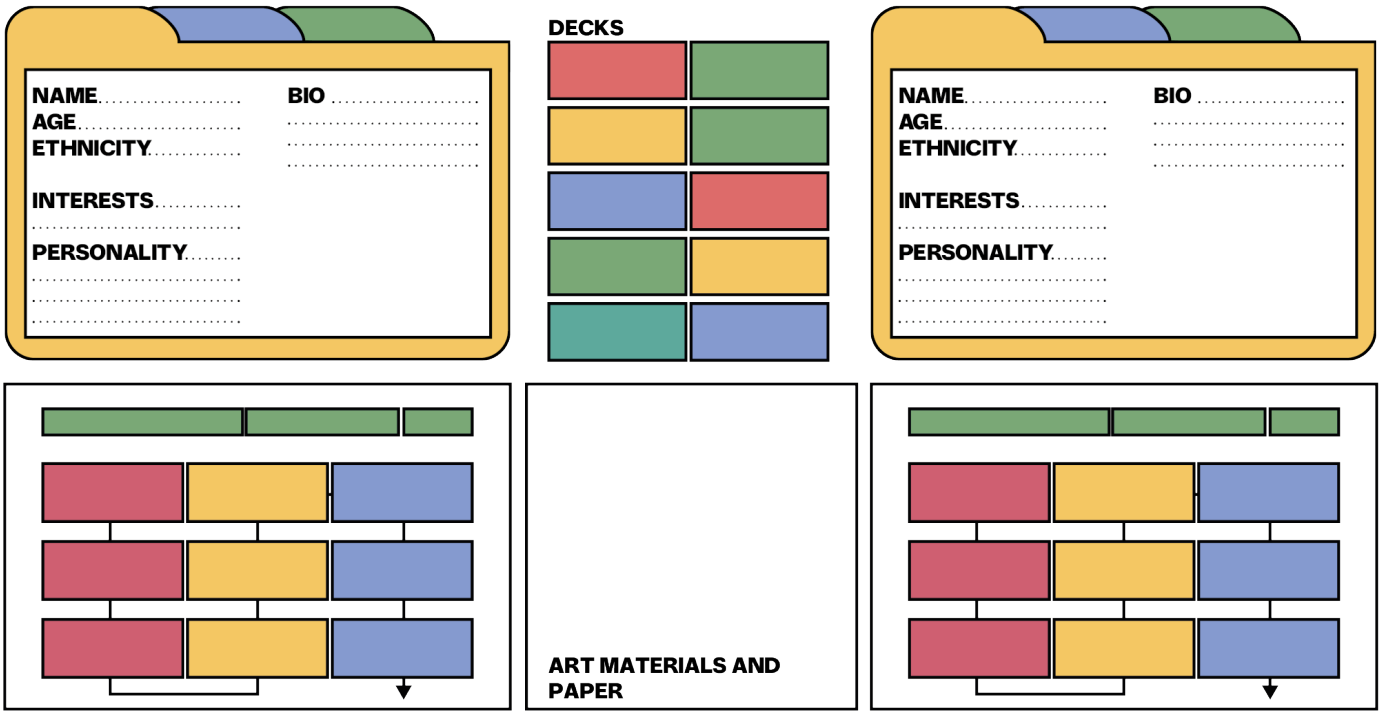
INFO FOR THE PLAYERS

In the next [x] minutes, we will play a game in which we will follow the character (who you will meet shortly) on their journey through an online session. We will explore what challenges they might experience before, during and after their online support session.

Firstly, we will create our character, and following that (pointing at the journey mat) we will begin discussing the journey. Each face-down card represents a scenario that you will attempt to find a solution for.

During and after discussion you will create a poster that can be used when presenting your solutions to the other group.

TABLE LAYOUT



BUILDING A CHARACTER

PURPOSE

By using a randomised system to create the character we provide a third party through which players can explore potential challenges and solutions to online support, without requiring players to discuss or reveal personal information.

