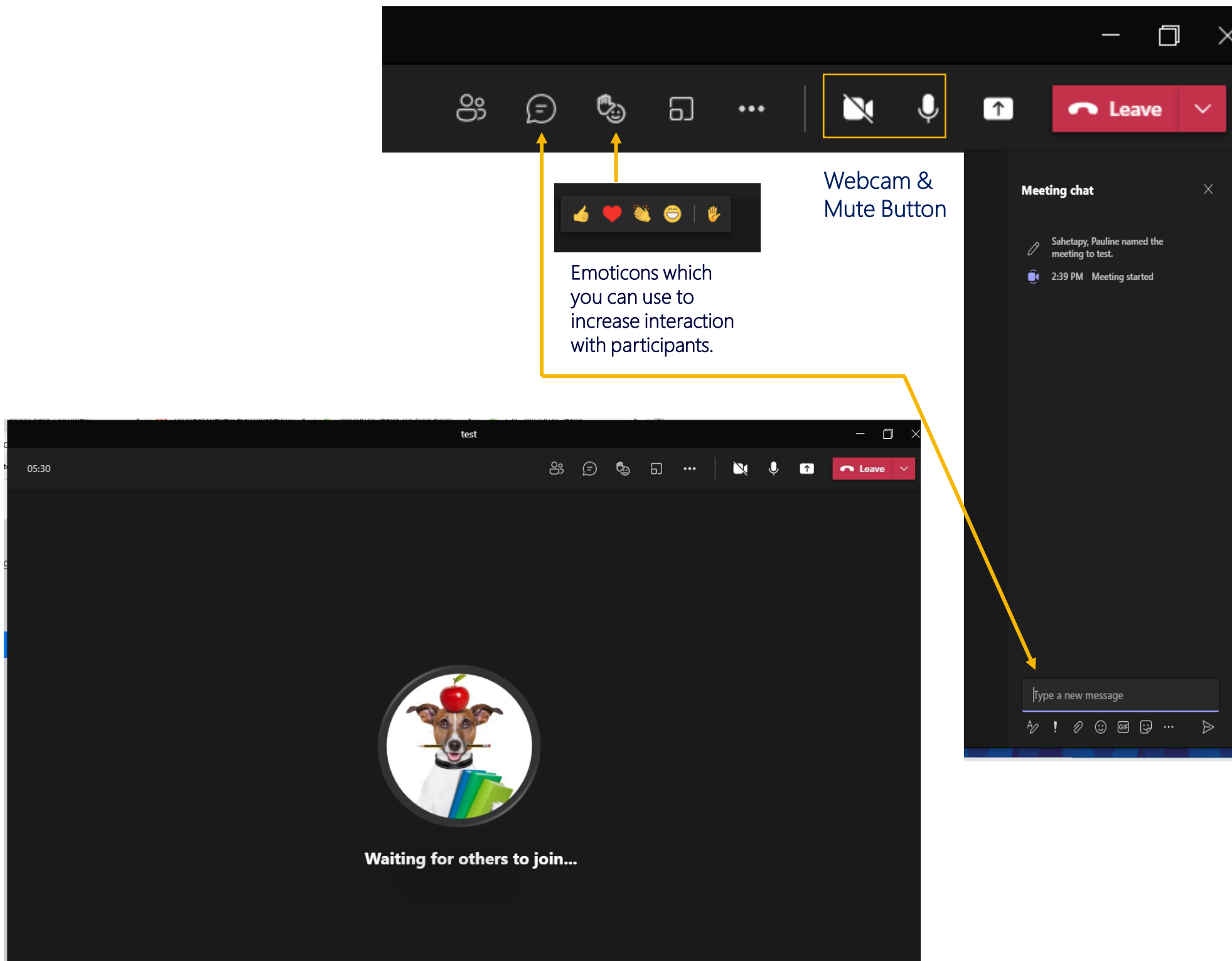




# The Art of Virtual Facilitation

May 2021



# Welcome to the Class!

## We are glad you are here!

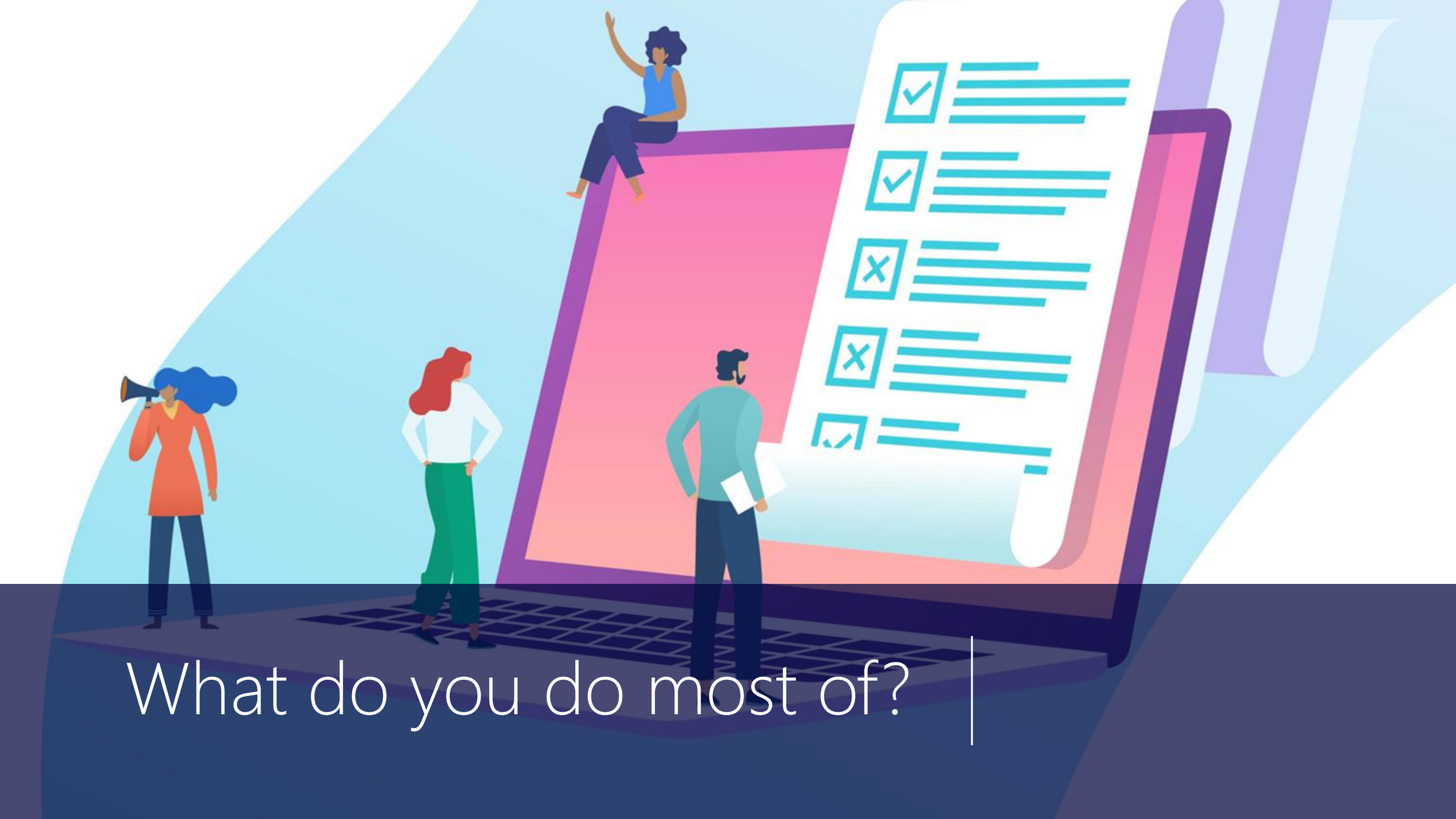
While we are waiting to begin:

- Navigate and explore the platform (check the raise hand button, chat window, audio button etc.
- Check the volume of your speakers
- Make sure you are using headsets so you can have better quality audio
- Be prepared to be engaged!

