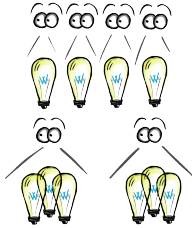


# Similarities and differences between virtual and face to face procedures



Content to strengthen skills such as  
planning solving responsibility

# Summary



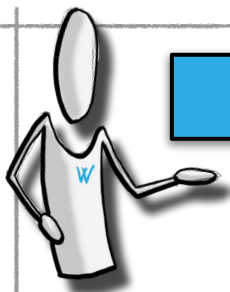
**Clear structure and framework  
as basis**



**Checklists are a  
useful tool**



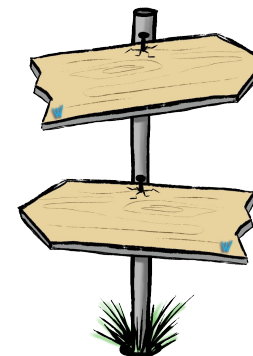
**Backup plans help in  
unforeseeable situations**



# Structure and framework

## Information about...







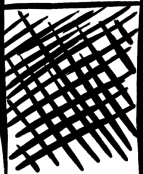

- What's the **topic**?
- What is the **time frame**?
- Where does it **take place**?
- Who **participates**?
- What are the **objectives**?
- What is my **responsibility**, task and/or role?



Always take the cost-benefit aspect into account and check what degree of structure you need

# Tools


## TASKBOARD

INSGESAMT ANSTEHEND	BIS ZUM NÄCHSTEN TASKBOARD MEETING ANSTEHEND	IN ARBEIT	ERLEDIGT
			
			
			

Kanban Board

Agenda

Schedules

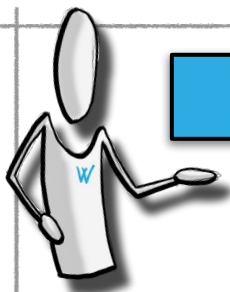
7:30	Runde ums Haus
8:00	5 Tagesziele vom Vortrag checken
9:30	Kaffee mit Kolleginnen 
13:00	Pause im Garten
14:00	Zeit für Wichtiges
16:30	Runde ums Haus

Checklists

Meeting title  
with indication  
of topic,  
duration, place,  
objectives...

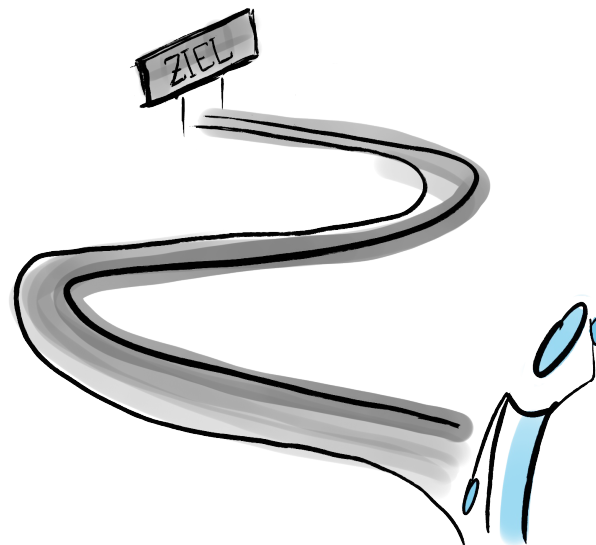


- **What is your experience with organising and structuring meetings?**
- **What are your lessons learned from it?**



# Assessment Center schedule

- **Complex** procedures with different stakeholders need **detailed schedules**
- Provides **orientation** and at the same time sets the **framework** for the facilitator
  - In particular, if there are **dependencies** involved, intervention by the facilitator due to delays is necessary
- In case of **delays** due to unforeseeable circumstances, this **needs to be taken in account in the further course**



