Leading Groups in Virtual Spaces: Becoming a Better Facilitator

November 16, 2022
Noon-1:00 pm ET

2022 Webinar Series

NASHIA

Welcome!

Maria Crowley

Director, Professional Development Executive Director

Moderator

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Webinar Information

- Problems?
    Send a chat to the organizer
    Visit Zoom's Support site

- Questions?
    Please use the Q and A feature

- Closed Captioning
    Available at the bottom of the viewing window

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About NASHIA

Nonprofit organization created to assist
State government in promoting partnerships
and building systems to meet the needs
of individuals with brain injury
and their families.

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Join NASHIA!

- Individual and Group Memberships
- Save on Training and Certificates of Attendance
- Access to National Member Directory
- Networking Meetings
- info@nashia.org

Technical Assistance and Consultative Services Available

Examples:
- Data Collection
- Speakers Bureau
- Workshop Facilitation
- Interagency Coordination
- Person-Centered Thinking
- Public Policy

info@nashia.org

Today's Webinar

- Handouts and Certificates of Attendance:
    - -Available on NASHIA's site after the webinar
    - -Link emailed to you for feedback and certificates
    - -Amanda Nieser: anieser@nashia.org

- Questions: Maria Crowley: mcrowley@nashia.org

- Archived Recording:
    - -nashia.org> Training U > Trainings On Demand
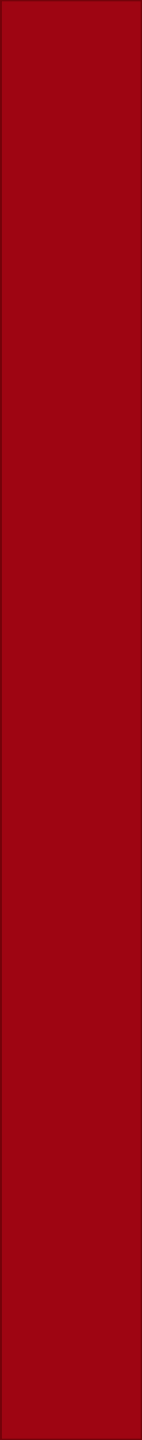
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Today's Presenter:

Amanda Tower (she/her)
Grant Project Manager
Community Based Services
Massachusetts Rehabilitation Commission

Leading Groups in Virtual Spaces

Becoming a Better Facilitator

Objectives

Recognize quality facilitation skills

Apply best facilitation practices

Utilize virtual engagement tools

Today's Agenda

- Determining a Good Facilitator
- Preparing for a session
- Engagement Strategies
- Follow-up facilitation

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Today's Technology

- Zoom Features: Q&A, Chat, Raise Hand?

- Mentimeter

- Google JamBoard

- QR Codes & Links (in chat)
  - Phone or another mobile device can support

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What determines a good facilitator?

Virtual "You" Best Practices

Camera on as much as possible. Camera should be centered on you, so your face is in the middle of the screen. Camera should be zoomed out enough to be able to see your whole face and your upper body on the screen.

Decrease **background noise** as much as possible. Use a headset, microphone or other technology to avoid background distractions.

Visual Background. Keep the space behind you clear of distractions. Use plain virtual backgrounds or blurring your background to avoid distractions.

Name, Pronouns, Organization and/or role in the meeting should be identified in your name box.

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What determines a good facilitator?

Preparation is Key

Structuring an Agenda

- **Set** an objective

- **Organize** your agenda for effectiveness
  - Schedule breaks as necessary
  - Plan your engagement activities

Considerations: Place agenda items that require more screen concentration at the beginning of the agenda. (Breakout rooms, presentations, "heavier" content)

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Registration & Invitations

- Make your titles short, but descriptive

- Include pertinent information or attachments (meeting description, agenda, slides etc)

  - Make your information accessible

- Registration- Ask if people require any accommodations to attend.

- Double check your virtual features for the session

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Preparing Roles

Audience

Facilitators, Tech- Support, Presenters

Panelists, Note-
Takers

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Break?

Engagement and Interaction

Launching a Session

- Open Early

- Reviewing the agenda & technology features

- Inform the participants on the best method for asking questions (Chat, Q&A, taking questions during, specific locations or the end).

- Introductions of key participants.

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Engagement Strategies

- Variety of engagement strategies

  - Use features that allow for verbal and non-verbal engagement

- Model or Explain using new features

- Prepare you facilitated discussion or questions

- Be OK with silence

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Interactive Tools

- **Small Group Discussions-** Breakout Rooms (Zoom, Teams)

- **Collaborative Boards** (Zoomand WebEx WhiteBoards, Google Jamboard)

- **Polls** (Zoom, Mentimeter)

- **Collaborative Documents**

- **QR Codes** can make virtual engagement easier for hybrid participants

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Wrapping-Up

Post-Session

Review session notes and materials to be shared

Share follow-up materials in a timely manner

Send Thank-You, reminders or updates with materials

Questions?

Other Training Events

On Demand Training: Available on NASHIA's Site

NASHIA 2023 Webinar & Podcast Series

 Workshop: **Paying It Forward: The Power and Process of Brain Injury Peer Supports**

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Thank you!