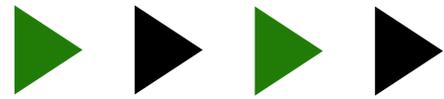


CEI VTL Masterclass Series

***“Certified Virtual
Facilitator Preparation and
Certification” Pt I***

**By
James Bishop**



Tips of the Day

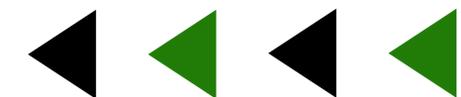
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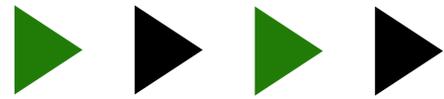
Energizer: Miro Sticky Notes

Sticky notes on the board include:

- James...
- get updated so can share with new colleagues
- Learn how to make online meetings/learning experiences more enjoyable
- Learn updated skills/tech to engage students online
- Learn how to make virtual learning more fun and engaging. Build confidence to facilitate virtual session
- To concretize the knowledge I've gathered thus far in virtual facilitation - Val (DSTO)
- Update, explore, improve and keep learning.
- learn how to engage more students via virtual session
- Update my facilitation skills. What is facilitation - Beviva (CIS)
- get myself prepared for the virtual facilitation - Miranda
- Gear up with new skills to facilitate virtually - Eva
- To explore if there are new best practices to engage students better in the virtual or mixed mode learning - Rufina (DSTO)
- What sized font should I use? I want to learn more about the tools I can use to be a better facilitator online. - Eugene
- refresh and improve my facilitation skills for the coming new course - Tina

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Tips of the Day

2

Energizer: Weather Report

WEATHER REPORT ... 3

WEATHER REPORT
Hello. How are you feeling about today?
Imagine you are looking out the window,
and the weather outside reflects your
mood.

1) *Is it day or night?*
2) *Is the sky clear or cloudy?*
3) *What else is there?*

Also add your name and your photo into
your picture frame.

Discuss with your Breakout Room

What is your view about
Virtual Facilitation?
How do you feel in-terms
of the weather?

Room 3

- Crystal LUD
- Gloria Ng
- Joyce Gb
- Miranda MAM
- Valerie Jane KWOK

Please add
your name

Gloria

Crystal (CEI)

James

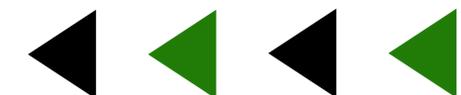
Miranda

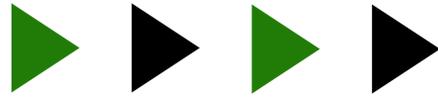
Joyce

Valerie

For more icons, click on the three dots (...) on the panel and use the Icon Finder tool.

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Tips of the Day

Checklists



Facilitator Checklist

Before The Session

- a. Test EVERYTHING with the Producer
- b. Discuss backup plans with the Producer
- c. Set up back up communication channels
- d. Help participants test the platform & tools

As People Arrive

- a. Message people in the waiting room
- b. Admit participants from the waiting room
- c. Talk with participants and give instructions
- d. Assist Producer and participants with set up

LESS is MORE

Do not overwhelm your participants with too much data and/or information. Use less information, more stories and a honed focus on a unique idea.

Good Opening

Don't take too long to get your participants interested in your presentation. Open with something that immediately grabs the attention and interests of your participants.

Voice

Do not use the same vocal pitch and/or the same emotional level in your presentations. Mix it up. Bring the participants up and down to keep them engaged and interested.

On Time

Stay within the specified time limits and don't hold your participants captive. Make sure you always stay within your time, even if you must cut it short.

Its not about me

Refrain from using too many "I" statements and not enough "You" statements. It disconnects you from your audience. Keep the I/you balance tipped towards your participants.

No Self-hugging

Avoid not speaking to the interests or technical level of your participants. Present what your audience wants and needs to hear. It should be for them.

Get to the point

Do not ramble, read slides or talk too much without engaging the participants. Share only what's necessary. Engage and interact with your participants to keep their attention.

Stories, Stories

Do not end on questions as it diminishes the control you have, to close out strong. Do Q&A towards the end but then finish with a powerful story, point or call to action.

Visuals Rocks

Use Simple and relevant visuals that will connect to your point in a strong way. Visuals do not have to be slides.

STRONG Finish

Your closing is the last thing your participants hear. Don't end on "thank you" or any other weak close that leaves them uninspired. End with a strong call to action or thought-provoking statement. Something that they'll never forget.

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Producer Checklist

Before The Session

- a. Test EVERYTHING with the Host
- b. Discuss backup plans with the Host
- c. Set up back up communication channels
- d. Help participants test the platform & tools

As People Arrive

- a. Message people in the waiting room
- b. Admit participants from the waiting room
- c. Talk with participants and give instructions
- d. Assist Host and participants with set up

Facilitate Chat

Encourage people to use the chat box especially for technical questions or to clarify instructions. Both public and private chats keep the audio chatter low. Some questions in private chat might warrant public replies.

