FACILITATING IN A VIRTUAL ENVIRONMENT

Facilitation Skills

- Vary your rate of speech, speak at a speed slightly slower than usual and occasionally pause. Enunciate clearly to ensure the audio is transmitted clearly.
- Work expression into your voice by varying the speed, volume, and rhythm.
- Change your vocal inflections and pitch to draw attention to key points.
- Smile when you speak, a smile warms your vocal tone.
- Use hand gestures, it helps to convey emotion.
- Integrate other voices into the session by asking participants to read certain slides or share key points.
- Use affirming language and utilize Listen First Skills, recognize what people have said and show appreciation.
- Be mindful of filler words such as "umm", "like", or "ya know". It is distracting to listeners and may cause them to miss the content you are saying.
- Have water available in case your mouth gets dry from talking, be sure to mute yourself before taking a sip!

Meeting Prep

- ❑ Determine who to invite and coordinate schedules if necessary.
- ❑ Schedule the session in advance and send out a calendar invite with information on how to join the session and technology requirements.
- ❑ Assign roles for the meeting. Ask attendees ahead of time if they feel comfortable monitoring the chat or taking notes.
- ❑ Plan the agenda and send it out ahead of time.
- ❑ Identify when you can incorporate visual aids and locate them.

Additional Tips

- ➢ Use a "scheduling assistant" tool to determine the date and time that works best for everyone.

- ➢ Record the session if possible and share it with invitees.

- ➢ Consider time zones if your attendees span across the country or world.

- ➢ If timing allows, remain on the line after the session ends to answer any remaining questions.

Participant Engagement

Start of the meeting:
- Introduce everyone, provide time at the beginning of the session for casual conversation to help build rapport.
- Ask attendees to check their technology, ensure all audio works and they can see the presenter's screen.

During the meeting:
- Engage participants every 5 minutes through questions, polls, screensharing, etc.
- Remain silent after asking questions to give time for attendees to respond.
- Call on attendees by name, be sure all voices are heard.
- Ask direct questions and wait for responses.

Closing the meeting:
- Summarize any key takeaways.
- End the session with clear directives and next steps.

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Choosing Technology
When planning a meeting consider what functionality
you will need to accomplish your gathering goals.

Feature	MS Teams Meeting	MS Teams Live Event	WebEx Training	Skype	Google Hangout	Phone Call
Host/Presenter Video	Yes	Yes	Yes	Yes	Yes	No
Group Chat	Yes	No	Yes	Yes	Yes	No
Participant to Moderator Chat	N/A	Yes (Q/A)	Yes	Yes	Yes	No
Private Chat P2P	No	No	Yes	Yes	Yes	No
Participant Video	Yes	No	Yes	Yes	Yes	No
Participant Audio	Yes	No	Yes	Yes	Yes	Yes
Number of Participants	250	10,000	200	50	100	Depends on service
Breakout Rooms	No	No	Yes	No	No	No
Polling	No	No	Yes	No	No	No
Virtual Hand Raising	No	No	Yes	No	No	No
White Board Capable	Yes	No	Yes	No	No	No
Desktop Sharing	Yes	Yes	Yes	Yes	Yes	No
"Hand" Raising	No	No	Yes	No	No	No

*If you are using a tool other than the ones listed above, check out the company's website to determine which features it has.
** We have not included Zoom on this list due to the myriad security concerns with this platform. We recommend you consider other options until Zoom is redeveloped with appropriate security measures.