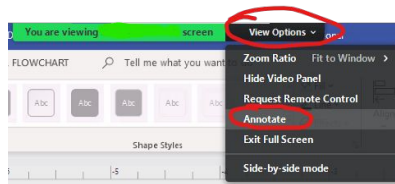


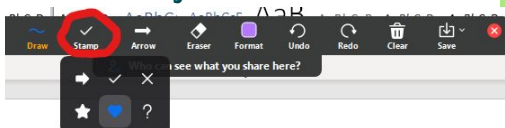
Welcome to: Navigating Facilitation in a Post-Pandemic World

Funk Jazz!

1 Open Zoom Annotations



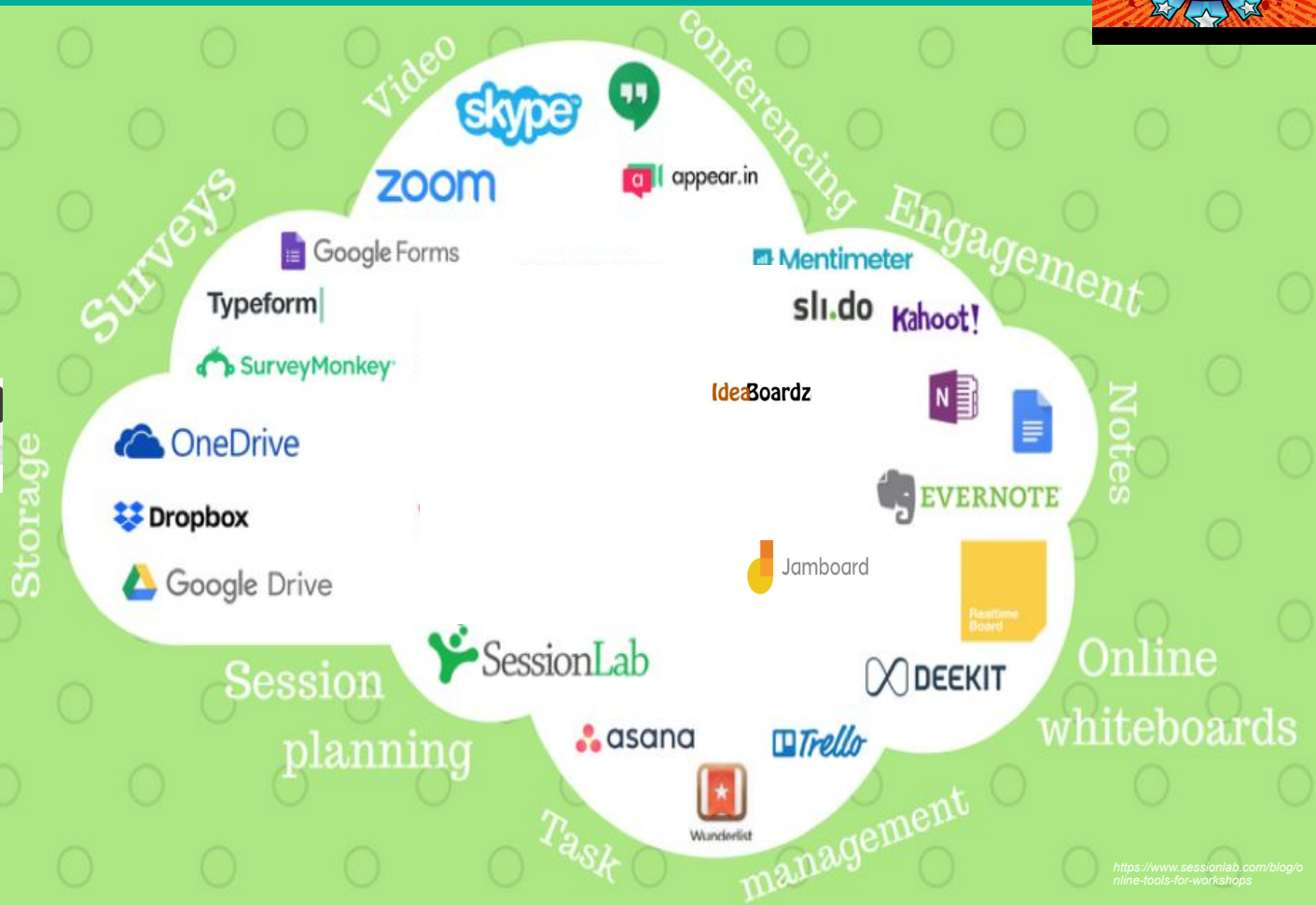
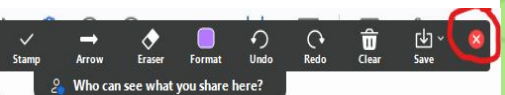
2 Use your stamp tool to mark your...