A close-up photograph of a person's hand holding a black marker, writing the word 'HELLO!' on a white surface. The person is wearing a dark suit jacket. The word is written in a casual, hand-drawn style.

# HELLO!

Introduce yourself in the Chat!  
Tell us your name and one  
challenge that you have with  
virtual delivery?



What do you do most of? |

# Let's talk about

01

**Presenting vs  
Facilitating**

02

**How do we  
learn?**

03

**How do we  
engage?**

04

**Getting ready:  
3Ps**

05

**Summary**

06

**Action**

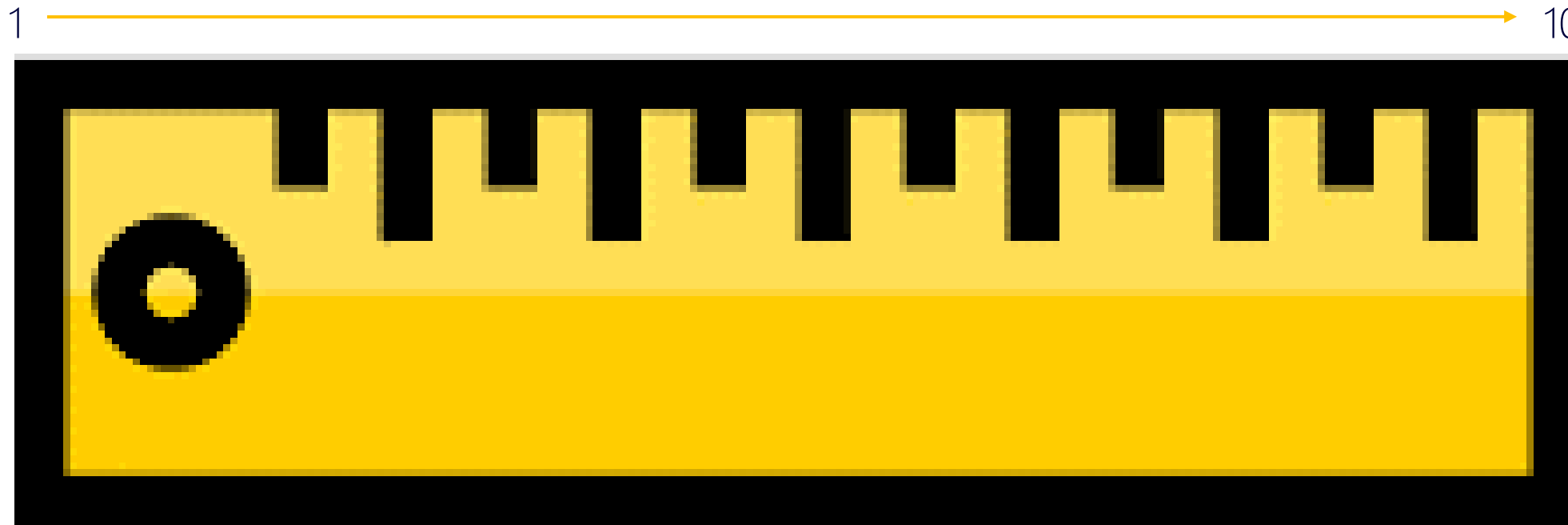


## Question

How comfortable you are with your facilitation / presentation skills for a virtual session?

1 = Not comfortable

10 = Very comfortable



In Chat: Why did you choose your spot?





Question

What is the difference between  
Presenting & Facilitating?



