

# Blank Templates

[Week 1](#)

[Week 2](#)

[Week 3](#)

[Week 4](#)

*We're convening these calls in response to the COVID-19 crisis. We want to bring people together for peer-to-peer learning about sustaining our activism and movement-building work in these difficult, uncertain times. The calls focus on running online meetings and practicing online community care, self-care, and community management. You can [register here](#) (optional) and learn more from our [blog post announcing the calls](#).*

*Note: these calls will be recorded and shared. Notes from previous calls this week have been moved to the bottom of the document.*

## Week 1

[DATE]

[TIME]

**Join the call:** Zoom link (joining instructions)

### Roll call

*Name / affiliation / pronouns / language(s) / location / social media*

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### Check-in

*Choose a question to answer:*

*How are you doing today? What are you working on? What do you need from this call?*

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### 1. **Welcome** (Abby, 1 minute) [0:00-0:01]

- Zoom; try the gallery view
- These notes are for you! Please add comments, +1s, gifs

### 2. **CPG reminder** (Chad, 2 minutes) [0:01-0:03]

- Be respectful, honest, inclusive, accommodating, appreciative, and open to learning from everyone else.
- Do not attack, demean, disrupt, harass, or threaten others or encourage such behavior.
- See also: full CPG [here](#).
- Issues: report them to [Abby](#) and/or [Chad](#).

### 3. **Goals of the call** (Abby, 2 minutes) [0:03-0:05]

- To check in on our community and hold space to listen to each other.
- To share advice for successful online meetings.
- To understand the challenges and opportunities online meetings bring to movement-building.

### 4. **Your community & experience** (Chad, 10 minutes) [0:05-0:15]

 *Silent documenting + share outs*

- What has worked well in your online meetings?
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- What challenges have you faced?
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### 5. **How to run online meetings** (Abby, 10 minutes) [0:15-0:25]

- Accessible platforms.
  - Assessing community needs for privacy and safety
  - Video conferencing:
    - Zoom; stability, breakout rooms
    - [Jitsi](#); open source, great for smaller meetings
    - Google Meet / Hangouts

- [Signal](#); privacy & security
  - <add more>
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- Collaborative notes:
  - Google docs
  - [Hackmd](#) (markdown)
  - Etherpad
  - Dropbox Paper
  - <add more>
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- Chat
  - Slack
  - [Matrix](#)
  - [Mattermost](#)
  - [Gitter](#)
  - [Signal](#)
  - <add more>
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- Roll call as check-in.
  - Asking after attendees' needs and wants.
  - Following-up with those who can't attend.
- Multiple forms of contribution.
  - Silent documenting.
  - Note-taking.
- Asynchronous contribution.
- Robust documentation.
  - Recording.
  - Captioning.
  - Summarizing on other channels.
- Breakout rooms.
- Clear CTAs, next steps, & to-dos.

## 6. Q&A (Abby, 5 minutes) [0:25-0:30]

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**7. 🗣️ Breakout room** (Chad, 15 minutes) [0:30-0:45]

- Our asks:
  - Listen; thank each other; share your experience.
  - Avoid judgment and solutioneering.
  - Common denominator of kindness.
  - Only share what you feel comfortable sharing.
  - Use the ask for help button if you need an assist!
- Say hello and introduce yourself to any new friends.
  - Who are you?
  - Where are you from?
  - What brings you here?
- Share a success or joy from this week.
- Share a challenge or setback from this week.
- What are some of the strengths you've discovered in yourself or colleagues since you began working from home or planning for it?

**8. 🖋️ Shared insights** (Abby, 5 minutes) [0:45-0:55]

- What did we discover?
- How can we help each other?
- What knowledge and resources do we have to share?
- Notes:
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**9. Closing circle** (Chad, 5 minutes) [0:55-1:00]

- Reminders
  - Continue these practices.
  - Please complete the survey: <https://forms.gle/UoS3n9DYcjZhVT3G9>.
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- Shares & shout-outs
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- Requests for peer assists
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**Weekly resources**

- ["Online Meeting Tips"](#) from Mozilla.

