
Online Facilitation

29th April 2024



Introductions



Robin Davis
Director



Joe Blunden
Director

Possible guest appearances



Chester
Squirrel Prevention



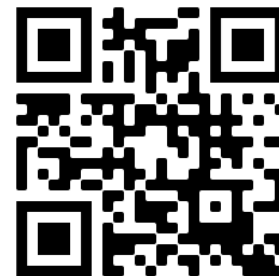
Lulu
Fridge Monitor



Bosco
Postman Attack

About NHS Elect

- A national NHS organisation for 20 years
- Trusted by 90 members
- All staff at member organisations can access our services
- These include training, consultancy and coaching across different disciplines
- Over 120 free webinars
- Plus free online courses, networks, and resources
- We also run a number of national improvement networks
- Check out our website to find out more: www.nhselect.nhs.uk



Up to 12 free webinars a month!

	C o m i n g u p ...	
30 th April	Team of Teams	10.00am
1 st May	Confident and Killing It	11.00am
2 nd May	Human Factors Advanced	11.00am
7 th May	Career Planning	2.30pm
8 th May	Compassionate Leadership	9.30am
9 th May	Project Management Advanced	10.00am



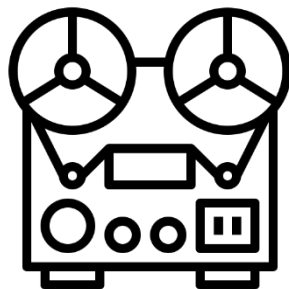
Book in the members'
www.nhselect.nhs.uk under
'Webinars'

