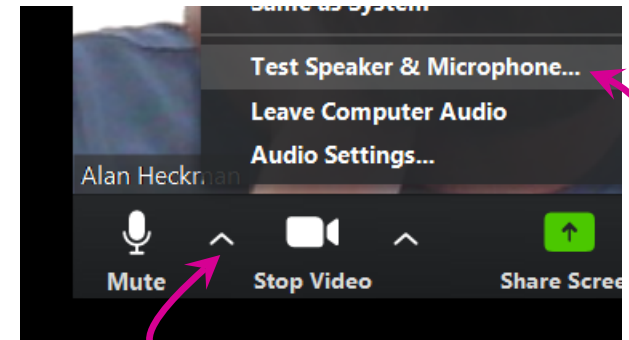


Check Your Tech!

1. Connect and test your Zoom audio
2. If your audio still isn't working
 - I. Test the speaker and microphone using the menu option illustrated here ->
 - II. Make sure your computer volume is turned up.
 - III. If that doesn't work, exit the meeting and come back in.
 - IV. If that still doesn't work, choose 'switch to phone audio', and use your phone for meeting audio by dialing the relevant number and meeting id. We will tell you how to 'merge' yourself into one identity!
3. Activate your camera if you have one and you are willing
4. Message us in the Zoom chat box for assistance



Click here
then here.

Designing and facilitating virtual events: bringing the whole person into the room



Dr Órla Cronin (C. Psychol)

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Twitter: @croninorla

Linked in: Orla Cronin

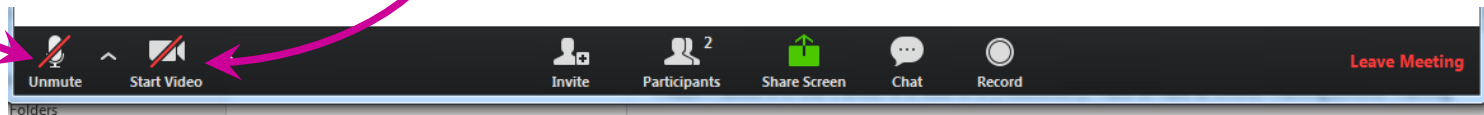


Zoom 1: presence

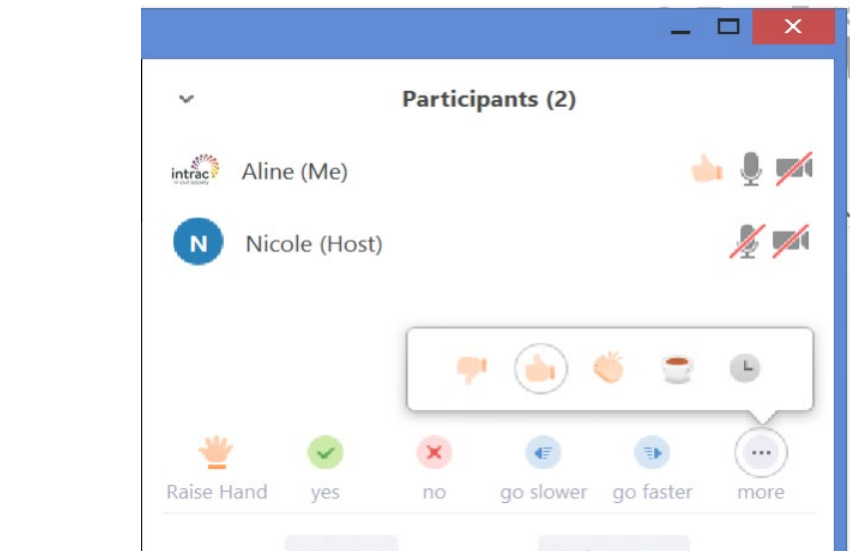
The main toolbar is on the bottom of Zoom's window. If it disappears, hover with your mouse near the bottom and it will come back. You can 'stabilise' this permanently in your own meeting within your account settings.

Click to turn your
microphone on and off

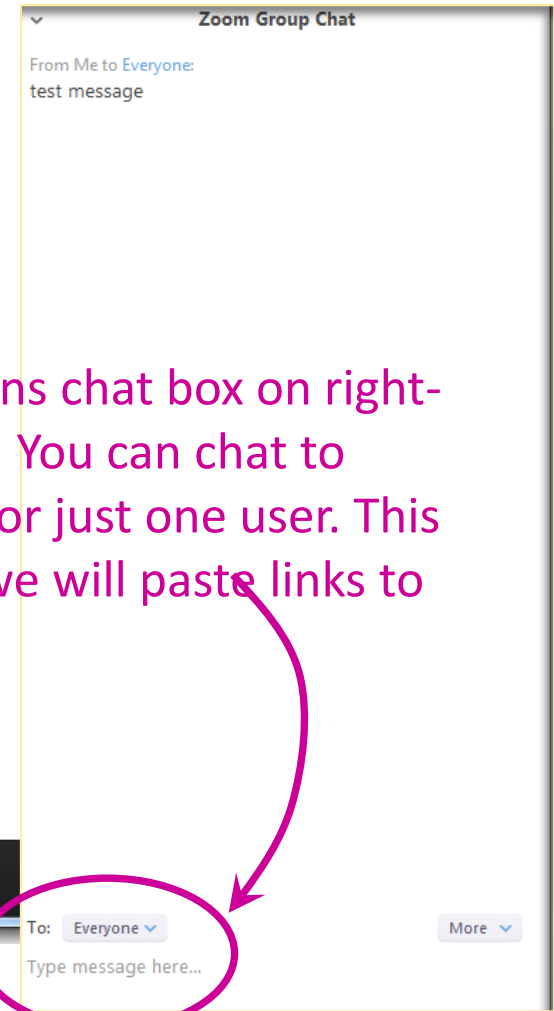
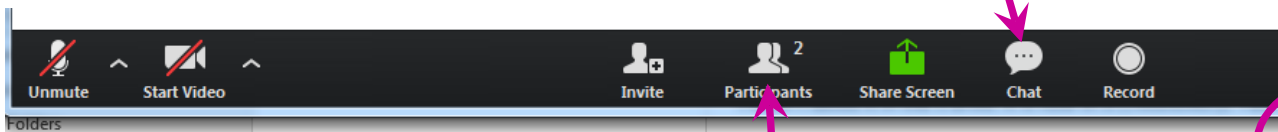
Click to turn your
webcam on and off



