

# Welcome to the Effective Online Facilitation

**Demo, while waiting for the start draw something interesting on this slide**

By moving your mouse cursor to the top of the screen to open the drop-down menu and select "View Options." Open Annotation tools (**View Options** → **Annotate**)

The screenshot shows a Zoom interface with a screen sharing status bar at the top indicating "You are screen sharing" and a "Stop Share" button. A "Talking: V Narsi" label is in the top right corner. The main area is filled with colorful hand-drawn annotations including hearts, stars, flowers, and abstract shapes. A blue arrow points from the top text to the "View Options" menu, which is open and shows options like "Zoom Ratio", "Fit to Window", "Request Remote Control", and "Annotate". A small inset shows a person's video feed. At the bottom, a name tag for "Rajkumari A..." is visible with the text "excited to be here".

Annotations on the slide include:

- Hand-drawn hearts, stars, and flowers.
- A blue arrow pointing from the top text to the "View Options" menu.
- A "View Options" menu open, showing options like "Zoom Ratio", "Fit to Window", "Request Remote Control", and "Annotate".
- A small inset showing a person's video feed.
- A name tag for "Rajkumari A..." with the text "excited to be here".
- Hand-drawn text: "Hello there!", "LET'S PLAY", "excited to be here", and "i'm".
- A "Grape People" logo in the bottom right corner.



# **Effective Online Facilitation**

## **IAF Global May 13, 2020**



**Pepe Nummi**

# Way of working



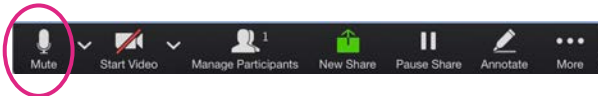
Keep your microphone muted when not speaking