Email events@nhselectevents.org.uk
with any queries

Today



Slido – so a
phone is handy



The session is
being recorded



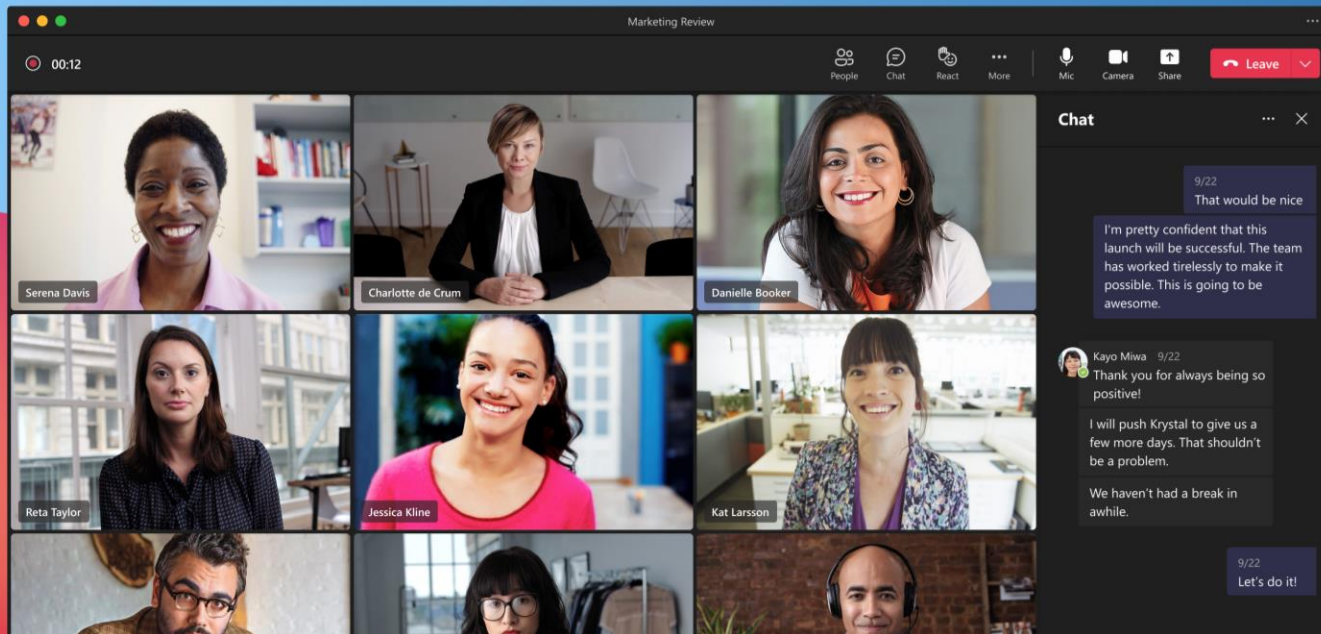
Please use the
Chat box



We value your
feedback



About MS Teams



slido



**On a scale of one to seven
how are your energy
levels today.**

Start presenting to display the poll results on this slide.

slido



**How comfortable are you
deliving workshops and
events online?**

Start presenting to display the poll results on this slide.

What is different online?

slido



**What do we lose / miss out
on online?**

Start presenting to display the poll results on this slide.

slido



What do we gain / benefit from online?

Start presenting to display the poll results on this slide.

It is not exactly the same

But we can still:

- Impart knowledge
- Facilitate discussion
- Enable people to think differently
- Deliver an enjoyable experience



WHO'S AWESOME?
YOU'RE AWESOME

5 tips for online facilitation and delivery

1. Take time to design your sessions

slido



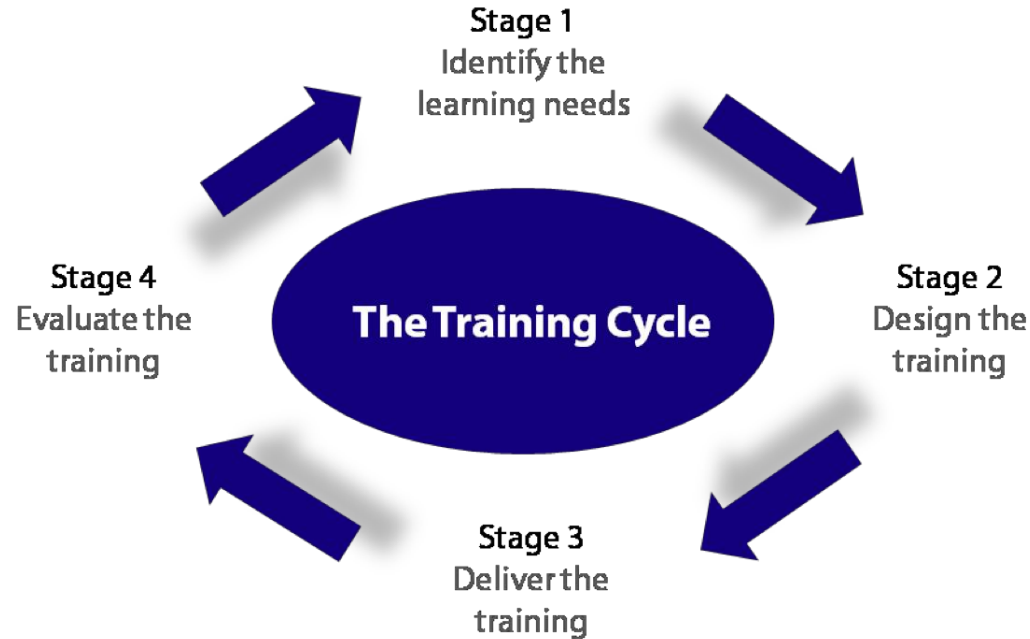
Recall one of your best learning experiences in recent months. What made it so good?