Zoom 2: connecting



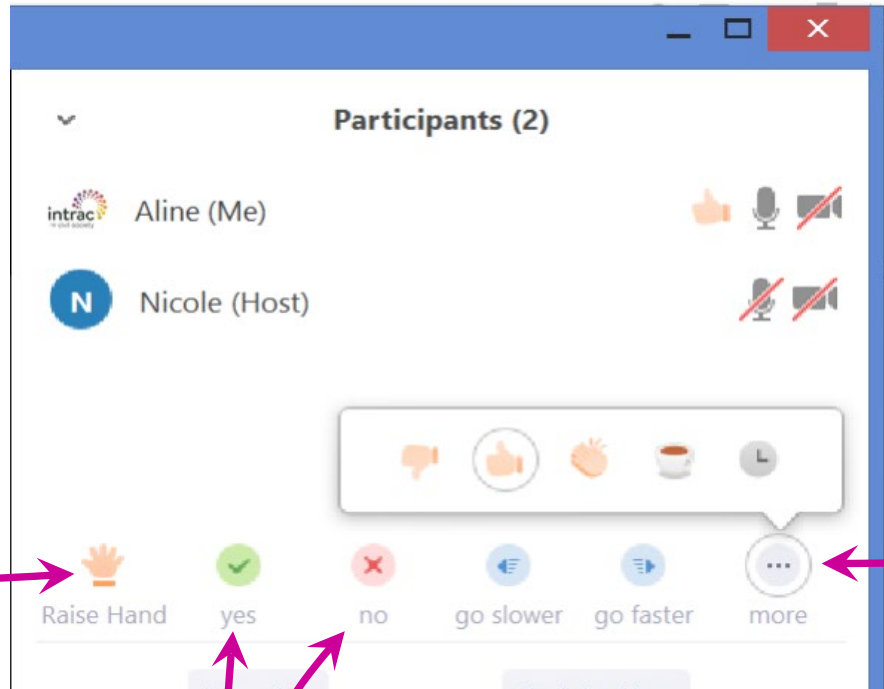
Chat: Opens chat box on right-hand side. You can chat to everyone or just one user. This is where we will paste links to activities



Participants: Shows who is online, and gives you access to the window above with various icons

Zoom 3: responding

Click to raise your hand (click again to lower it)

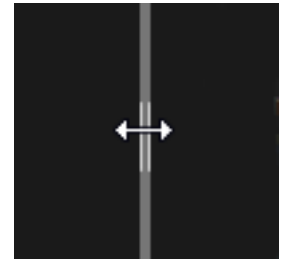
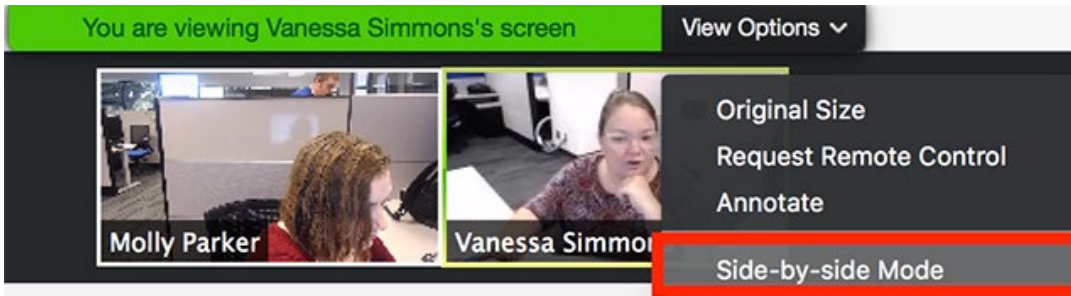


Click “**more**” for a few additional icons. Use the **step away (clock)** when you need leave for a few minutes

