

THE ECONOMICS OF CLIMATE CHANGE MITIGATION OPTIONS IN THE FOREST SECTOR

INTERNATIONAL ONLINE CONFERENCE | 6-27 FEBRUARY, 2015



Free facilitation webinar 18 April 2016 in Adobe Connect

Hosted by Martin with Sunny Walker of the [Virtual Facilitation Collaborative](#)

Agenda

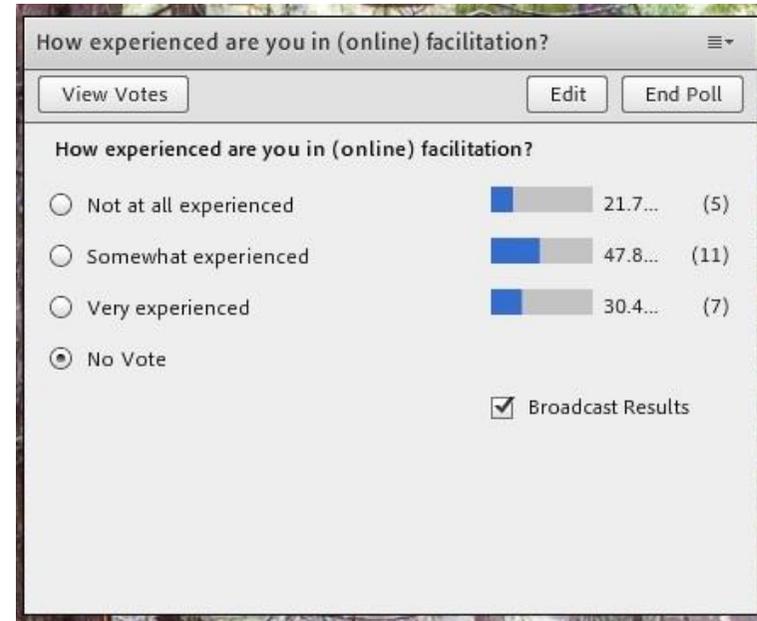
13:00-14:00 BST

1. Opening, overview & introductions
2. Presentation
3. Q&A, discussion
4. Reflection & close

Participants

28+ from (at least) Canada, Denmark, Germany, Ireland, India, Indonesia, Italy, Kenya, Netherlands, Spain, Sweden, UK & USA. Ten voice & 18+ chat participants.

Introductions



- **Ruth:** Hi, my name is Ruth and I was one of the coordinators of the FAO event used as a case study in today's presentation.
- **Karen:** Hi all - My name is Karen. I live in Toronto, Canada. I'm here today because I am one i) interested in facilitation and ii) passionate about mobilizing action to address climate change.
- **Clare:** Hi Martin and everyone! I'm based in Manchester
- **Stephanie:** Hi everyone - I am Stephanie - dialling in from the centre of Ireland. nice background plant Martin!
- **Elise:** Hi all - I am Elise, and it's very early here in Oregon
- **Sonsoles:** I'm a team and large group facilitator, and a life coach. Right now I am in the last two months of the 18-month ORSC certification process. Right now I live in Barcelona but my work is all over the place

- **Elizabeth:** Hi, I'm Elizabeth based near Salisbury, UK. I'm a facilitator and interested in developing my capacities in online work so here to see what goes!
- **Adam:** thanks for the run-through. I'm based in Manchester, UK. I'm interested from a facilitation perspective, and also in the FAO because 20 years ago I helped organise a counter-summit to their World Food Summit! Plus an interest in working on climate change too.
- **Rinke:** Near Amsterdam, did a course in creative facilitation at Technical University Delft and preparing to start working as facilitator
- **Lucy:** Hi everyone, my name's Lucy Morris, and I've done the ICA ToP online facilitation course and curious about how to run sessions with large numbers of participants - especially when bandwidth is an issue!
- **Clare:** Hi Adam, good to see another Manchester resident :)
- **Karen:** On the topic of agriculture and climate change, I have become vegan because of my concern about the environment.
- **Adam:** Likewise Clare.
- **Catherine:** Hi I am Catherine from Nairobi, Kenya. I offer technical support to a platform on engaging with policy makers - www.canafrica.com We host quite a number of online discussions and I am looking forward to learning more and sharing.
- **Ruth:** I have very little voice today but I'm happy to be here, and very willing to respond to queries via text
- **Elizabeth:** Like the map showing results of the poll!
- **Isobel:** I'm also a facilitator, based in Oxford and curious about how to do things online. Unfortunately I have to leave at 1:30 :(
- **Kate:** Hi everyone, I'm Kate based in Dublin. I've done the ICA ToP facilitation course in Manchester and am interested in how to engage in running an online session.
- **Ben:** Great to be here. Waiting for sun to come up. :)

