Welcome to the Effective Online Facilitation

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

Jeanne here, I want to ask...

Virtual patience
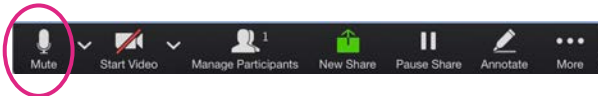
Pepe: Phone call, brb

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
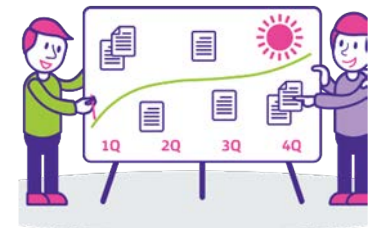
Presentation

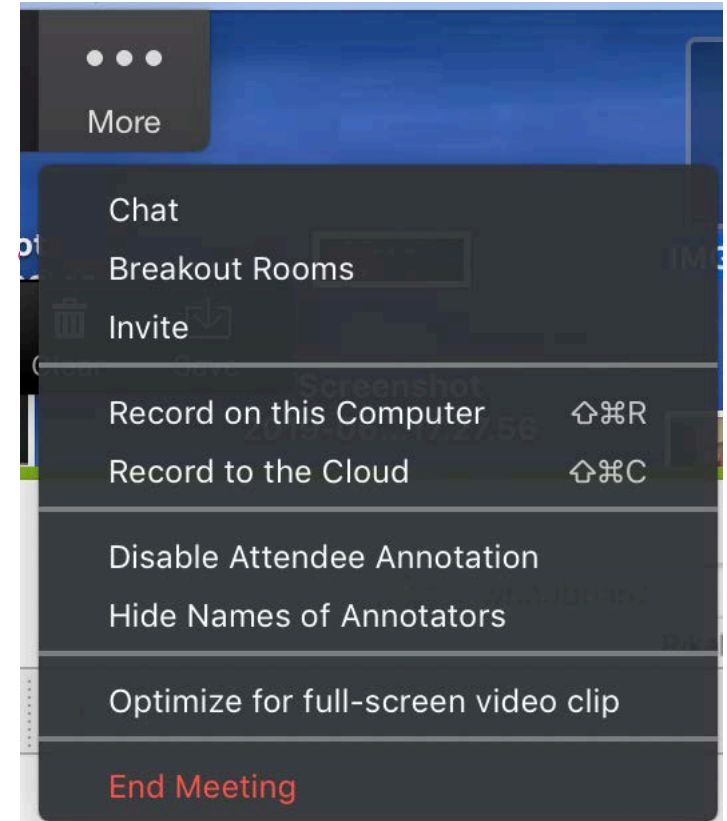- Key challenges and solutions

Reflection

- Small exercises

Ending

- Feedback

Grape People

Small group discussion

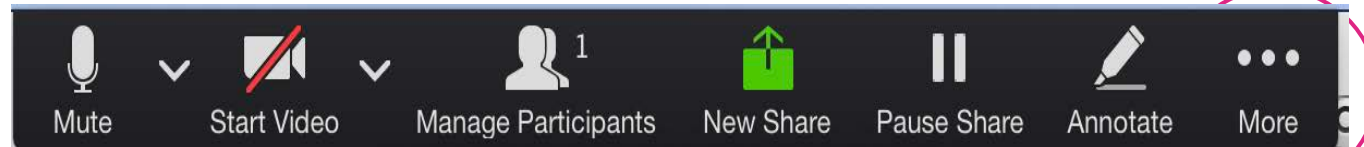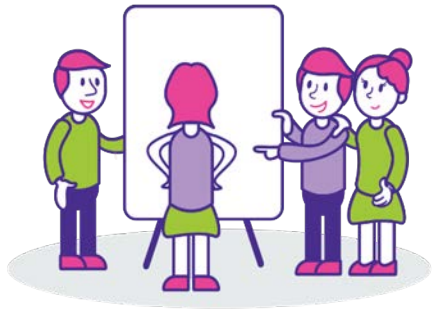## Expectations 4 min

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

Group formation

Establish psychological safety so participants can relax and focus better

Tuning in

Help the participants become and stay present

Key Challenges with Online Meetings (and Solutions)

