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India



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How engaging can a virtual meeting be?

Webinar: Wed 19 Sep 2018, 2.00-3.30pm UK time

IAF India facilitation webinar 19 July 2017 in Adobe Connect

Hosted by Martin Gilbraith, Martin Farrell & Catherine Tornbom with Sunny Walker

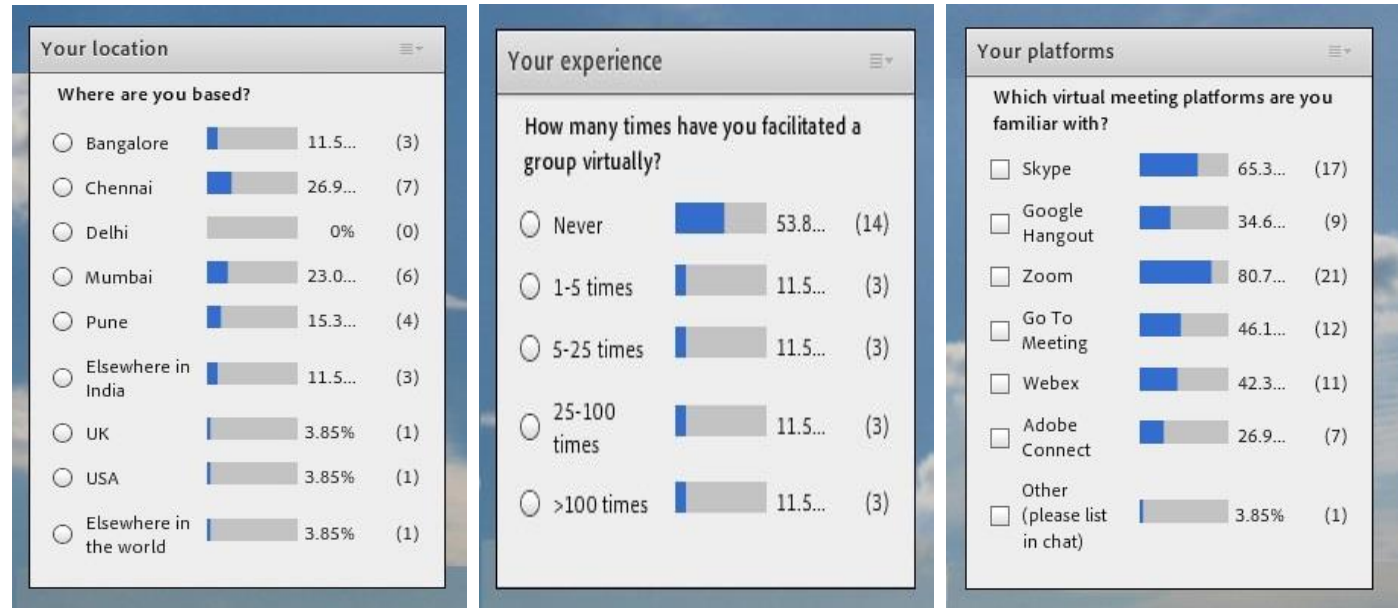
Agenda

6.30-8.00pm IST / 2.00-3.30pm UK

1. Opening, overview & introductions
2. Your challenges & hopes
3. Three presentations, Q&A
4. Six break-out groups
5. Plenary reports – your top tips
6. Reflection & close

Participants

38 from Bangalore, Chennai, Mumbai, Pune & elsewhere in India, plus Canada, UK, USA & elsewhere in the world.



