



Online Teaching Program



VIRTUAL FACILITATION 201



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Centre for Community Engaged Learning

Student Development & Services

GETTING SETTLED



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Click this button to use Gallery view (allows you to see 30-45 participants in one window)

To Change your name, right click (PC) or ctrl + click (mac) on your video.

*If desired, participants can also add their preferred pronouns!



Turn on/off your video

Mute/ unmute yourself. Please mute yourself if you aren't talking to reduce echo and background noise!

Open Chat- great to share links and communicate technical difficulties



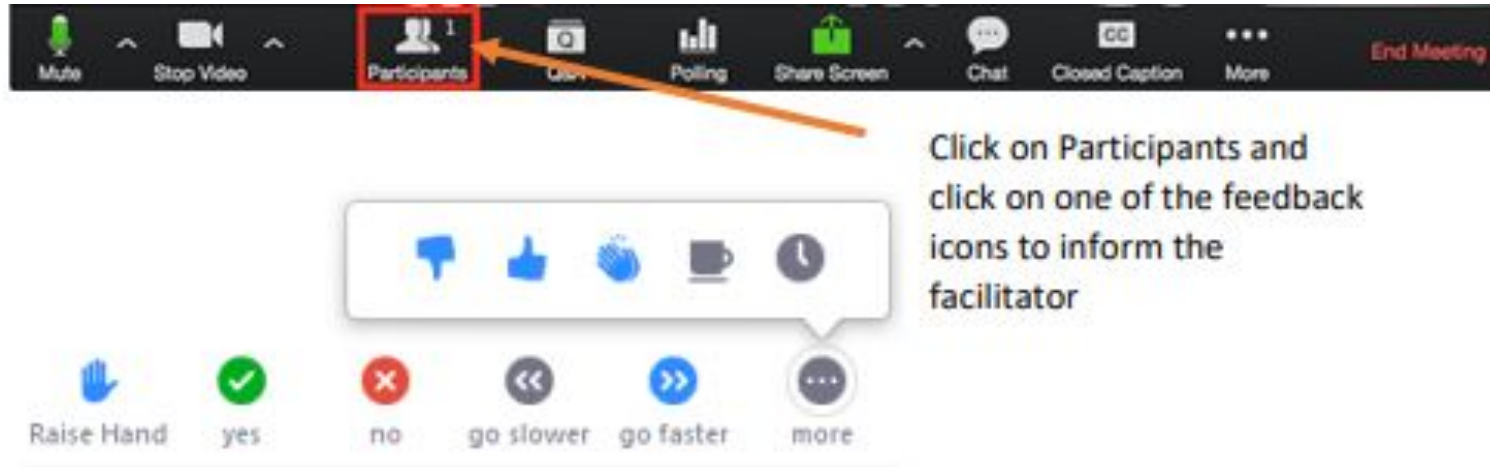
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Non Verbal Feedback



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DIVERSITY WELCOME



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Community Agreements

Respect (Platinum Rule)- Treat others the way they want to be treated. Listen while others are speaking. Respect each others' opinions even / especially if you don't agree with them

Active Participation- Ask questions, connect with others, If you normally don't participate, challenge yourself to participate.

Limit Distractions- Close your tabs, Silent your notifications and your phone

Right to Pass- If you are uncomfortable with participating you reserve the right to pass and assert healthy boundaries

Confidentiality- Share lessons learned, not names and identifiers. Private messages remain private.

Self-Care- Take breaks as needed, use your camera as you feel comfortable

We are going to ask for your participation - what do you need from the group in order to participate freely?

AGENDA

Activity	Skill
Workshop Introduction	
Land Acknowledgement	Digital Land Acknowledgements
Breakout: Connections to Land	Exploring screen sharing
Break!	
Group Activity	Using an additional platform, facilitating collective workspaces, open ended questions
Breakout: Facilitation Practice	Sharing Screen, Sorting Answers, prompting Responses
Wrap up & Future Opportunities	



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Key Facilitation Skills

- Create an inclusive environment
 - Communicate clear instructions
 - Manage group dynamics
 - Empathy
 - Active Listening
 - Manage timing
 - Gauge energy level
 - Consensus building
 - Conflict management
- Virtual Facilitation 101
- Verbal skills (probing, paraphrasing, redirecting, shifting perspective, summarizing, encouraging participation, etc)

Verbal Facilitation Skills

- **Shifting Perspective/ Prompting:** shift the perspective to look at the question from a different angle
- **Probing:** used to determine mood or opinion of the group about a certain topic
 - **Tools:** Thumbs up, Polls, Spectograms
- **Paraphrasing:** expressing the same content in your own words and checking-in that there is a shared understanding
- **Redirecting Questions:** Redirecting an audience question to the group
- **Summarizing:** repeating so the group can build upon conclusions that they've already made
- **Positive Reinforcements:** expressing reinforcements
 - **Tools:** Claps, Thumbs up, +1 in chat
- **Including Quieter Members:** designing opportunities for all to participate verbally and non-verbally.

