5 TIPS FOR EFFECTIVE VIRTUAL FACILITATION

Presented by Steven Harowitz, Campfire Executive Director

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@Steven Harowitz
We are teachers and practitioners of storytelling, group facilitation, and public speaking.
Our job is to remind folks how powerful their voices are and to make space for those voices to be heard.
5 TIPS

Tip 1  LEAN INTO THE GOOD OF VIRTUAL

Tip 2  USE A MAX OF TWO TOOLS AT A TIME

Tip 3  THINK OF YOUR AGENDA AS CHOREOGRAPHY

Tip 4  SET PRECEDENTS AND STICK TO THEM

Tip 5  MAKE SPACE FOR PEOPLE’S HUMAN-NESS
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### The barriers of virtual facilitation

- "Privacy and confidentiality issues"
- "Tech literacy"
- "Internet accessibility"
- "Need additional support to participate in groups (e.g., children need their parents)"
- "Hardware and Software Issues"

### The challenges of virtual facilitation

- "Accidental unmuting disasters"
- "Lots of interruption and over-talking in large groups"
- "Managing/switching attention between multiple screens, sounds, visual"
- "Comfort level"
- "Feeling intimidated by the change"
- "It’s easy to get distracted when we use digital platforms"

### The benefit of virtual facilitation

- "Improved accessibility"
- "Supports introverts/extroverts in different ways"
- "Given the room to be more human"
- "Can get more people involved"
- "Creative tools (like Mural)"
- "Easier to capture work"

From students in Brown School Summer Institute course on virtual facilitation
Three limits I keep in mind when designing virtual facilitations

- Participant’s abilities
- Participant’s readiness
- And...

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Tools that Campfire uses

- Zoom
- Mural*
- Google Drive and Apps
- Basecamp**
- Group texts
- Mentimeter
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* Check out the Mural Consultants Network and possibly get a free license!

** Basecamp has a free, personal offering if you want to try it out and get started

Simulation activity for Exemplary Advocate Cohort through Missouri Foundation for Health
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## Agenda elements

- Creating an arc
- Color coding for quick glances
- Be explicit in your directions to participants
- Behind the scenes stage direction for TA or volunteer

### Virtual Intro to Storytelling Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00pm</td>
<td><strong>Welcome!</strong></td>
</tr>
<tr>
<td></td>
<td>• Before we really dig in, we want to do a brief walk-through of Zoom functionality.</td>
</tr>
<tr>
<td></td>
<td>• We ask for patience and grace during this experience; this being our second online class, we have a good handle on tech, but things can always pop up!</td>
</tr>
<tr>
<td></td>
<td>• We are going to talk through some basic Zoom functionality.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Thumbscale</strong>: Let’s do a quick thumb scale. How comfortable are you using Zoom?</td>
</tr>
<tr>
<td></td>
<td>• If something goes really, really haywire, you can call or text TA directly at [ENTER PHONE NUMBER].</td>
</tr>
<tr>
<td></td>
<td>• Click on your name and change it to first name/pronouns.</td>
</tr>
<tr>
<td></td>
<td>• Do this by click on the three blue dots in the corner of your video</td>
</tr>
<tr>
<td></td>
<td>• Gallery view vs. speaker view - upper right corner</td>
</tr>
<tr>
<td></td>
<td>• We encourage folks to use gallery view because you can see all faces</td>
</tr>
<tr>
<td></td>
<td>• Please keep your video on throughout class, unless you are stepping away or it’s a break. It’s important to utilize eye contact and body language as a part of our storytelling process!</td>
</tr>
<tr>
<td></td>
<td>• If you find that your internet connection is spotty and cannot support good audio/video quality, call in using your phone, and then TA can magically merge your</td>
</tr>
<tr>
<td></td>
<td><strong>TA performs tech check with each student one by one as they enter</strong></td>
</tr>
<tr>
<td></td>
<td>• Make sure they can hear and see us</td>
</tr>
<tr>
<td></td>
<td>• Make sure we can hear and see them.</td>
</tr>
<tr>
<td>4:30pm</td>
<td><strong>Inciting Incident</strong></td>
</tr>
<tr>
<td></td>
<td><strong>TA puts number in chatbox.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>TA facilitate, Instructor jump in as necessary to troubleshoot/Demonstrate.</strong></td>
</tr>
</tbody>
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SET PRECEDENTS AND STICK TO THEM

Campfire precedents

• Use a waiting room
• Audio check upon entering
• Reminding folks to turn off self view if they wish
• Start with happies and crappies
• Use the Chat as a speakers list
• Countdown on screen during breaks
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Suggestions

• Normalize the average at home experience
• Give people more time to do what you’re asking
• Offer stretch and eye breaks and opportunities to be off camera.
• Bring folks into breakout rooms who have tech issues
• Remind folks they can turn off self view
Thank you!

Questions?

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