♥ = favorite tool

? = tool you would like to try

3 Exit Annotations when finished





Navigating Facilitation in a Post-Pandemic World

March 10, 2022



“More than 90% of employers are planning to adopt a hybrid working model for their knowledge workers in 2022”

Brian Kropp and Emily Rose McRae (01/2022)

The time to adapt to a hybrid environment is now!

Let's Get to Know One Another!

Using the chat, please share the following...

- Name
- Title
- Organization
- City/State/Country you are joining from



Shira Cygler

Business Process Consultant at
the University of Maryland's
Division of Information
Technology (DIT)



Washington, D.C.



Bobby Fitzgerald

Business Process Consultant
at the University of Maryland's
Division of Information
Technology (DIT)



Washington, D.C.

Agenda and Expectations

Agenda



What is virtual and hybrid facilitation?



When is virtual/hybrid facilitation the right choice?



Why go virtual/hybrid? (2 engagement activities)



How to go virtual/hybrid



Reflection and **Questions**

Expectations

Content (~35 minutes)

Participation & Engagement (~15 minutes)

- Cameras on encouraged
- 2 opportunities for engagement (through Ideaboardz and Jamboard)

Questions and Comments (~10 minutes)

- Encouraged in the chat throughout - will likely be answered at the end
- Opportunity to raise hand and come off mute at the end



1.

What is Virtual and Hybrid Facilitation?

What is Facilitation?

Facilitation is meant to “inspire a diverse group of people to progress toward common goals and objectives in a short period of time.”

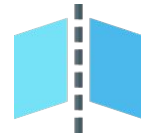
3 Types of Facilitation:



**Facilitative
“Facilitation from Within”**



**Interactive
Training**



**“Pure”
Facilitation**

How Facilitation is Different from a Meeting

“Meeting Facilitation is the conscious act of guiding the meeting process so that it stays on course, to make sure everyone participates, and to reach the agreed-upon meeting goals.”