LAND ACKNOWLEDGEMENT

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



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

1. Find your breakout group number (in the participants ribbon) and open up the corresponding slide number in the google doc
2. in 2-3 minutes, introduce yourself, pronouns, share the land you are on (look it up if you don't know!), and explain the significance of the image to you
3. tag someone to go next by name

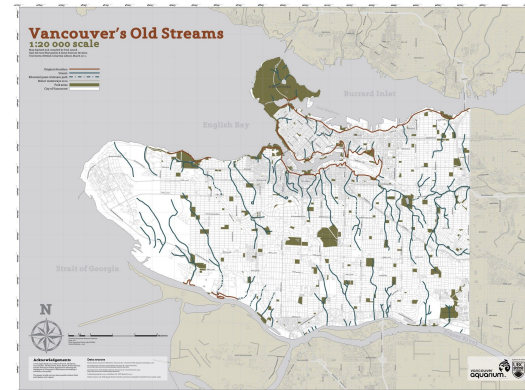
You have 10 minutes!



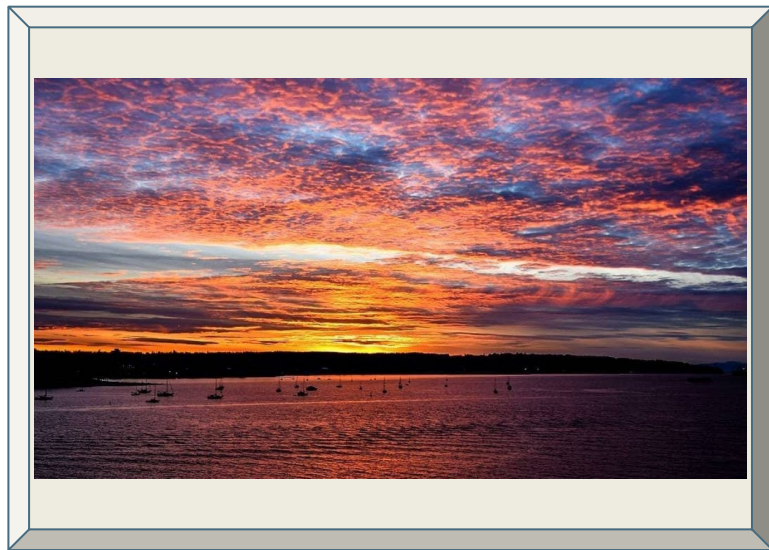
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Share a picture of something you love about the land you're on & connect it with another sense (sound, smell, etc.)



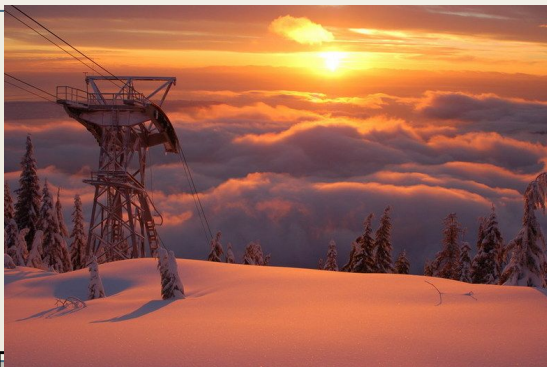
Traditional territories of the: səlilwətaʔt̓ təməxʷ (Tsleil-Waututh), Skwxwú7mesh-ulh
Temíxw (Squamish), xʷməθkʷəy̓əm (Musqueam)

Instructions:

1. Go to www.native-land.ca
2. Type in your address or postal code and copy and paste the territories into this slide
3. find a picture of something you love about the territories you're on and copy and paste it into this slide.
4. share with your group!



Unceded territories of the:
səlilwətaʔ təməxw (Tsleil-Waututh); xʷməθkʷəy̍əm;
Stz'uminus; S'ólh Téméxw (Stó:lō); Skwxwú7mesh-ulh
Temíxw (Squamish)
Currently known as Vancouver (Kitsilano)



Traditional territories of the:

səlilwətaʔ təməxw (Tsleil-Waututh)
Skwxwú7mesh-ulh Temíxw (Squamish)
S'ólh Téméxw (Stó:lō)
xʷməθkʷəy̍əm
səlilwətaʔ təməxw (Tsleil-Waututh)



Traditional territories of the:

I am joining to you now from the territories of the, **Tsleil-Waututh, Squamish, and Stó:lō nations also known as East Vancouver.** I understand that I am an uninvited guest on these lands, and I am very grateful to have the opportunity to work, live and play in such a beautiful place.

Traditional territories of the:



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4. share with your group!