Copy Questions

Questions for the Host might appear in the chat or Q&A box. These are easily lost in the chat stream so copying them helps recall them later for the Host. At times, pointing out questions immediately for the Host is helpful.

Monitor Host

The Host likely has multiple windows and apps open, and it's impossible to monitor all the participants and their own functions all the time. Point out errors that affect the audience whether through chat or audibly.

Monitor Participant View

If you are connected as a regular attendee, or you have an extra device logged in as attendee, monitor what participants see on their screen and help resolve any issues. Keep in mind different views: PC vs. Smart Device.

Things To Remember

- a. Stay focused. It's easy to daydream or multi-task if things are going smoothly.
- b. Remember to get credit: Have the Host thank you or thank the audience at closing.

Manage Participants

Help manage participants with problems they are unaware of, especially if distracting. Put people on mute. Send public or private chats to correct mistakes or unhelpful behavior. Give guideline reminders. Be session security aware.

Facilitate Functions

The host might need help facilitating virtual platform functions like share screen, polls, emojis and reactions, whiteboards, recording, closed captions, and others. Continue to use chat to post links and answers questions.

Facilitate 3rd Party Apps

3rd party apps add a new degree of complexity to the session for the Host and the participants. Help post links and logins, answer questions, monitor and manage 3rd party apps, and continue to help in the chat.

Breakout Rooms

Help set up, manage, start, end, and monitor breakout rooms. Visit breakout rooms as needed to guide and answer questions. Be on call with the host who may need you to visit various breakout rooms that require help.

After the Session

- a. Monitor post-program activities
- b. Co-facilitate post program activities
- c. Answer questions from participants
- d. Assist with gathering and sorting feedback.

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Technology Checklist

Computer, Tablet or Phone

- Reboot before the session start

Network

- Direct connect Ethernet using a cable to your internet
- If WIFI, get as close to the WIFI router as possible
- Upgrade your internet speed if necessary

Software

- Upgrade to the latest version.

Multiple Screen

- You can use other computer, tablets or phone as additional monitors

Mic / Speakers / Headphones

- Test Speaker & Microphone feature of your app
- Background Noise - Find a quiet location and minimize background noise.
- Krisp - This is a noise-cancelling app for PC, Mac, Apple & Android.

Camera

- Pointing in right direction
- Clean your camera lens
- Position - approximately an arm's length away at your eye level
- Frame - Move the camera to have your head framed in the centre.

Lighting

- Use natural light. Face the window that light is coming from
- Recommend 2 LED panels as they're great at any time of the day.

Be Camera-Ready

- Dress appropriately. Pants are not optional.

Tidy Background

- Clean - Remove extra items from your background
- Brand - Add your branding such as your company's logo or personal awards
- Personal - Add a personal item to help build rapport
- Virtual Background.

Water - Hydrate

If you are presenting, you and your voice need to be in top form

Clock - On Time

This will help you always know the time and make decisions based on time remaining.

Print out Agenda

Dry Run with your Host / Producer

Always meet before the meeting with all key members. Quickly test your agenda, transitions and technology from audio & video, to sharing documents and videos.

Back Up Plan - Plan B, C, D

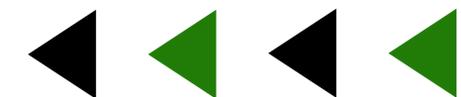
Plan on what to do if any of your technology fails. Communicate through your back up communication channels.

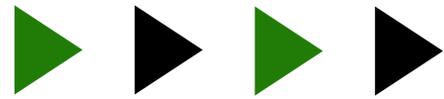
Present - Bring your A-Game Online

- Remove distractions
- Don't text or email
- Focus

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What is Facilitation?

WHAT IS FACILITATION?



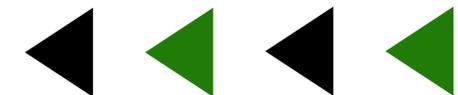
Facilitators serve as guides, leaders and enablers.

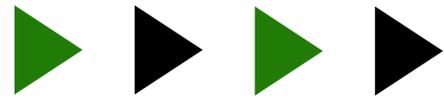
They play an important part in a well-run meeting by ensuring the meeting is productive, focused, inclusive and effective.

Facilitators have skills in planning agendas, creating productive group environments, developing appropriate group processes, encouraging participation, and leading the group to reach its desired outcomes.

Is there a predetermined topic we need to facilitate?

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Facilitator Vs Facilitative Style

Facilitator Versus Using a Facilitative Style



Facilitators are:

Neutral to content, focused on; group process, group dynamics and leading group to reach its desired outcomes.

Tasked to ensure the meeting is inclusive, productive, collaborative.

Responsible for planning agendas, creating productive group environments, developing appropriate group processes, encouraging participation.



Leaders and those using a facilitative style are:

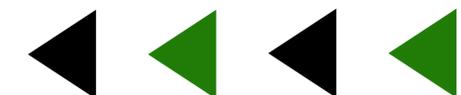
Experts in both content and process.