Key Challenges with Online Meetings
Overview

1 Technology

2 Lack of Engagement

3 Lack of Structure

Grape People
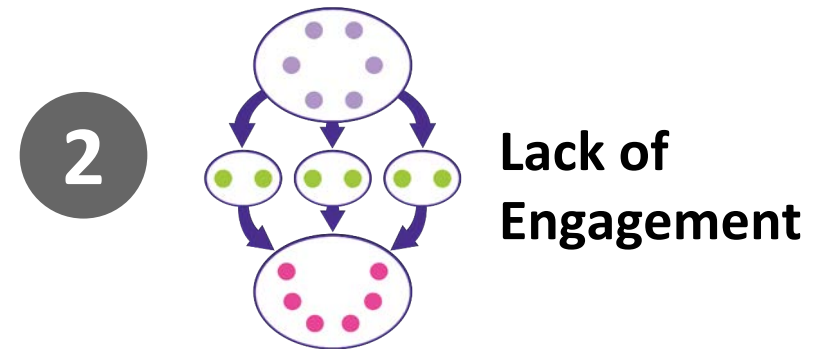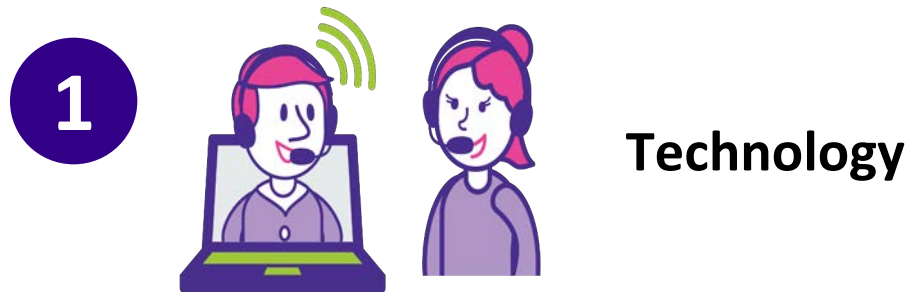
Key Challenges with Online Meetings
1. Technology
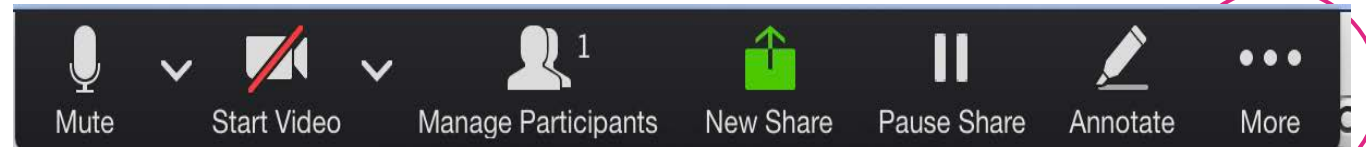
- Get familiar with the meeting tech & equipment

- 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
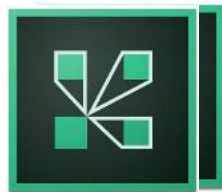
What kind of challenges you have with online meetings?

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.

Grape People

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**.

