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 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 applause 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?

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
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 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