1. Introductions

- **Martin Gilbraith:** Hi everyone & welcome, I'm Martin Gilbraith in London, UK
- **Sunny Walker:** Hi everyone - I'm in Denver, Colorado where the sun is just coming up.
- **Martin Farrell:** Hello everyone. This is Martin Farrell. Happy to be on this webinar
- **Abirambika:** thank you, looking fwd to a great session
- **Sundar Visvanathan:** Hello everyone! This is Sundar from Chennai, India. Happy to be in this Webinar.
- **Lata Gopati:** Hi, this is Lata Gopati from Chennai. Looking forward to a great learning session
- **Abhishek Somani:** Hello everyone. This is Abhishek from Pune

- **JEEVAN:** Hi Jeevan from Mumbai...look forward to a great session...Thank You
- **Sangita:** Hello! I'm Sangita from Bangalore. Happy to be here :)
- **Vikram Abhishek Mall:** Hi...Vikram from Gurgaon (near Delhi, India)
- **Uday:** Hi everyone! Good evening. Uday from Mumbai
- **Archana:** Hi there, I am Archana Pingle from Pune India
- **Stephen:** Hi Martin, Martin and Sunny. Stephen here.
- **Anirban Roy Choudhury:** Hi Anirban from Kolkata here
- **Vijayalakshmi S:** Hey, this is Vijayalakshmi from Chennai
- **Martin Farrell:** Hello Stephen, good to be on the call with you
- **Ravi Baviskar:** HI Everyone! Ravi Baviskar from Pune Hub
- **Martin Farrell:** Hello Ravi!

- **Vanitha Choudhari:** Hi I'm Vanitha Choudhari from beautiful Bangalore
- **Satish:** Hi, I am Satish... a Career Strategist for leaders joining in from Bangalore
- **Stephen:** Thanks Martin. Nice to be connected again.
- **Sujatha:** hello, Sujatha Muthanna from India
- **Sue Johnston:** Sue Johnston in Canada
- **Stephen:** Welcome Sue.
- **Satish:** I have attended many virtual facilitation as part of Coursera courses.
- **Sandeep:** Evening Friends, This is Sandeep from Mumbai.
- **Abhishek Somani:** Hello everyone
- **Uday:** Hi - Good evening!
- **Ravi:** hello folks !!!
- **Sunny Walker:** Hi, I'm your Tech life guard!

2a. Your virtual meeting challenges

What are some of the challenges to engagement in virtual meetings that you have experienced?

- **Anirban Roy Choudhury:** Engagement
- **Abhishek Somani:** Participants tend to not be fully present
- **Sujatha:** need for learning isn't there but have been mandated to be there
- **Vanitha Choudhari:** difficult to explain few concepts
- **Sue Johnston:** Adobe is amazing but my experience is that you cannot use it well without someone assisting you on the tech front
- **Satish:** Participants keep typing in other screens.
- **Sangita:** Engagement
- **Narsi:** distracted and disengaged participants
- **Uday:** Distance

- **Anirban Roy Choudhury:** Interaction
- **Sundar Visvanathan:** Distractions!
- **Pearl DSouza:** sustaining the interest of the participants... as they have multiple stimuli vying for attention when it is done online
- **Ravi Baviskar:** Feeling if person is listening fully
- **Abhishek Somani:** Participants tend to not be fully present
- **Vijayalakshmi S:** How do you keep a track on engagement levels, when you can't see everyone!
- **Narsi:** no personal touch like in f2f meetings
- **Rajkumar:** Concern if everyone is focusing on the session
- **Archana:** technical glitches/disconnection causing disturbances
- **Sue Johnston:** People unfamiliar with the technology - means things start late. Need to be sure folks understand it before starting the call.
- **Uday:** As we can't see - how could we be sure if people are engaged?
- **Lata Gopati:** May not establish rapport and relationship
- **Narsi:** tech monkies
- **Satish:** sometimes background in camera shots can be distracting.
- **Vijayalakshmi S:** Works beautifully though in 1-1 engagement
- **Sangita:** Connectivity (internet/network :)
- **Anirban Roy Choudhury:** Unmuting
- **Manjula:** In a group, there is an energy that pervades unlike in a virtual meeting.
- **Lata Gopati:** people may not participate 100%
- **Lata Gopati:** We may not know how many have really understood
- **Stephen:** Challenges with some participants unable to join by voice, and in breakout room, some are connecting via chat box and some via voice. That can be challenging
- **Sangita:** Bingo! (on Stephen's point above)

2b. Your hopes for our webinar together

What are some of your hopes for our webinar together?