Say your name when talking



Virtual patience



**Pepe:** Phone call, brb

100% presence – log out if you need



# Roles



**Trainer: Pepe**



**Active participants**

# Session objective



**To learn how to solve key online challenges**

# Session agenda

16:45 ..... 15:00 ..... 16:30



## Pre-meeting

- Signing into the meeting
- Getting ready to begin



## Beginning

- Ways of working
- Checking in,
- Purpose and objectives



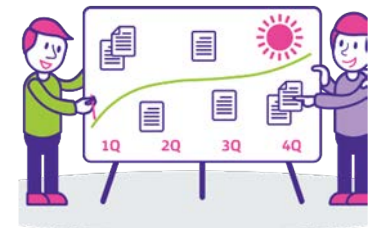
## Presentation

- Key challenges and solutions



## Reflection

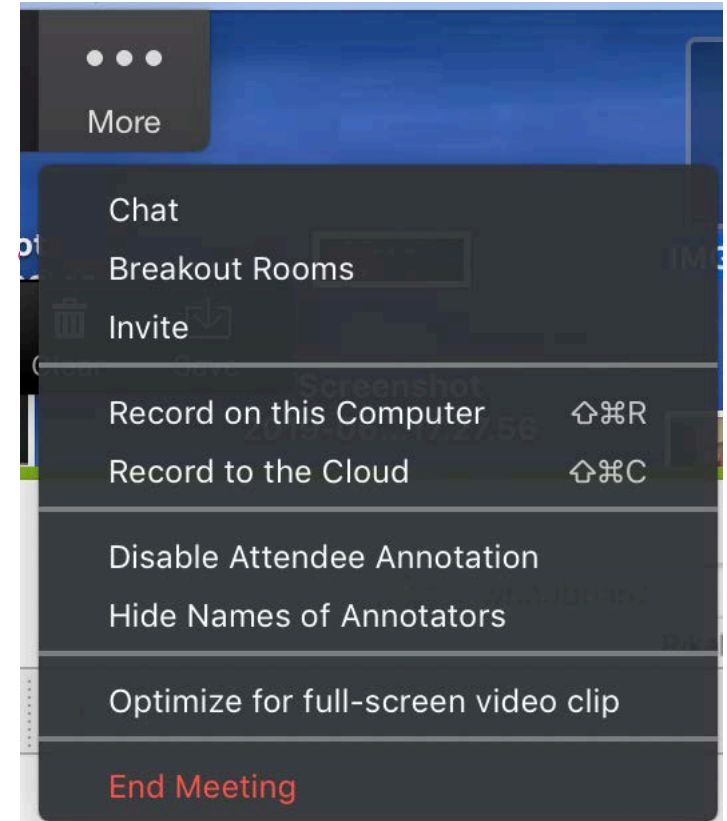
- Small exercises



## Ending

- Feedback

# Small group discussion

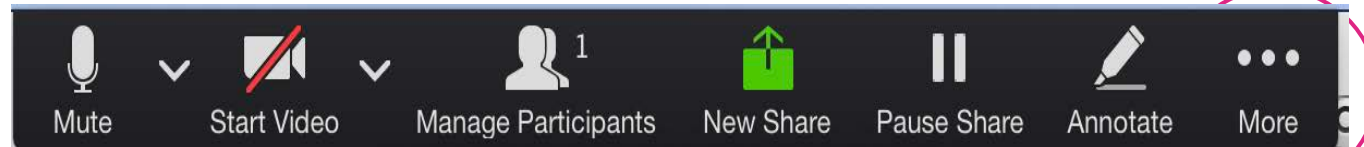


**Expectations 4 min**

# Expectations ?

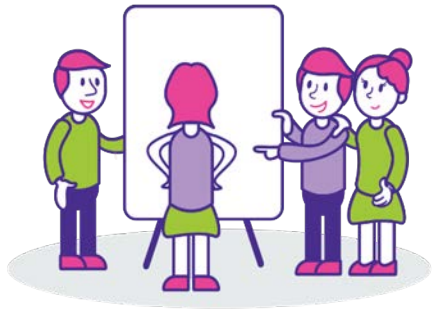
Write your answer in the **chat**.

**Time:** 1,5 minutes





# Starting an interactive session



## Focusing

Ensure everyone is aligned with the **purpose** and **objectives** of the meeting

**Purpose and objectives**



Collaborative atmosphere



Sense of presence



Focus

**Better meetings**

- More interaction
- Trust, participation, enthusiasm
- Building mutual understanding

Grape People Ireland Ltd  
www.grapepeople.ie

**Expectations**

Write your expectations in a cell. Click on a cell to write in it.

I am expecting from the training today...	
1.	13.
2.	14.
3.	15.
4.	16.
5.	17.
6.	18.
7.	19.
8.	20.
9.	21.
10.	22.
11.	

Grape People Ireland Ltd  
www.grapepeople.ie



## Group formation

Establish psychological safety so participants can **relax** and **focus** better

**Welcome to Virtual Facilitation Training!**



**Systems check**

1. Can you hear the trainer?
2. Can the trainer hear you? (is your mic working and unmuted?)
3. Write your name by clicking one of the cells below.

1.	8.	15.
2.	9.	16.
3.	10.	17.
4.	11.	18.
5.	12.	19.
6.	13.	20.
7.	14.	21.

**Check-in 15:00**


**Start 15:15**

Grape People Ireland Ltd  
www.grapepeople.ie

**Pair Discussion**

**Expectations, why am I here?**

**3 minutes**



Grape People Ireland Ltd  
www.grapepeople.ie




## Tuning in


Help the participants become and stay **present**

**Key roles**


Your trainer: Jonas




Participant




Facilitator




Project manager



Consultant



Client representative



Grape People Ireland Ltd  
www.grapepeople.ie

**Introductions**

Draw your picture on the slide. Then write your name under it.



