



Facilitation Essentials
for Online Meeting Management

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Today is a small plates session

2 Key Questions
9 Practical Tips

Your questions and reactions



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the question to ask before scheduling **ANY** meeting

Do the intended outcomes require people to convene in a **synchronous** setting?

Synchronous
Same time; simultaneous

Asynchronous
Not at the same time




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facilitation
What might we need or want to make easier?

the process of making something possible or easier



CHAT:
What might we need or want to make easier?

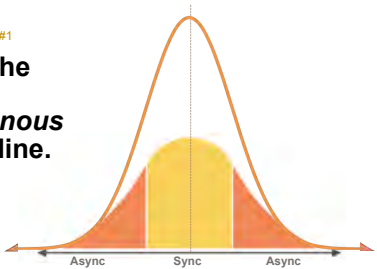
- Technology use
- Thoughtful discussions
- Surfacing different perspectives
- Sound decisions
- Avoiding bias or groupthink
- Attention and focus

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Make It Easier: Tip #1

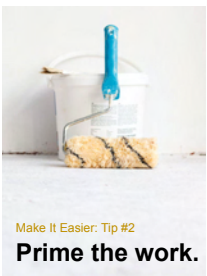
Flatten the curve of synchronous work online.



Async Sync Async

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Make It Easier: Tip #2

Prime the work.

Prime the relationships:
What priming will help us connect to/with each other as needed right now?

Prime the conversations:
What priming might our online discussions and decisions require?


Prime the follow-through:
What priming will accelerate post-meeting action and follow-through?

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Make It Easier: Tip #3

Use more detailed agendas.




For each significant agenda item, specify:

1. The intended outcome (decision, generate ideas, et al)
2. Approximate time allotted (and perhaps format)
3. Summary of key points for consideration
4. Any questions to stimulate advance thinking
5. Hyperlinks to additional background information

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Make It Easier: Tip #4

Clarify the rules of engagement.



Video on or off
Audio: mute, raise hand
Announce yourself
Handling disagreements
Decision criteria
Side conversations
Breaks

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Make It Easier: Tip #5

Involve others in the facilitation.



Agenda item facilitators
Summarizers
Scribes
Participation monitors
Quality control
Activators (learning events)

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Make It Easier: Tip #6

Monitor and enable individual contributions.



Check off when someone speaks
Invite: "I'd love to hear from ..."
Go "around the room"
Use visual or audio prompts
Split into breakout rooms
Poll participants

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Open vs. Closed
Avoid framing bias.
Broad vs. Specific

Make It Easier: Tip #7

Carefully craft your questions.



The Goldilocks Principle:

Example: Abstract & Systemic
How might we ...
(engaged all teams)



Example: Just Right
How might we make our forest more sustainable and resilient for forests and children?

Example: Specific & Unambiguous
How might we get someone to use their own tech instead of searching for alternatives?

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Make It Easier: Tip #8

Summarize and provide status updates more often.

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Make It Easier: Tip #9

Ending: Don't leave people hanging.



Review key actions and individual commitments
Reconnect interpersonally as appropriate for the group
Gather quick feedback

Provide minutes in minutes

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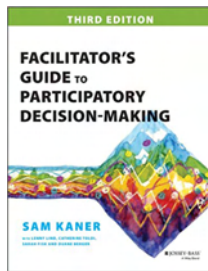
What's on your mind?

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1. Flatten the curve of synchronous work online.
2. Prime the work: relationships, conversations, follow-through.
3. Use more detailed agendas.
4. Clarify the rules of engagement.
5. Involve others in the work of facilitation.
6. Monitor and enable individual contributions.
7. Carefully craft your questions.
8. Summarize and provide status updates more often.
9. Ending: Don't leave people hanging.

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Additional Resources



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