Host meeting
One meeting

Me
No meeting

We
Multiple meetings

Us
One meeting
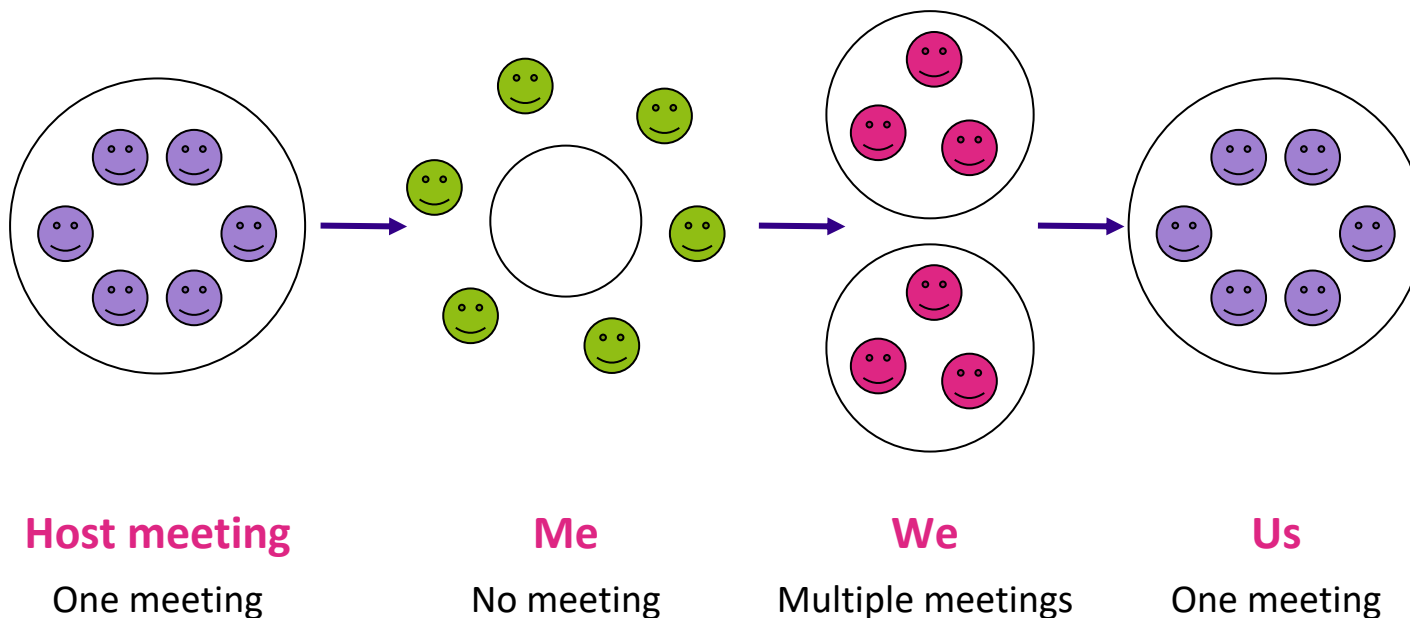
Me: Chance to reflect in silence.

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

Us: Sharing insights from breakout sessions.

Grape People

Me/Individual thinking

List ideas for improving remote meetings?

30 seconds

We/Pair Discussion

Share and develop ideas for improving online meetings?

5 min

Grape People
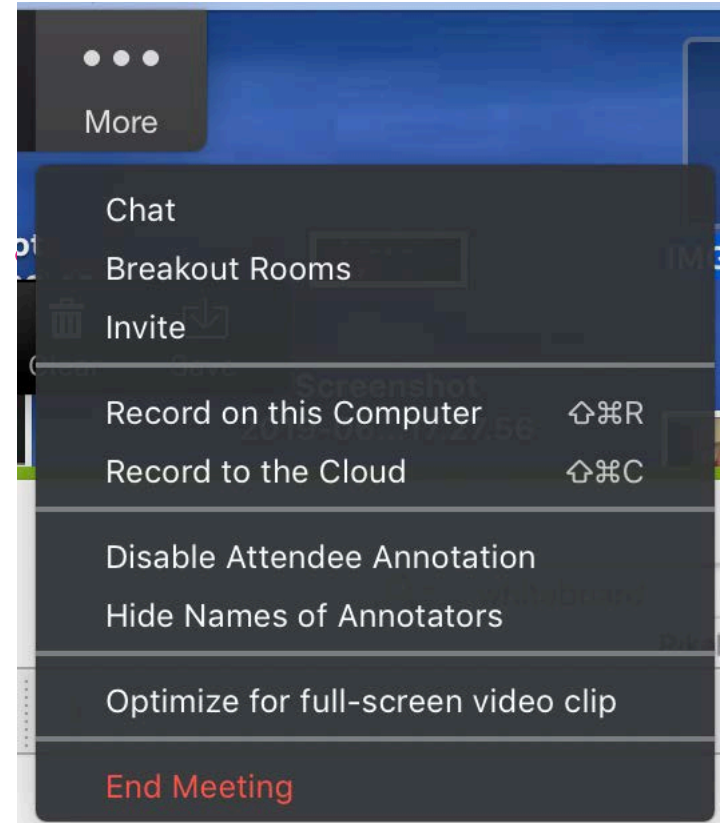
Us/Write ideas for improving online meetings in chat?