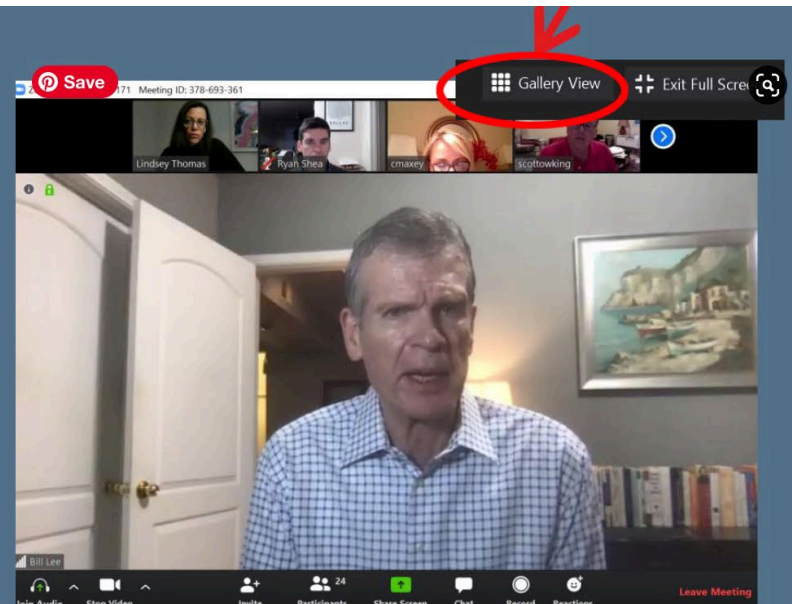
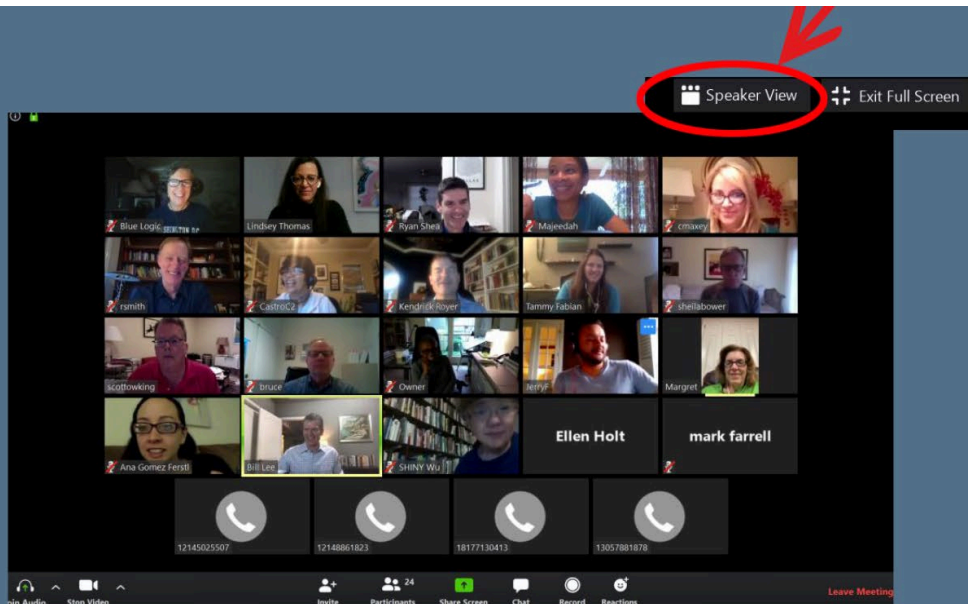
We will sometimes ask yes or no questions where we invite you to agree or disagree!

Zoom 4: customising

Side by
side mode
(slides +
faces)