- [“Rapid Virtual Meeting Prototyping in the Age of a Pandemic”](#) from Mozilla.
- [“Icebreakers in the Age of Corona.”](#) by [Matt Thompson](#).
- [“A few simple tips for better online meetings.”](#) by [J. Philipp Schmidt](#)
- [IFF wiki documentation](#).
- [”Amid Coronavirus Fears, Startups Rethink the Virtual Conference”](#) by [Arielle Pardes](#).
- [”What you should know about online tools during the COVID-19 Crisis”](#) from [EFF](#).
- [“How To Raise Sensitive Issues During a Virtual Meeting.”](#) by [Joseph Grenny](#).
- [“How to Be a Respectful and Empathetic Remote Coworker During the COVID-19 Crisis.”](#) by [Christopher Littlefield](#).
- [“Building Virtual Rooms for Online Participation”](#) from [Training for Change](#).
- [“Worried about Zoom's privacy problems? A guide to your video-conferencing options”](#) by [Kari Paul](#).
- [Leading Groups Online](#), by [Jeanne Rewa](#) and Daniel Hunter.
- [Complete Remote Work Playbook](#) from [LifeLabs Learning](#).
- [Remote Starter Kit](#) from [Hanno](#).
- [Security Planner](#) from [Citizen Lab](#).
- [Remote Work Personal Safety](#) from [Tor](#).
- [Community Resources for and during COVID-19](#) from [RightsCon](#).
- [RightsCon resource thread](#).
- Please add more!
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## 5 ways to stay involved

- Join the conversations on our [MozFest community on Slack](#) and say hello on #general & #movement-building-from-home.
- Keep up with the latest from the MozFest team by signing up for [our newsletter](#).
- Amplify your internet health and trustworthy AI work at [MozFest 2021](#).
- Share your feedback, questions, and suggestions with our Twitter community [@mozillafestival](#) and [@MozOpenLeaders](#).
- Spotlight your work on [Mozilla Pulse](#).

## Feedback

Please take a moment to share your thoughts on this call in this survey!

<https://forms.gle/UoS3n9DYcjZhVT3G9>

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Last updated 16 April 2020

# Week 2

## Roll call

*Name / affiliation / pronouns / language(s) / social media*

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## Check-in

*Choose a question to answer:*

*How are you doing today? What are you working on? What do you need from this call?*

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**1. Welcome** (Chad, 1 minute) [0:00-0:01]

**2. CPG reminder** (Abby, 2 minutes) [0:01-0:03]

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- Issues: report them to [Abby](#) and/or [Chad](#).

**3. Goals of the call** (Chad, 2 minutes) [0:03-0:05]

- To check in on our community and hold space to listen to each other.
- To share practical and effective ways to show care in online communities.
- To consider and practice care as a dimension of accessibility, equity, and inclusion.

**4. Your community & experience** (Abby, 10 minutes) [0:05-0:15]

 *Silent documenting + share outs*

- Community care working definition: all of the ways in which you show attention to and care for your community members across different dimensions of accessibility, equity, and inclusions, from caring meeting times to compensation to hitting pause when things go wrong to take care of people first, etc.
- “[Community care](#) is basically any care provided by a single individual to benefit other people in their life. This can take the form of protests, for which community care is best known, but also simple, interpersonal acts of compassion.” - Heather Dockray
- How are you showing care to your community online? What has worked well?
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- What challenges have you faced caring for your community during this time?
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## 5. How to practice community care online (Chad, 15 minutes) [0:15-0:30]

- Key principles.
  - Belonging, belonging, belonging.
  - Enough structure to provide clear purpose.
  - Enough flexibility to care for each other.
  - Ensure people's safety.
- Rituals.
  - CPG.
  - Check-ins.
  - Gratitude and recognition.
- New norms.
  - Flexibility.
  - Prioritization
  - Personal ecology/self-care.
- Mutual support and resourcing.
  - Assess needs.
  - Assess needs around privacy and security.
  - Communicate asks and offerings clearly.
  - Communicate risks involved with various platforms and ways to protect your online identity.
  - Allocate/coordinate available resources.
- How to disagree.

