



# **Take Charge Programs**

## **Email Templates**

## **Virtual Workshops**

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## INITIAL CALL TO PARTICIPANTS

Your workshop is scheduled, and participants are registered. Contact each participant and gather pertinent information to move forward with a virtual workshop.

### **General information to collect**

- First and last name
- Address – so that you can mail *Living a Healthy Life with Chronic Conditions* book and any other materials/handouts
- Phone number (you already have it!)
- Email address—it is very important to get the correct email address so that you will be able to email pertinent workshop information as described below

### **Points to discuss with, ask of participants on the initial call**

- **Share/clarify information about the workshop**
- **Ask participants the following questions to help with technical assistance:**
  - What type of technology will you use to access the virtual workshop i.e. computer, tablet or smartphone
  - Do you have internet access
  - Do you have sufficient bandwidth support
  - Have you ever used a video/virtual platform such as Zoom, Skype, etc.
  - Would you like additional help/practice to access a virtual platform, if so then
- ***Inform participants that the technical assistant (TA) will contact them before the start of the workshop to:***
  - Ensure they can access the virtual workshop platform
  - Practice using platform functions
- **Tell participants they will receive a reminder email the day before the workshop begins with the following:**
  - Link to virtual workshop
  - Days, dates and time of workshop
  - Instructions to access a virtual workshop platform (if needed / requested)

## SESSION ONE WORKSHOP REMINDER EMAIL TO PARTICIPANTS

Here is an email template to remind participants of the workshop; this should be sent the day before Session 1. Customize the email with detailed workshop information in the areas highlighted in yellow. **Put the participants' emails in Bcc to protect their privacy.** Copy both yourself and your co-facilitator on the email.

Subject: Take Charge Virtual Workshop

Hello!

Just a friendly reminder that tomorrow is the first session for the Take Charge virtual workshop. Please click on the Zoom link below to access the virtual workshop each week. Please try to access the meeting 15 minutes before the start of the workshop.

- Workshop link: **Zoom Link**
- The workshop will meet on **Days, Date through Date**
- **Time**

We look forward to seeing you tomorrow!

### **Text Message Reminder**

For participants who have cell phones, a text message is a good reminder. This is especially valuable for the first session. You can use RingCentral to send out texts. Send out 1 hour before the workshop begins.

Customize the email with detailed workshop information in the areas highlighted in yellow.

During the first session, check with the participants to see if they find this reminder helpful, and if yes, send out a text reminder before each session.

This is **your name** with a friendly reminder that the first session of **Workshop Name** begins today, **Date** at **Time**. Please click on the Zoom link below to access the virtual workshop each week. Please access the meeting 10 minutes before the start of the workshop **(time)**.

- Link to access the virtual workshop: **Insert Zoom Link**

## WEEKLY ACTION PLAN REMINDER

A virtual workshop makes it challenging for participants to find a “Buddy” to call to check on action plans as with a face-to-face workshop. Therefore, below is an email template to send to participants three days after the workshop as a weekly action plan reminder.

Subject: Action Plan friendly reminder

Hello,

We hope this email finds you well and that you are having a nice week. This is just a friendly reminder for you to keep track of your Action Plan. We will all be reporting on how we did with our Action Plans at the beginning of each workshop session.

Have a wonderful rest of your week! We look forward to seeing you at the next session.

## WEEKLY WORKSHOP REMINDER WITH ZOOM LINK

Below is an email template to participants as a weekly reminder of the virtual workshop. Areas highlighted in yellow are for you to customize the email with detailed information pertinent to your workshop. Send this email either the day before or day of your scheduled virtual workshop.

Subject: Zoom link for Take Charge Workshop

Greetings,

Please click on the Zoom link below to access the Take Charge virtual workshop each week. Please try to access the meeting 10 minutes prior to the workshop start time.

- Link to access the workshop: Insert Zoom Link
- The workshop will meet on Days, Date through Date
- Time

If you are having difficulty accessing Zoom, please contact Name of Technical Assistant at Phone Number.

Thank you and we look forward to seeing you soon!

## WORKSHOP FORMS EMAIL

Below is an email template for participants with links to workshop forms. This email should be sent following Session 1 of the workshop and Session 2 if new participants join. Make sure to include your Workshop ID! You can choose to mail participants paper forms with prepaid envelopes OR use the electronic links below.

Subject: Take Charge Workshop Forms

Greetings!

Thank you for joining the workshop. A *Living a Healthy Life with Chronic Conditions* book will be mailed to you. We would greatly appreciate your completing the forms listed below. By filling out these forms, this information helps us learn how to improve our program and continue to provide the workshops at no cost to community members. Please include your Workshop ID number on the forms where requested.

**Workshop ID#:** **Insert ID#**

Click on the links below to access forms. Don't forget to include your Workshop ID!

- [Media Photo Release Form](#)- *Please fill out and submit electronically*
- Registration Form and Pre-Survey- *Please fill out and submit electronically*  
Leaders need to email [Amanda.Moudry@ageoptions.org](mailto:Amanda.Moudry@ageoptions.org) to request a survey link. When you receive the survey link, link the survey above.

### **Virtual Workshop Link**

Click on the Zoom link below to access the virtual workshop each week. Please try to access the meeting 15 minutes before the start of the workshop.

- Link to access the workshop: **Insert Zoom Link**
- The workshop will meet on **Day, Date through Date**
- **Time**

Thank you!

## FINAL THANK YOU LETTER

Send a thank you email to participants within two days of completing the virtual workshop. The template below acts as a reminder for participants to submit the post-survey as well as solicit feedback. The areas highlighted in yellow are for you to customize the email to your workshop. Make sure to include your Workshop ID! You can choose to mail participants paper forms with prepaid envelopes OR use the electronic links below.

Subject: Thank you for participating in the workshop!

Greetings,

You did it! Congratulations and thank you for participating in the virtual **Program Name** Workshop! We have enjoyed spending these past weeks with you by computer, tablet and smartphone; we hope that you, too, have enjoyed this new way of meeting. We also hope that the time you have spent with us and the activities in which you participated have been beneficial to you as you move forward and continue to manage your **health/diabetes**. If you have not already done this, we ask that you please take the time to complete and submit the post workshop survey as your feedback is very important to us. Simply click on the link below to access the form. Don't forget to include the Workshop ID number!

**Workshop ID:** **Insert ID#**

Click on the link below to access the form. Don't forget to include your Workshop ID!

- **Link to Post Survey- *Please fill out and submit electronically***  
**Leaders need to Amanda.Moudry@ageoptions.org to request a survey link. When you receive the survey link, insert the link above.**

If there are any thoughts you would like to share with us regarding the workshop, we would love to hear from you. If you do wish to communicate or express any views, please either write, call, or email us. Here is our contact information:

**Name**

**Organization**

**Address**

**City, State, Zip**

**Phone number**

**Email**

Once again, thank you for participating in the virtual workshop and good luck as you "Take Charge" of your health.

Best,