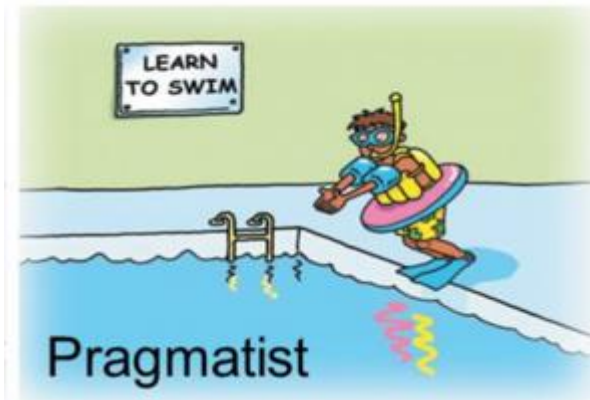
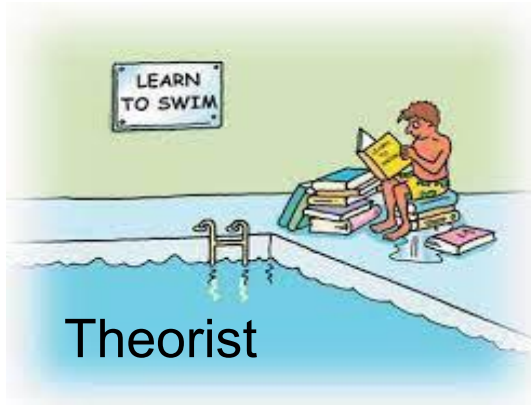
Start presenting to display the poll results on this slide.

**What does
good design
look like?**



The training cycle





Different learning styles

Credit: Honey and Mumford

Planning for different styles


- Offer reading ahead of the session for **Reflectors**
- Position expertise and underlying principles carefully for **Theorists**
- For the **Pragmatists**, make the link between what
- Do a hands-on practical exercise for your **Activists**
- Ensure feedback is built in for **Pragmatists** and **Reflectors** to add value to
- Debrief by drawing out the theory in practice for your **Theorists**
- Make sure there's enough **Reflection**



Commonalities across models

- Experience
- A chance to make sense of things
- I t ' s u n d t a b o u t g r e a t s l i d e s ...





“Good teaching does not spring naturally from a particular modality. A good course on campus is not good because of the location... Likewise a because it is delivered via the internet. Good teaching in any learning environment requires careful attention to course design and facilitation.”

Shannon Riggs

Three key questions

1. How long?
2. How frequent?
3. How big?



slido



What is the ideal length of an online workshop?

Start presenting to display the poll results on this slide.

Length and frequency

- 60, 90, or 120 minutes?
- Plan for some flex time to discuss what arises during the session
- Daily, weekly, monthly?



Size

NHS
Elect



Thinking about interactions

- Interaction, reflection and feedback levels are closely related to number of delegates.
- Smaller groups mean deeper interaction.



A common approach

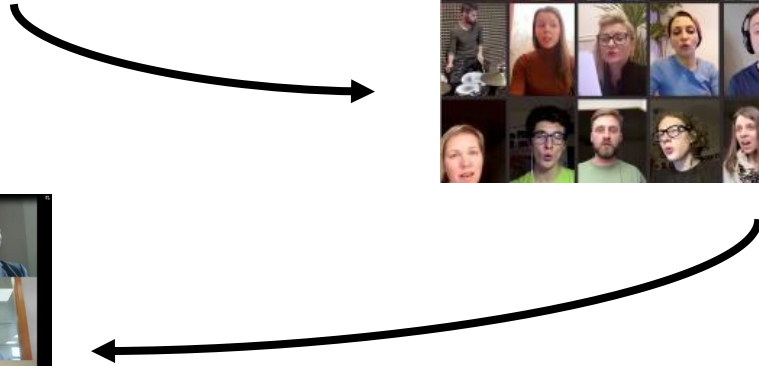


1. Pre work



3. Small group or team follow up

2. Interactive workshop content
(90 mins to 180 mins)





Just because it was always a
half-day workshop doesn't
mean it always has to be ...

2. Get off to the best possible start

slido



What Icebreakers do you like to use or participate in?

Start presenting to display the poll results on this slide.