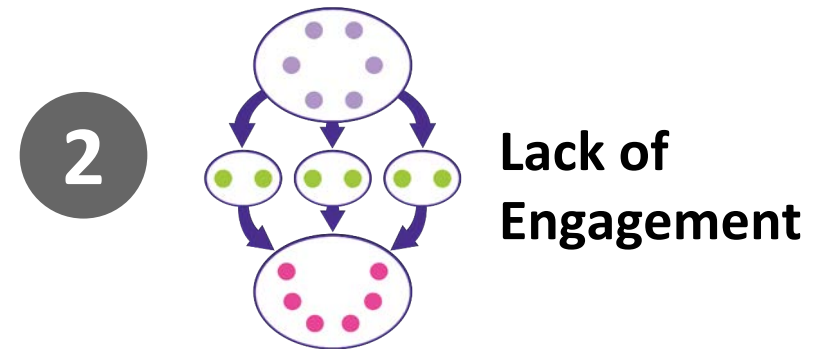
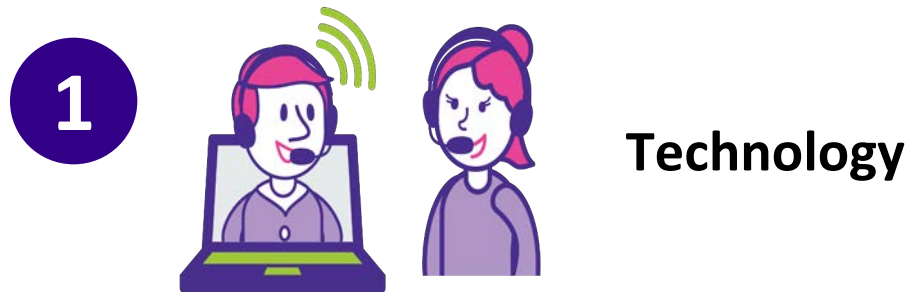
Grape People Ireland Ltd  
www.grapepeople.ie

# Key Challenges with Online Meetings (and Solutions)



# Key Challenges with Online Meetings

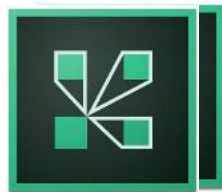
## Overview



# Key Challenges with Online Meetings

## 1. Technology

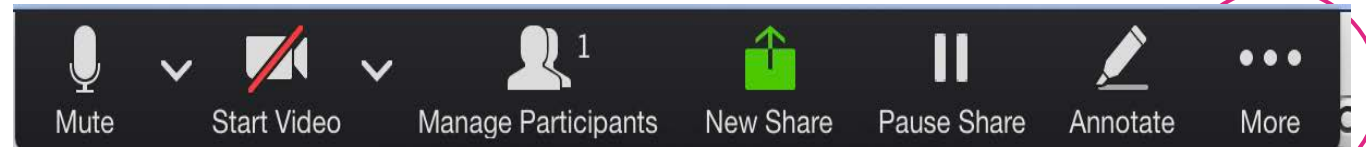
- Get familiar with the meeting **tech & equipment**
- Maximize **audio** quality (quiet place, good headset)
- Have a **systems check** before you begin
- Maximize **connection** quality (wired connection, uncrowded wi-fi, mobile hotspot)
- Create the context and use **one environment**



# What kind of challenges you have with online meetings?

Write your answer in the chat.

**Time:** 1,5 minutes





# Key Challenges with Online Meetings

## 2. Lack of Engagement

**Group conversations do not always produce good results** because extroverted personalities tend to dominate the discussion while introverted types might never get a word in.

**One way to break this dynamic** is to ensure everyone has time to reflect silently and form their own opinion. Writing instead of talking helps.