- **Stephen:** Gain confidence to experiment more in Virtual meetings
- **Satish:** How to enhance engagement.
- **Uday:** Involve many across the geographies
- **Sue Johnston:** Ability to cross time zones and reach people who don't have an opportunity to hear from you in their local region.
- **Sangita:** Ease of access of Adobe Connect (used it yesterday and found it time consuming to switch between the 4 breakout rooms)
- **Anirban Roy Choudhury:** Get involvement and participation making the session interesting
- **Sangita:** Hopefully, to also use these pods (I didn't know it was possible!!)
- **Stephen:** I see virtual meetings in terms of a continuum, it is not just about the meeting itself, but there is before and after connects. Interested to get tips on the before and after to keep people engaged
- **Ravi:** You nailed it, Stephen!!! Great thought
- **Lata Gopati:** Had a mind block for virtual sessions. Trying to see the brighter and beneficial side to this and accept it
- **Sangita:** Call to action - how to put the participants in 'action mode'?
- **Vijayalakshmi S:** Balancing out text and verbal interactions, manage to keep both balanced
- **Archana:** virtual facilitation meetings - uses - where all can it be used - what kind of areas? How do we record notes, group exercises on planning / decision making / problem solving kind of facilitation meetings

3. Questions & comments

Please type here to answer & ask questions and to share any other comments or reflections

- **Sue Johnston:** I think you have to plan better and more when you are facilitating virtually, yet many people feel it's enough to "just hop on a call."
- **Sunny Walker:** Sue, you are so right, in my experience.
- **Stephen:** Catherine what is Phenomenological Research?
- **Martin Gilbraith:** ToP training is available from ICA India near Pune
- **Martin Gilbraith:** Phenomenology is the study of "what is" - the ToP ORID approach
- **Vijayalakshmi S:** How well does a virtual format lend itself to team building activities?
- **Sunny Walker:** Team building can be done quite well, with planning. If you need help with that, feel free to contact us outside of the webinar.
- **Satish:** What are some asynchronous platforms that are suitable for facilitation
- **Sairam:** team building through virtual program is really interesting...
- **Sairam:** little more team building activities
- **Vijayalakshmi S:** Lesser competition could also lead to greater focus?
- **Martin Gilbraith:** please applaud now if you are not lurking :)
- **Paul Nunesdea:** I am listening while having lunch in a nice hotel
- **Satish:** Japanese culture, Korean culture... do they embrace virtual meetings
- **Sangita:** How do you mean Martin? For the buddy - Buddy VIP
- **Vijayalakshmi S:** Great point on checking in using ALL five senses, thanks!

- **Sundar Visvanathan:** Awesome!
- **Vijayalakshmi S:** How do you send an action note with memory image? Could you share an example?
- **Stephen:** Send action note with memory image? what do u mean?
- **Abirambika 2:** How can the facilitator ensure the presence of the audience for the full time
- **Vijayalakshmi S:** Thanks, lovely example
- **Sangita:** I use Giphy (for the action memory image)
- **Rajkumar:** Wonderful Martin F. Feel very connected already
- **Archana:** i got the phone that was ringing on land line, got the door once - as the bell rang and lost some bit of conversation / answers - so that's a challenge i see in getting engagement in virtual facilitation if from laptop, desktop
- **Sangita:** Would it be different for a training, facilitation & meeting online? Or do these learnings apply to all of the categories?
- **Sunny Walker:** Sangita, these apply to all virtual sessions - training, facilitation, or just "regular, ongoing" meetings. Each has some special challenges, but all are doable.
- **Ravi Baviskar:** An observation - our India shown incorrect... We can't think India without Jammu and Kashmir!
- **Sangita:** I believe this is about the participation, not the map
- **Vijayalakshmi S:** I would need to as well in a few min Sunny, hope to catch up on the recording. Very good insights, thanks
- **Sangita:** Is there an FAQ of sorts to address common technical glitches that can be pinned as a pod for self-evaluation of the technical difficulties?
- **Satish:** what is the maximum participants that we can have...
- **Stephen:** We had quite a delay in our comments so was quite difficult to have a conversation
- **Satish:** What to do if there is an aggressive meeting participant who is distracting the meeting?