Traditional territories of the: səliłwəṭʰ təməxʷ (Tsleil-Waututh)
S'ólh Téméxw (Stó:lō)
Qayqayt
Stz'uminus
xʷməθkʷəy̓əm



Traditional territories of the: Səliłwəṭʰ

təməxʷ (Tsleil-Waututh)
Skwxwú7mesh-ulh Temíxw (Squamish)
S'ólh Téméxw (Stó:lō)
Stz'uminus
xʷməθkʷəy̓əm
səliłwəṭʰ təməxʷ (Tsleil-Waututh)



səliłwəṭʰ təməxʷ (Tsleil-Waututh)

xʷməθkʷəy̓əm

Stz'uminus

S'ólh Téméxw (Stó:lō)

Skwxwú7mesh-ulh Temíxw (Squamish)

Traditional territories of the:



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Instructions:

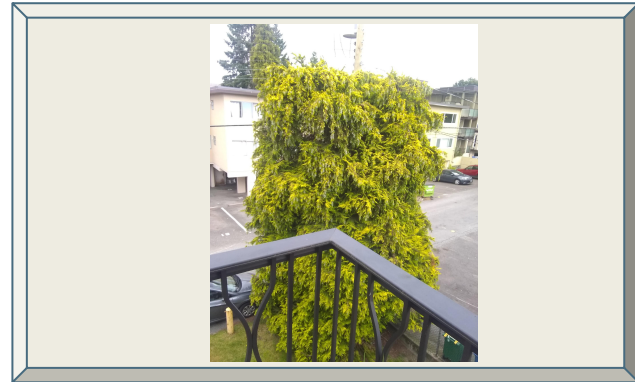
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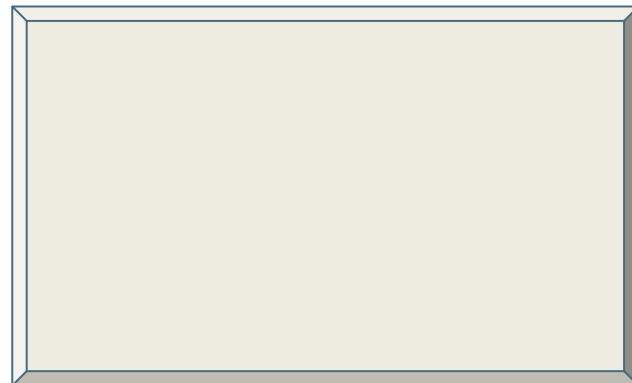
Richmond BC:

Traditional territories of the:

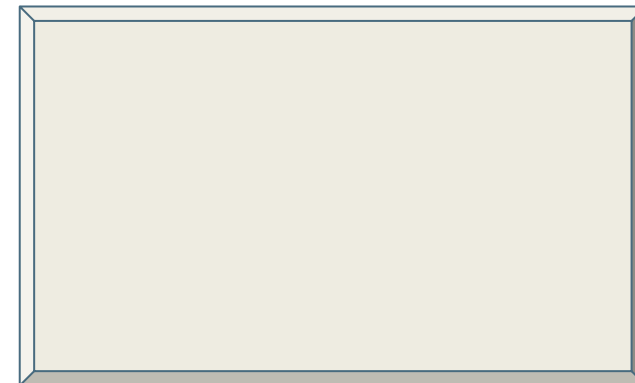
Katzie scəwaθenaʔt təməxʷ (Tsawwassen) S'ólh
Téméxw (Stó:lō) Kwantlen Stz'uminus
xʷməθkʷəy̓əm



Traditional territories of the: səliłwətaʔt təməxʷ
(Tsleil-Waututh), Skwxwú7mesh-ulh Temíxw
(Squamish), S'ólh Téméxw (Stó:lō),
Stz'uminus, xʷməθkʷəy̓əm



Traditional territories of the:



Traditional territories of the:



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4. share with your group!



Traditional territories of the:

[S'ólh Téméxw \(Stó:lō\)](#)



Traditional territories of the:

[səlilwətaʔt təməxʷ \(Tsleil-Waututh\)](#)

[Skwxwú7mesh-ulh Temíxw \(Squamish\)](#)

[S'ólh Téméxw \(Stó:lō\)](#)

[Stz'uminus](#)

[xʷməθkʷəy̓əm](#)

Traditional territories of the:



Traditional territories of the: You are on the land of:

[səlilwətaʔt təməxʷ \(Tsleil-Waututh\)](#)

[Skwxwú7mesh-ulh Temíxw \(Squamish\)](#)

[S'ólh Téméxw \(Stó:lō\)](#)

[Stz'uminus](#)

[xʷməθkʷəy̓əm](#)



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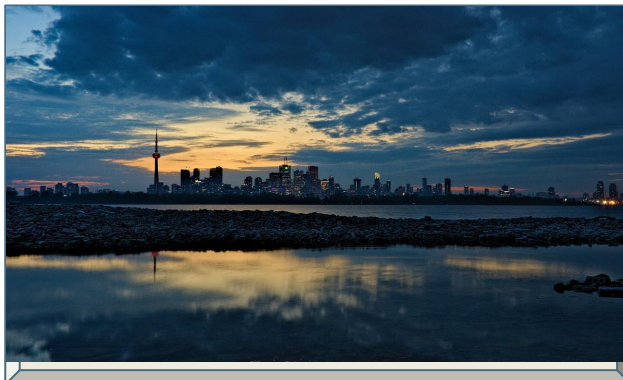
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2. Type in your address or postal code and copy and paste the territories into this slide
3. find a picture of something you love about the territories you're on and copy and paste it into this slide.
4. share with your group!