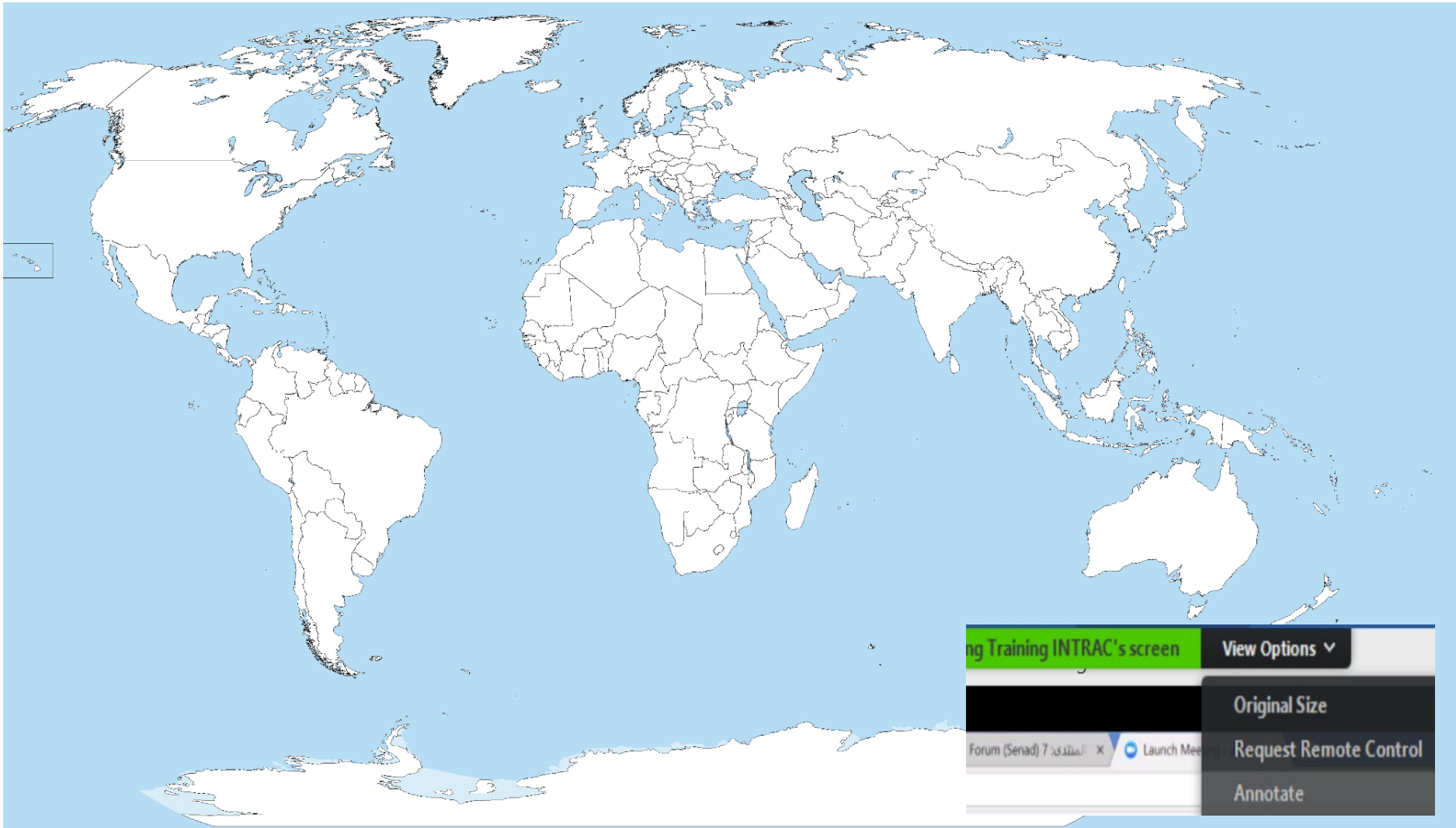


Toggle speaker view and
gallery view






Where are you?

Use the annotate tool to mark where in the world you are based
(if you can't use annotate, just say in chat)




Icebreaker


1. Here is one of the challenges identified before the event: how to establish rapport, empathy & connection?
2. We will put you into breakout groups (you don't need to do anything – you'll land automatically)
3. Do a 'go around' to greet your colleagues, and then discuss this challenge.
 - I. Write your responses and insights on the Funretro here (you can open it now so that it is available when you are in breakouts):
 - II. <https://tinyurl.com/mesh1rapport>

FunRetro  Sort: created date  Dashboard Layout 




Tips and questions regarding large meetings

Chat together and add any tips or challenges




☒ What challenges or concerns do you have in relation to large meetings? 



Having awareness of body language in a large group is difficult

 3  1 

Managing technical challenges...

 12  0 

Who am I?



- Chartered (research) psychologist (particularly interested in qualitative data analysis)
- Worked in academia, industry and civil society sector
- Facilitator – live and virtual
- Trainer – live and virtual
- Consultant (research, strategy, MEAL)



Who am I?



- Delivering virtual training, facilitation, design and production since 2011



Key messages

1. Clarify aims
2. Intentional design
3. Creative implementation (& have a producer & rehearse!)

1. Clarify practical & experiential aims

Practical Aims are the outcomes, outputs, decisions or products.

E.g.

- What are the issues?
- Where do people stand?
- What insights do we now have?



Experiential Aims are how we want the group to *feel* or *be* during and after the event

E.g.

- What do we want individuals experience during our event?
- How will they feel about it afterwards?



Practical and experiential aims

Practical Aims are the outcomes, outputs, decisions or products.

Examples:

- Understand how young people with mental health challenges experienced a mentoring programme
- Establish the needs of child gold miners in artisanal mines in West Africa
- Identify what are the opportunities to collaborate around environment, labour and animal rights issues among Nepali NGOs

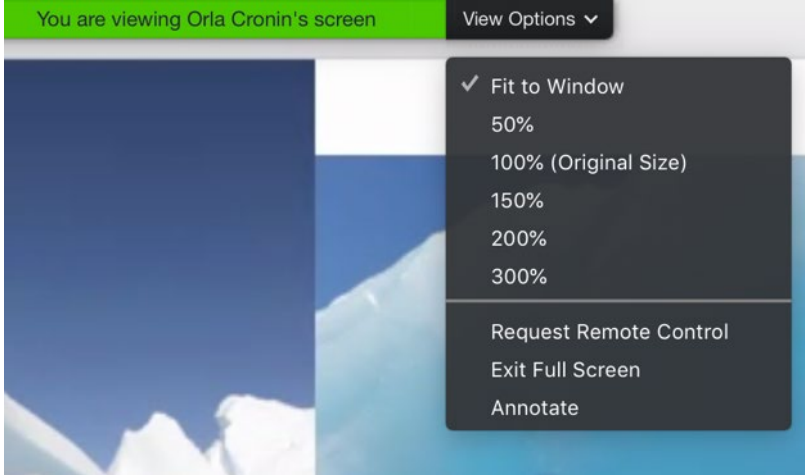
Experiential Aims are how we want the group to *feel* or *be* during and after the event

Examples:

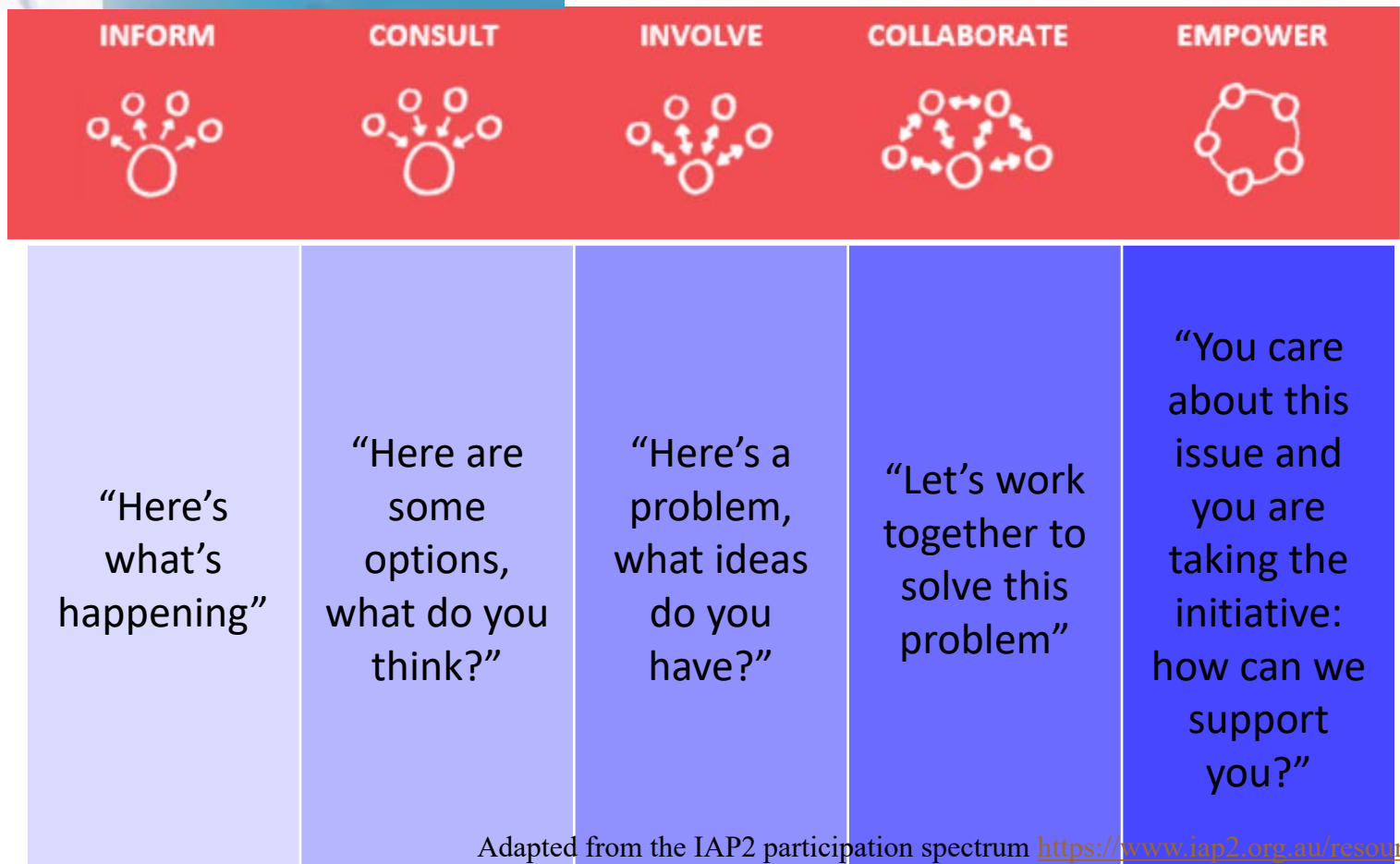
Feeling safe and listened to

Feel ownership of and commitment to the actions we've identified together

Feeling connected with other group members, feeling part of a strong entity



Please use the **annotate tool** and put a star or check mark on this slide to choose where on the spectrum you are usually working. (Share an example in chat if you like)