We shape our buildings;  
thereafter they shape us  
– *Winston Churchill*





# Three Pillars of Engaging Virtual Sessions



Purpose



Movement



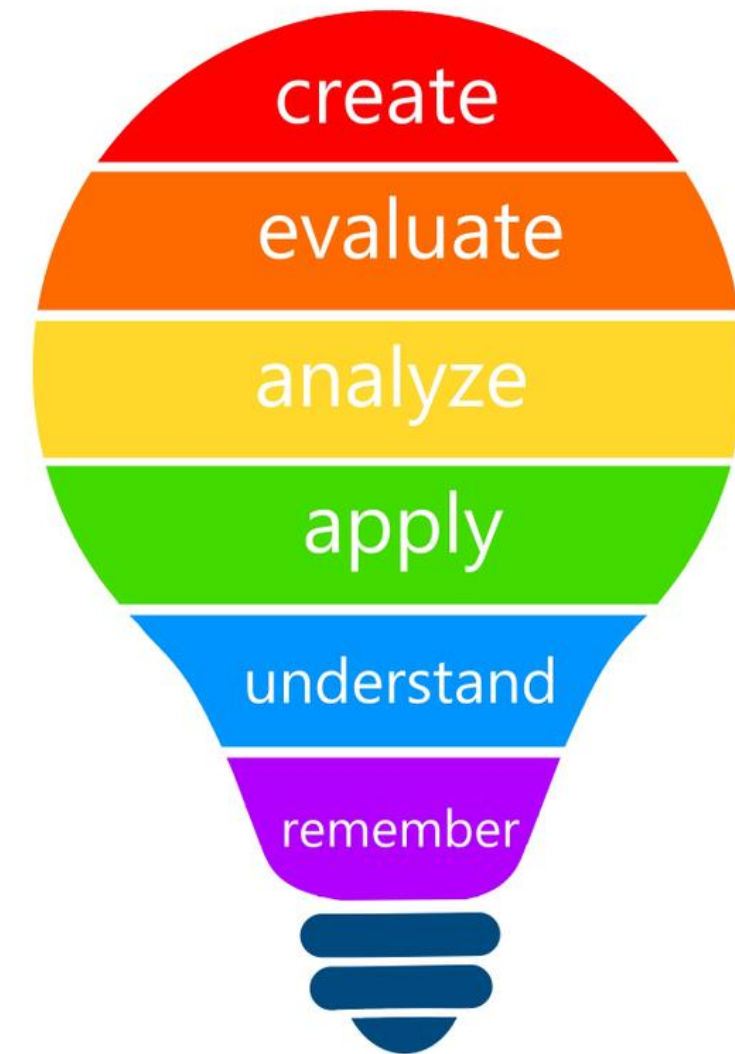
Interactivity

# Purpose



The Learner Perspective:  
“What’s In It For Me”  
(WIIFM)

# Bloom's Taxonomy



Be outcome-focused



From

To

Think

What are they  
thinking now?



What will they  
be thinking?

Do

What are they  
doing now?



What will they  
be doing?

# Example: This Class



From

To

Think

I am not effective  
with virtual delivery



I have tools to deliver  
great content

Do

Presenting slides



Actively engaging  
learners



## Discussion

Think of a recent Virtual session,  
What made it great/bad for you?





# Adult Learning Principles

“The learner should be actively involved in the learning process”.

– *Malcolm Knowles*



The diagram illustrates the four principles of adult learning: Experience, Autonomy, Readiness, and Action, all of which lead to the central concept of Adult Learning Principles. The background features a collage of icons related to learning and technology, including a lightbulb, gears, a ladder, a play button, and a target, along with silhouettes of people's heads.