Traditional territories of the: stolo peoples



Traditional territories of the:
Anishinabewaki, Huron-Wendat,
Haudensaunee



Traditional territories of the:
Musquem people

Traditional territories of the:



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Instructions:

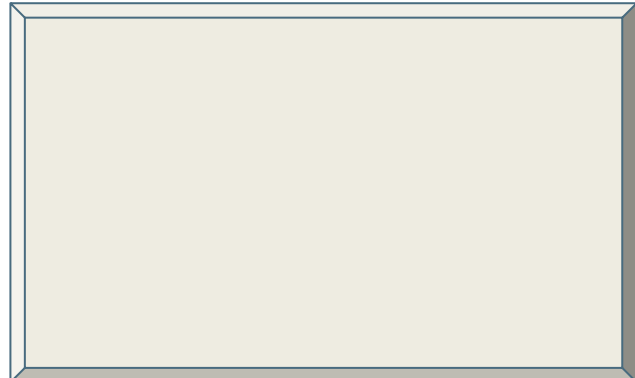
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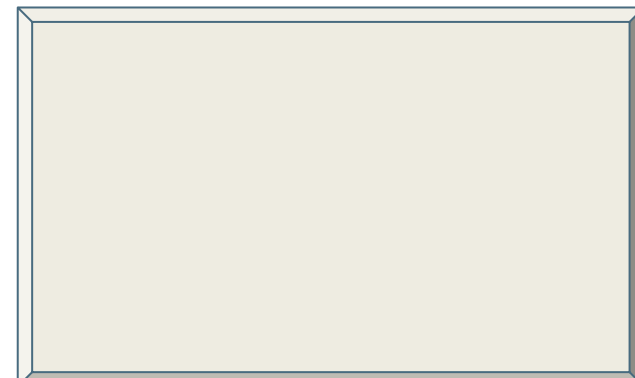
Traditional territories of the: [Syilx tmixw \(Okanagan\)](#)
[Okanagan](#)



Traditional territories of the: [solilwetaʔt temexw \(Tseil-Waututh\)](#)
[Skwxwú7mesh-ulh Temíxw \(Squamish\)](#)
[S'ólh Téméxw \(Stó:lō\)](#)
[xwmeθkʷəyəmsəlilwetaʔt temexw \(Stó:lō\)](#)



Traditional territories of the:



Traditional territories of the:



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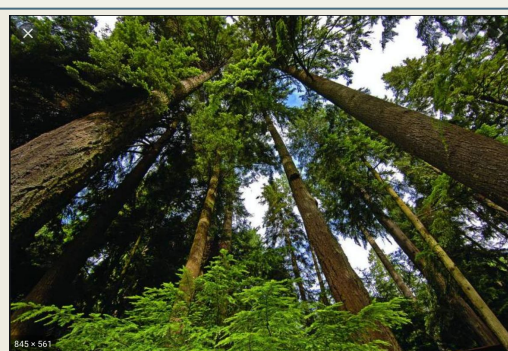


© Can Stock Photo - csg15219445

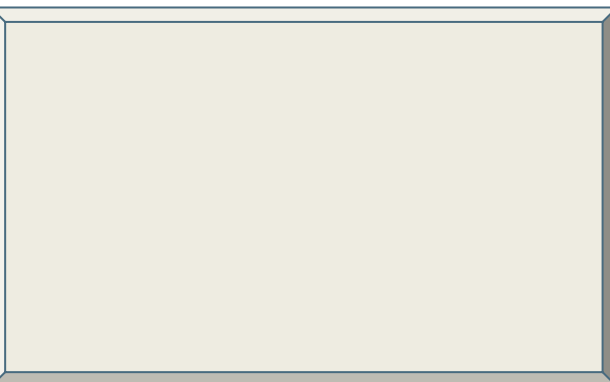
Traditional territories of the:
Tsleil-Waututh, Squamish, Sto'lo



Traditional territories of the:
Tsleil-Waututh



Traditional territories of the:
Musqueam People



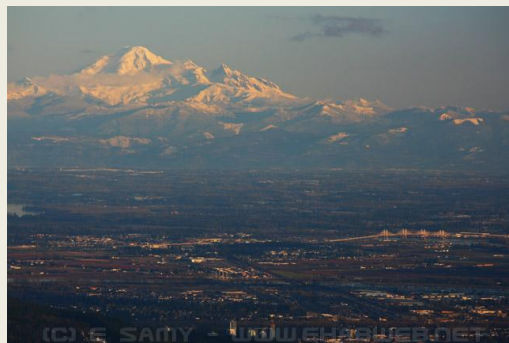
Traditional territories of the:



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3. find a picture of something you love about the territories you're on and copy and paste it into this slide.
4. share with your group!