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4/5. Your top tips

How can the six IAF facilitation competencies help us make our virtual meetings more engaging?

Group 1 - Create Collaborative Client Relationships

- **Archana:** having a common place for all documents like google docs - to create a collaborative meeting agenda
- **Archana:** having a conference call before the v. facilitation with the client sponsors to understand the context and objectives of the facilitation
- **Archana:** have a whatsapp group with participants
- **Archana:** 4 the v facilitation - break ice on the whatsapp group with participants with pictures and asking for a word description for self, etc

Group 2 - Plan Appropriate Group Processes

- **Narsi:** work with the brief received from the client and work on the specific processes that can achieve the desired outcomes for the client group.
- **Narsi:** the orientation is towards virtual meet, and therefore, vettiquettes need to be taken care of
- **Narsi:** the key is to work on the engagement part as this is a virtual space and there is bound to be distractions and disengagements
- **Narsi:** I would choose small breakout room conversations with clear titles, outcomes so that engagement is enhanced considerably

Group 3 - Create and Sustain a Participatory Environment

Group 4 - Guide Group to Appropriate and Useful Outcomes

- **Sangita:** Pin a Pod with the agenda; another with the rules/frame
- **Sangita:** Chat Pods with expectations - answer them as they come
- **Sangita:** Active engagement through various mediums accessible on the tool (Whiteboard, raising hand, tick-cross, polls etc)

Group 5 - Build and Maintain Professional Knowledge

- **Satish:** Much more detailed planning is required
- **Satish:** Knowledge about the platforms.
- **Satish:** having multiple facilitators.
- **Satish:** useful to think of the 5 senses in engaging
- **Satish:** Using poll for engagement
- **Rajkumar:** Perspective of Buddy VIP
- **Rajkumar:** Simultaneously learning the platform and see the tech monkey's being handled

Group 6 - Model Positive Professional Attitude

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6. Reflection

What worked well - what helped to make this virtual meeting engaging?

- **Satish:** Case studies
- **Uday:** Presentations were quite insightful
- **Gráinne Kennedy:** I liked how all the things you were teaching us were demonstrated on our screens. I have learnt a lot
- **Stephen:** Case Studies
- **Satish:** exposure to the tool like Adobe connect, which is not used frequently.
- **Archana:** clear context / rational aim and focus question helped us arrive at the outcomes
- **Pearl DSouza:** three facilitators/ speakers, hearing from all of you- your insights and inputs on the topic
- **Anirban Roy Choudhury:** Interactions through chat & breakout rooms
- **Sundar Visvanathan:** Presentations gave lot of insights and inputs!
- **Narsi:** Research data
- **Satish:** Demo of break out groups
- **Abirambika:** very diff experience, want to try virtual facilitation soon
- **Vikram Abhishek Mall:** the structure and time keeping was good
- **Abirambika:** breakout room was nice
- **Sangita:** Interesting what the tool promises
- **Sangita:** experienced a few concepts. Thanks!!
- **Stephen:** The importance of having clear Rational and Emotional Objectives
- **Abirambika:** also the control on time that the facilitator has
- **Lata Gopati:** The various approaches to make it engaging