PREP

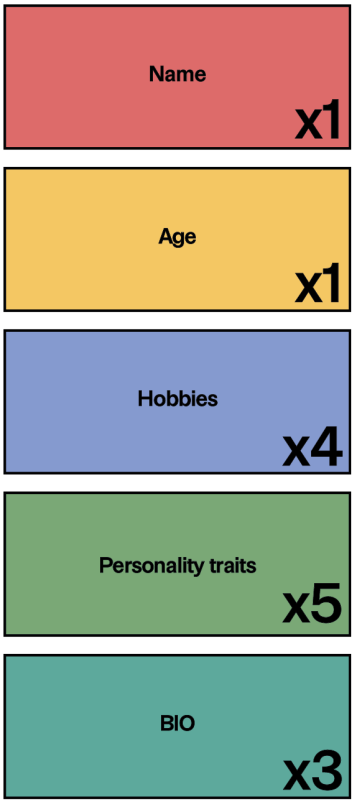
Decks in use: Age, Name, Gender, Personality, Interests, Bio

Decks are placed on the table in front of the players. Each group is dealt the following cards and puts them on the top of the character card (we skip that step in the pre-built game). Once cards are placed, uncover them and let players familiarise themselves with the character.

INFO FOR THE PLAYERS

During the rest of the session, you will be helping your character to go through the online session. Using their characteristics, you will think of different responses they would have to the scenarios and think of the best solutions to support them. Now we deal cards at random or just uncover them (in the pre-built session). We read out loud each card so players can familiarise themselves with the character.