Traditional territories of the: Kwikwetlem,
səlilwətaʔt təməxw (Tsleil-Waututh), S'ólh
Téméxw (Stó:lō), Qayqayt, Stz'uminus
səlilwətaʔt təməxw (Tsleil-Waututh)



Traditional territories of the:
səlilwətaʔt təməxw (Tsleil-Waututh)
S'ólh Téméxw (Stó:lō)
Qayqayt
Stz'uminus
xʷməθkʷəy̓əm
səlilwətaʔt təməxw (Tsleil-Waututh)

Traditional territories of the:

Traditional territories of the:



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Breakout Debrief

How did that go?



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Design Thinking: Collaborative Facilitation Tools

- Creative Problem Solving process
- Great for brainstorming, problem solving, ideation
- Broadens the range of activities you can facilitate.

Examples:



Very well laid out

Requires account
(paid) to create

Lots of functions

USA-based



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padlet

Medium intuitive

Less well designed

USA-based



Jamboard

Very intuitive

Part of the Google
suite

Fewer functions

USA-based

And also....  **Stormboard**

Collaboration Tools

High Functionality

M U R A L

 Stormboard


padlet




Jamboard

 zoom

Higher Learning Curve



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Low Functionality



Pros:

- Canadian-based company
- lots of templates available
- ability to use sticky notes, up vote and connect comments

Cons:

- everyone must create a (free) account to access
- slightly less intuitive (more of a learning curve)



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BREAK



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Give the Corgi an Outfit

1



2



3



4



Instructions: use as much colour, stamping and creativity as you want! Remember to be respectful, don't add anything your grandmother wouldn't approve of :)

