

VIRTUAL FACILITATION 101



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GETTING SETTLED



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Click this icon to switch **“grid”** mode (pictured) and between **“follow the speaker”** mode (below)



Open the Collaborate Panel
Access chat, see attendees list, additional controls

Turn off/on your video

Turn off/on your audio

Note: please mute yourself if you aren't talking to reduce echo and background noise

Raise your hand

to get the facilitator's attention



Collaborate Panel

Settings

Access additional settings including speaker volume and reporting of issues

Share Content

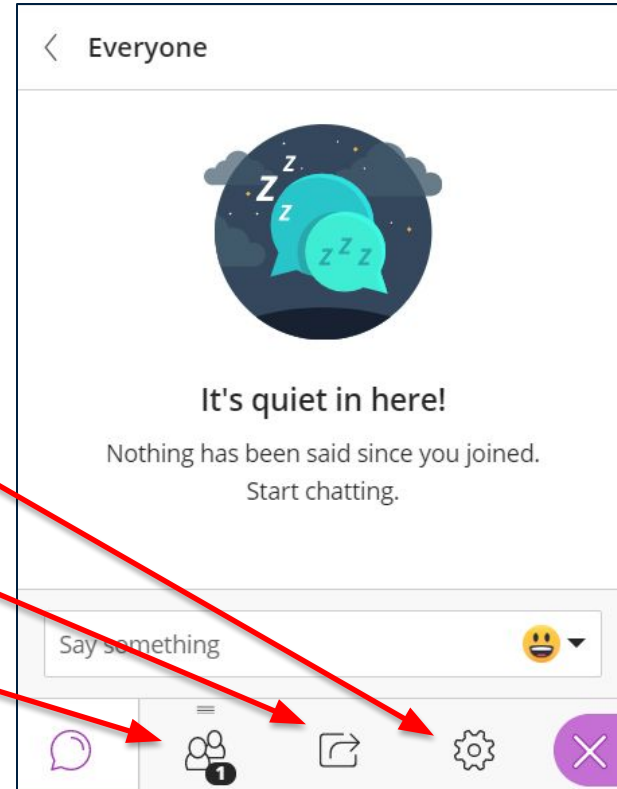
Note: Only for moderators in this session

Attendee List

View the list of attendees and facilitators

The Chat

Use this to ask questions, post links, and react to the presentation



Close Collaborate Panel



Zoom

Bb

Blackboard Collaborate

Pros

- High definition video and audio
- More annotation functions
- Non-verbal feedback
- Edit names
- Virtual Backgrounds
- Play computer audio

- Participants can navigate between breakout rooms
- Easier to use
- Browser activated
- Annotation bar location
- Multiple moderators
- Canadian Servers

Cons

- No Canadian Servers
- Security concerns (zoom bombing)
- Frequent tech issues for Chromebook and Tablet users

- Low bandwidth/ user dropping
- No simple way to save annotations
- Less participant and host control over settings