- **Ann-Kathrin:** Ann-Kathrin Neureuther, German, based in Indonesia for CIFOR. Coordinating Global Landscapes Forum (landscapes.org)
- **Perry:** Hello everyone. As well as being a facilitator, I run openupuk.org, which helps people get to grips with complex issues like the EU referendum - but it is not at all deliberative.
- **Stephen:** Hi Stephen here from India
- **Malin:** Hello! I work as a facilitator, mostly in the forestry sector.
- **Vivian:** Vivian, Communication Specialist for CGIAR Research Program on Climate Change, Agriculture and Food Security www.ccafs.cgiar.org. Am joining from Nairobi

Questions & comments

- **Karen:** I suspect that demand for on-line conferences will grow given concern re: CO2 emissions.
- **Shahina:** question - how does this work with different languages? in terms of content and also conference participants
- **Elizabeth:** Yes, hadn't really thought re CO2 emissions (how silly of me!). interesting that internet connectivity not too much of an issue - more likely barrier time zones?
- **Ruth:** Language and time zones are some of the biggest barriers
- **Sunny:** Elizabeth, depending on location, connectivity can be an issue, but less so with business and agency participants.
- **Elizabeth:** Language, yes, I'm very interesting in finding ways of supporting different competencies in English. Does having good visuals and written text help?
- **Perry:** Hi Martin, the topic is how engaging such an event can be. Do you have any qualitative evidence on this? I personally don't find such events very engaging in their face to face versions, and could imagine finding the online version more engaging!
- **Stephen:** Interesting that the presentations were recorded on line in advance.

- **Stephanie:** Did you use the whiteboard function or just keep all participant input to the chat function? or did you consider using the whiteboard function to record some notes throughout?
- **Elizabeth:** Yes, I can see that pre-recording could help a lot - assuming participants make use of them!
- **Lucy:** Did you get a sense of whether those participating in the meeting from Africa and Asia were mostly based in capital cities, or was connectivity good in rural areas too?
- **Ann-Kathrin:** Sorry, I seem to have a time delay. My question is: Most people find networking to be among the highest values of a conference. Did you do anything to substitute for face-to-face networking? on Adobe or via other tools?
- **Sunny:** Perry, in my experience, online CAN be more engaging, but my experience is with smaller groups - less than 50.
- **Ruth:** I would say, it's hard to know!
- **Ben:** Martin - to what extent did you & your team simulate, test out, the meeting load, performance, ahead of time?
- **Ann-Kathrin:** thanks! one more question and sorry if i missed it: were all presentations given from Rome, or from different regions?
- **Adam:** Same issue with broadband connection in UK; can't even do Skype with some
- **Ruth:** I suspect they were in businesses/universities/offices? As Illias has said, we didn't collect the info and it's hard to know
- **Adam:** If one of the aims of a face-to-face meeting is participation, are there ways you've thought of in an online context to move from engagement to participation?
- **Ruth:** Hi Ann-Kathrin, presentations were from all over
- **Stephanie:** i noticed you played music as particular times while participants were typing. was this effective / any problems with it?
- **Elizabeth:** Re online more engaging than some f-t-f , I hadn't thought of it this way - but yes, online gives more control to the participant can dip in and out, can choose....
- **Ruth:** We connected with the guest speakers via adobe connect, and recorded the presentation through this platform (by using the simple, 'record' function). It was the most efficient way of getting the presentation slides, and their voice, at the same time
- **Ann-Kathrin:** Another question: How many participants per session did engage actively through the chat and how many asked questions verbally?
- **Ruth:** Hi Ann, Martin could answer this verbally?
- **Perry:** Hi Martin again - very interesting about the break-out rooms: I had no idea. Do you think that it would be possible to organise Open Space on-line, using that facility? Do you know if it's been done?
- **Ruth:** But essentially, no questions were taken through voice/microphone. We didn't get microphone rights to any participants (We used music only when people were responding to some of the feedback questions)
- **Ann-Kathrin:** Thanks, **Ruth**. How many posed questions through the chat?
- **Illias:** Using music was good
- **Ruth:** Quite a large number of people posed questions through the chat
- **Shahina:** Some questions related to applying this to smaller groups to make online more engaging and participatory. Have you tried to get the group to set norms/ ground rules to encourage wider participation? also how have you used this to co-create content or has the agenda usually been set up in advance? how much of the content is user-generated?
- **Ann-Kathrin:** Thanks **Ruth**!
- **Perry:** Martin - might have to rename the Law of Two Feet as the Law of Two Fingers!
- **Ruth:** We had pre-prepared questions in case there were silences/gaps, but in the end we never needed them. We never