Experiential aims - Types of engagement



Social engagement



Behavioural engagement



Collaborative engagement



Cognitive engagement



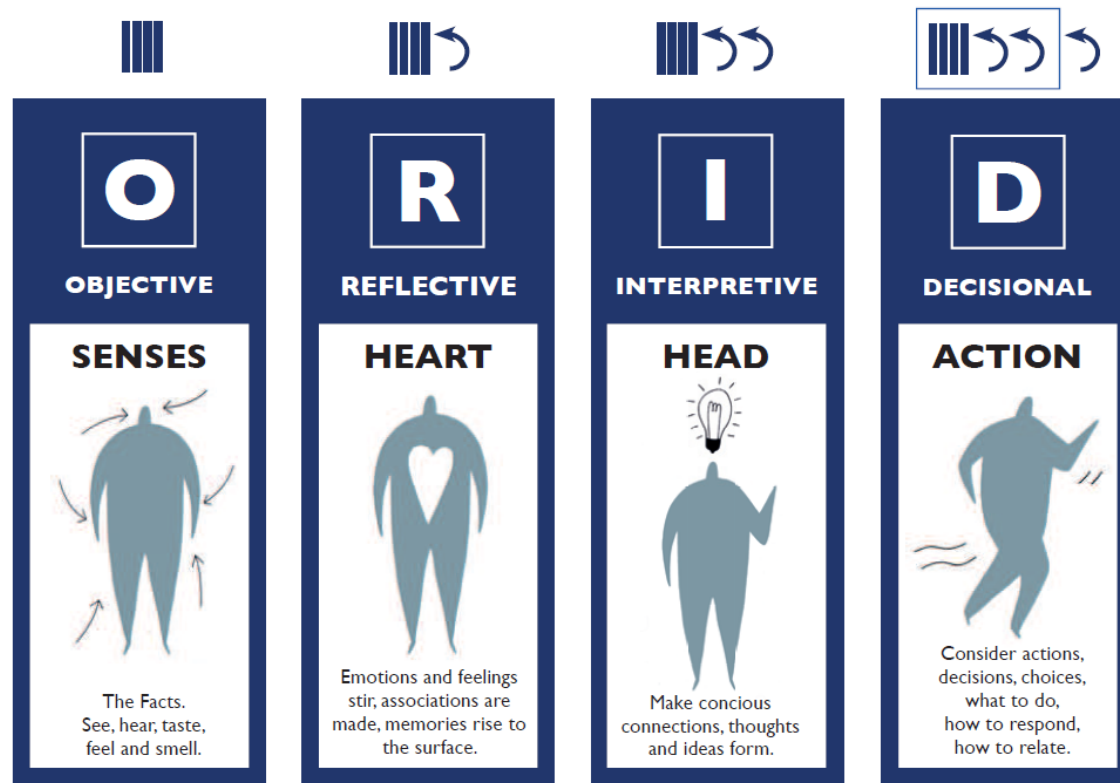
Emotional engagement¹⁷

Adapted from: Redmond, P., Heffernan, A., Abawi, L., Brown, A., & Henderson, R. (2018). An online engagement framework for higher education. *Online Learning*, 22(1), 183-204. doi:10.24059/olj.v22i1.1175 retrieved from <https://files.eric.ed.gov/fulltext/EJ1179626.pdf>

2. DESIGN TO ACHIEVE YOUR AIMS

ICA's Focused Conversation Method

This is a core framework for my own practice – for conversations, but also for overall event design

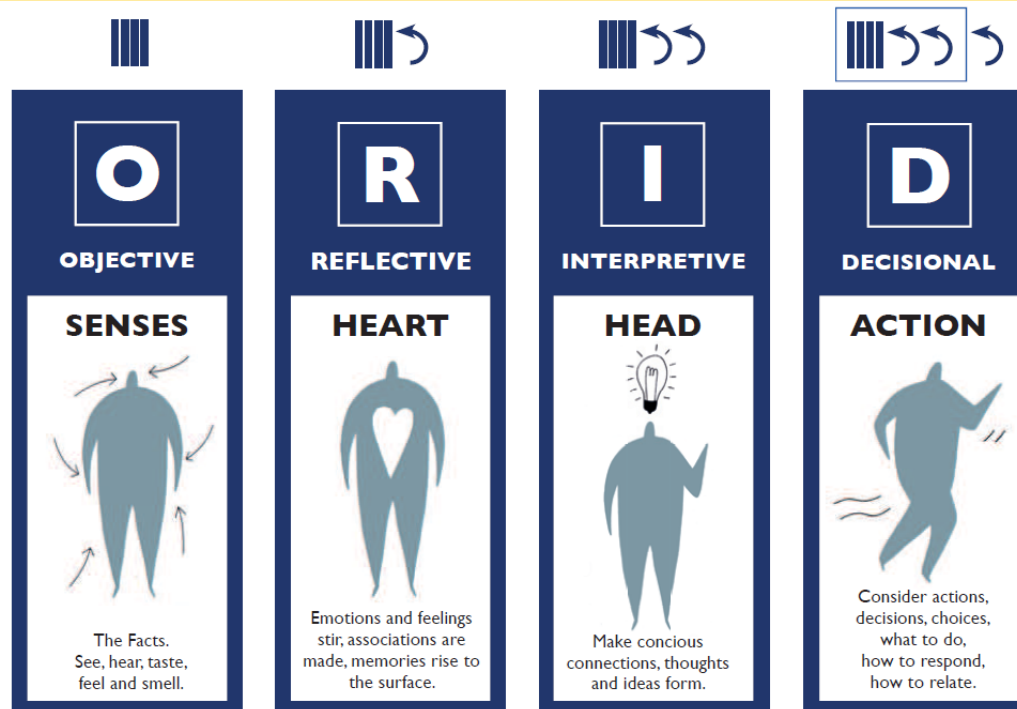


https://www.betterevaluation.org/en/resources/guides/ORID/art_of_focused_conv

ICA's Focused Conversation Method

Use 'yes no' ticks in the participant list to tell me whether you've encountered this before?