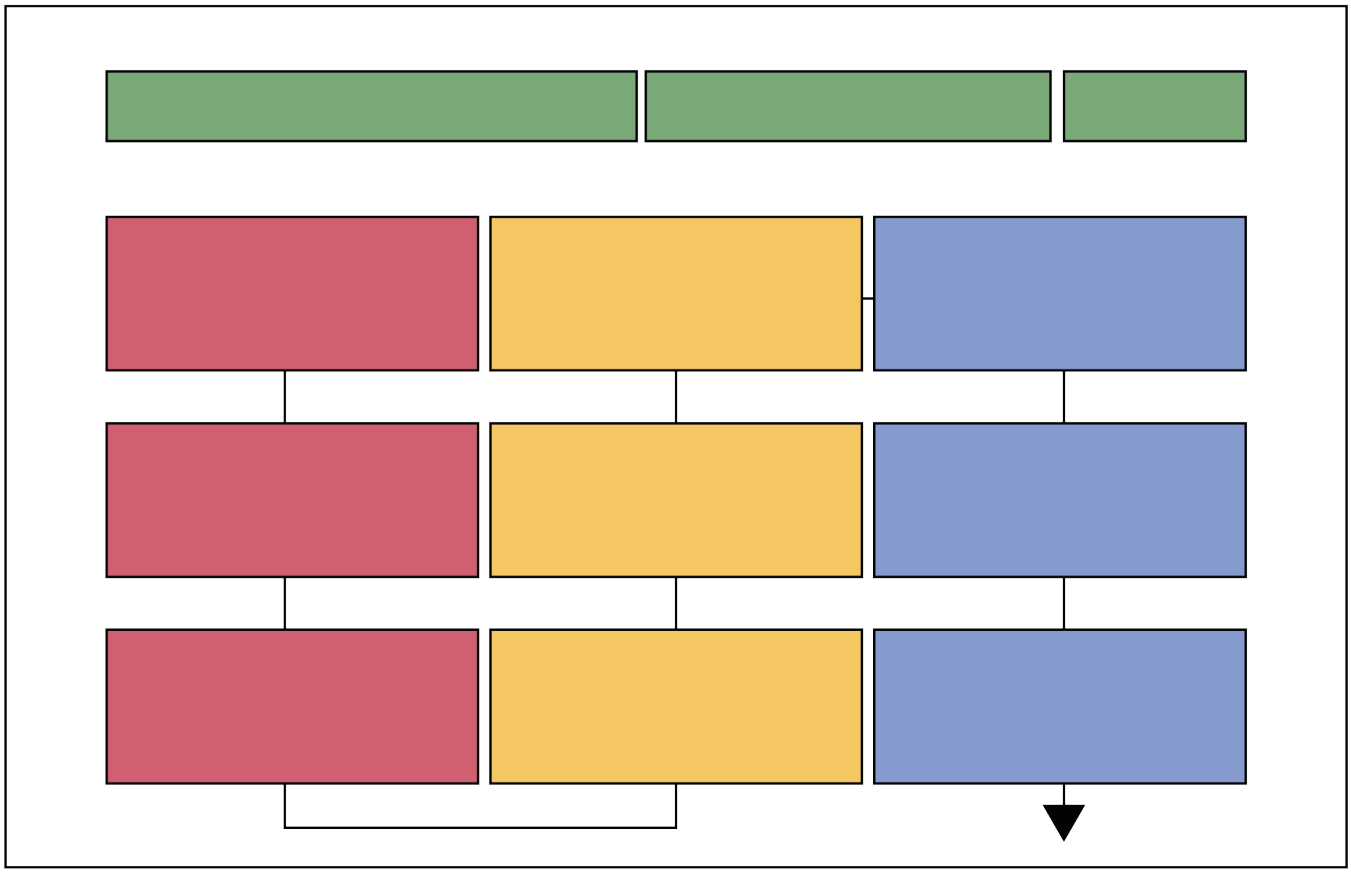
CREATING A JOURNEY

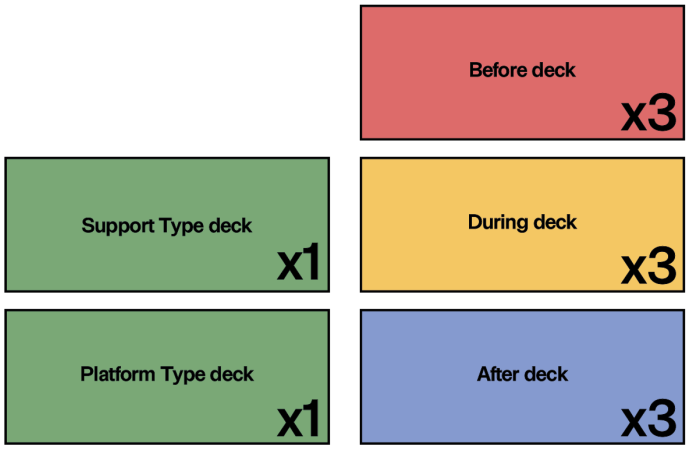
PREP

Each group will be given one service card at random, this will be placed at the top of the play mat. Next, they will be given journey cards. Each individual journey will have 9 steps, 3 in each section: before, during and after the characters online session. Cards will be placed face-down on the mats to begin with.

PRE-BUILT GAMEPLAY

In case the time for the session is limited, both steps above can be performed before the session starts. Participants would uncover character in the first step, skip the journey creation and go straight to the next stage (Discussion).





GOING ON A JOURNEY

PURPOSE

In this part of the session, players are asked to familiarise themselves with their character and to consider how this character may feel, and the barriers they may face, at each stage of the journey of their online support session.