had enough time (we'd left about 15-20 for Q&A from memory?) to answer all the questions

- **Lucy:** Hi Martin, can you say a bit about how the licensing worked for this? Did you have to have your own licence and then FAO had one, or was it one per 'organiser'?
- **Adam:** My earlier Q: If one of the aims of a face-to-face meeting is participation, are there ways you've thought of in an online context to move from engagement to participation?
- **Karen:** are there any other recommended platforms (besides Adobe Connect)?
- **Lucy:** Great, thanks Martin!
- **Elizabeth:** WebEX seems a good platform that I've used a few times, not sure of costs
- **Perry:** How did you arrive at the 'Take-away messages' in the report? Where they compiled by the organisers, or did they in any sense emerge from the discussions during the conference sessions?
- **Edwin:** using Webex in a corporate setup
- **Elizabeth:** Thanks, Martin, I can see how prepared layout could be very helpful esp if participants are unfamiliar/ unused to online working
- **Elizabeth:** Yes, the Open University uses Blackboard, Elluminate
- **Ann-Kathrin:** What is the advantage of an online conference over formats that are spread over a longer time period and more flexible, such as MOOCS, Ed-Cast etc.?
- **Karen:** I have been involved in 3-7 day facilitated on-line dialogues using Convetit platform <https://convetit.com/>
- **Perry:** Thanks Ilias. Does Adobe Connect have a facility for voting which would allow participants to prioritise themselves?
- **Lucy:** Looks interesting Karen!

- **Elizabeth:** Thanks Karen, will have a look at Convetit. I am facilitating an online dialogue process at present. I don't know what the platform is but it is very clunky!
- **Perry:** Martin - I didn't catch the name of the alternative to Elluminate for creating a virtual sticky wall?
- **Adam:** Great, thanks.
- **Martin:** Linoit www.linoit.com I think
- **Adam:** Examples like that, plus discussion between participants in small groups.
- **Illias:** I think this is possible Perry
- **Perry:** Martin - Illias says that voting is possible. Can you say more about that?
- **Ash:** Apologies if this has been covered - were sessions recorded and viewable later? If so, how did traffic compare?
- **Elizabeth:** What online allows and I think is great, is separate strands such as this chat -allows for a degree of networking (I liken it to whispering in class - teacher doesn't control!).
- **Sunny:** Breakout rooms allow participants a lot more opportunity to speak with and engage with each other. Groups tend to really like that!
- **Stephen:** How important is it to have a facilitator for each breakout
- **Ann-Kathrin:** sorry if that has been covered, but how much is an adobe license
- **Ruth:** Cost varies greatly depending on the capacity you want.
- **Ann-Kathrin:** ballpark?
- **Ruth:** Starting from a few hundred dollars (I think for a year?) up to a few thousand
- **Ruth:** The few hundred dollar licence will allow up to 100 people, those that cost a few thousand will allow 1500+
- **Lucy:** What Martin said earlier was it cost \$500 for a non ICA person to buy a licence for up to 100 people...