Write your answer in the chat.

Time: 1,5 minutes

Key Challenges with Online Meetings
3. Lack of Structure
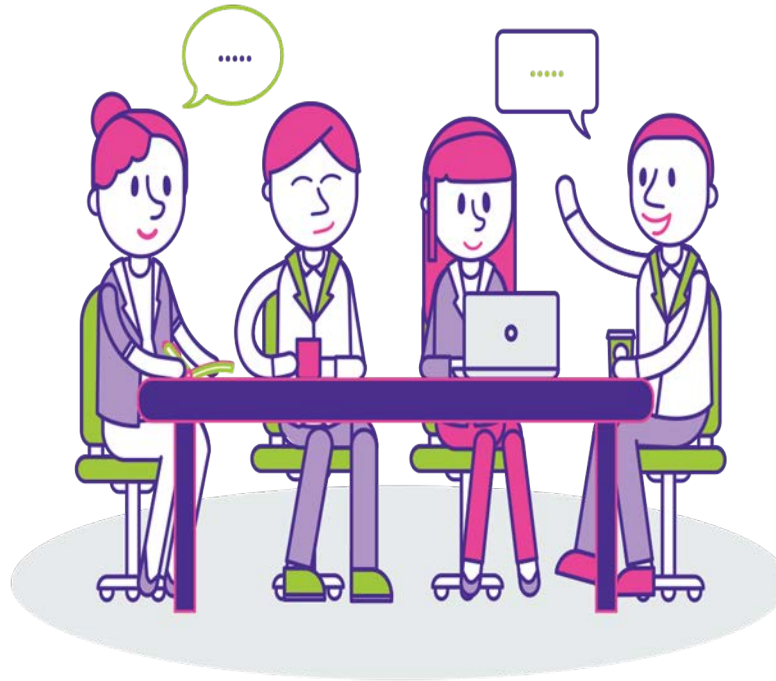
Stages of an online meeting

Check-in

Tuning in, focusing, group formation, psychological safety

Summary, reflection, feedback, closing ceremony

Check-out

Clarifying

Solutions

Actions

Why are we here? What are we trying to accomplish?

How might we get to the goal / solve the problem?

Who will do what & when to make the chosen solutions reality?