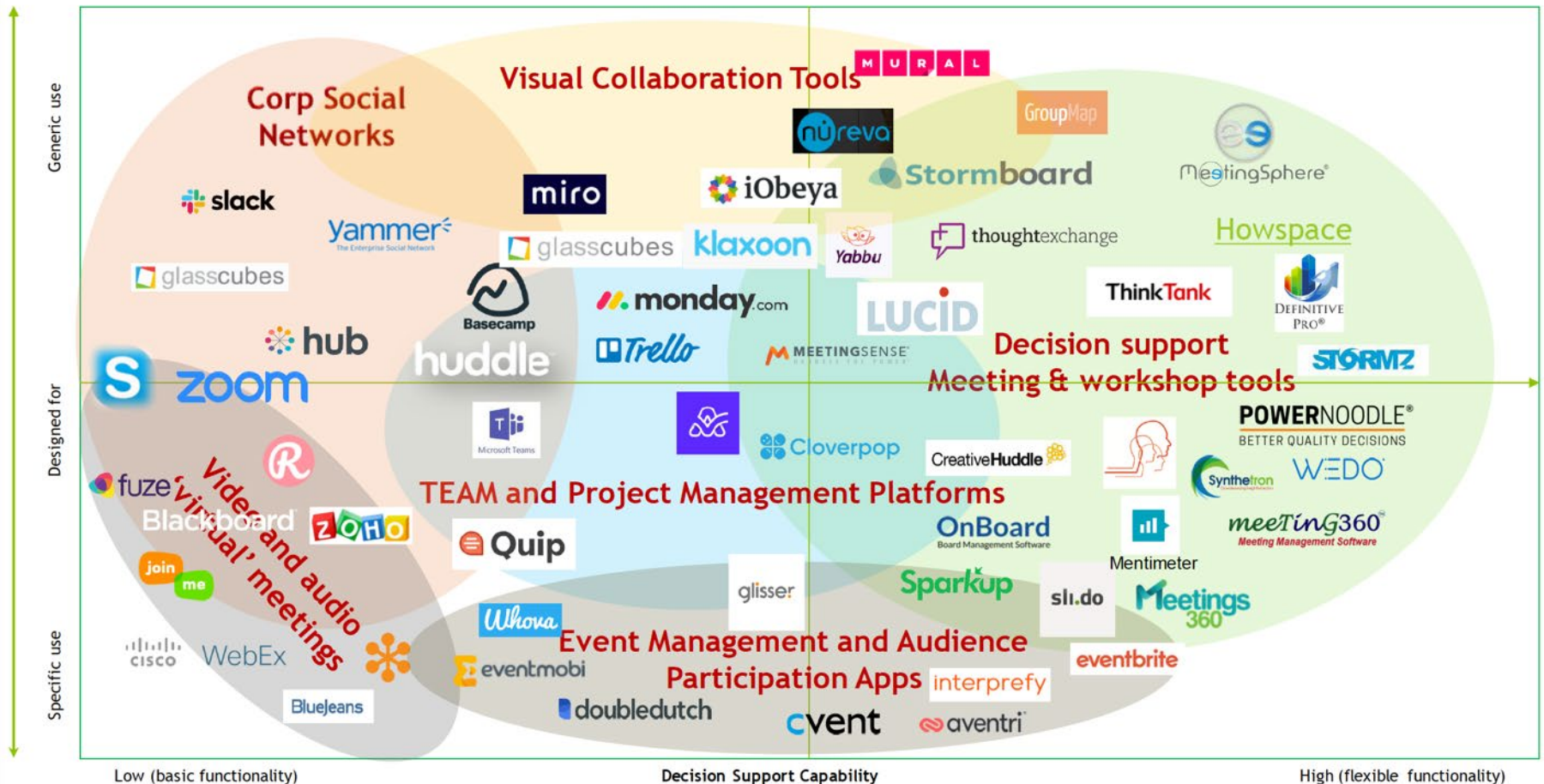
Tell us in chat if there are any other facilitation frameworks you use



3. CREATIVE IMPLEMENTATION

What is the optimal technical palette?

Figure 2: Collaboration technology examples



Our current software palette for asynchronous, synchronous and hybrid* meetings..



Basecamp



Fun Retro



zoom



* <https://www.ica-uk.org.uk/wp-content/uploads/2020/04/OC-Hybrid-case-study.pdf>