Process is as
important as the
content

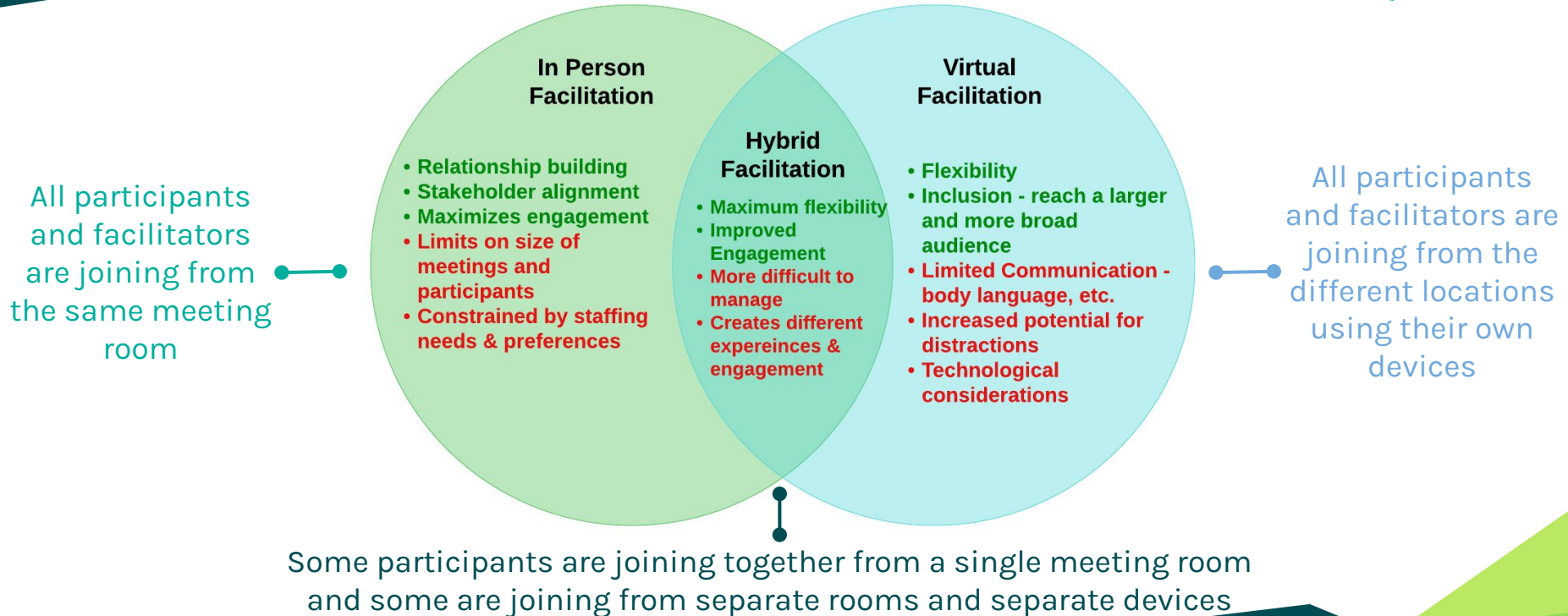


Distinct
roles



Requires more
planning

Facilitation Modes



Switching between Facilitation Modes



Virtual and Hybrid facilitation requires more than just adding technology

Areas to Keep the Same

- Overall Session Goal
- Participation
- Fun & Engaging Atmosphere

Areas of Change

- Amount of Preparation
- Overall Session Length
- Engagement Techniques and Tools
- Break Frequency
- Facilitator Role



2.

When Is Virtual/Hybrid Facilitation the Best Choice?

What is your goal?

Common Meeting Goals:



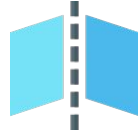
**Getting
Work Done**



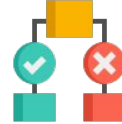
Planning



**Exchanging
Feedback**



**Reflection
and
Retrospection**



**Decision
Making**



Teaching



**Problem
Solving**







**Relationship
and Culture
Building**

Case for facilitation

Facilitation Blockers



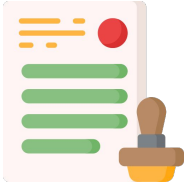
Do Not Pursue Facilitation If...

-  You do not have enough time to plan
-  You don't have an agenda or facilitator
-  Goals can be accomplished through a meeting or other form
-  You don't plan to use feedback/don't want it



3. Why Go Virtual/ Hybrid?

So Why Go Virtual?



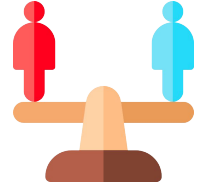
**Workplace
Requirements**



**Accommodate and
Access Bigger Groups**



**Time and Cost
Saving**



**Can Create a
Greater Sense of
Equality**

A VIDEO CONFERENCE CALL

IN REAL LIFE



Virtual Facilitation has Challenges

While you watch consider the following:



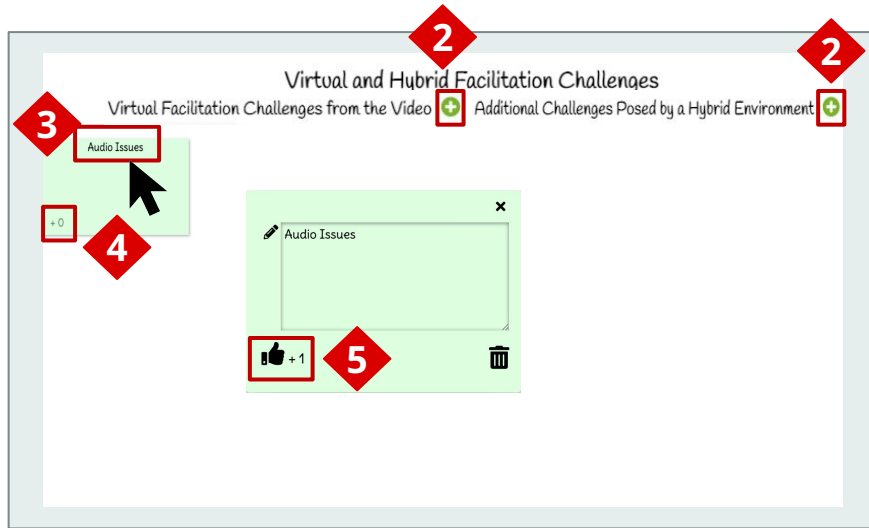
What challenges surrounding virtual facilitation highlighted in the video do you relate to?



What are some additional challenges that can occur in a hybrid environment?

Let's Brainstorm!