Experience

Autonomy

Readiness

Action

Adult  
Learning  
Principles



# Readiness



Focus on  
Learner's Needs



"What's in it for  
me?" (WIIFM)



Readiness  
increases when  
there is a  
specific need to  
know



Adults respond  
best when they  
are internally  
motivated to  
learn





# Experience



# Experience

- A primary learning resource
- Adds enrichment to the learning process

*"The person doing the most talking is doing the most learning"*

*— John Dewey*



# Autonomy





# Autonomy

- Self-Directing
- The more they participate and contribute, the more they learn
- Move from “Telling” to Asking



Action



## Action

- Immediate application
- Opportunities to practice
- Practice increases competency and confidence

*"If you don't use it, you'll lose it".*

# Movement



## "The Wandering Eyes"



Poll:

How often does a worker get interrupted during the day?

Every \_\_\_\_\_ minutes by co-worker, electronic gadget or other distractions

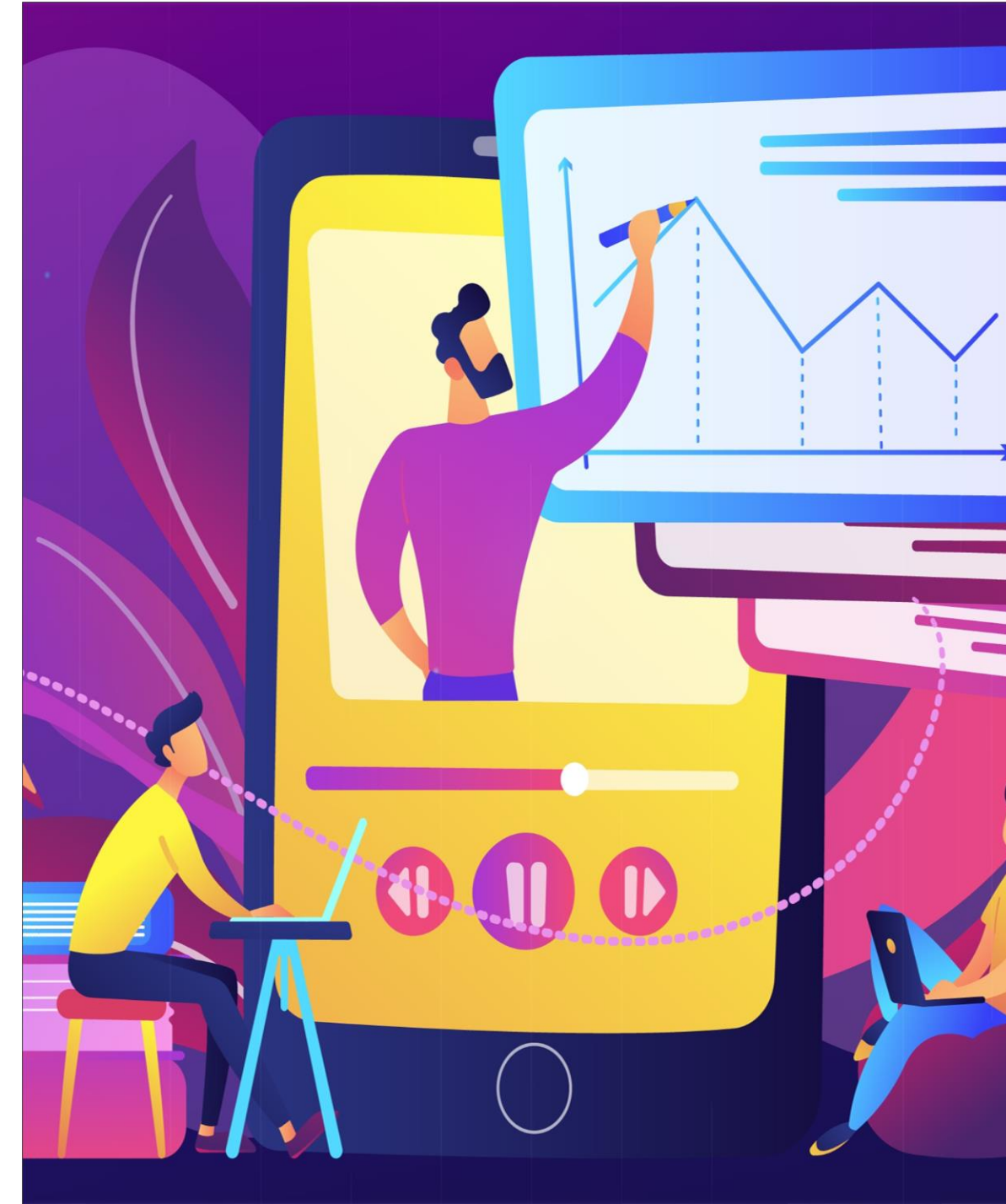


Attention is a gift, connection  
takes time!



# Deliver Your Content

- Visuals replace your body language
- They support what you are saying
- Keep them simple
- Charts & Graphics – “don’t drown them in the details”
- Less is More
- The goal is an “Aha” moment



# Interactivity



Keeping them Engaged

# Keeping them Engaged



- Story Telling
  - Helps with retention and engagement
  - Co-creation of meaning
- Daisy Chain
- Change it up every 4-6 minutes
- Peer-to-Peer Learning



# Getting Ready



# Getting Ready: 3Ps

Prepare

Practice

Proficient





# Getting Ready: 3Ps

## Prepare

- Adapt own mindset/skills to virtual delivery
- Working with Tech
- Back-Up Plan & Dry Runs
- Working with Producer / Moderator
- Know your audience





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## Practice

- Practice your craft
- Rehearse, rehearse
- Interact with tools
- Engage an unseen audience



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## Proficient

- Learn your content and tech inside-out
- Proficiency & confidence comes with practice