Ice breakers that we like

- B e s t t h i n g t h a t ' s h a p p e n e d t o y o u
 - Dream job
 - Who would you have to dinner and why
 - How would you rate your skills from 1-10
 - What is the last picture on your phone
 - Show us your mug
-

What ground rules are for

- Shared understanding
 - Trust and confidence
 - Accountability
 - Boundaries
-

Example ground rules

- No such thing as a silly question
 - Confidentiality
 - Ask questions as we go
 - Help me get you away on time
 - Parking lot
-

Setting the tone



An empathetic facilitator

Part 1: Please
watch this video



An empathetic facilitator

Part 2: Reflect for two minutes: what can you do to create a more empathetic environment?



slido



**What could you do to
create a more empathetic
environment?**

Start presenting to display the poll results on this slide.

3. Make the session as interactive as possible

Group work



Why group work matters



- Key for engagement and discussion
- Make connections
- Listen to other views
- Collaborate on work
- Feel heard

slido



**When being put into a
breakout group have you
ever.....?**

Start presenting to display the poll results on this slide.

Common pitfalls

- You can't see how groups are getting on
 - Nominate someone to feedback
 - The group won't be sat together when t
room
 - Your slides can't be seen once in chat
 - Explain the task well and post instructions in the chat
 - It doesn't always work (so have a back
-

Getting feedback



- Do you need to?
- Select 2 or 3 groups
 - Call out the group list who was in it
- Use the chat box or Slido
- Ask groups to agree who will feedback

Plenary discussions



Give plenty of warning

- You can't make a
- It is hard to spot who might be getting ready to speak
- List out who you would like to speak

*"So let's hear from Mark, then
Lisa and then Andrew"*

*"I'm going to give
minutes to think
go around the room"*

Other things to consider

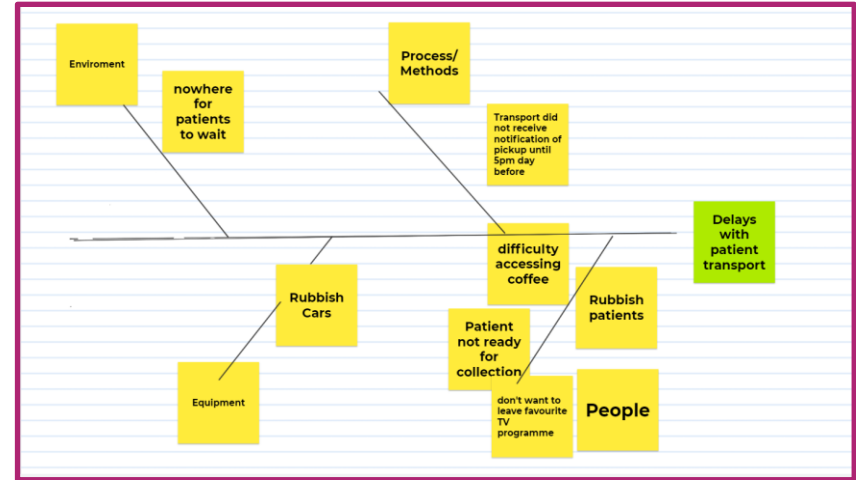
- Could you use the chat instead?
 - Would breakout groups be better?
 - Could you give them two minutes to reflect first?
 - Is it important for everyone to speak?
-