Virtual & Hybrid Facilitation Challenges



1. Open Ideaboardz
2. Select the “plus” icon next to the question
3. Type on the sticky note
4. Click on a post it you agree with
5. Click on the “thumbs up” to vote for it



Virtual and Hybrid Facilitation Challenges



Challenges surrounding virtual facilitation

- Technical issues
- Connectivity Issues
- Greater distractions
- No or minimal body language

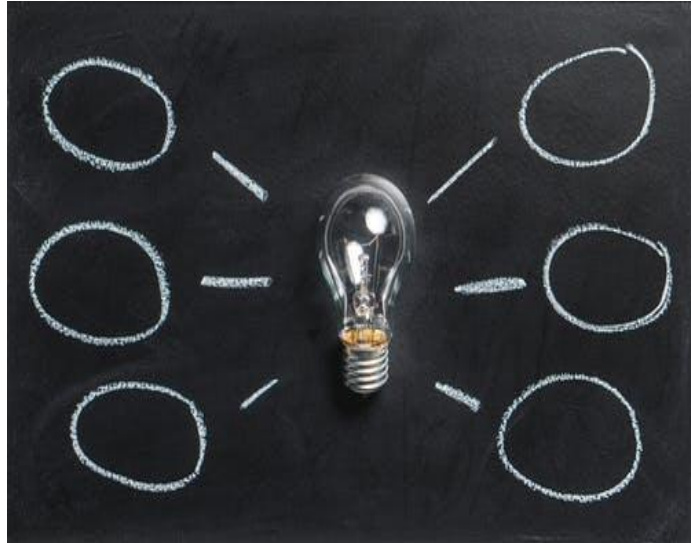


Additional challenges in a hybrid environment

- Potential for differing experiences between in person and virtual
- Could lead to feelings of inequality
- Requires more planning and a greater degree of thought & effort
- Audio quality in the meeting room

Let's Brainstorm!

How to Overcome Virtual & Hybrid Facilitation Challenges

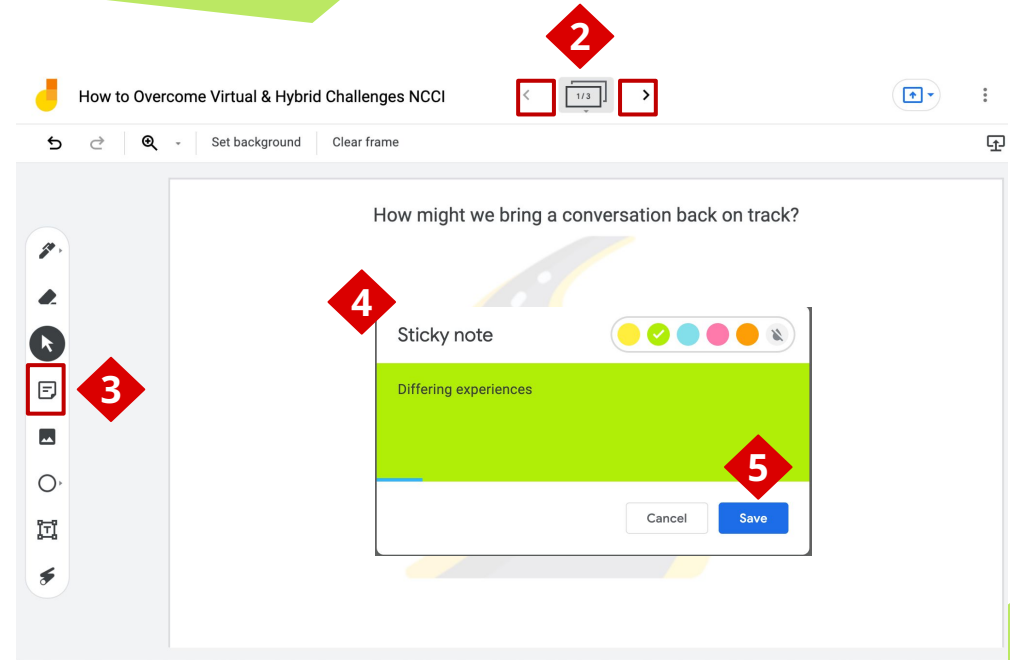


- ◆ How might we...
- ◆ Bring the conversation back on track?
- ◆ Overcome lack of participation?
- ◆ Make all participants feel welcome in a hybrid environment?

Let's Brainstorm!