3. Work with (at least 1) producer



Blog post <https://www.ica-uk.org.uk/the-producer-role-in-virtual-events/>

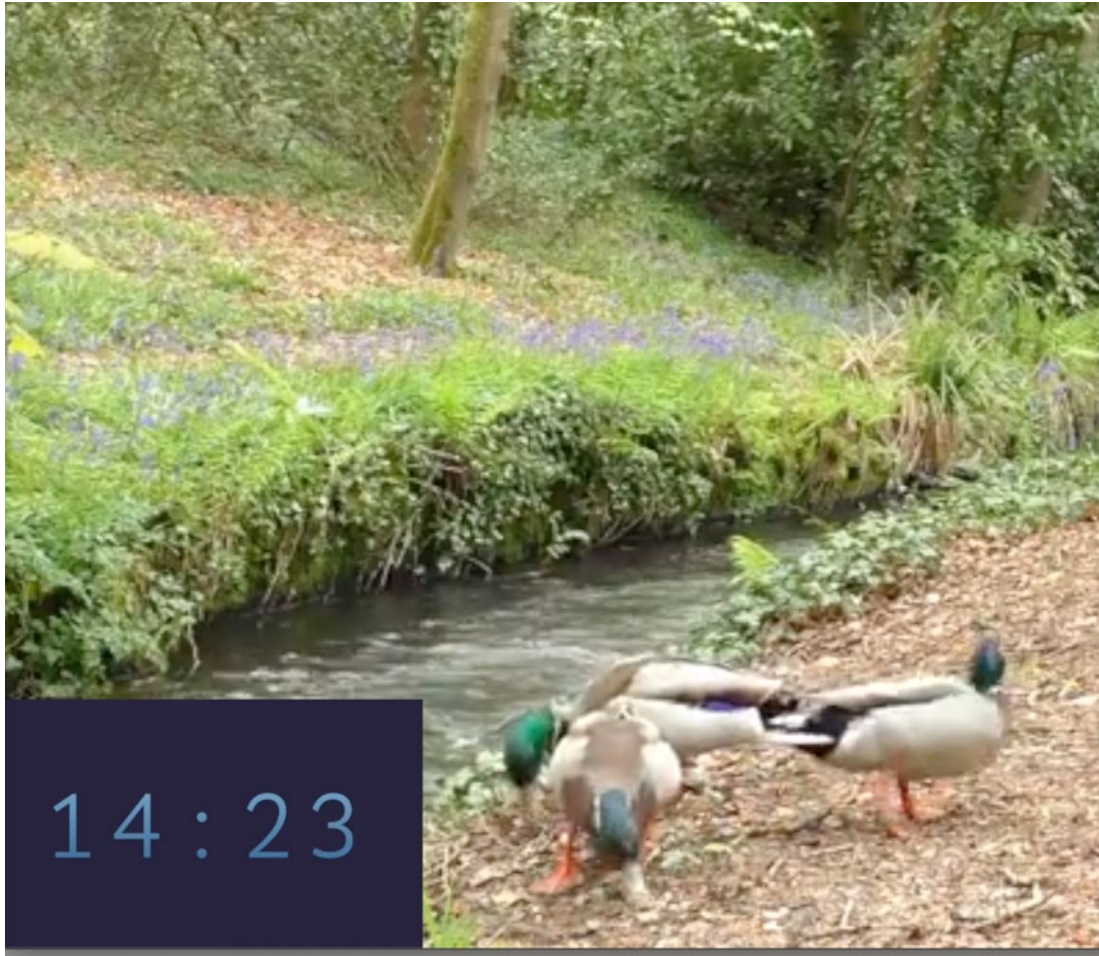


Script & rehearse!!

SC. 1]	KING LEAR	99	Standby Sound Q3
	And from some knowledge and assurance offer This office to you.		
Gent.	I will talk further with you.		
Kent.	No, do not.		
	For confirmation that I am much more Than my out-wall, open this purse, and take	45	
	What it contains. If you shall see Cordelia,— As fear not but you shall—show her this ring, And she will tell you who that fellow is		Sound Q3 GO [Thunder]
	That yet you do not know. Fie on this storm! I will go seek the King.	50	
Gent.	Give me your hand. Have you no more to say?		
Kent.	Few words, but, to effect, more than all yet; That, when we have found the King, in which your pain		Standby LX Qs 10-14 and Sound Qs 4-6
	That way, I'll this, he that first lights on him Holla the other.	55	LX Q 10 GO [Dim scene change]
	SCENE II.—[Another part of the Heath.] Storm still.		
	Enter LEAR and Fool.		
Lear.	Blow, winds, and crack your cheeks! rage! blow! You cataracts and hurricanoes, spout		When the stage is clear LX Q 11 GO [Heath state – dim]
	Till you have drench'd our steeples, drown'd the cocks! You sulph'rous and thought-executing fires, Vaunt-couriers of oak-cleaving thunderbolts, Singe my white head! And thou, all-shaking thunder, Strike flat the thick rotundity o'th'world! Crack Nature's moulds, all germens spill at once That makes ingrateful man!	5	LXQ 12 GO [Lightning flash] Follow on Sound Q4 GO [Thunder rumble] LXQ13 GO [Lightning flash]
Fool.	O Nuncle, court holy-water in a dry house is better than this rain-water out o'door. Good Nuncle, in, ask thy daughters blessing; here's a night pities neither wise men nor Fools.	10	Follow on Sound Q5 GO [Thunder crack]
Lear.	Rumble thy bellyful! Spit, fire! spout, rain! Nor rain, wind, thunder, fire, are my daughters: I tax you not, you elements, with unkindness: I never gave you kingdom, call'd you children, You owe me no subscription: then let fall Your horrible pleasure; here I stand, your slave, A poor, infirm, weak, and despis'd old man.	15	LXQ14 GO [Lightning flash] Follow on Sound Q6 GO [Thunder rumble]
	But yet I call you servile ministers, That will with two pernicious daughters join Your high-engender'd battles 'gainst a head So old and white as this. O, ho! 'tis foul.	20	
Fool.	He that has a house to put's head in has a good head-piece.	25	
	The cod-piece that will house Before the head has any, The head and he shall louse; So beggars marry many.	30	

Do you use a script for your virtual event? Use the 'yes/no' check boxes in participant list.

“Get your ducks in a row!”



14 : 23

Questions?

Please add your questions to the Funretro board here

<https://tinyurl.com/funmesh>

respond to and upvote others questions. I will continue responding to them after the session



Further training in group facilitation methods and virtual facilitation

1. www.ica-uk.org.uk

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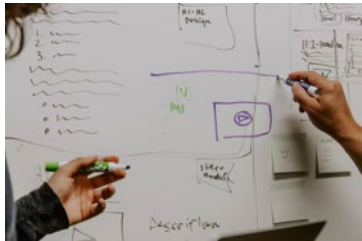


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