Grape People
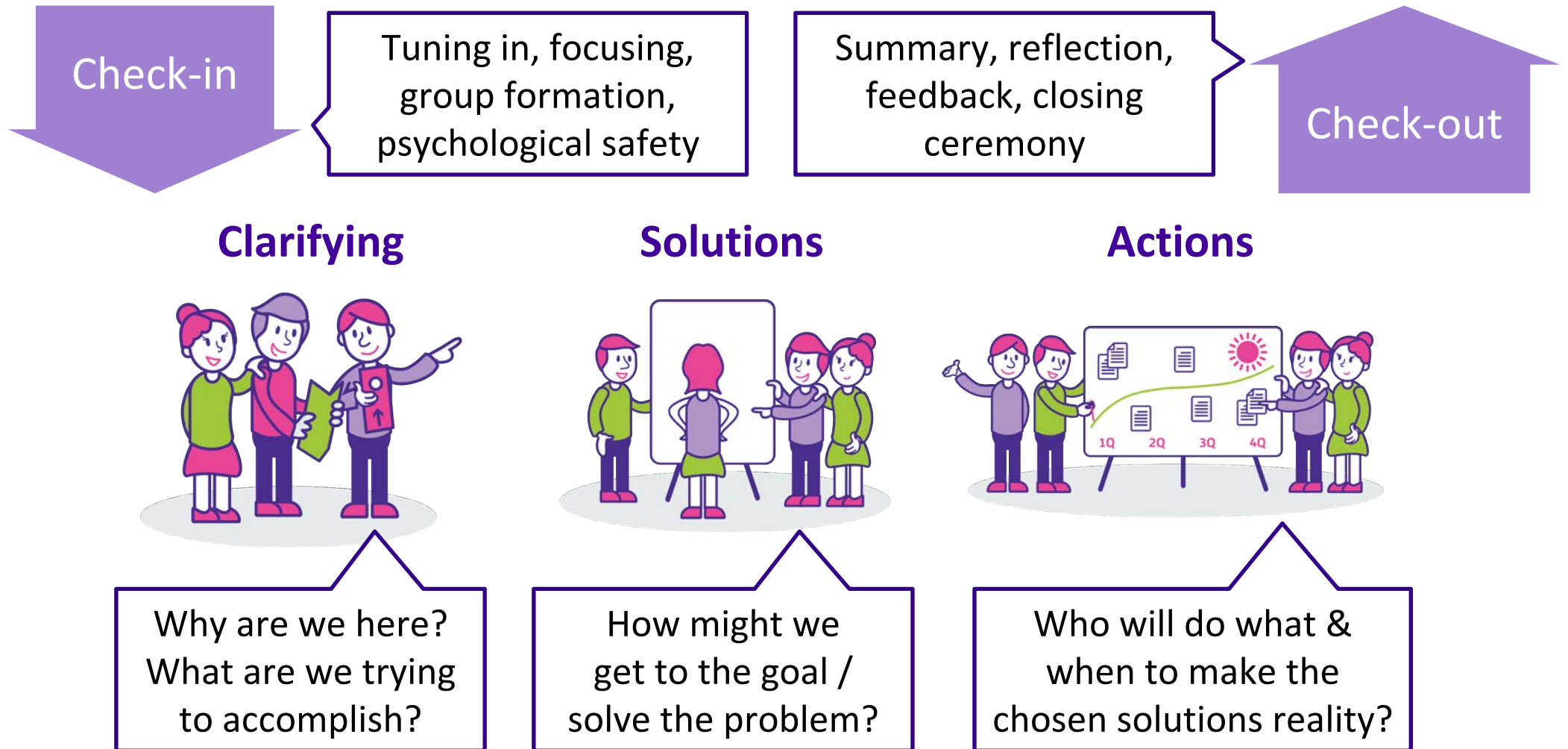
Virtual training structure

Meeting model

Check-in

↓

Presentation and reflection

↓

Check-out

Cycle of Perception

Fact

Feeling

Action

Meaning

Grape People
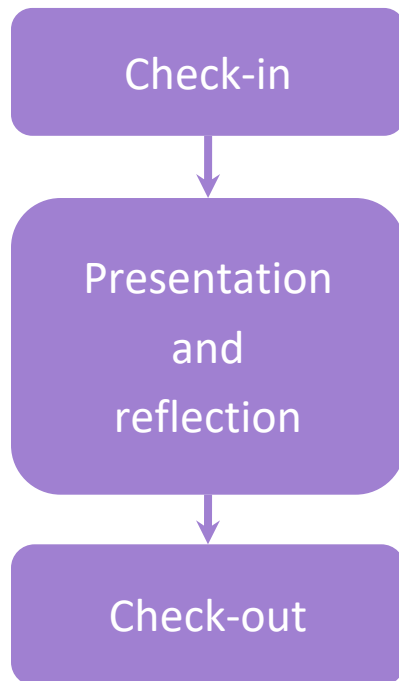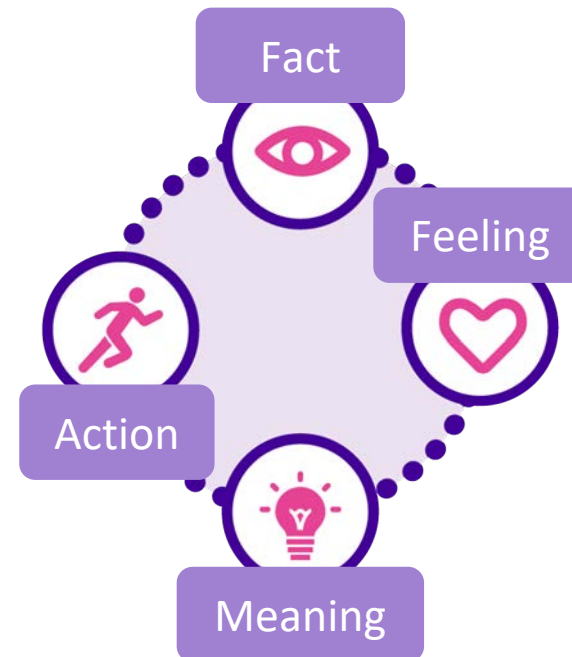
Question: What will you do next?