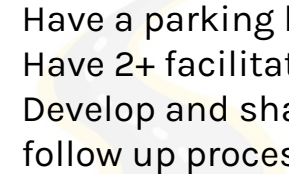
How to Overcome Virtual & Hybrid Facilitation Challenges

1. Go to Google Jamboard
2. Find a question that appeals to you
3. Insert a sticky note
4. Add your idea
5. Click save
6. Browse other questions

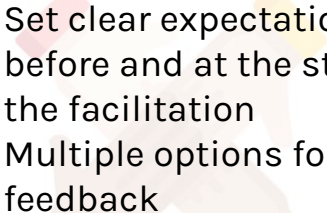


Ways to Overcome Virtual & Hybrid Challenges

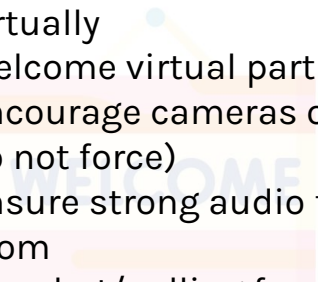
Bring a conversation back on track?

- Have a parking lot
 - Have 2+ facilitators
 - Develop and share follow up process
- 

Overcome lack of participation?

- Set clear expectations before and at the start of the facilitation
 - Multiple options for feedback
- 

Make all participants feel welcome in a hybrid environment?

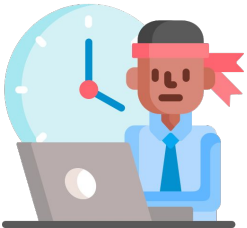
- Have all participants log on virtually
 - Welcome virtual participants
 - Encourage cameras on (but do not force)
 - Ensure strong audio for the room
 - Use chat/polling function
 - Post meeting notes and action items
- 



4. How to Go Virtual

Pre Facilitation Planning

- Develop your goal(s) and decide on facilitation type to support the goal(s)
 - Understand the audience, and what you need out of them
 - Choose a platform that enables your goals
- Create and distribute an outline, materials, and expectations
 - Define and Assign Roles
 - Understand success measures and identify potential roadblocks
 - Have tech knowledge & backup plans at the ready



During the Facilitation

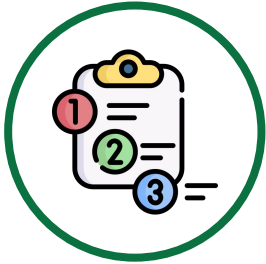
Actively foster &
encourage engagement
throughout

Manage time & micro
discussions

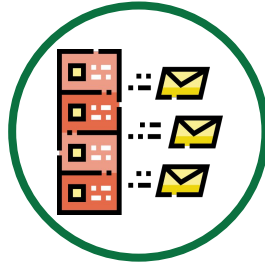
Keep tabs on success
measures & roadblocks

Document, take notes,
and capture feedback

Closing Out the Session



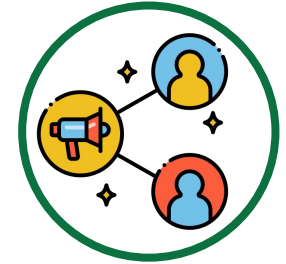
Review next steps &
Provide key
takeaways



Distribute &
Communicate
follow-ups



Create opportunities
for feedback on the
facilitation and the
meeting to inform
future facilitation



Allow for participants who
were unable to make it to
provide feedback on
takeaways, contribute to
the discussion while
topics are fresh

Favorite Tips Learned During COVID

“What questions do you have?” vs “Do you have any questions?”

Utilize the pre-meeting time to your benefit



Consider differences between writing and typing

Grab a drink of water to make pauses for feedback feel more natural

The background features a series of overlapping, angular shapes in various shades of green and teal. A large, dark teal shape forms a wide, shallow 'V' or mountain-like silhouette across the top. Below this, a lighter green shape follows a similar but slightly offset path. The central area is dominated by a large, solid teal shape. At the bottom, another dark teal shape mirrors the top one, creating a sense of depth and reflection. The overall effect is a modern, minimalist landscape.

5. Reflection

Key Takeaways

Planning



Always begin by understanding your goals and your audience

Designing



Choose a facilitation method that enhances your goals rather than forcing your goals into a facilitation method

Engaging



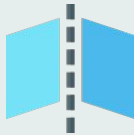
Invest time in making participants feel welcome to achieve greatest participation

Following Up



Share next steps with participants as well as how you plan to use the information. Transparency is key!

Your Turn!



What are your top 3 takeaways from today's session?

Thank You! Any Questions?

Share with us!



Questions



Best practice or tip
of your own



Your key takeaway(s)



Shira Cygler

Business Process
Consultant @UMD



scygler1@umd.edu



[linkedin.com/in/shiracygler](https://www.linkedin.com/in/shiracygler)



Bobby Fitzgerald

Business Process
Consultant @UMD



rfitzger@umd.edu



[linkedin.com/in/robertbfitzgerald](https://www.linkedin.com/in/robertbfitzgerald)