- **Adam:** Shahina's question from earlier still interesting: Some questions related to applying this to smaller groups to make online more engaging and participatory. Have you tried to get the group to set norms/ ground rules to encourage wider participation? also how have you used this to co-create content or has the agenda usually been set up in advance? how much of the content is user-generated?
- **Ann-Kathrin:** For a full year?
- **Lucy:** Yes for a full year
- **Ruth:** Ann-Kathrin for the smaller licence yes, it's annual. For some of the much bigger ones I think the method changes... i.e. you pay on a per session basis possibly
- **Sunny:** Yes, Adam, We've used group-generated ground rules, as well as even setting the agenda with the group at the beginning. It does require some fast "footwork" to be setting up layouts, polls or whatever is required on the fly. Stephanie is right - advanced prep is significant for great results.

What has worked well in your experience of online facilitation and engagement?

- **Lucy:** Voting keeps people engaged, and from getting distracted part-way through
- **Edwin:** presentations and voting
- **Stephen:** I have not had an experience yet of online facilitation. Keen to.
- **Knud:** It has worked very well to have participants solving small exercises during the sessions, the answer form being poll pods or chat
- **Elizabeth:** Voting, use of chat box, use of breakout rooms
- **Knud:** To use the poll pod to collect information is very useful too
- **Stephanie:** preparing well in advance is key

- **Vivian:** Saving costs involved in bringing people together
- **Knud:** I have had my co-facilitator or customer next to me in the picture, very good!
- **Adam:** Small groups using voice in well-facilitated format (facilitators asking for people's views in turn when consensus needed, not when not needed).
- **Sonsoles:** Engagement. My experience is that it is a learning process. The more people get use to be online, the more it becomes normal
- **Kate:** No experience in facilitating an online session yet, but from participation - voting and presentations is effective method for participation
- **Knud:** I use my g3 or g4 four mobile phone as a backup line, just in case
- **Catherine:** Online sessions enable one to participate regardless of where they are - no transaction costs like relocating to a different venue etc.
- **Karen:** Selection of participants can be helpful. Specifically on complex issues, where the intent of the session is to problem solve.
- **Catherine:** For this session, I am sited at my desk in the office. Don't feel like I am "missing out" on my work activities

What have been some challenges in your experience of online facilitation and engagement?

- **Edwin:** complex setups like breakouts
- **Lucy:** Bandwidth - tried to run a meeting with colleagues in Cambodia and Malawi and neither could log in
- **Stephanie:** my own bandwidth - screen freezing and could not be heard

- **Lucy:** Takes time for discussion to get going in breakouts if people don't know each other and there's no facilitator for the individual conversations...
- **Edwin:** qualitative input from large number of participants. Seems to work only offline
- **Sonsoles:** Participants using different ways to call in. Some people still use landlines (landlines!) to call in, others skype to call in (with or without credit) etc etc etc
- **Stephanie:** having to facilitate by myself - therefore trying to keep track of everything is very difficult
- **Vivian:** Non responsive participants
- **Elizabeth:** Tech issues often problematic; when not using video, can be difficult to ascertain what is going on with quiet participants
- **Stephanie:** people seem to be reluctant to use voice and more comfortable with chat
- **Edwin:** No feedback about the actual engagement of the participants
- **Sonsoles:** Unfolding signals when you can't see people
- **Shahina:** co-facilitation is a good idea as I agree about the difficulty with tracking different conversations in separate boxes
- **Adam:** Difficulty to keep up with questions and multiple threads
- **Sonsoles:** Building trust.
- **Karen:** time zones; competing with multi-tasking

Feedback

- **Marina:** Thank you!
- **Lucy:** Many thanks Martin, Sunny and FAO
- **Adam:** Thanks so much!
- **Rinke:** I missed the opportunities of gamification to make the session more engaging
- **Kate:** Thank you, was really interesting

- **Shahina:** thank you
- **Stephanie:** Thank you - timing very good!!
- **Karen:** Thanks Martin, Sunny and all.
- **Marina:** Good bye everyone
- **Elizabeth:** very useful, many thanks Martin and Sunny
- **Ruth:** Thanks Martin and Sunny
- **Illias:** Thank you
- **Ben:** Thanks Martin and Sunny and all participants.
- **Malin:** Thank you very much!
- **Sonsoles:** Thank you Martin and Sunny!
- **Stephen:** Thankyou was really interesting. Have made some tweets on @SJFBerkeley
- **Adam:** A resource/handout for facilitating phone conferences: https://rhizomenetwork.files.wordpress.com/2010/12/phone_conference_web.pdf