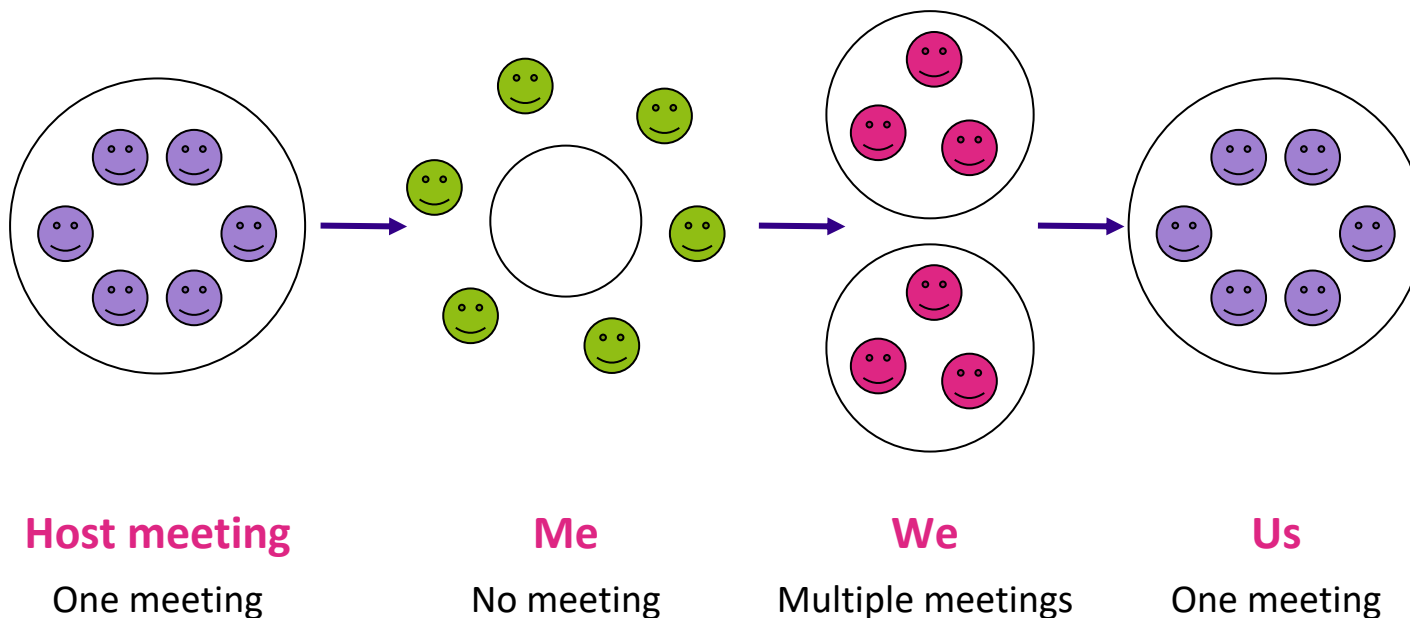
Once the conversation starts, however, vocal participants might again dominate the airspace. Mitigate this risk by breaking the group into smaller sub-groups.



# Key Challenges with Online Meetings

## 2. Lack of Engagement

You can combine group conversation, breakout groups and individual reflection into a model called **Me-We-Us**.



**Me:** Chance to reflect in silence.

**We:** Chance to develop my ideas in a safe environment.

**Us:** Sharing insights from breakout sessions.

# Me/Individual thinking

**List ideas for improving remote meetings?**

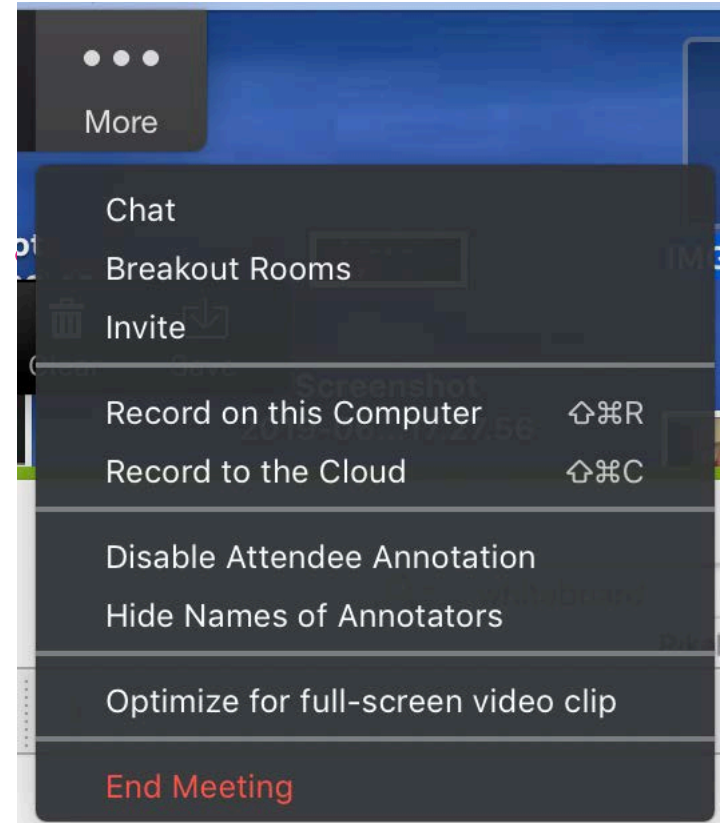
**30 seconds**



# We/Pair Discussion

Share and develop ideas for  
improving online meetings?