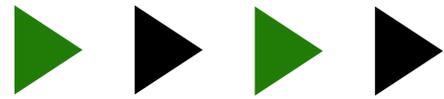
Guides, instigators, partners and leaders.

Tasked to ensure participants' direction and decisions are on target.

Responsible for; motivating learners, creating positive learning environment.

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Tips of the Day

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Mindset

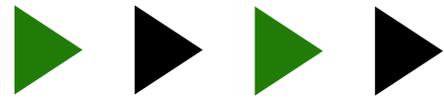
Having the right Mindset is as important as having the right Skillset and Toolset



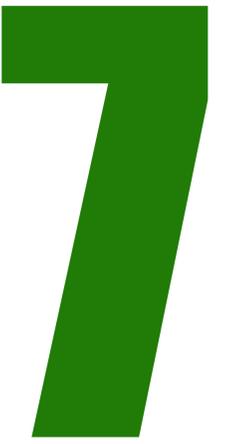
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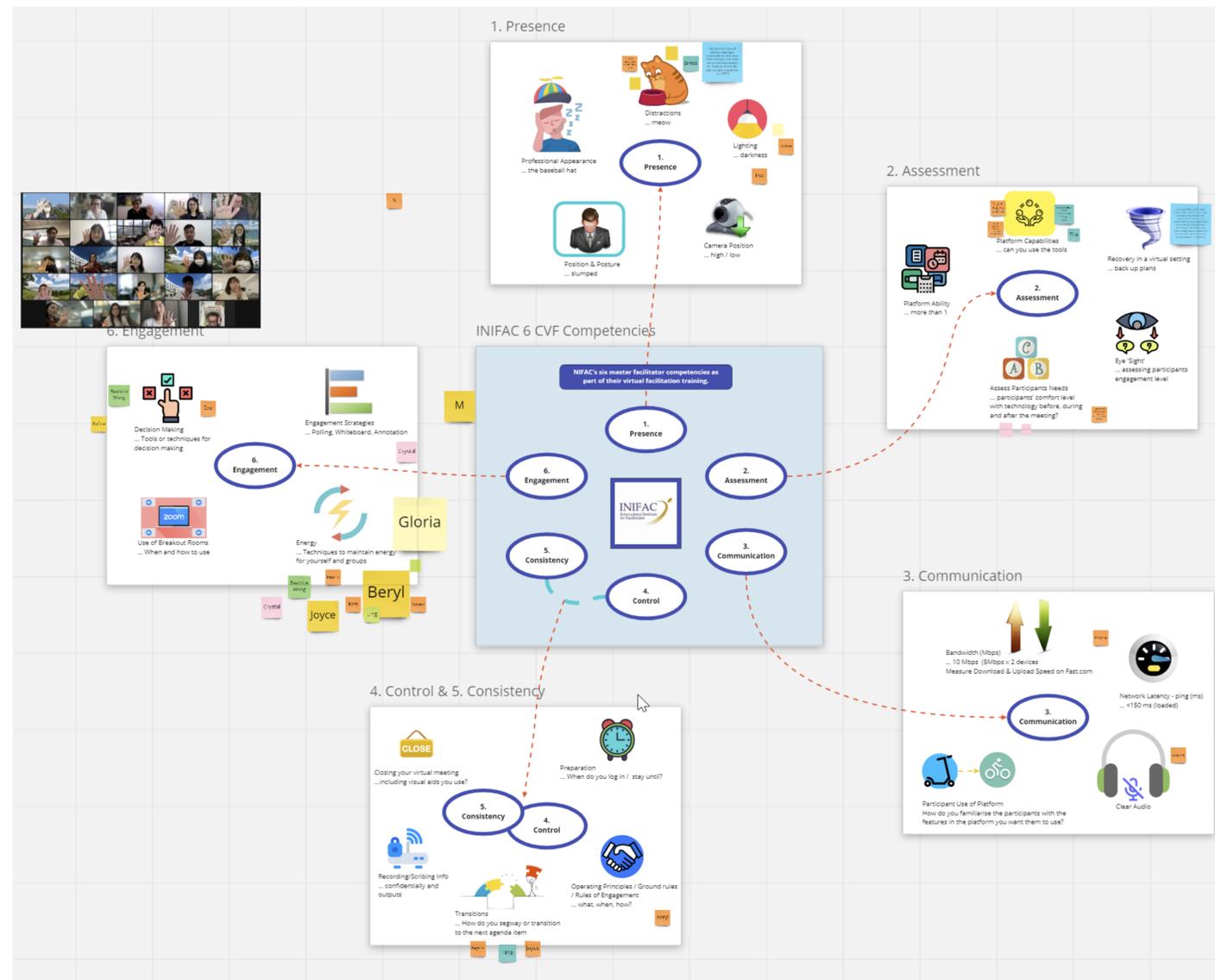




Tips of the Day



Inifac 6 CVF competencies



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