How to SURVIVE (and THRIVE) in an Online Meeting

*Feel free to reach out to me for additional questions anytime: 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’)

**Where do We Stand Now**

**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.**
- **Use the chat to talk privately or with the group.**
- **Your facilitator may introduce hand gestures to allow for silent reactions.**
Chat-Storm: What are the expectations/hopes you have coming into this session?

Mentimeter: Go to menti.com and use code 71 78 18 8 or click this link

Ideaboardz: Go to our ideaboardz 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

Go to www.menti.com and use the code 71 78 18 8
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](#).

<table>
<thead>
<tr>
<th>Why is this topic important?</th>
<th>What is missing? What works?</th>
<th>What are our next steps?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Breakout room 1</strong>&lt;br&gt;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.&lt;br&gt;Missing: attention, energy, engagement, online is a low-trust environment&lt;br&gt;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).</td>
<td>Combine online meetings with offline activities, tasks.</td>
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<tr>
<td><strong>Breakout room 2</strong>&lt;br&gt;Because we live in challenging times for democracies to work and we need to engage more people to support fight for sustaining democracy&lt;br&gt;Because we’re forced to function in the online world and adjust&lt;br&gt;Human touch, informal times spent together&lt;br&gt;Reaching out is easier than organizing/mobilizing&lt;br&gt;Can individual actions be channeled into social actions.&lt;br&gt;What works: Intimacy in break out rooms&lt;br&gt;Mentimeters, polls, tools to get us more attentive&lt;br&gt;Learning more experimenting</td>
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How to engage people online, make them feel part of the community so they support the cause we work on?
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)

| Breakout room 3 | 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? |

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**Reflection in Plenary**

<table>
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<th>What made this session...</th>
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<td><strong>Engaging</strong></td>
</tr>
<tr>
<td><strong>Effective</strong></td>
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What could have made it more...
### 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](https://airtable.com)
  - 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](https://hopin.to)
- CoCreative: [https://www.wearecocreative.com/tools](https://www.wearecocreative.com/tools)  
  - 4 agendas in collaborative innovation
  - 6 patterns in collaborative innovation
  - Different levels of engagement and collaboration
- The Commons • Social Change Library: [https://commonslibrary.org/online-meeting-guides-to-get-you-through-covid-19/](https://commonslibrary.org/online-meeting-guides-to-get-you-through-covid-19/)
- Virtual Communities for Impact: [https://commonslibrary.org/online-meeting-guides-to-get-you-through-covid-19/](https://commonslibrary.org/online-meeting-guides-to-get-you-through-covid-19/)
- WeDialogue: [https://wedialogue.mykajabi.com](https://wedialogue.mykajabi.com)  
  - Mastering the Art of Online Hosting
- Zoom shortcuts

Review of Tools and Platforms:

- Airtable: [https://airtable.com](https://airtable.com)
- Hopin: [https://hopin.to](https://hopin.to)
- Ideaboardz: [https://ideaboardz.com/](https://ideaboardz.com/)
- Jamboard: [https://jamboard.google.com/](https://jamboard.google.com/)
- Jitsi: [https://jitsi.org](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

How do you feel about your online meetings skills?

Go to www.menti.com and use the code 28 53 98 0

➡️ Check-out