



# MANAGING ONLINE COMMUNITIES

Creating group guidelines

**#GAUKConf**

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# CHALLENGES OF ONLINE GROUPS

- Disagreement between members
- Managing change/growth of the group
- Sensitivity of group members
- ‘Angry typing’ / anonymous nature of group
- Distressing events
- What else?



# GROUP GUIDELINES

- Who is the group for? How do people join?
- What is acceptable to post and what isn't?
- What happens if people break the rules?
- Roles and responsibilities – who has admin rights?
- What should people do if they have concerns about a post/group member?
- How will you establish trust?
- How often will you review and update the guidelines?  
How will you do this?



# SCENARIOS

- What feelings do you think this situation might provoke for you and for other group members?
- What action would you take?
- What would you put in your guidelines to help manage a situation like this in future?



# WORKSHOP ROOMS

## **Managing online communities**

Action Room 2 (off auditorium)

## **Building a strong case for support**

Conference Room (Mezzanine level)

## **Working with Media**

Auditorium

## **Do you need a patient registry?**

Garfield Weston Action Room (off auditorium)

## **Producing patient information and leaflets**

Annex Room (Lower Ground floor)