# Example Schedule AC with 2 participants

Time	Participant 1	Participant 2	Observer's Team	Duration
8.30 - 9.00			Briefing	30 min.
9.00 - 9.10	Technical - Check		Break	10 min.
9.10 - 9.30	Joint start			20 min.
9.30 - 9.40	P "Check In"	Break	Introduction "Check In"	10 min.
9.40 - 9.55	"Check In"	at 9.50 P "Check In"	Observation Part. 1 "Check In"	15 min.
9.55 - 10.00	Break		Evaluation	5 min.
10.00 - 10.15	P "Interdisciplinary Element"	"Check In"	Observation Part. 2 "Check In"	15 min.
10.15 - 10.20		Break	Evaluation	5 min.
10.20 - 10.25		P "Interdisciplinary Element"	Introduction "Interdisciplinary Element"	5 min.
10.25 - 10.40	"Interdisciplinary Element"		Observation Part. 1 "Interdisciplinary Element"	15 min.
10.40 - 10.45	Break		Evaluation	5 min.
10.45 - 11.00		"Interdisciplinary Element"	Observation Part. 2 "Interdisciplinary Element"	15 min.

# General phases of both procedures

Preparatory  
measures



Measures during  
the event



Final and  
subsequent  
measures







What do you think is **important** for  
**face-to-face events in the different phases?**

# Face to face - Preparatory measures

- ❑ Determination of the date, place and period
- ❑ Determination of the participants
- ❑ Sending out the invitation (with calendar entry)
- ❑ Room bookings
- ❑ Book catering
- ❑ If necessary, book additional equipment (projector, flipcharts, presentation case,...)
- ❑ Prepare documents (digital/analogue)
- ❑ Print name tags
- ❑ (let s.o.) Prepare the rooms
- ❑ Seating arrangement, distributing documents,...
- ❑ If necessary, take along a backup laptop or device

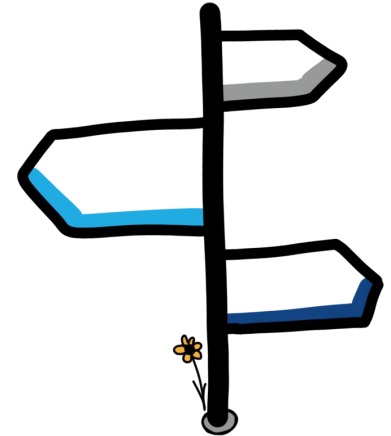




## Face to face - Measures during the event

### Shortly before the start of the event (min. 15 minutes before)

- ☐ Organise the key (possibly the day before) or, if necessary, register at reception
- ☐ Prepare all technology and documents, if necessary name tags
- ☐ Short technical check
- ☐ If necessary check the signage
- ☐ Check catering supply such as coffee, tea and water

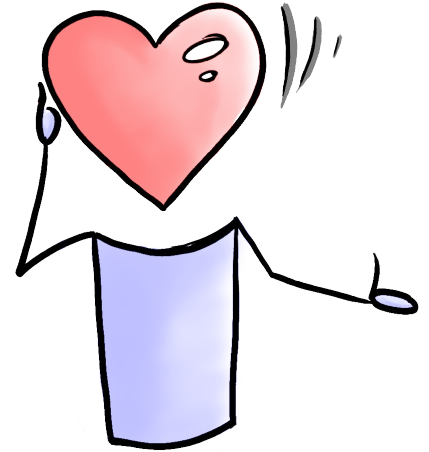




## Face to face - Measures during the event

### At the beginning and during the event

- ❑ Welcoming the stakeholders, if necessary picking them up at the entrance
- ❑ Notification of the organisational circumstances (rooms, location of the toilets, food, breaks...)
- ❑ Carrying out the moderation according to the procedure's schedule
- ❑ Ensure that there are no disruptions (technical, location wise,...)
- ❑ Ensure time management
- ❑ Create a pleasant atmosphere (attentive appreciative behaviour, pay attention to room temperature and oxygen level and, if necessary, initiate or request measures)





