

# How to SURVIVE (and THRIVE) in an Online Meeting

\*Feel free to reach out to me for additional questions anytime: [Raphaelle.ayach@gmail.com](mailto:Raphaelle.ayach@gmail.com)\*

## ☆ Objectives and Outcomes of the session:

Participants will feel more comfortable leading their online meetings effectively  
Participants will know tricks and tools for how to make online meetings 1) more effective and 2) more engaging

## ☆ Preparation:

-  Laptop/PC (or tablet) with a working video camera [as much as possible, we prefer you have the camera on]
-  Headphones/headset for sound
-  Strong and reliable Internet connection (not always easy- but as good as you can get!)
-  Journal and pen for those who like to write by hand
-  A nice tea, coffee, or healthy snacks to keep you energized
-  The most recent version of Zoom (at least v.5.3!) and access to Google Drive.
-  Your full and most present self!

## ☆ Flow

Welcome and Framing (5')  
Check-in (15')  
Where do We Stand Now (15')  
PEMs, Tips, Tricks and Netiquette (10')  
Main Activity - Working Together! (75' with a \*break\* in between!)  
Reflection in Plenary (10')  
Closing & Checkout (5')

## ☆ Full Breakdown

→ Check-in & Framing (10')

# ZOOM TIPS



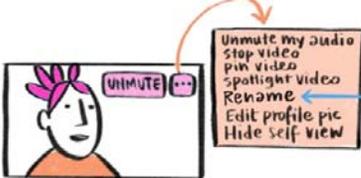
**MICROPHONES ON MUTE... (UNLESS YOU'RE SPEAKING!)**



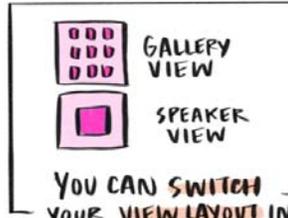
**TURN ON YOUR VIDEO AND OCCASIONALLY LOOK INTO THE CAMERA**



**...BUT TURN IT OFF IF YOU DON'T HAVE A STRONG, RELIABLE INTERNET CONNECTION.**



**RENAME YOURSELF BY ADDING YOUR CITY AND COUNTRY.**



**YOU CAN SWITCH YOUR VIEW LAYOUT IN THE TOP-RIGHT CORNER**



**To: all**  
Nice to meet you all!  
**To: staff**  
Can you help me please?

**USE THE CHAT TO TALK PRIVATELY OR WITH THE GROUP**



**YOUR FACILITATOR MAY INTRODUCE HAND GESTURES TO ALLOW FOR SILENT REACTIONS**

Change maker X  
Change

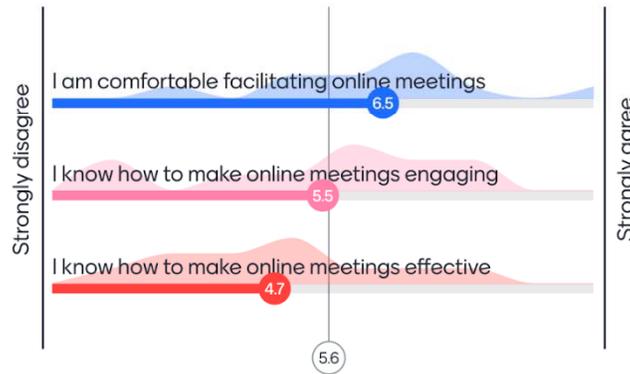
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→ Where do We Stand Now

Go to [www.menti.com](https://www.menti.com) and use the code 71 78 18 8

Mentimeter

# How do you feel about your online meetings skills?



→ **Chat-Storm:** What are the expectations/hopes you have coming into this session?

→ **Mentimeter:** Go to [menti.com](https://www.menti.com) and use code 71 78 18 8 or click [this link](#)

→ **Ideboardz:** Go to our ideboardz [here](#)

## → **PEMS for Engagement**

- **Practical:** i.e. World Cafe
- **Emotional:** i.e. check-ins and check-outs
- **Mental:** Thinking, deconstructing, discussing facts, using models
- **Spiritual:** Reflecting Goals, Zooming out, Big picture

## → **Tips, Tricks & Netiquette: How many can you use today?**

- ☆ Ask permission for recording or screenshots
  - ☆ “Eye” contact
  - ☆ Mute yourself while others speak
    - Mute/Unmute shortcuts: For Windows Alt+A ; For Mac Command(⌘)+Shift+A
  - ☆ Notice if someone is unmuting themselves to speak
  - ☆ Use view layout “mosaic”
  - ☆ Being present and closing distractions (tabs, whatsapp, etc) - host your own space before you host others
  - ☆ Patience before starting- depending on connection some can require up to one minute to appear in break out room/plenary

☆ Anything else?

→ **Main Activity**

***Given the state of the world and my role (as an individual and in my work), what are the challenges I can tackle today, that will better help me reach my goals?***

☆ Take 5 minutes to do automatic writing to respond to the question above, on your computer or in your journal!

☆ Take 3 minutes to flip your reflection into one burning question.

☆ When you have your burning question, go to our Ideaboardz [here](#).

