



A Matter of Balance

Email Templates

Virtual

Workshops

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INITIAL CALL TO PARTICIPANTS

Your class 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
- 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 class information as described below
- Emergency contact information and physical location day of class

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

- **Inform participants that they will receive an email with the following:**
 - Workshop ID
 - Instructions to access virtual workshop platform
 - Virtual workshop link
 - Participant registration and surveys forms
- **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.
- **(If applicable) Inform participants that the technical assistant (TA) will contact them 2 or 3 days before the start of the workshop to:**
 - Ensure they are able to access the virtual workshop platform
 - Explain how to access IL Pathways and necessary forms to complete
 - Refer to step-by-step guide to help complete and submit paperwork
 - Offer to complete the paperwork for them by phone if they are still struggling
- **If you do not have a technical assistant, provide the participants with your information to call you if they are having difficulty accessing Zoom.**
- **Tell participants they will receive a reminder email with the link to the virtual workshop one day before it begins**

INITIAL EMAIL TO PARTICIPANTS

Here is a participant “welcome” email template. Customize the email with detailed workshop information in the areas highlighted in yellow. 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: A Matter of Balance Virtual Workshop

Greetings!

Thank you for your interest in the A Matter of Balance virtual workshop; I am happy you wish to participate! Please find below important workshop forms through the Illinois Pathways to Health website that we would like you to complete. Listed below is your Workshop ID. Please include this information on workshop 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 to request a survey link.
When you receive the survey link, link the survey above.
- [Participant Agreement](#)- *Please fill out fillable PDF, save to your computer and email the completed form to **insert your email address***
- [Participant Workbook](#)

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**

Once again, I am happy you wish to participate in the Matter of Balance virtual workshop. Feel free to reach out to me if you have any questions.

SESSION ONE WORKSHOP REMINDER

Here is an email template to remind participants of the workshop to be sent the day before Session 1. Customize the email with detailed workshop information in the areas highlighted in yellow.

Subject: A Matter of Balance Virtual Workshop

Hello!

Just a friendly reminder that tomorrow is the first session for the A Matter of Balance 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.

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

Once again, I am happy you wish to participate in the A Matter of Balance virtual workshop. Feel free to reach out to me if you have any questions.

I look forward to seeing you tomorrow!

WEEKLY WORKSHOP REMINDER

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: A Matter of Balance Virtual Workshop

Greetings,

Please click on the Zoom link below to access the Matter of Balance virtual workshop each week. Please try to access the meeting 15 minutes prior to the workshop start time.

- The workshop is scheduled for **Day, Date through Date Time**
- Click on this link to access the class: **Insert Zoom Link**

Please contact **Technical Assistant** if you are having difficulty at **Phone Number**.

Thank you and I look forward to seeing you soon!

FINAL THANK YOU EMAIL

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 A Matter of Balance virtual workshop! I 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. I also hope that the time you have spent with me has increased your confidence in preventing falls and physical activities. We ask that you please take the time to complete and submit the post workshop survey as your feedback is very important to me. Simply click on the link below to access the form. Don't forget to include your Workshop ID!

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 me regarding the workshop, I would love to hear from you. If you do wish to communicate or express any views, please either write, call, or email me. Here is my contact information:

Name

Organization

Address

City, State, Zip

Phone number

Email

Once again, thank you for participating in the virtual workshop and good luck!

Best,