Post-it note exercises



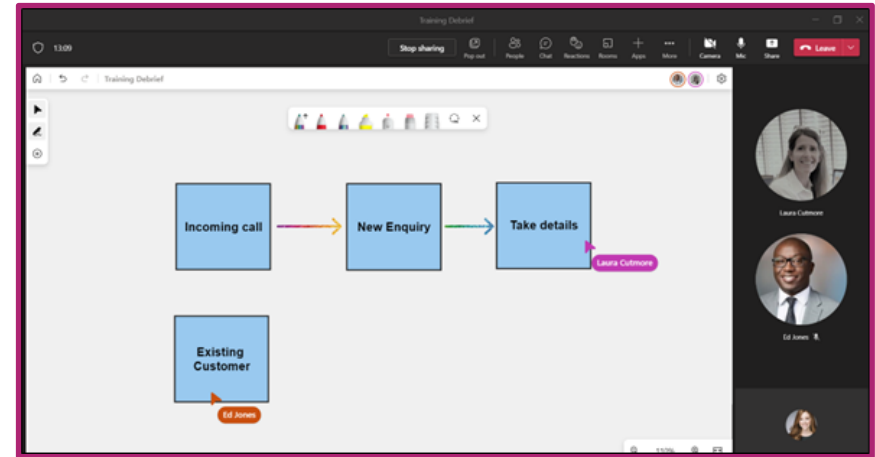
Jamboard (ending in Oct 24)

- Easy to use for up to 50 people
- Majority can access
- No sign up required
- Free
- Can easily PDF outputs



MS Whiteboard

- Trickier to use
- Not anonymous
- Built into the meeting
- Lots of useful templates
- Can easily share outputs

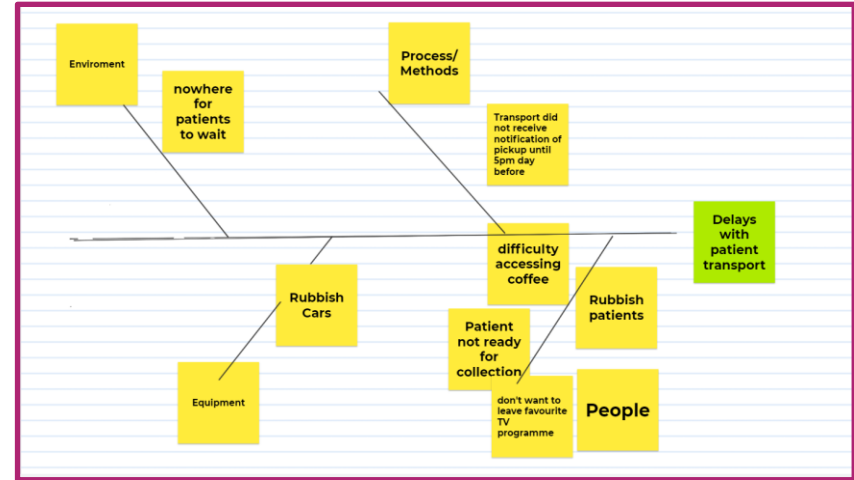


- Trickier to use
- Paid for to host
- Lots of great templates
- Professional feel
- Can easily PDF outputs



Managing post-it exercises

- You have less control
- Set ground rules
- Make sure your settings are right
- Be specific about the task
- Prep screen in advance



Polls and quizzes



Different polling tools



Kahoot!

slido



MS Polls: Things to remember

- Limited function available via the chat
- Recommend adding app to the meeting
- Need to remember anonymity settings
- Doesn't feel quite as
- But free and fairly intuitive to use



the



slido



How are you feeling?

Start presenting to display the poll results on this slide.

Managing polls

- Not everyone can
- Not everyone wants to
- Good explanation helps here too
- Fine line between too many and too few
- What is the alternative?



Ikea or cheese?

slido



**Is it Ikea or cheese?
Smaka**

Start presenting to display the poll results on this slide.

slido



**Is it Ikea or cheese?
Bitto**

Start presenting to display the poll results on this slide.

slido



**Is it Ikea or cheese?
Klappor Haj**

Start presenting to display the poll results on this slide.

slido



**Is it Ikea or cheese?
Mongstad**

Start presenting to display the poll results on this slide.