Give the Corgi an Outfit

1



2



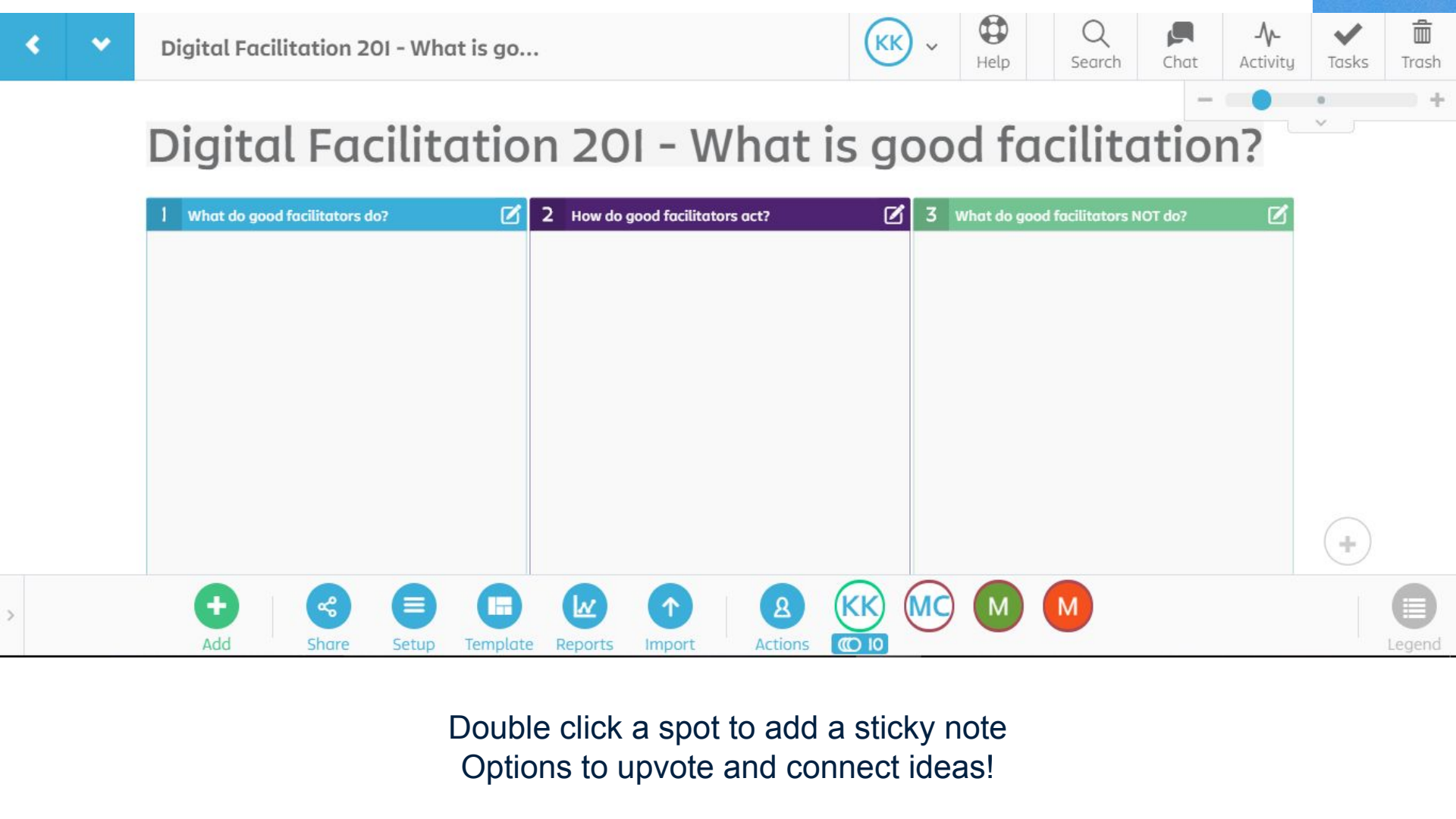
3



4



Instructions: use as much colour, stamping and creativity as you want! Remember to be respectful, don't add anything your grandmother wouldn't approve of :)

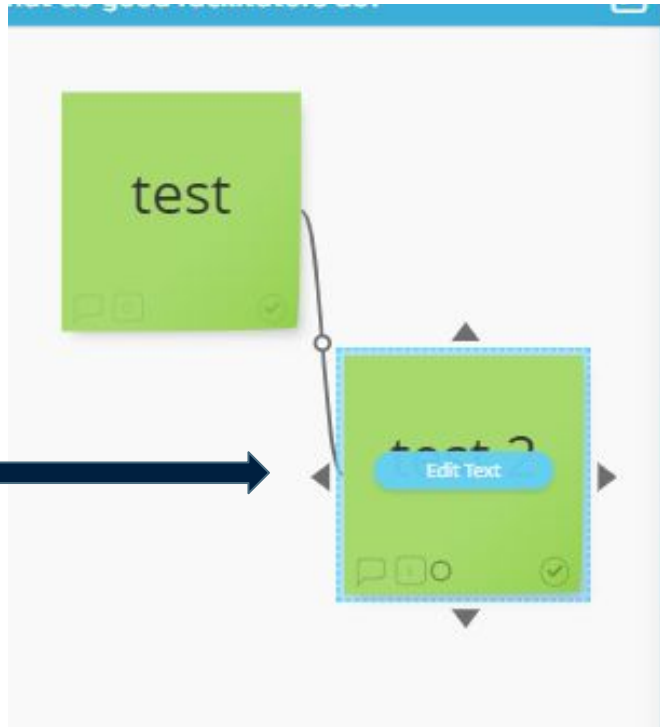


Digital Facilitation 201 - What is good facilitation?

1 What do good facilitators do?	2 How do good facilitators act?	3 What do good facilitators NOT do?

Double click a spot to add a sticky note
Options to upvote and connect ideas!

click an arrow
and drag to
connect to
another idea



- 🕒 Sticky History
- 🔒 Lock Sticky
- 📄 Make Index Card
- 📌 Copy / Move To...
- 🖨 Duplicate



Change your colour, shape, size



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Group Activity :

1. Stormboard: **what is good facilitation?**

- populate as many as you want
- feel free to upvote others!



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Group Activity :

1. Stormboard: **what is good facilitation?**
 - populate as many as you want, under any of the 3 prompts
 - feel free to upvote others!
2. Add one open ended question onto a point someone else made.
 - could be a clarifying or follow-up question
 - keep it curious
 - **How: create a sticky for your question, then link it to the original point by clicking one of the triangles and dragging to the connecting sticky**



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<https://stormboard.com/invite/1145153/who92866>



Program Ideas Overview

Virtual advising

Virtual Volunteer Fair

Virtual Volunteering

Virtual Facilitation Volunteer Team
Community specific programming clinic
Networking with CPs
Volunteer Hub Training Program

Virtual Community Projects

Community project request board
Capacity Building Hackathon
Digital Community Map Making

Communities of Care Speakers

Student led speaker series
Learning programming
Online discussion groups

Virtual Community Tours

Humans of UBC Ask Me Anything with Community
Behind the Scenes Tours
Virtual community experiences