PREP

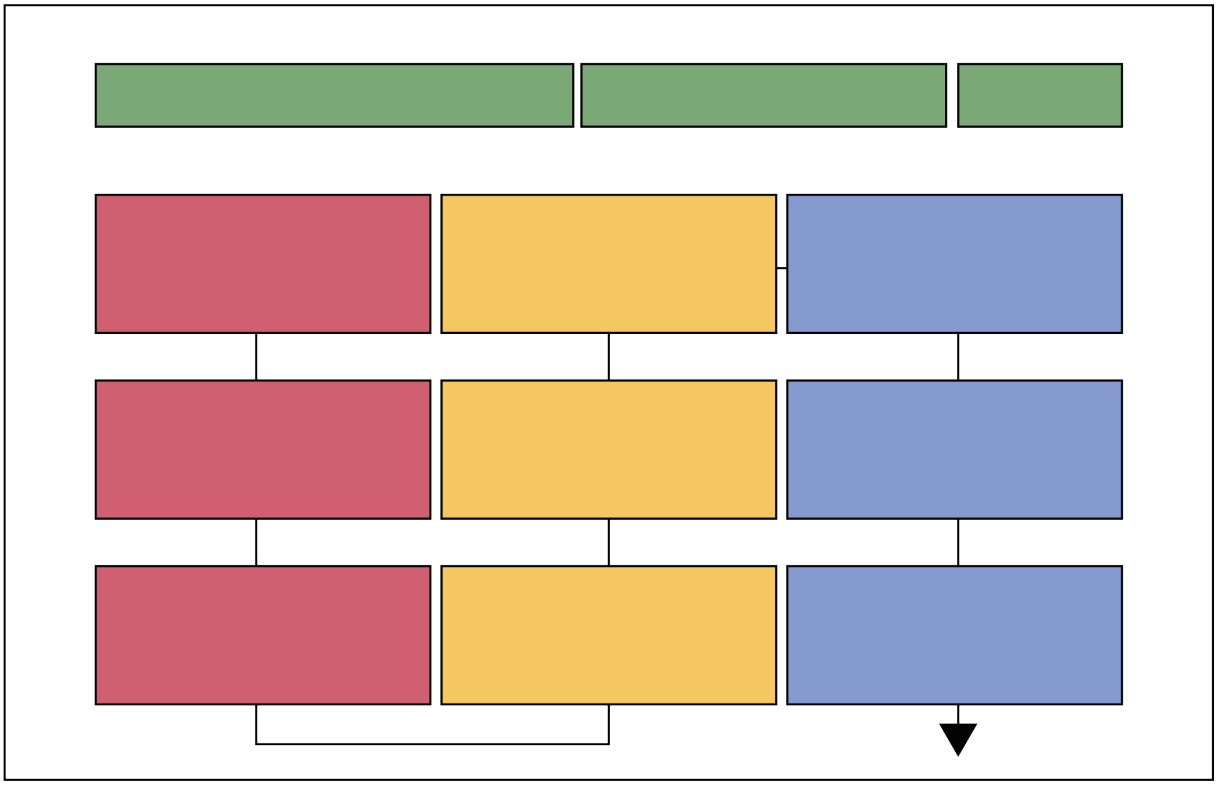
The facilitator in each group uncovers the first card and starts a 5-minute timer. Every 5 minutes the next card on the journey mat is uncovered. Players discuss possible solutions and are asked to record these as they go (e.g., writing these down).

INFO FOR THE PLAYERS.

(We uncover the first card to use as an example and start a 5-minute timer after the explanation). In front of you, you can see a journey mat. During this segment, you will explore the journey of your character before, during and after an online session with a chosen service provider. We will uncover a new card every 5 minutes, during which you will work on solutions to the problems listed in the journey cards. If as a group you decide that you cannot come up with a solution, you can ask us to uncover the next card.

Once that activity ends, you will have [x] minutes to compile a poster showing the solutions you come up with to the other group. You can use all of the art materials provided. You can list solutions as you go, during discussions. You can also use shapes, and colours, to start creating a poster.

Remember, you have 5 minutes to focus on each scenario.

