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HMW keep remote workshops engaging?

HMW read a virtual room like we do a physical room?
HMW observe and manage multiple teams working in parallel?
HMW replicate a fun, adventurous workshop atmosphere virtually?
HMW make sure the participants are fully focused?
HMW …. ?
HMW make sure that everyone else understands the point that I make? (When F2F we have non-verbal communications like drawing, body language, etc… Remotely it's harder)
HMW give multiple instructions for teams so that we dont have to switch between rooms **every** 10 minutes (i am a timeboxing fan and this is really difficult because participants forget the second or third instruction by the time they get there…)
HMW make introductions more fun but also quick with 15+ participant workshops?
HMW address a participant that seems to be overwhelmed (or challenged/uncomfortable in any other way) without calling them out in an uncomfortable way?
HMW call back teams from breakout rooms when everyone works at a slightly different pace? (also challanging offline of course but especially online)
HMW entertain particpiants while we are waiting for everyone to arrive to the session? (maybe it is slightly off topic but i am very curious…)
HMW deal with a heckler?
HMW engage people to participate without using analog tools?
HMW make sure that everyone is feeling inspired during the workshop?
HMW encourage collaboration during workshops?

HMWHMW encourage participants to share their contributions ?
HMW allow effective communication and idea sharing during the workshop?
HMW foster inclussive ideations during workshop?
HMW balance (amount of) input between different team members?
HMW balance duration of exercises for online (shorter attention span?)
HMW make people relax and speak out their mind freely
HMW make the obvious to all measurable value outcome from remote workshop?
HMW rightsize the workshop depending on the activities? E.g. small breakout groups = lots of sub-sessions to manage
HMW make a workshop that is involved in design thinking methods virtual?
HMW ensure (or even just get an idea whether) everyone pays attention when not using video in a workshop?
HMW Encourage participants to engage

HMW engage timid participants and those with selective mutism (who freeze)
HMW overcome connectivity issues (you said you had some solutions?)
HMW get other inputs than just text/video (e.g. drawings)

A. <u>Facilitator Tips</u>

1. A Regularly follow up on participants in individual chats
2. Appoint facilitators per break-out group (ask first who has experience or volunteers)
3. I usually appoint one person to manage time, one to read instruction out loud, one to document and one to balance participation (this way there is no hierarchy
   or the fear of an unprepared facilitator ruining the teamwork)
4. Creating templates for everything. I mean everything.
5. Proactively talk to participants to involve them
6. Let participants raise their hands when they want to speak. Host actively give them the word.
7. Have regular coffee breaks included.
8. Visual communication helps: agree gestures or to hold up objects of certain colours to indicate "yes", "no", "Yay", etc.
9. Agree with (shy/timid) participants background images beforehand (e.g. for Zoom) through which they can communicate (e.g. red/green/colourful). Have an approach to include less active people as well. Depending on the length of the session, every 15/30/60 minutes do a check-in and actively call out less active participants.
10. Read people's mental well-being and overall mood by asking them to share their mood level with [color check-in](red:issues, bad circumstances, sensitivity, yellow: specific things they want to avoid, tiredness, green: good to go..)

11. Watch out for the sun, moon and stars in the group - don't let the sun and moon take over the conversations - get the silent stars to speak up too - call out by name
Question: what are the sun, moon, and stars? (it is a metaphor - just as when the sun takes over you don't see the moon and stars - so also in a session there are folks who talk and hog the air time and don't give chance to others - make sure everyone gets a fair chance to speak by inviting the ones who have been quiet)
12. Start off informally - have a "feelings check in"
13. Include activities that go beyond the physical space, and require people to stand, walk, go grab something, etc. Bring real-world motion into the activity.
14. An hour and a half is what people can take at a stretch - take a short break then and continue
15. Make a shared google sheet, where everyone can write down what they have completed and how they feel - could be daily or weekly. It would be professional and personal at the same time.
16. A- Invite people to introduce themselves by choosing an objects within reach that describes them in some way.
17. Select a small collection of stickers, that represent different moods, and ask everyone to comment with them in the group chat as the workshop takes place.
18. Having a timetable (google spreadsheets) that you update so everyone can follow where we are with the program if they feel lost. (i update it all the time to be more flexible)
19. Make sure everyone get their turn in activity
20. Calling out people, got distracted or quiet asking question/opinion on the topic or task
21. Discussing the rules and game plan, making sure everyone understand and agree
22. In the beginning, ask everyone to do a sketch of their current mood (creativity and empathy boost)
23. Collect feedback after particular milestone or completed task