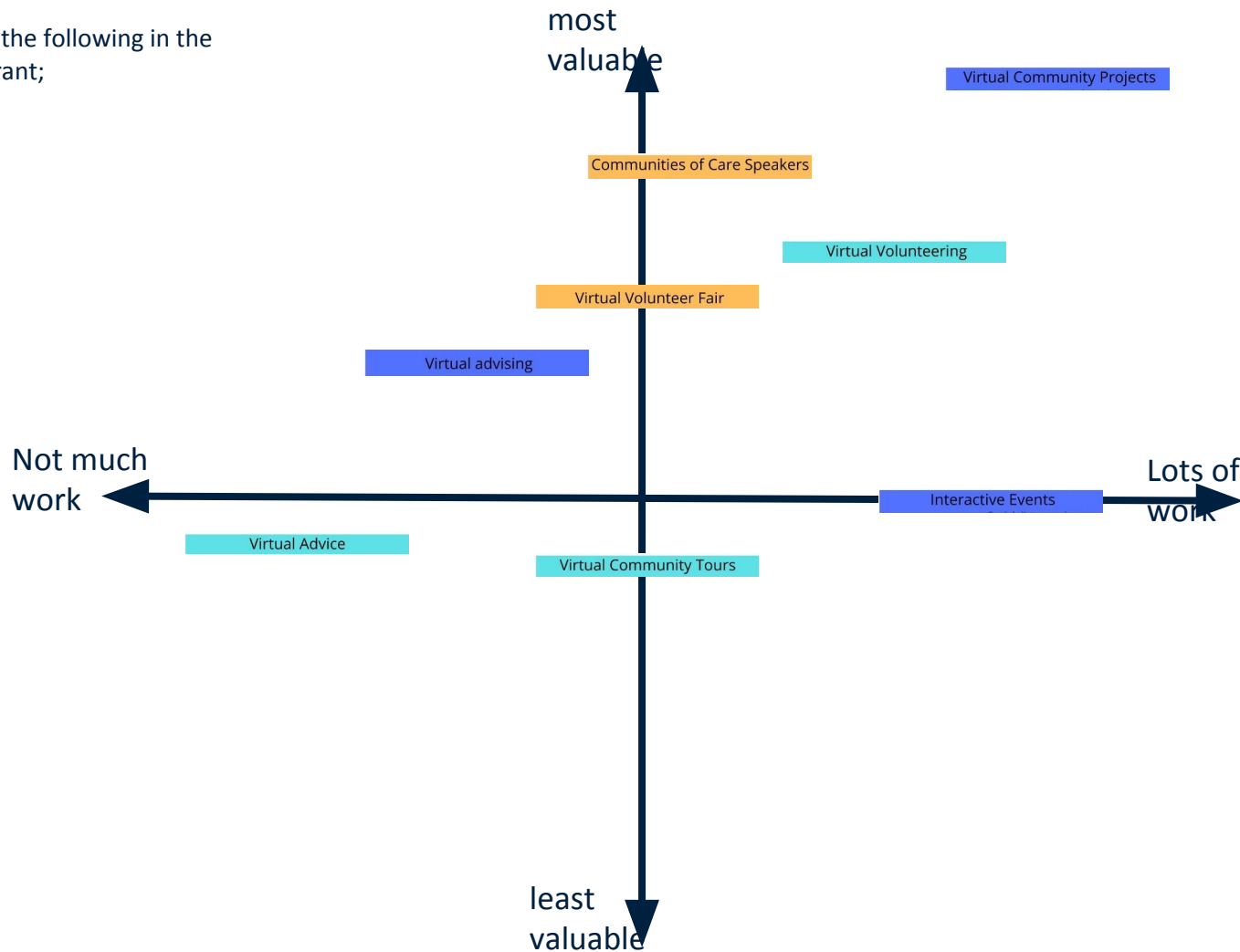
Interactive Events

Drop in Games Social distance clean up
Fun & Learning Quizzes
Interactive/CYOA videos
Screenings of video content

Virtual Advice

What I wished I knew as a first year
How to connect your major and social action
CCEL workshops

Place the following in the quadrant;



Time to Practice!



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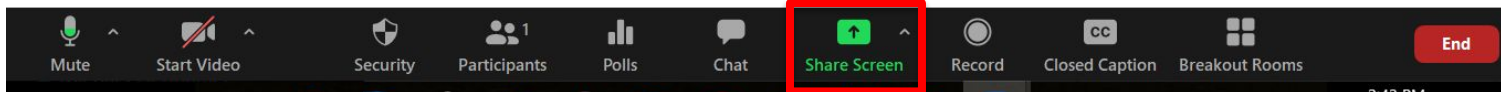
Verbal Facilitation Skills

- **Shifting Perspective/ Prompting:** shift the perspective to look at the question from a different angle
- **Probing:** used to determine mood or opinion of the group about a certain topic
 - **Tools:** Thumbs up, Polls, Spectograms
- **Paraphrasing:** expressing the same content in your own words and checking-in that there is a shared understanding
- **Redirecting Questions:** Redirecting an audience question to the group
- **Summarizing:** repeating so the group can build upon conclusions that they've already made
- **Positive Reinforcements:** expressing reinforcements
 - **Tools:** Claps, Thumbs up, +1 in chat
- **Including Quieter Members:** designing opportunities for all to participate verbally and non-verbally.

How do I share my screen?