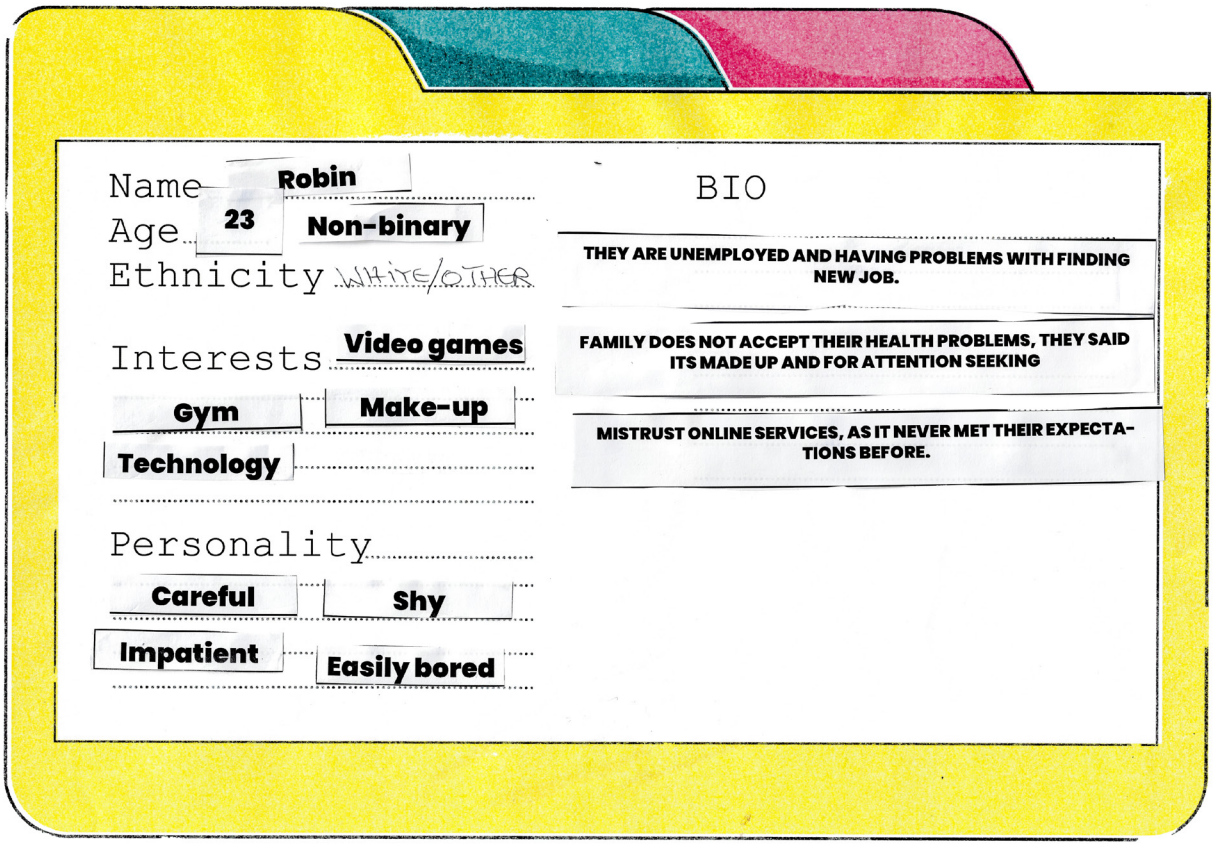


POSTER & GROUP DISCUSSION

INFO FOR THE PLAYERS

You can spend the next [x] minutes polishing your ideas and preparing a presentation poster. Once time is over, you will present it to the other group. Feel free to use any materials in front of you.

EXAMPLES



One-to-one Cognitive Behavioral Therapy (CBT)

Teams

They are sitting down for a meeting before they had a chance to prepare, struggle to get into the reflective mood

BEFORE

..... doesn't mind the online sessions, but is worried that this might replace the face-to-face / in person sessions

DURING

..... remembers things they forgot to mention

AFTER

The platform used is not very compatible with the device ..... has at home

BEFORE

The internet freezes or buffers during the session, meaning that something said was missed and might need to be repeated

DURING

..... purposely did not mention something and they second guess their decision now

AFTER

..... is anxious about having to download and install a new app of their device to access support