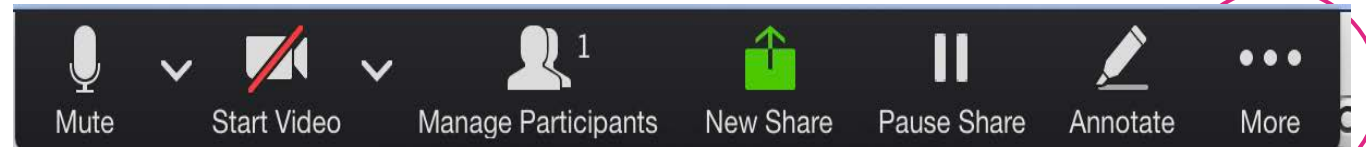
5 min



# Us/Write ideas for improving online meetings in chat?

Write your answer in the chat.

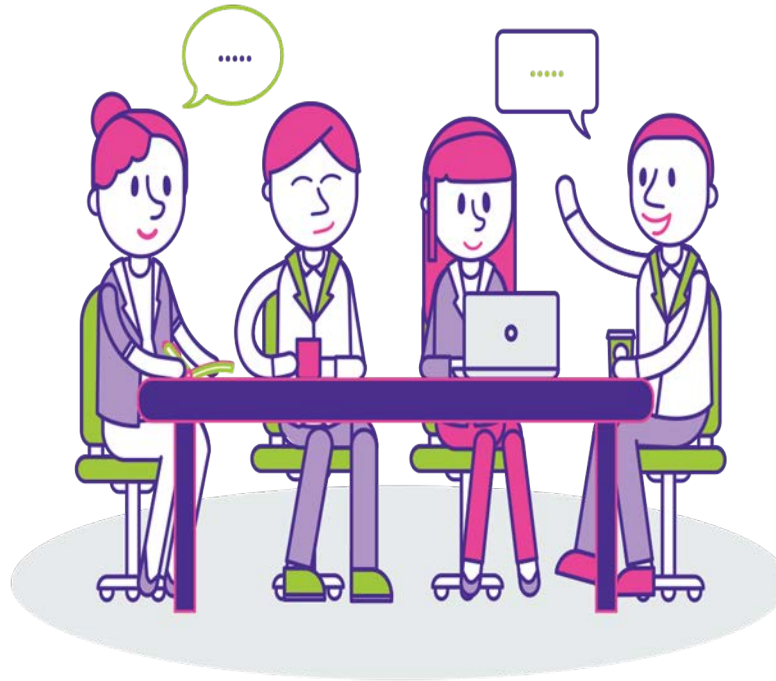
**Time:** 1,5 minutes



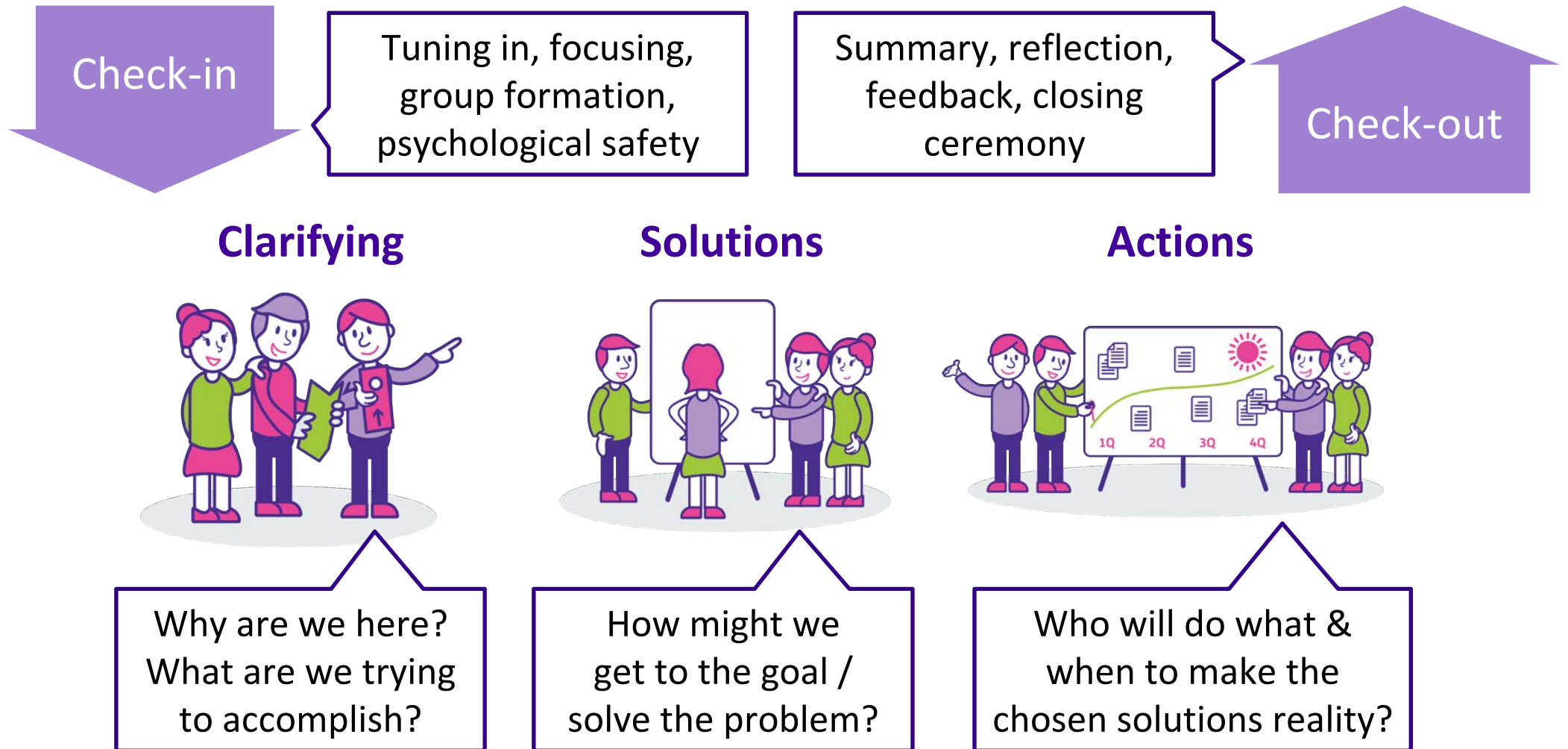


# Key Challenges with Online Meetings

## 3. Lack of Structure

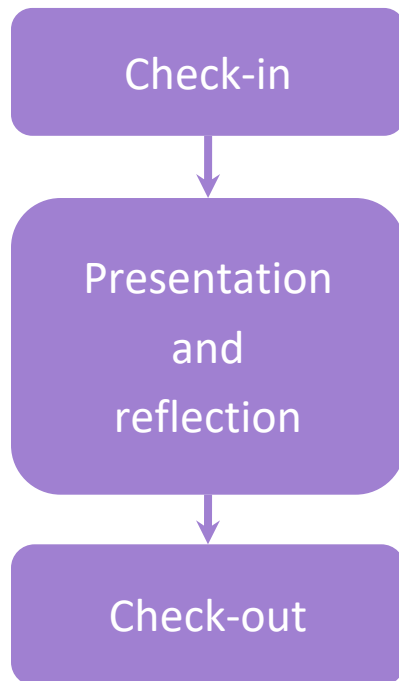