Click here to share screen

Note: Facilitators have set up this zoom session so you all have access to screen share (only hosts have access automatically)

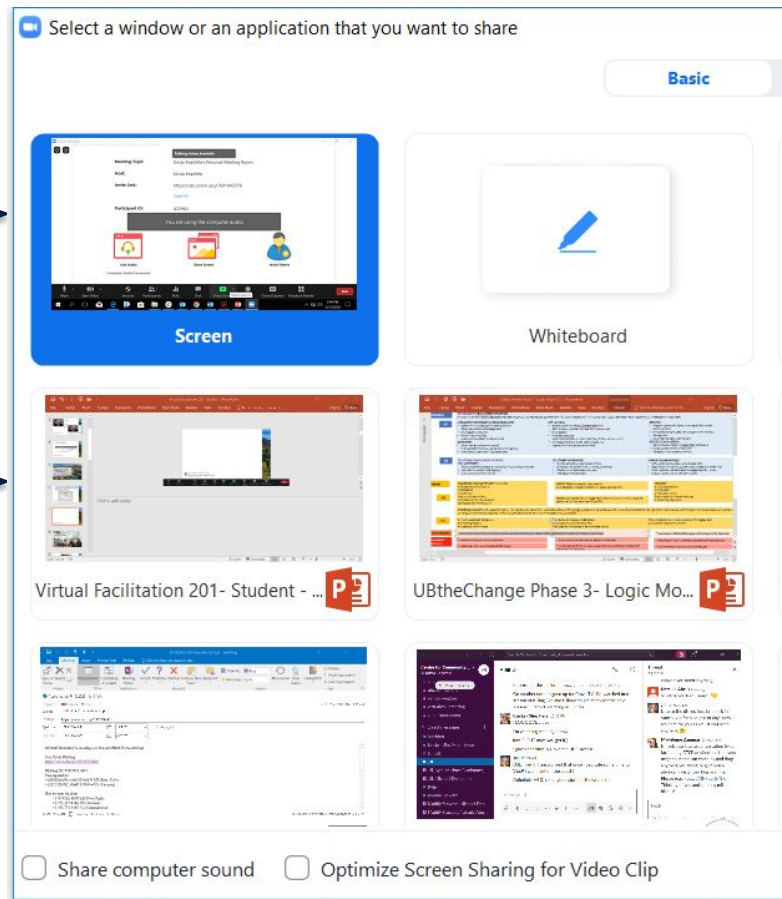


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Share your screen (all applications)



Share a blank whiteboard



Share your screen
(select one application)



Enable/Disable sound
sharing (automatically
disabled)



Break-out Room 2: Time to Practice!

- Pick a topic (choose one of slides 40-43)
- lead a discussion on it for **3 minutes!**
- to get a feel for annotation, practice:
 - sharing your screen showing the google slide you've chosen (**Stay in Zoom!**)
 - asking a question and inviting others to annotate
 - moving around and grouping comments (using the “select” tool)



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Topic: Dogs vs. Cats

To get a feel for annotation, practice:

- **share screen** showing the google slide you've chosen
- asking a question and inviting others to **annotate**
- moving around and grouping comments (**using the “select” tool**)
- probing for participation



Topic: The Best Season in the Year

To get a feel for annotation, practice:

- **share screen** showing the google slide you've chosen
- asking a question and inviting others to **annotate**
- moving around and grouping comments (**using the “select” tool**)
- probing for participation



Topic: The Best Season in the Year

To get a feel for annotation, practice:

- **share screen** showing the google slide you've chosen
- asking a question and inviting others to **annotate**
- moving around and grouping comments (**using the “select” tool**)
- probing for participation



Topic: Tips for First Year Students

To get a feel for annotation, practice:

- **share screen** showing the google slide you've chosen
- asking a question and inviting others to **annotate**
- moving around and grouping comments (**using the “select” tool**)
- probing for participation



Topic: Choose your own!

To get a feel for annotation, practice:

- **share screen** showing the google slide you've chosen
- asking a question and inviting others to **annotate**
- moving around and grouping comments (**using the “select” tool**)
- probing for participation



Which Facilitation Skills did you use?

Stamp next to all that apply

Sharing Screen	
Sharing the right PPT slide	
Adding an Open Ended Question	
Facilitating Annotation	
Using the Select Tool (rearranging)	
Grouping Comments	
Prompting for Contributions	
Including Quieter Members	
Saving your Screen	

Activity	Annotation	Google Slides	Stormboard
Great for	<p>Anonymous collective contributions while staying in one platform (zoom).</p> <p>Ability to spontaneously create as you go.</p> <p>Easy to employ spectrograms</p>	<p>Simultaneous breakout group work without having to introduce new skills (screenshare, annotation).</p> <p>Allows facilitator to monitor groups through the google doc and follow up/pop in as needed</p>	<p>Collective brainstorming with ability to move, cluster and connect ideas.</p> <p>Not housed in Zoom so can be done asynchronously.</p> <p>Using pre-prepared templates to mix it up.</p>
Feels like	Anonymous sticky-note brainstorm or menti	A World Cafe, Gallery Walk etc.	A sticky-note brainstorm



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What's Next?

- Reach out for support!
 - community.learning@ubc.ca
- Follow us on Twitter and Facebook!
 - <https://www.facebook.com/ubcccel/>
 - <https://twitter.com/ubcccel>



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What is the next challenge you would set for yourself?



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