- Multi-Task Effectively
- Help Others Learn

# Working with Tech

- Fast Internet = Wired Cable
- Good Webcam & Framing
- Lighting: Be Well lit
- Audio: Get a good mic with headset
- Dual monitors: Optional but awesome
- Master your Platform features
  - Polling
  - Chat
  - Annotation
  - Breakout rooms
  - Screen sharing
  - Participant visibility
- Atmosphere: Keep background nice and clean.





Question:

How do you prepare yourself before your virtual delivery?

Before the  
Session

Things to do



# Before the Session



Clear your workspace  
of all distractions



Keep background  
nice and clean



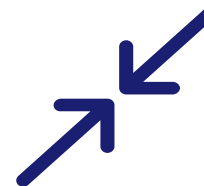
Test all  
equipment and  
devices



Enhance your voice



Have all your notes  
and printouts within  
reach



Close it up!



Drinks



Log in at least 30  
minutes before the  
session begins

# During the session: Engaging the Learners



## Eye Contact

**Maintain eye contact**

**Look into the camera**

**Fix the participant  
images**

.

# During the session: Engaging the Learners



## Eye Contact

- Maintain eye contact
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.



## Body Language

- Show non-verbal cues
- Acknowledge via nods and gestures
- Position your camera right

# During the session: Engaging the Learners



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- Show non-verbal cues
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## Vocal Tone

- Vary your tone
- Reduce nervous behaviors
- Consider standing to speak

.

# During the session: Engaging the Learners



## Eye Contact

- Maintain eye contact
- Look into the camera
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## Body Language

- Show non-verbal cues
- Acknowledge via nods and gestures
- Position your camera right



## Vocal Tone

- Vary your tone:
- Reduce nervous behaviors:
- Consider standing to speak



## Pace

- Pause Regularly
- Master the Pregnant Pause
- Find your authentic speed



*Professionalism isn't what happens when everything goes right, Professionalism is what happens when everything goes wrong*