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.

Awesome meetings in the future

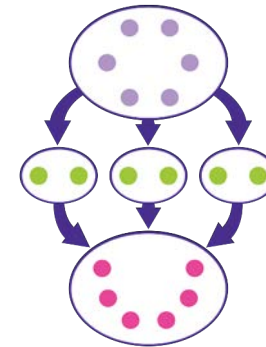Meetings now

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

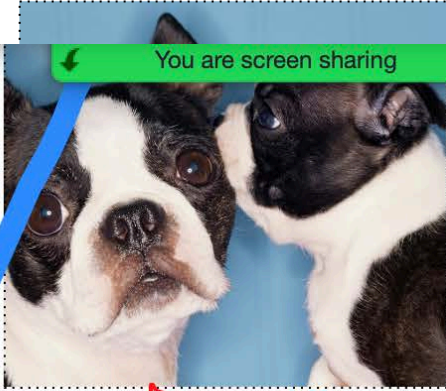- The training is ending soon
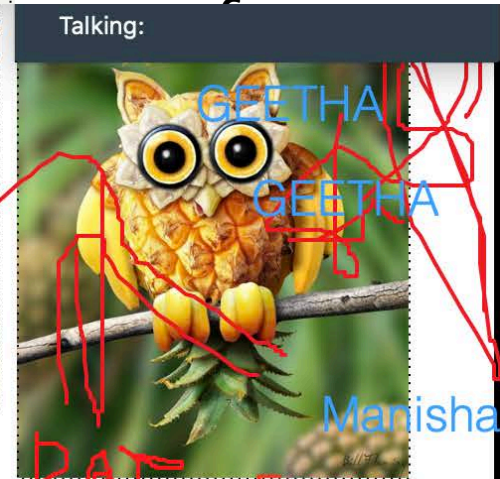- A few comments about the training session

1

2

3

Kitty

Vijay

Negusu

Adhir

Andrea   MISKIN

4

Boy

Jasmin

DB

shyam   Andy

Manpr   Jen   gowri   Mae
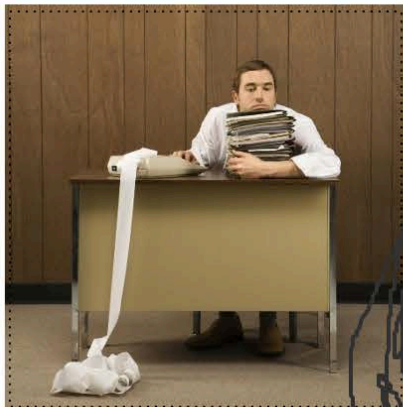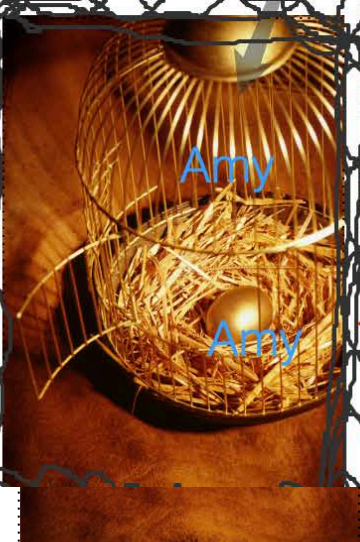eet