4. Make the most of your technology

Preparing your kit



Screens

**An extra screen
or devise makes
it a lot easier**



Sound

Consider investing in a directional microphone if you can



Lighting

**Have a light source
in front of you if at
all possible**



Laptop height

**Raise the camera
on your computer**

s o i t ' s a t e y e l e v e l



Background and filters

**Consider your
background and
filters properly**



Internet connection

Maximise your speed

- Hard wire if needed
- Sit next to the router
- Turn off other devices and programmes
- Use SpeedTest.net or similar



slido



**What technical disasters
have you encountered or
witnessed?**

Start presenting to display the poll results on this slide.

Avoiding disasters

- Two presenters or stand-by presenter
- Contingency plan
- Share slides in advance
- Know how to reboot
- Back up internet
- Communicate to people
- **Life goes on**



A few tech bits
we haven't
covered yet

Membership Event: Online Facilitation Skills 2 - Mastering the technology

09:57

Take control Pop out Chat People Raise React View Rooms Apps More Camera Mic Share

Waiting in the lobby
Crosskey, Andrew (RTH) OU-

View Lobby

Share content Include computer sound

Presenter mode

Screen Window (4)

Microsoft Whiteboard
Collaborate on a whiteboard

PowerPoint Live
See your notes, slides, and audience while you present.

- Virtual Facilitation - Webinar 2 v4 May 2022
- Team Meeting Questionnaire Comments Feb ...
- 2022.11.07 - Solent HWL - Session 2 - In-P...
- 23.02.22- Webinar 1 - what changes online
- Report Writing - Proposed new pack - 2-3 ...

How comfortable are you with delivering online workshops?

1 2 3 4 5 6 7

Terrified – just the words make me scared

Very comfort & relaxe

Click to add notes

Slide 9 of 59 English United Kingdom Accessibility Investigate

Robin Davis

Screen sharing

AutoSave 01P Online Facilitation - Part 2 - 15th Feb

Home Insert Draw Design Transitions Animations Slide Show Review View Recording Acrobat Tell me

Share Comments

New Slide Table Pictures Screenshot Get Add-ins My Add-ins Shapes Icons 3D Models SmartArt Chart Zoom Link Action Comment Text Box Header & Footer WordArt Date & Time Slide Number Object Equation Symbol