- “Deconstructive criticism.”
- Increased response time to overcome fear-driven defensiveness.
- Share key information and gather responses ahead of time to limit surprises.
- Listening posts & careful, caring moderation.
  - New channels.
  - Content sensitivity.
  - Avoid duplication/overload.
- Reframe professional development & training.
  - Ask what people need to do key work.
  - Training on new online tools and risks involved.
  - Bring in or provide training on new life and work balance demands.
  - Use collaboration and mentorship to show care and build capacity for continuity.
- Opt-in social time for belonging.
  - Scheduled with care.
  - Mostly for check-ins and connecting people doing related work for follow-ups.
  - Lightweight prompts (Google street map tours of hometowns, pet parades, virtual play dates, etc.).
- Expect to make mistakes.
  - Rehearse taking responsibility for them.
  - Rehearse moving forward from them.
  - Get feedback on your language, affect.
- Sustainability.
  - Leverage creativity.
  - Re-assessing roles, responsibilities, and contribution pathways.
  - Identifying what matters most to continue online.
  - Scan for emergent funding opportunities like:
    - [MOSS Covid Solutions Fund](#).
    - [Aspen Tech Institute COVID Challenge Grant](#).
    - [Fast Funding for COVID19 Science](#).
    - [Find Funding for COVID-19 Response & Recovery](#) from [COVID-19 Innovation Hub](#).
    - [Call for Innovation via Transform Fund 2020](#) from [Engage](#).
    - [Increasing Rapid Response Support for COVID-19](#) from the [Open Technology Fund](#).
    - [New Media Ventures: 2020 Expanded Open Call](#).
    - Add more....
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## 6. Q&A (Chad, 5 minutes) [0:30-0:35]

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## 7. Breakout room (Abby, 15 minutes) [0:35-0:50]

- Our asks:
  - Listen; thank each other; share your experience.
  - Avoid judgment and solutioneering.
  - Common denominator of kindness.
  - Only share what you feel comfortable sharing.
  - Use the ask for help button if you need an assist!
- Say hello and introduce yourself to any new friends.
  - Who are you?
  - Where are you from?
  - What brings you here?
- How does your organization show care really clearly or strongly?
- What kinds of care do you think your work or org should offer more of right now and in the future?
- What is a new learning you have about community care from this call that you will take away with you?

## 8. Shared insights (Chad, 5 minutes) [0:50-0:55]

- What did we discover?
- How can we help each other?
- What knowledge and resources do we have to share?
- Any questions come up in your breakout session?
- Notes:
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## 9. Closing circle (Abby, 5 minutes) [0:55-1:00]

- Reminders
  - Continue these practices.
  - Survey: <https://forms.gle/xKVHf2QVdxb2zVB3A>
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- Shout-outs & thanks
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- Requests for peer assists
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## Resources

- [“Listening to the edges.”](#) by [Matt Thompson](#) and [Akaya Windwood](#).
- [Protecting Privacy in the Age of Coronavirus: Digital Tools for Nonprofits](#) from Nonprofit Quarterly.
- [Security Planner](#) from Citizen Lab.
- [Privacy and Security](#) from the Internet Health Report.
- [Remote Work Personal Safety](#) from Tor.
- [People Leader Resilience Handbook](#) from [LifeLabs Learning](#).
- [“What Is Your CAMPS Score?”](#) from [LifeLabs Learning](#).
- [“Community Care is Greater Than the Corona Virus”](#) from [350.org](#).
- [#CovidCreativesToolkit](#)
- [COVID-19 MUTUAL AID & ADVOCACY RESOURCES](#)
- Please add more!
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## Feedback

Please take a moment to share your thoughts on this call in this survey!

<https://forms.gle/xKVHf2QVdxb2zVB3A>

# Week 3

## Roll call

*Name / affiliation / pronouns / language(s) / location / social media*

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### Check-in

*How are you doing today? What are you working on? What do you need from this call?*

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**1. Welcome** (Abby, 1 minute) [0:00-0:01]

**2. CPG reminder** (Chad, 2 minutes) [0:01-0:03]

- Be respectful, honest, inclusive, accommodating, appreciative, and open to learning from everyone else.
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- See also: full CPG [here](#).
- Issues: report them to [Abby](#) and/or [Chad](#).

**3. Goals of the call** (Abby, 2 minutes) [0:03-0:05]

- To check in on our community and hold space to listen to each other.
- To understand how personal ecology helps us remain engaged with the work.
- To share needs and suggestions for self-care as part of our work to sustain communities.

#### 4. Silent documenting (Chad, 15 minutes) [0:05-0:20]

- **Personal Ecology** definition:
  - *"To maintain balance, pacing and efficiency to sustain our energy over a lifetime."*  
- Rockwood Leadership Institute, Art of Leadership
- Let's take 10 minutes to share, +1, and ask questions.
- Pick and choose the prompts you like - no need or pressure to respond to all of them.
  - What are some common things that cause us to not be centered, out of balance and stressed out?
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  - What comes to mind for you when you hear that phrase – Personal Ecology?
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  - What stands out for you in this definition?
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  - If you feel comfortable sharing, have you ever experienced burnout? What impacts did you feel? What helped you recover?
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  - What would you need to continue sustaining yourself and your activism and organizing for another 10 weeks? 10 months? 10 years?
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#### 5. Self-Assessment (Abby, 10 minutes) [0:20-0:30]

