

Training Worksheets Overview

To help with your understanding and for the best experience, we have provided Training Worksheets that correspond with your new Online Community Moderator training sessions. These worksheets provide space for your reflection and notes as well as easy-to-use reference links on each topic. Feel free to utilize this throughout the training and as part of your onboarding conversation with your staff partner at the conclusion of your new peer connection volunteer training cycle.

NOTE: This tool is best used when partnered with the following training videos.

Training Sessions:

1. [Welcome to the Society](#)
 - a. Please also listen to this [short session](#) on diversity, equity & inclusion at the Society.
2. [Online Community Moderator](#)
3. [Challenging Conversations & Crisis Situations](#)

Important Notes:

- All new Peer Connection Volunteers must complete the Welcome to the Society session and the Challenging Conversations & Crisis Situations session.
- Based on your specific peer connection volunteer role, your staff partner will share the appropriate training session link with you for your required role specific training.
- This training was created in Summer 2023 and reflects the Fiscal Year 2022-2024 Strategic Plan. We know the information shared in this training will continue to grow and change over time. Continue to visit the [Peer Connections Volunteer webpage](#) for the most up-to-date information, tools, and resources to support your volunteer role.
- Accessibility
 - When watching the training sessions via YouTube, be sure to click the CC button in the bottom toolbar to turn on closed captions/subtitles.
 - To slow down or speed up the video, click the Gear icon () to adjust the “Playback Speed.”
- Please keep these worksheets for your onboarding call with your staff partner. We’ll discuss your responses during your peer connection volunteer role onboarding session.

Contact your staff partner at communities@nmss.org with any questions, comments or concerns about the trainings or these worksheets.

Welcome to the Society

In this session, we will cover the Society's vision and mission. Additionally, we will discuss our commitment to diversity equity and inclusion, our cultural values, and the history of the MS Society. As a Peer Connections Volunteer, it's important to understand how your role fits into the different areas of the Society's work.

Reflection:

1. Did you learn anything new or surprising about the National MS Society?

Answer here...

2. What area of work mentioned do you feel most passionately about and why?

Answer here...

Notes:

Resources

- [Diversity, Equity & Inclusion at the National MS Society](#)
- [2022-2024 Strategic Plan](#)
- [Peer Connections Volunteer Website](#)
- [Virtual brochure- Welcome to the National MS Society](#)

Online Community Moderator: Self-Reflection

Your role as an Online Community Moderator is part of the Society's network of peer connections opportunities. Online Community Moderators provide community connection, support, and moderation in an online community setting.

Reflection:

1. What excites you most about becoming an Online Community Moderator?

Answer here...

2. As an Online Community Moderator, what impact do you hope to make for those living with MS?

Answer here...

Notes:

Resources:

- [Peer Connections Volunteer webpage](#)
- [Online Community Moderator Description](#)
- [Community Disclaimer for Peer Connections Participation](#)
- [Volunteer Code of Conduct](#)

Challenging Conversations & Crisis Situations

There may be times when you support an individual through a challenging situation or a crisis. We sincerely hope you are never confronted with these types of situations, but your response to them can be a lifeline to someone in need.

Reflection:

1. In your own words, how would you respond to an individual who is using discriminatory or racist statements?

Answer here...

2. After participating in this training & reviewing the Quick Glance Crisis Resource, are there any questions you have about how to support a person in crisis?

Answer here...

3. Are there any additional questions you have regarding how to identify and connect to emergency services?

Answer here...

Notes:

Resources:

- [Crisis Support Resources](#)
- [Emotional Support Resources](#)
- [Challenging Conversations & Crisis Support](#)
- [Managing Derogatory, Discriminatory & Racist Statements](#)
- [Quick Glance Crisis Situation Resource for Suicide & Harm](#)

Online Community Moderator: Volunteer Support & Training Wrap Up

As you are supporting individuals in the MS Community as an Online Community Moderator, we want to make sure you are aware of resources to support **you** within this volunteer role.

- [Peer Connections Volunteer Facebook Group](#)
- Online Community Moderator-specific support (access provided during onboarding):
 - National MS Society Moderators Facebook Group
 - Ongoing correspondence from your staff partner
- Occasional Online Community Moderator volunteer team meetings with staff partner

Reflection:

1. What other resources do you need prior to beginning as an Online Community Moderator?

Answer here...

2. Do you have any additional questions for us that you'd like to make note of to review during your onboarding conversation?

Answer here...

Next Steps:

1. Keep this worksheet handy for your onboarding call with your staff partner. This call will include discussion about some of the questions in this document. You will also have a chance to ask anything that was not answered during training.
2. After you watch all training sessions, submit your Online Community Moderator registration by clicking [here](#).
3. Once your online community moderator registration has been submitted, you will receive an email from your staff partner to schedule your onboarding conversation and to discuss next steps related to volunteer activation. You can expect to receive this email within the business week following your registration.