The Virtual Facilitator Series

FACILITATION FIRST

Enhancing Your Virtual Facilitation Skills in Microbursts of Experiential Learning

Virtual meetings and training workshops are an absolute necessity for geographically dispersed teams who need to collaborate to drive projects, solve problems and/or exchange critical information. Ineffectively led sessions, however, can be complete time wasters, undermining the group's productivity and buy-in.

The reality is that **virtual meetings require even more rigor** and understanding of facilitative techniques than in-person meetings. Facilitation First has designed a series of highly interactive micro-workshops that will be delivered via Zoom or your organization's preferred video conferencing platform (your support may be needed for non-Zoom deliveries)

How It Works …

Select one module or build a customized series. Each stand-alone 90-minute workshop includes:

1. **A 15-minute Tech Check**: Each workshop will open early to ensure everyone's audio and video is working and they know how to participate
2. **Interactive Exercises:** Each 90-minute interactive workshop includes many opportunities to engage and practice with the content plus a Q & A to address application questions
3. **Optional 45 Minute Application Round:** Increase transfer of knowledge by immediately applying new techniques to an upcoming meeting in breakout practice rounds with feedback

The Virtual Facilitator Micro-Workshop Menu

The Virtual Facilitator Primer – Learn how to effectively prepare for and structure any virtual meeting. **A great micro-workshop to pair with any other**. Learning Outcomes include:

- Tips and techniques for how to "show up" professionally on camera
- List of preparatory steps/questions to consider when designing a virtual meeting
- Practice designing a typical virtual meeting

How to Launch A Successful Virtual Meeting – Learn effective virtual meeting start techniques - if you start well and build buy-in, your meeting quality improves dramatically! Learning Outcomes include:

- Critical steps to include when setting context for simple and complex meetings, including Parking Lot and Action Plan
- Practice gaining buy-in on your meeting's **P**urpose, **O**utcome and **P**rocess
- Suggested norms for virtual meetings and when and how to collaborate with participants to agree on meeting guidelines/norms

Managing and Engaging Participants in Virtual Meetings – Learn how to engage and inspire meeting participants using strategies to deal with typical virtual meeting engagement issues such as low participation and multi-tasking. Learning Outcomes include:

- Clarity as to why engagement is even more critical in virtual meetings
- An understanding of critical virtual engagement principles
- Best engagement practices for teleconferencing and videoconferencing
- Tips for prepping, starting and managing great videoconferences
- Application of learning to mitigate some common virtual engagement dilemmas

How Great Process Facilitators "Show Up" – How you 'show up' as meeting leader can greatly influence how the group collaborates to achieve meeting outcomes. Learn the core facilitation behaviours that encourage participants to become active participants in your virtual or in person meetings. Learning Outcomes include:

- Clarity around the different training roles of content and process leader
- Learn the five core facilitative training practices
- Practice applying new strategies to maintain neutrality and facilitative listening

Virtual Brainstorming Techniques – Learn and experience fun and engaging group virtual brainstorming techniques that promote great generative ideas! Learning Outcomes include:

- Clarity on the norms that encourage safety in idea generation
- Understanding of the unique challenges and opportunities of virtual brainstorming
- Methods for "priming" the pump ahead of the meeting
- An array of easy to use virtual brainstorming techniques, including anonymous brainstorming

Virtual Techniques for Achieving Consensus – Learn simple, yet powerful processes for helping a group/team come to consensus, overcome polarization and gain buy-in. Learning Outcomes include:

- Clarity on what consensus is, what it "looks like" and when it is worth taking the time to use this decision-making method
- Understanding of the most effective processes to bring a group to consensus, including synthesis, impact/effort, multi-voting and criteria-based processes including how to leverage virtual features such as polls, chat and breakouts

Facilitating Virtual Problem-Solving Meetings – Get armed with practical processes that help groups/teams solve problems. Learning Outcomes include:

- Clarity around the pitfalls of problem solving in virtual meetings
- Understanding and practice virtually facilitating a quick and effective structured problem-solving methodology

Facilitating Through Challenging Behaviors – Learn when and how to intervene when conflict or challenging participant behaviours risk taking you and the group off track. Learning Outcomes include:

- Practical ideas for proactively managing conflict
- A simple reactive technique for reactively managing conflict
- Some processes for creating buy-in when conflict is anticipated or suddenly occurs

Facilitating Through Resistance to Achieve Buy-In– Learn various tools and resources for helping you to facilitate through resistance. Learning Outcomes include:

- Better clarity as to why people resist
- The common forms or signs of resistance and what they look like in a virtual meeting
- A 3-step model for facilitating through resistance
- Practice naming the resistance which can often be the only step necessary

Facilitating Highly Productive Remote Teams – Team, Project and Program Leaders will learn effective tips and techniques for forming (or re-forming) their teams to accelerate performance. Learning Outcomes include:

- Clarity as to why teams need to form, or re-form, in the remote environment
- Transforming work into measurable and trackable output
- Sharing understanding and agreeing to uses for available collaborative tools
- How to facilitate a team discussion to align and buy into team meeting norms (aka ground rules)
- Defining a team communication strategy

Facilitating Your Remote Team Through the Storm – Team, Project and Program Leaders will be equipped with tools for managing challenging behaviours, resentments and conflict within teams. Learning Outcomes include:

- Clarity around what storming looks like in a virtual environment
- Review and redefine our operating guidelines
- Managing through resistant behaviour
- Understand how to conduct a needs and offers exercise for mitigating unproductive team dynamics
- Choose three communication tools to enhance trust between team members

Zoom Meeting Host Training for Facilitators (Basic) – Lead Zoom meetings like a pro. Learning Outcome include:

- Why and how to use waiting rooms, share screens, manage participants, chat, non-verbal icons and reactions
- How to ensure your meetings are private and secure.

Zoom Meeting Host Training for Facilitators (Advanced) – For Facilitators or trainers who want to leverage Zoom's interactive features. Learning Outcomes include:

- How to create and use breakout rooms, creating meeting templates for repeating sessions
- When and how to fully leverage screen sharing options and how to create, launch and share a poll
- How to provide a participant or co-host remote control access of your screen, document or power point