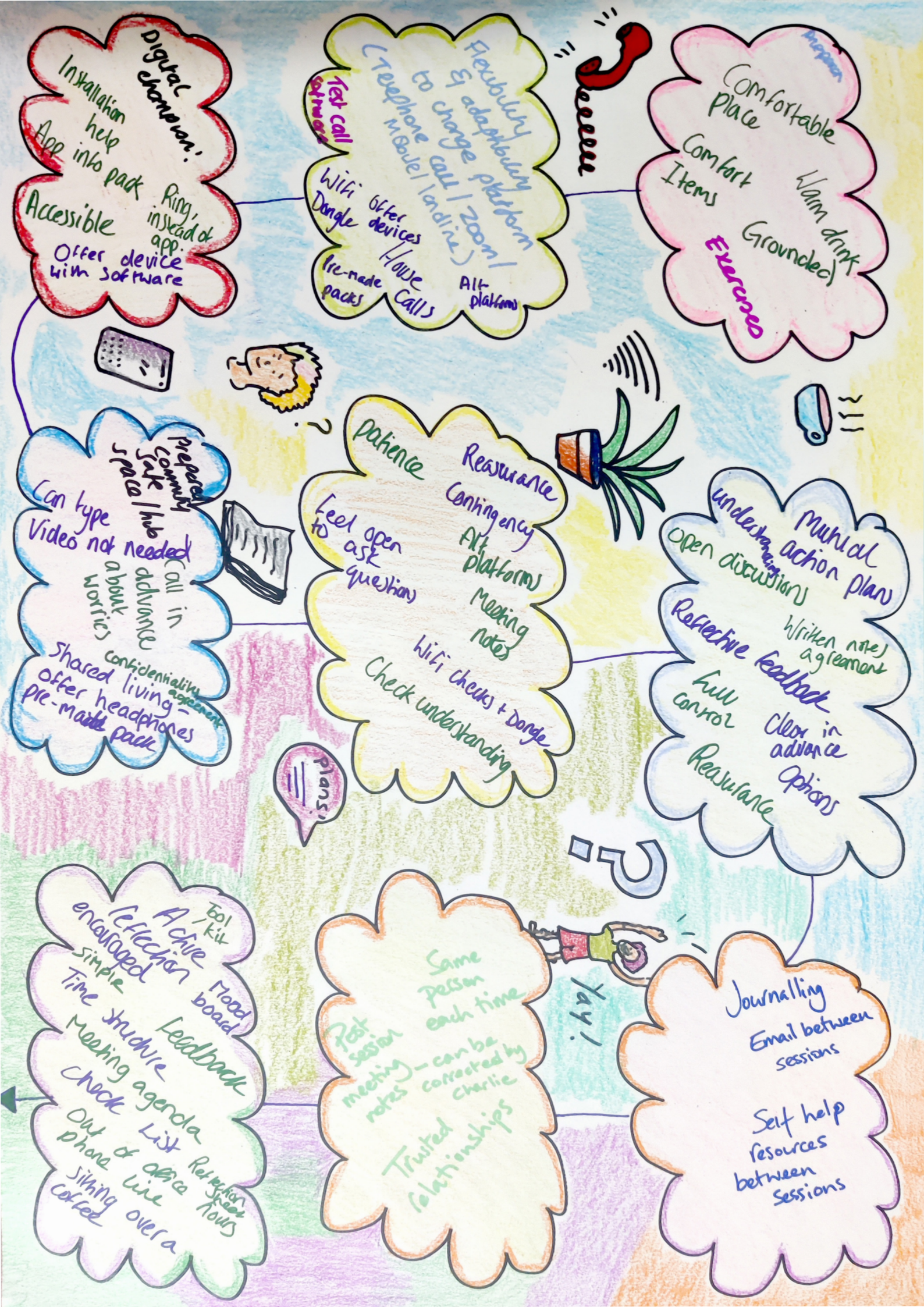
BEFORE

..... is worried because the session is taking place at home, and they are worried about their confidentiality – can anyone hear what they are saying?

DURING

..... does not have a sense of closure at the end of the session and cannot reflect

AFTER


Digital champion:
Installation help
App into pack
Ring, instead of app.
Accessible
Offer device with software
Flexibility adaptability
Eg change platform to change call / zoom / telephone call / mobile / landline)
Test call software
Wifi Dongle
Offer devices
House Calls
Pre-made packs
Alt platforms
Comfortable Place
Warm drink
Comfort Items
Grounded
Exercise
Prepare
Comfy safe space / hub
Can type
Video not needed
Call in advance about worries
Confidentiality agreement
Shared living - offer headphones
Pre-made pack
Patience
Reassurance
Contingency
Alt platforms
Feel open to ask questions
Meeting notes
Wifi checks + Dongle
Check understanding
Plans!
Mutual action plans
understanding
Open discussions
Written notes/ agreement
Reflective feedback
Full control
Clear in advance
Options
Reassurance
Tool / kit
Achieve
Reflection
Mood board
encouraged
simple
Feedback
Time structure
Meeting agenda
List
Refreshments
Check
Out of office
phone line
Sitting over a coffee
Same person each time
Fast session meeting - can be corrected by notes
Charlie
Trusted relationships
Yay!
Journalling
Email between sessions
Self help resources between sessions