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LAND ACKNOWLEDGEMENT

<https://native-land.ca/>

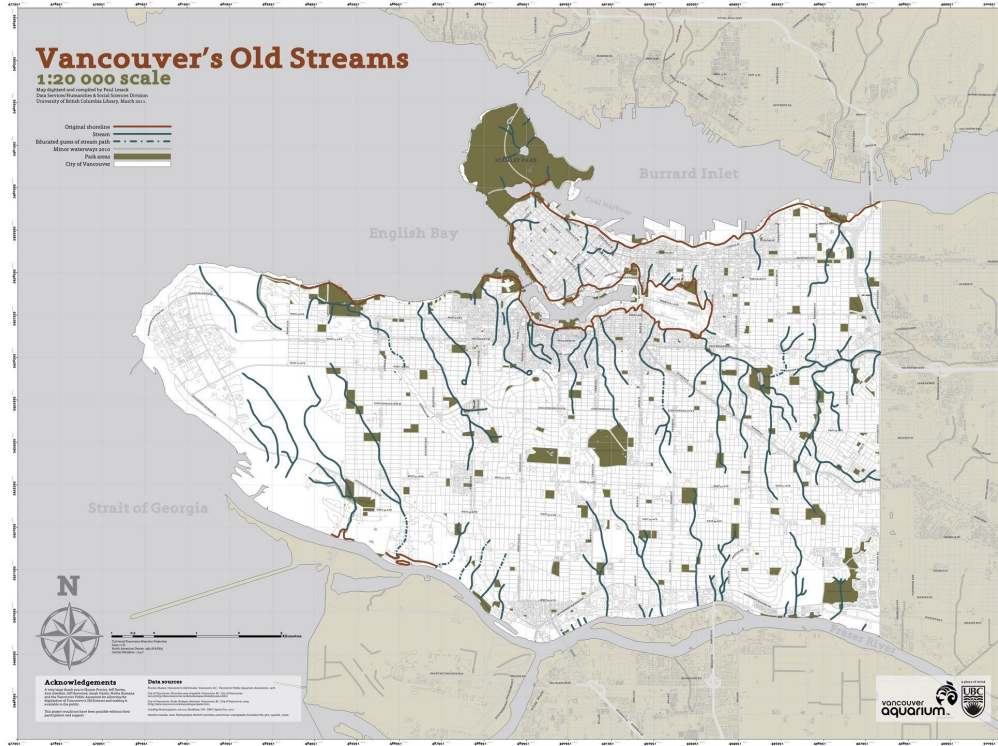


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Share a picture of something you love about the land you're on & connect it with another sense (sound, smell, etc.)



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DIVERSITY WELCOME



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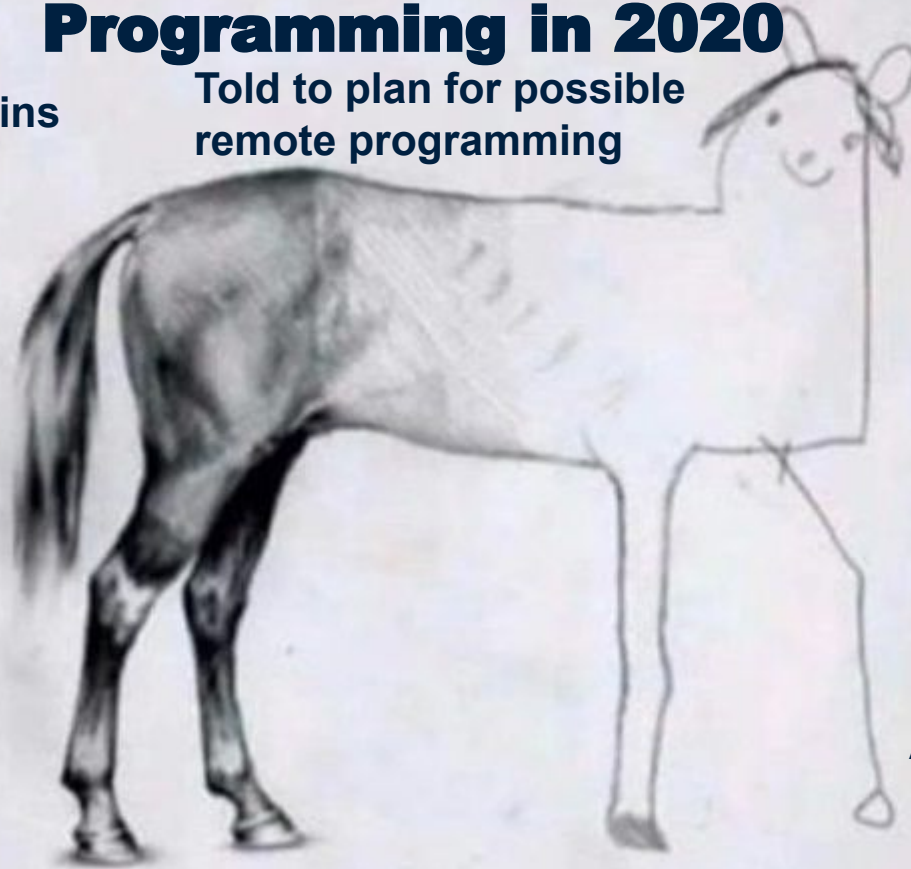