- **Uday:** Thanks to you - M, M and C - for wonderful presentations / insights
- **Uday:** And Narsi! :)
- **Rajkumar:** Superb engagement
- **Abirambika:** We did start to have a good connect with this thru the breakout
- **Rajkumar:** Being with senior facilitators in webinars like this helps update competencies
- **Rajkumar:** Learnt quite a few points like Buddy VIP, Simple platforms, ensuring engagements using polls etc.
- **Sujatha:** the action learning through the break out session and opportunity to collaborate and learn
- **Rajkumar:** Perspective from multiple facilitators
- **Sujatha:** a lot of experience sharing n researchers in a short while Martin, Martin and Catherine!
- **Martin Gilbraith:** Thank you also Sunny!
- **Rahul Vitekar:** thank you!

What could have been better - what could have made this virtual meeting more engaging?

- **Uday:** Technology challenge/ may be while trying to next time would be better
- **Anirban Roy Choudhury:** If we had a control on the attendances
- **Pearl DSouza:** possibly more time for the break out rooms to allow time for settling in (technical glitches)
- **Sundar Visvanathan:** Break out discussions
- **Stephen:** Could have had breakout earlier for engagement, rather than leave right to end
- **Archana:** I experienced some pauses during the webinar - some disconnections in between
- **Lata Gopati:** more time to think and interact

- **Abirambika:** little more time :-)
- **Sangita:** Breakout room engagement b/w 2 people out of the 4
- **Archana:** more time in breakout room would have been better to get everyone's insight
- **Uday:** Little too short for the break out session
- **Lata Gopati:** the pressure of having to finish the discussion soon
- **Archana:** had very less time to digest what is to be done and the reflection and hearing everyone out
- **Rajkumar:** Breakout rooms extra time.
- **Archana:** needed more details on E.O.
- **Stephen:** My challenge expressed at the beginning re trying to have conversation when there is a combination of participants speaking and typing in chat became a reality in our breakout. makes things much slower.
- **Vikram Abhishek Mall:** More time in breakout sessions.
- **Lata Gopati:** Agree Stephen

Other feedback

- **Paul Nunesdea:** Sorry to miss the final part , I have to go
- **Sunny Walker:** Paul, you can get the recording later on Martin's website.
- **Sangita:** We have dropped to 25 participants - reality of a virtual meeting :(
- **Stephen:** 21 now
- **Archana:** Thanks Martin for sharing the notes, please let us know - how will you do this collation of notes?
- **Sangita:** Would you be sharing a 'how to' manual for us to do our own meetings as a Host?
- **Satish:** Curious to know what took 31 days for your planning Martin G
- **Sundar Visvanathan:** Thanks so much!

- **Ravi Baviskar:** Thanks all Facilitators and Tech Team
- **Anirban Roy Choudhury:** Thanks a lot!!
- **Archana:** Catherine, please share more details on EO setting and achievement in the context of virtual facilitation
- **Abirambika:** Thank you so much for this session
- **Lata Gopati:** Thanks for the session from all three of you. Well planned & co ordinated
- **Vikram Abhishek Mall:** thank you Hosts.
- **Abirambika:** thanks Narsi :-)
- **Uday:** Thanks everyone!
- **Satish:** thanks everyone
- **Lata Gopati:** Thanks Narsi for this learning session
- **Ravi Baviskar:** Opened up
- **Uday:** Interesting!
- **Uday:** Environment friendly!!
- **Ravi Baviskar:** Welcome to Pune for Ganesh Festival
- **Sangita:** Thanks all!!
- **Sangita:** Engaging webinar
- **Lata Gopati:** Learning is one part, however need to do a mock session before going virtual
- **Sangita:** I am intrigued on the possibilities
- **Uday:** And CO2 saving!!
- **Sangita:** I used this yesterday and didn't manage it this well
- **Pearl DSouza:** thank you everyone!
- **Sangita:** with just 8 participants!
- **Vikram Abhishek Mall:** thank you Sunny/Rajkumar
- **Lata Gopati:** bye