B. Technical / tool-related solutions

1. Cameras on for all
2. Open up Meeting room 30 minutes upfront the meeting to let all participants test their hardware and connection
3. Have an emergency number ready at the beginning of the session for people to call in case of problems
4. Have a short and quick tool introduction, introducing the most relevant features at the beginning of the session.
5. Whatever you use, do a test-run with someone, to make sure things work smoothly.
6. Cameras at the right angle and the right light settings in the room
7. Sound working
8. The tool you use should fit the capability of participants. E.g. do not force Miro/Mural, if they are new. Google docs can work great as well (like here :))
9. Check tools earlier before the workshop to make sure camera, audio and networks works fine.
10. Use tool that can be flexible with participants
11. List out tools for specific tasks for example, MIRO for ideation,, google docs for documentation etc.
12. Tools don't work the same on Mobile and laptop - participants should be informed what won't work if they use mobiles
13. Have people put off their videos and mute themselves when videos are being shared via the facilitator screen (in general staying on mute is a good idea till the time you need to speak/ask)
14. Make sure everyone is able to install the software/tool needed (e.g. Skype, Zoom), maybe give participants a time window prior to the workshop to report technical issues that then can be solved together early enough

15. Make sure everyone uses headphone, otherwise the quality of the recording can be poor
16. When in Miro check if participants use mouse, touchpad or touchscreen - the controls are different (be aware of this when you give the instruction. Test it yourself from different devices before the workshop)
17. Sign in with two different devices maybe one with wifi, one with mobile net - as a facilitator you can not afford to go suddenly offline.
18. Consider non-technical tools around people. Can they use a whiteboard, drawing, etc? As facilitator, how do you use the physical space around you?
19. Have an assistant or cofacilitator who can help you - it is difficult to facilitate and create breakoutrooms and assign people to them at the same time.
20. Know who you can reach out to in case of technical difficulties. Helpdesk at platform provider, or just a friend who is an expert.
21. Have an introduction video / tutorial for the tool that people can watch before the actual event.
22. Record workshops so that people with bad connectivity can still get involved later
23. Bad connectivity: allow video OFF and communicate in chat?
24. Do a test run with a target group to make sure technology and devices work for everyone
25. Use tools that does not require installation
26. Check before the session if everyone can log in the app(s).
27. Have a brief explanatory text about how to log into the app(s).
28. Prepare a link for troubleshooting common problems from the program itself.

C. Logistics / setup / other:

1. Participants should sit in a work-friendly space. No noise or other people around. Should feel comfortable speaking.
2. Mute mic when inactive
3. Be punctual to workshop
4. Make sure your device is charged prior to worksop or there is direct power source
5. Check your subscription to the tool, that all necessary features are covered, you have space for enough participants, etc.
6. Have polls included to get people involved and get their feedback.
7. Ask participants to focus on one screen only. No second screens.
   Question: we're on 2 "screens" now (Hopin & Google Docs), so assume you mean "focus on workshop only"?
8. No phones, if not needed for the workshop.
9. Force people to put their phones on mute or in a different room.
10. Mute microphone for everyone, except the person talking.
11. Ask participants to join in 5min early, in order to check if everything is working properly.
12. Send invite and reminder in time. Allow people to check out the software before the session.
13. Let participants with not-great devices (camera/microphone) send images (of sketches, etc.) and thoughts via e.g. email (or whatsApp, or whatever works for them) to the facilitator assistant, who can then share them on their behalf, so assume t
14. If video is needed, agree with or at least inform participants beforehand. Otherwise it might be awkward for some people who were not prepared to share video, or someone might feel forced to share their video.
15. No more than 4 hours (2 breaks at least)