- Some inventory prompts to consider for yourself or perhaps with your community or mentor:
  - I have time to play in ways that refresh and renew me.
  - I am energized and ready to go at the start of my day.
  - I regularly get a good night's sleep.
  - I effectively notice and manage stress as it arises.
  - I can execute my current workload with ease and consistency.
  - I have time to daydream and reflect.
  - During the day I take time to notice when I'm hungry, tired, need a break, or other physical needs.
  - I periodically renew my energy through the day, every day.
  - I eat food that satisfies me and sustains my energy throughout the day.
  - I often have ways to express my creativity.
  - I have time to enjoy my hobbies.
  - Those that love and care about me are happy with my life's balance.
  - I spend enough time with family and friends.
  - I take time to participate in fun activities with others.
  - I feel connected to and aware of my body's needs.
  - I take time to pause and reset now and again.
  - I am satisfied with my balance of solitude and engagement with others.
  - I make time for joy and connection.
  - I feel at peace.
  - At the end of my day I am content and ready to sleep.
- Let's take 10 minutes for ourselves. Feel welcome to mute/facemute.
- Rank your response on each item from 1 (never) to 5 (always).
- Make a list for yourself of:
  - Things to continue.
  - Things to improve or increase.
  - Things to try or work towards.

## 6. How to practice personal ecology (Chad, 5 minutes) [0:30-0:35]

- Big idea:
  - "You can't sustain a movement if you don't sustain yourself." - Akaya Windwood
- This is integral to the work right now.
- Also known as self-care.
- Requires intent, caring, and frequent self-assessment and support from others.
- Strategic, just.
- A structured process.
- Less of an escape; more of a restoration.
- Some dimensions.
  - Allowing yourself joy.
  - Allowing ourselves feelings, reactions, mistakes.
  - Acknowledging the challenges we face and the feelings we have.



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## 9. Closing circle (Abby, 5 minutes) [0:55-1:00]

- Reminders
  - Help us make week 4 the best call yet! Complete this 2-3 minute survey: <https://forms.gle/NtFcy259NTJARgjS9>
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- Shares & shout-outs
  - Will definitely have a look at all the resources! - Joppe
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- Requests for peer assists
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## Resources

- [“Beginner’s Guide to Self-Care for Activists”](#) from [LiveYourDream.org](#).
- [“Self-Care and Sustaining Activism: Infographic”](#) from [Global Fund for Women](#).
- [“5 Self-Care Tips for Activists.”](#) by [Kim Tran](#)
- [“Tips for Self-Care as an Activist”](#) from [Direct Action Everywhere](#)
- [“Self-Care for Activists.”](#) by [Upsana Barath](#)
- [“Mapping Our Social Change Roles in a Time of Crisis.”](#) by [Deepa Iyer](#).
- [Self-care workbook](#) from [Frontline AIDS et al.](#)
- [Personal ecology self-assessment kit](#) from Mozilla.
- [How Organizations and Leaders Can Support Community Self-Care](#) from network weaver
- Please add more!
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- Spotlight your work on [Mozilla Pulse](#).

## Feedback

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<https://forms.gle/NtFcy259NTJARgjS9>

## Week 4

### Check-in

*How are you doing today? What are you working on? What do you need from this call?*

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**1. Welcome** (Chad, 1 minute) [0:00-0:01]

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- See also: full CPG [here](#).
- Issues: report them to [Abby](#) and/or [Chad](#).

**3. Goals of the call** (Abby, 2 minutes) [0:03-0:05]

- Learn from crisis communication on messaging during COVID-19
- Use the mountain of engagement to identify engagement pathways in your online work.
- Learn strategies and platforms for adapting in-person community management practices for online participation.

**4. Your community & experience** (Chad, 10mins) [0:05-0:15]

 *Silent documenting + share outs*

- Think of an online space where you felt welcomed. What made it so welcoming? What helped you stay engaged with that space?
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- How are you onboarding new community members right now or deepening community members' engagement with your work online? What's working?
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- What are your biggest community management challenges right now? How are you approaching them?
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## 5. How to practice community management online (Abby & Emma, 15 minutes) [0:15-0:30]