# Stages of an online meeting

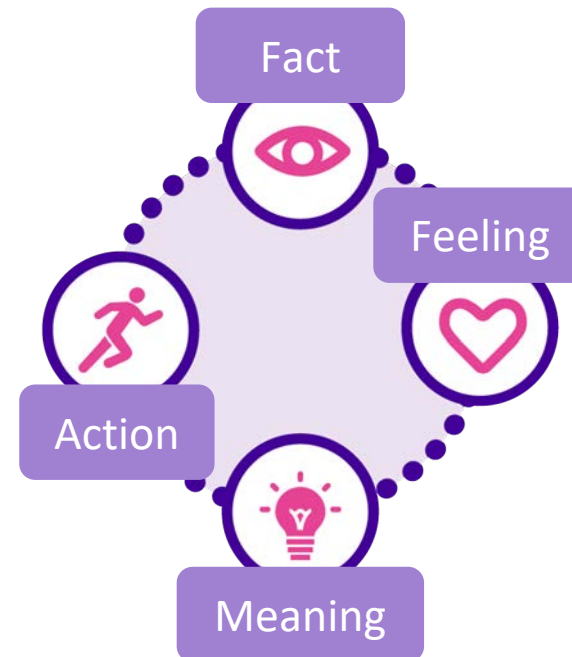


# Virtual training structure

## Meeting model



## Cycle of Perception



# Question: What will you do next?

Time to get practical:

**What can you do right now (or within a couple of weeks)**

**to make remote meetings better?**

Think on your own and discuss with a pair.



