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).
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**

**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.

**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
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.

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.
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

**Check-in**
- Tuning in, focusing, group formation, psychological safety

**Clarifying**
- Why are we here? What are we trying to accomplish?

**Check-out**
- Summary, reflection, feedback, closing ceremony

**Solutions**
- How might we get to the goal / solve the problem?

**Actions**
- Who will do what & when to make the chosen solutions reality?
Virtual training structure

Meeting model

Check-in

Presentation and reflection

Check-out

Cycle of Perception

Fact

Feeling

Action

Meaning
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. Lack of 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
Write your name on a picture that best reflects your feelings now.
If you got interested...
Coming on October...

BREAKTHROUGH DECISION MAKING

Pepe Nummi
Thank you!

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