- Messaging during COVID-19: lessons from crisis communication ([source](#))
  - "A leader's job is to paint reality and give hope" - Napoleon
    - FACT: Be transparent about the situation
    - HOPE: Offer a rational basis for persistence
    - EMPATHY: Offer emotional understanding
- Mountain of Engagement (online edition) - Abby
  - [Slides](#) (*optional - for visual learners*)
  - Big idea: A sustainable community needs 2 things (slide 2)
    - 1. Newcomers joining
    - 2. A way for existing member to level-up within the community
  - Levels in the mountain (slide 3)
    - **Discovery** - How they first hear about the project or group.
    - **First Contact** - How they first engage with the project or group, their initial interaction.
    - **Participation** - How they first participate or contribute.
    - **Sustained Participation** - How their contribution or involvement can continue.
    - **Networked Participation** - How they may network within the community.
    - **Leadership** - How they may take on some additional responsibility on the project, or begin to lead.
  - Practices at each step that can help move your community up the mountain

- Discovery (slide 4)
  - Promotion
  - Public repo
  - Open License
- First Contact (slide 5)
  - Clear vision/mission
  - Communication channels
  - README/landing page
- Participation (slide 6)
  - Personal invitation
    - Requests for contribution
  - Setting expectations
    - Contributing Guidelines
    - Code of Conduct
- Sustained Participation (slide 7)
  - Recognition
  - Connection to mission
  - Match skills/interests
- Networked Participation (slide 8)
  - Mentorship & Training
  - Professional Development
- Leadership (slide 9)
  - Personal Invitation
  - Clear expectations
  - Value exchange
  - Inclusive leadership cycle
- Platforms & case study with Mozilla's Community Development Team (Emma, 5mins)
  - Chat.mozilla
  - Discourse
  - Community portal
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## 6. Q&A (Abby & Emma, 5 minutes) [0:30-0:35]

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## 7. Breakout room (Chad, 15 minutes) [0:35-0:50]

- Our asks:
  - Listen; thank each other; share your experience.
  - Avoid judgment and solutioneering.
  - Common denominator of kindness.

- Only share what you feel comfortable sharing.
- Use the ask for help button if you need an assist!
- Say hello and introduce yourself to any new friends.
  - Who are you?
  - Where are you from?
  - What brings you here?
- How might you apply something like the Mountain of Engagement to your community?
- What new approaches to community management are you learning right now? Are there any you can imagine continuing after the immediate crisis passes?
- How are you planning to stay connected with new allies and community members?

#### 8. Shared insights (Abby, 5 minutes) [0:50-0:55]

- What big ideas did you take away from your breakout group? To respond to others, +1 to affirm and ask kind questions.
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#### 9. Closing circle (Chad, 5 minutes) [0:55-1:00]

- Reminders
  - Please complete this week's 2-3 minute survey! We'd love to know whether or not you'd be interested in a **special bonus episode** about how we design calls like these. <https://forms.gle/mCTt2XsMSyHVVH8WA8>
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- Shares & shout-outs
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- Requests for peer assists
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- Spotlight your work on [Mozilla Pulse](#).

## Resources

- [What do I tell my team?](#) from Raw Signal Group.
- [Communicating Effectively in a Crisis](#) from All She Wrote.
- [Mountain of Engagement Template](#) from Mozilla.
- [Personas & Pathways](#) from Mozilla Open Leadership Training Series.
- [Inclusive Leadership Cycle](#) from Mozilla.
- [Run Your Own Social](#), by [Darius Kazemi](#)
- [How journalists can rethink our relationship with work during a pandemic](#) from [Open News](#).
- [“Journalism Funders: Ways to Uphold Your Diversity and Inclusivity Values During COVID-19.”](#) by [Jenny Choi](#)
- [“Newsroom Execs and Managers: Ways to Uphold Your Diversity and Inclusivity Values During COVID-19.”](#) by [Sisi Wei](#)
- [“Locked down? Try organizing.”](#) from [350.org](#)
- [“There's no going back. Here's how our network of campaigners is responding to and collaborating in this crisis.”](#) by [Ani Hao](#) from [MobLab](#).
- [“Highlights from Collaborations Workshop 2020”](#) from the [Software Sustainability Institute](#).
- [“Conference Tools Weren't Designed to Be Social Networks.”](#) by [Caroline Sindes](#).
- [Media-based Organizing](#) and [Collective Care Newsletter sign-up](#) from [Allied Media Projects](#).
- [Mural](#) visual collaboration tool.
- [What Good Leadership Looks Like During This Pandemic](#) by Michaela J. Kerrissey and Amy C. Edmondson
- Please add more!
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**Feedback**

Please take a moment to share your thoughts on this call in this survey!

<https://forms.gle/mCTt2XsMSyHvH8WA8>