**How to engage people online, make them feel part of the community so they support the cause we work on?**

	<b>Why is this topic important?</b>	<b>What is missing? What works?</b>	<b>What are our next steps?</b>
<b>Breakout room 1</b>	It's hard to understand what is the level of engagement of stakeholders and TGs. We are competing for people's attention - shallow support is easy, but is it sustainable. Value-based organisations have turned into product marketing.	Missing: attention, energy, engagement, online is a low-trust environment  Works: word of mouth which makes it easier to scale, user interface friendly apps, enabling gallery view - zoom, direct communication online with young gen., online meetings followed by an offline action/task (e.g. Amnesty international campaign: writing a letter and buying coffee).	Combine online meetings with offline activities, tasks.
<b>Breakout room 2</b>	Because we live in challenging times for democracies to work and we need to engage more people to support fight for sustaining democracy Because we're forced to function in the online world and adjust	Human touch, informal times spent together Reaching out is easier than organizing/mobilizing Can individual actions be channeled into social actions. What works: Intimacy in break out rooms Mentimeters, polls, tools to get us more attentive	Learning more experimenting

	In the small scale we wonder how to keep a class engaged so that they can participate fully in the activities and reflection.	Online campaigns - example: a survey (sending out a message through whatsapp, what is important in their country on subject x, collect responses, to get insights - using it to create media content for platforms, share the learnings with donors and with respondents on websites- enthusiasm if we can really influence policies) Combination of street fight and online fight (can strengthen each other)	
<b>Breakout room 3</b>	What we should care about is real impact, real change. Outreach of fb posts is not enough. We need to call to action, and make people act.	Missing: Clear call to actions - people may want to act but they don't know what to do Transparency of orgs, actions; trust in social/nonprofit initiatives.  What works: Channels through which individuals can be connected, where they can express their opinions, emotions, values. Brand identity, symbols. Personal stories, cases.	Create a strategy that is focused on missing things. How to represent and prove the needs?

➔ Reflection in Plenary

	<b>What made this session...</b>
Engaging	Short term activities work well (attention span is lower), breakout rooms exercise about what we have in common), a lot of tasks is engaging -> one needs to focus, useful: explanation and trying in practice - showing how to apply it and feeling like a participant. YEY for Breakout rooms + combining the work with a shared gdocs = immediate visual representation of thoughts and engagement Journaling time
Effective	Teaching by example (showing particular tools and not only saying how things should be done, but showing) Big topic deserve some decent amount of time Before and after measuring

	<b>What could have made it more...</b>
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Engaging	The first question (finding things in common) is already used in many meetings and people already have ready made answers maybe other question could have been better
Effective	Clear rules or help on how to direct break-out discussions

How Raph use of the \*PEMS\* Model:

- **Practical:** The Quiz, Google docs, Breakout rooms, (re)Learn how to use different functionalities of Zoom, Mapping exercise by turning on/off video, the additional virtual facilitation resources
- **Emotional:** Greeting people when they came in, Music during break, Knowing the people beforehand (from introductions on howspace), Check in - check out, Competition of how many things in common, Renaming with a number reflecting our energy levels.
- **Mental:** Brainstorms, Menti quiz, Conversations in break-out rooms, PEMS model.
- **Spiritual:** Reflecting on our goal for the day, free-writing, check out to summarize big picture

## ➔ Extra tools and Resources

Below are some useful links and extra resources, for your online facilitation:

- UNITAR [Online Learning Solutions](#)
  - Making online events more inclusive
  - Methodological Tips
  - Online Facilitation cards...and more!
- Art of Hosting: [Online AoH Manual Co-Creation • Practices for Meaningful Participatory Virtual Engagement](#)
- Liberating Structures: <http://www.liberatingstructures.com/>
- CoCreative: <https://www.wearecreative.com/tools>
  - [4 agendas in collaborative innovation](#)
  - [6 patterns in collaborative innovation](#)
  - [Different levels of engagement and collaboration](#)
- Liberating Structures: <http://www.liberatingstructures.com/>
- The Commons • Social Change Library: <https://commonslibrary.org/online-meeting-guides-to-get-you-through-covid-19/>
- Virtual Communities for Impact: <https://communitiesforimpact.org>
- WeDialogue: <https://wedialogue.mykajabi.com>
  - [Mastering the Art of Online Hosting](#)
- [Zoom shortcuts](#)

Review of Tools and Platforms:

- Airtable: <https://airtable.com>
- Hopin: <https://hopin.to>
- Ideaboardz: <https://ideaboardz.com/>
- Jamboard: <https://jamboard.google.com/>
- Jitsi: <https://jitsi.org>
- Kahoot

- Meet: <https://meet.google.com>
- Mentimeter: <https://www.mentimeter.com>
- Miro: <https://miro.com>
- Mural: <https://mural.co>
- Sli.do: <https://www.sli.do>

➔ **Last Mentimeter!** Go to Menti.com and use code **28 53 98 0** or click [this link](#)

Go to [www.menti.com](http://www.menti.com) and use the code 28 53 98 0

## How do you feel about your online meetings skills?

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➔ **Check-out**