6

GEETHA

GEETHA

Manisha

PAT

Emman

LOVENE

kala

Question

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

Shalu

Ryhyan

PADMA

PADMA

amit

Mruna

Anirban

Suren

Sure

nidhi

sundar

12

9

Amy

Amy

10

Tiruma

Tiruma   Tirumal   luis
raj

13

Arvind   Suresh   Brunda

Rainbow   Annie

Punita   Rainbow

andal   Narsi   Natesh

subha

Rhd   Jimmy   Adi

8   1301

If you got interested…

PEPE NUMMI

HANDBOOK OF FACILITATIVE LEADERSHIP

CONCRETE WAYS TO BOOST PERFORMANCE

Grape People

HANDBOOK OF FACILITATIVE LEADERSHIP   PEPE NUMMI
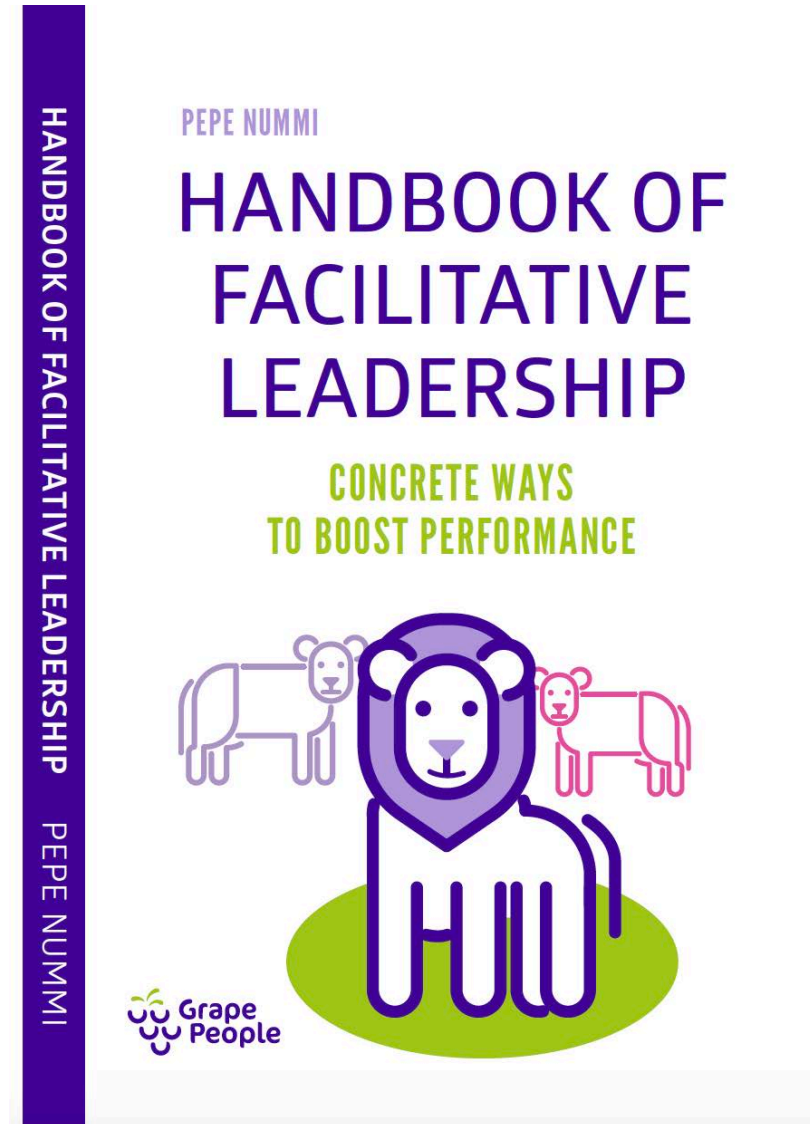
Grape People
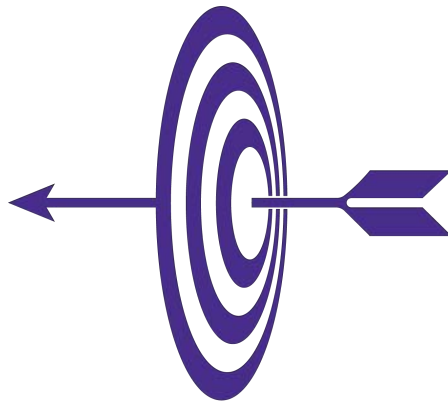
Coming on October…

**BREAKTHROUGH
DECISION
MAKING**

Pepe Nummi

Thank you !

Pepe Nummi

facilitator and trainer

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in Pepe Nummi