# Face to face - Final and subsequent measures

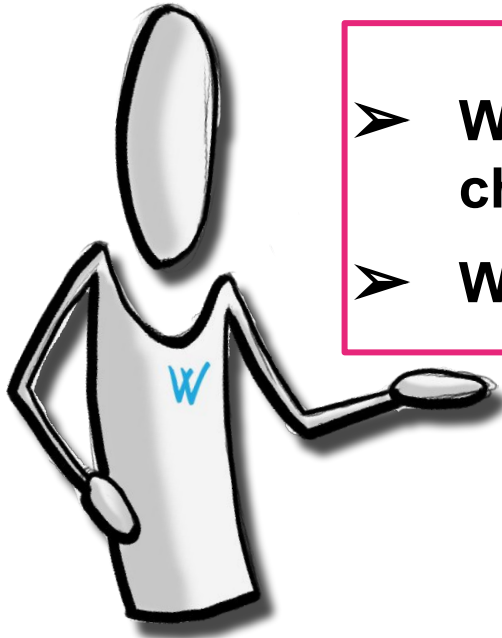
## Immediately after the event

- ☐ Clean up (technology, documents, name tags, other personal data,...)
- ☐ Lock rooms and, if necessary, return the key
- ☐ If necessary, write and/or send result documents

## Subsequently measures

- ☐ Write and/or send/file protocol
- ☐ If necessary, initiate further measures such as setting follow-up appointments
- ☐ Prepare review





- **What is your experience with checklists?**
- **What are you using them for?**

# Virtual procedures - Main differences

- **Less organisational effort** (no room booking, catering)

- Determining **meeting platform and creating link**

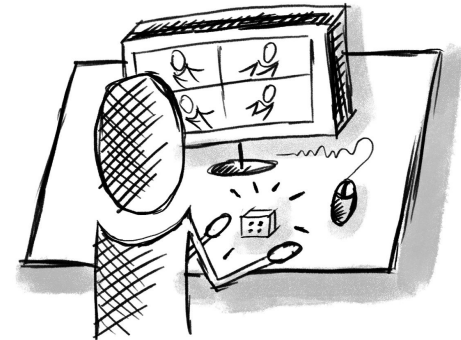
- Consider time for a **technical check**

- If applicable professional **virtual background**

- Exchange contact details (**telephone number**)

- **Backup Meeting Link** or platform

- **No clean up** or dismantle of technology necessary





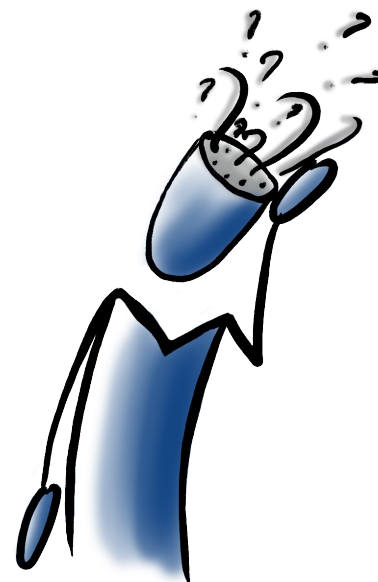
**What is particularly important to you in virtual events?** To what extent has your behaviour changed due to the increase in purely digital events?

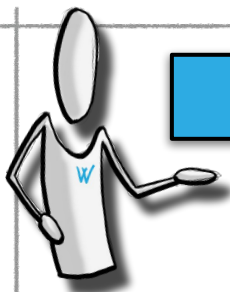




## Backup Solutions - Virtual procedures

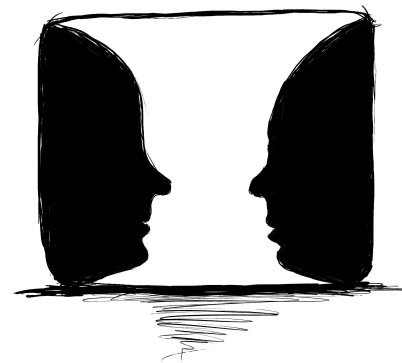
- **Prior testing** of the technology is essential
- Most **updated softwares**, no upcoming software updates
- **Authorisations** that needs to be set up in advanced are taken care of (e.g. screen sharing allowance)
- Additional **meeting link**, maybe even from another application
- classical telephone conference





## Backup Solutions - Face to face procedures

- **Prior inspection** of meeting room(s) or premises
- have all the **devices, extensions & cables** ready
- **Time buffer** - before the starting of the event
- **Contact information** of organiser
- **Get in contact with organiser in advance** to check up bookings
- **Digital Meeting room link**
- Check out **alternative room capacities** on own premise





- **What experiences have you had with poor organisation at face-to-face events?**
- **How was this dealt with?**