Programming in 2020

Year Begins

Told to plan for possible remote programming

Making programming plan



Actual programming



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AGENDA

- Workshop Introduction
- Land Acknowledgement
- **Break-out:** Introductions & Stresses and Challenges
- Virtual Community Agreements
- Break / Opt-In Game
- **Break-out:** Peer Input Session
- Spectograms
- Q & A + next steps and upcoming opportunities



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Virtual Facilitation Principles

- Start Simple
- Pick your technology and test it
- Communicate clear instructions and offer support
- Create an inclusive environment
 - Provide various ways to engage
 - Lead with empathy
 - Practice active listening/ reading
 - Manage group dynamics
- Conflict management
- Verbal skills (probing, paraphrasing, redirecting, shifting perspective, summarizing, encouraging participation, etc)



In which environment(s) will you be facilitating?



Meetings



Workshops



Events



Gatherings

Other?



Novice

Beginner

Intermediate

Advanced

Expert

2. Polling



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Breakout Rooms

- Similar to breakout groups/ table groups during conferences, classes and events
- Great for collaboration, stronger engagement, and relationship building
- Assign attendees (randomly or manually), set length of time for breakout group

Breakout exercise 1: Introduce yourself to your group and share a challenge/stress you face with virtual facilitation!



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Community Agreements

What agreements or principles can we set for how we'll work together virtually?

Equity in Virtual Spaces

- **What do people need to thrive?**
- **What structural barriers are prohibiting full participation?**
- Privacy and Safety
- Unequal access
- Accessibility concerns – closed captioning, used of largely verbal and visual spaces
- Who contributes in what ways? Why?
- It can be easier to self-silence in online spaces
- Slow down, provide space for emotions
- You can't shortcut relationship building - even more important when online
- Rethink professionalism

<https://www.cicelyblainconsulting.com/product-page/a-guide-to-inclusive-virtual-meetings>



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BREAK



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Pictionary

Team 1	Team 2
7	7

Team 1	Team 2
Erica	Jackie
Sheker	Maddy
Ismael	Natsuki
Wendy	Madeleine
Jill	Michael
Naila	Shadi

Challenges of Facilitation Word Cloud



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Break-out Room 2: Peer Input Session (modified)

- Group will focus on a shared challenge from the first breakout session
- Group has shared conversation about how they might go about solving the challenge.
- Facilitator provides summary of what their group is taking away from the conversation



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Challenge:

Solutions: *What are some ways that you might go about solving this challenge? (ideas, suggestions, questions, if-then statements)*

Challenge:

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Spectograms!

- A group exercise used to surface and visualize divergent opinions, feelings, or knowledge
- Participants align themselves on a spectrum or scale
- Great for helping people get to know each other, team check-ins, gauging a group's knowledge, making quick decisions, starting conversations, energizing groups, etc.



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I spend most of my day in sweatpants...



Working from home has been challenging for me...



How important is it for you to connect with other agencies/
organizations in your sector during this time?



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Place yourself in Garibaldi Provincial Park



I am now very comfortable using spectograms



I do not think spectograms are a strong facilitation tool

I think spectograms are a strong facilitation tool



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I am very uncomfortable using spectograms





Novice

Beginner

Intermediate

Advanced

Expert



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What's Next?

- Virtual Facilitation 101 (Zoom)- June 10th
- Virtual Facilitation 201- details TBD
- Community Engaged Learning
 - Officer Team
 - Upcoming CTLT sessions:
 - Introduction to CEL Principles, Pedagogy, and Practice
 - Using and Assessing Reflection Activities in CEL Courses
- Reach out for support!
- Follow us on Twitter and Facebook!



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