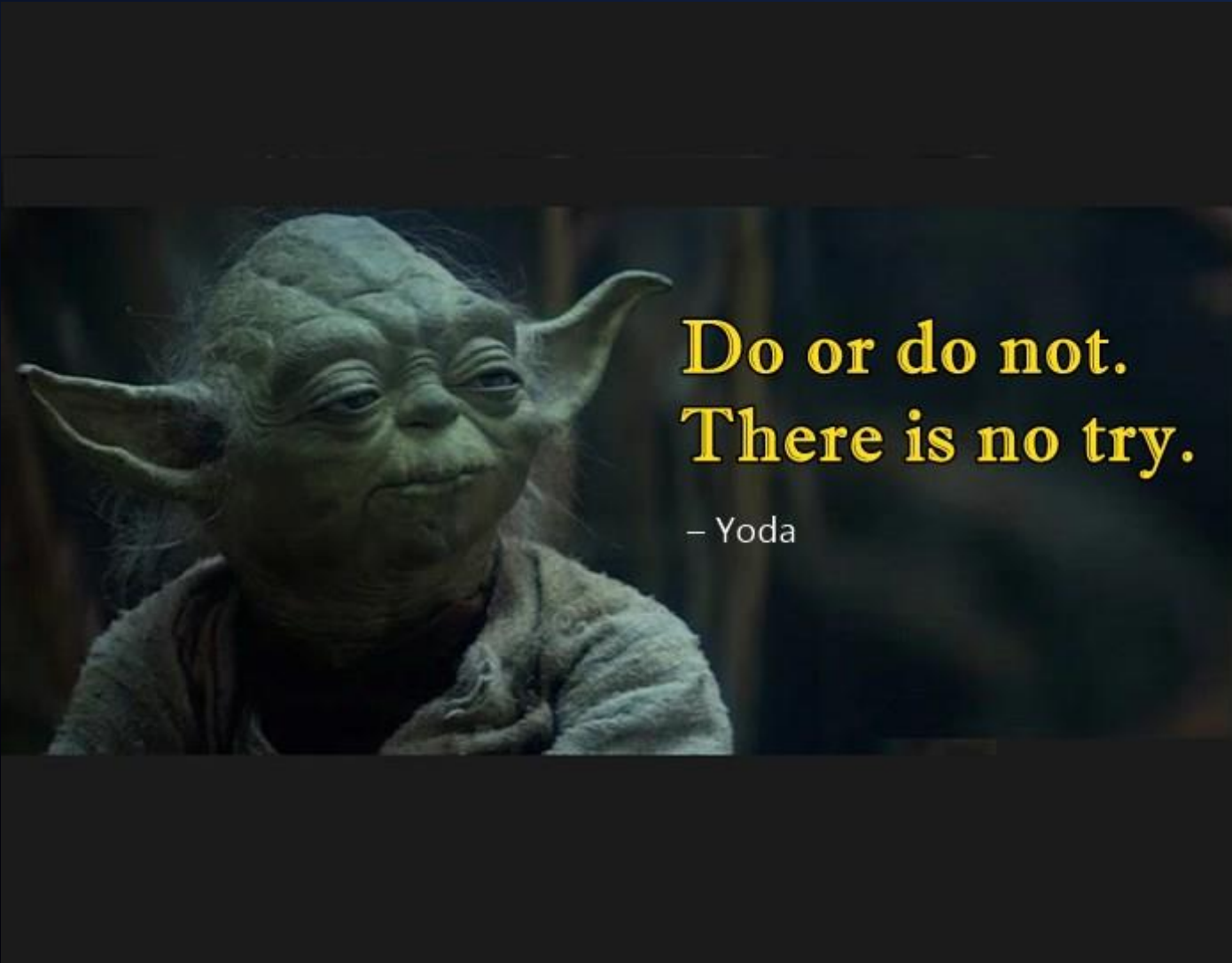
## Question

As you prepare for your session, what are two things that you could do differently?



Let's Summarize!!

# Summary



- Show, not Tell
- Remember the three pillars and how adults learn
- Change it up
- Practice increases competency and confidence



Question

What was your “Aha” moment(s)  
from this session?



*It is the transfer of power,  
from Sage on Stage to Guide on the side  
- Alison King*







Thank you