# Key Challenges with Online Meetings

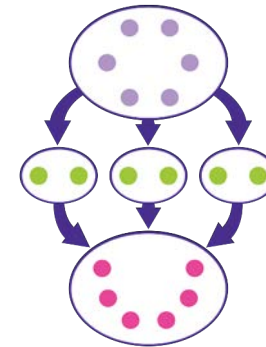
## Overview

1



**Technology**

2



**Lack of Engagement**

3



**Lack of Structure**



# Session objective



**To learn how to solve key  
online challenges**

# Reflection

- The training is ending soon
- A few comments about the training session



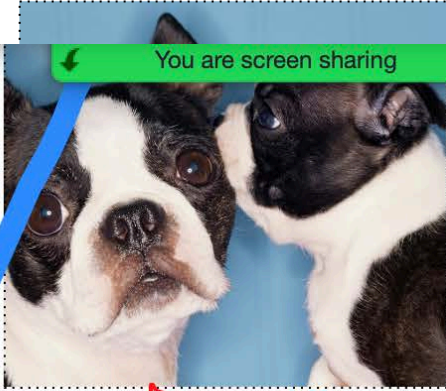


1



Adhir  
Andrea

2



Miyasu  
Negusu

Kitty

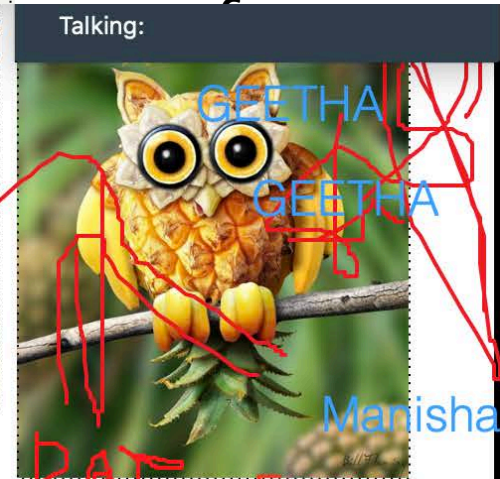
3



kala



Jasmin  
Boy  
shyam  
Andy  
Manpr  
Jen  
eet  
Mae



Talking:

GEETHA  
GEETHA

Manisha

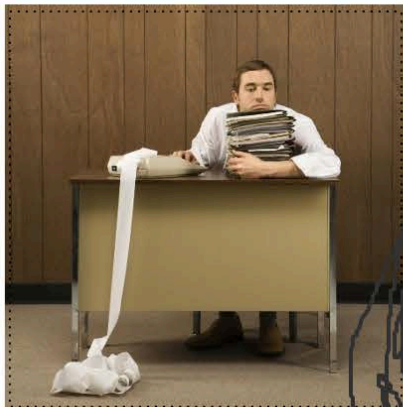
PAT

Emman

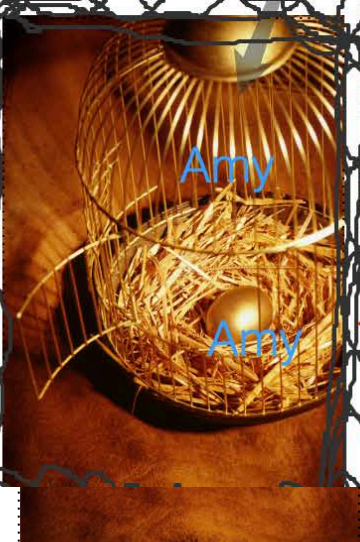
LOVENE

Question

Write your name on a picture that best reflects your feelings now.



9



Amy

Amy



Shalu

Hydyan

PADMA

PADMA

ami

Mruna

Anirba

Suren

10



Tiruma

Tiruma

Tirumal

raj



sundar

12



Aryind

Suresh

Punita

andal

subha

Rhd

Jimmy

Rainbow

Narsi

Natesh

Adi

JUST DO IT

Brunda

Annie

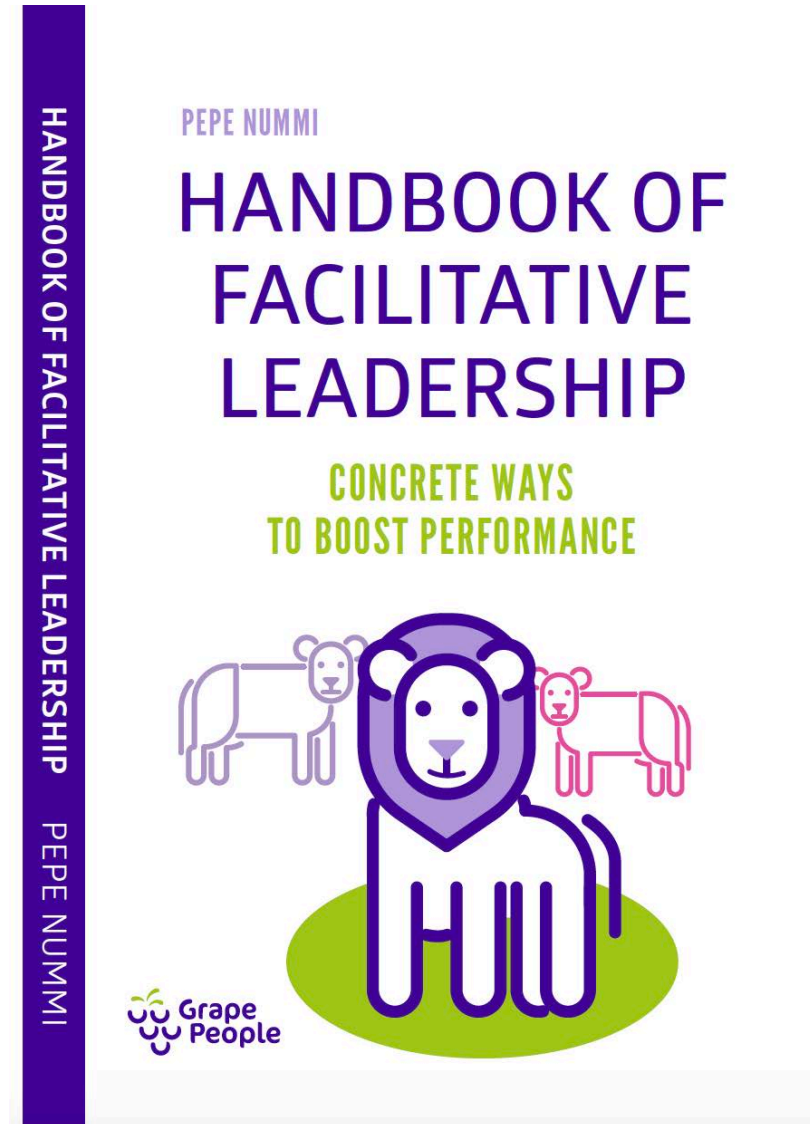
13



8

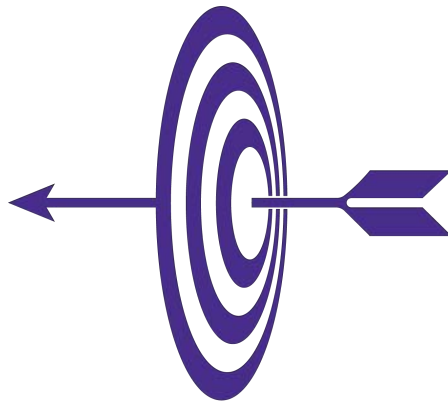


# If you got interested...



# Coming on October...

## BREAKTHROUGH DECISION MAKING



Pepe Nummi







# Thank you !

**Pepe Nummi**

facilitator and trainer

**Grape People Finland**

+358 41 5374757

[pepe@grapepeople.fi](mailto:pepe@grapepeople.fi)

 [Pepe Nummi](#)