22 Screen sharing

23 Screen sharing

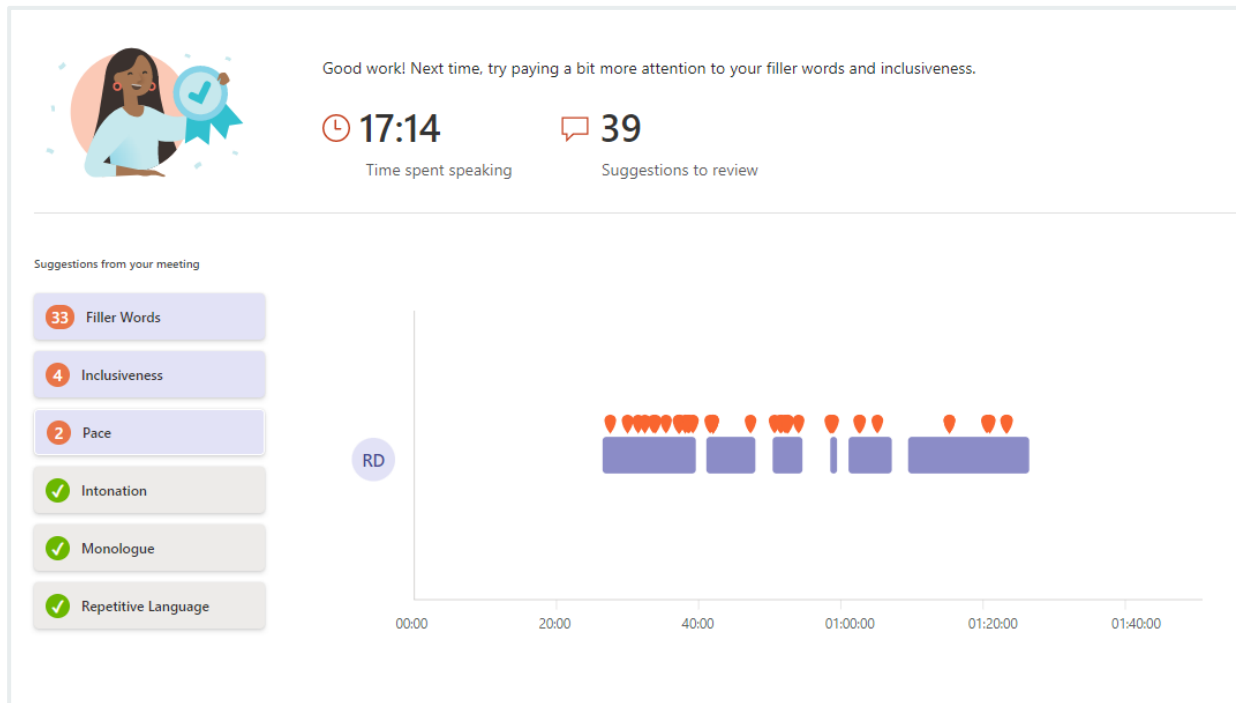
24 Inserting videos

25 Upcoming sessions

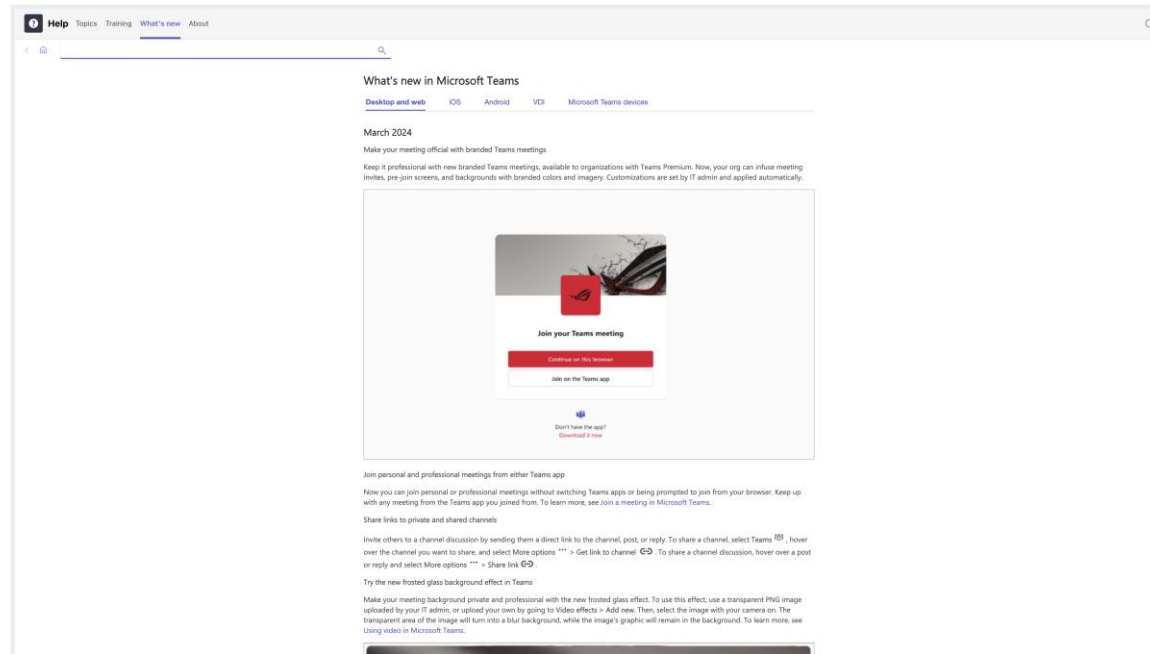
© NHS Elect

Inserting videos

Speaker coach



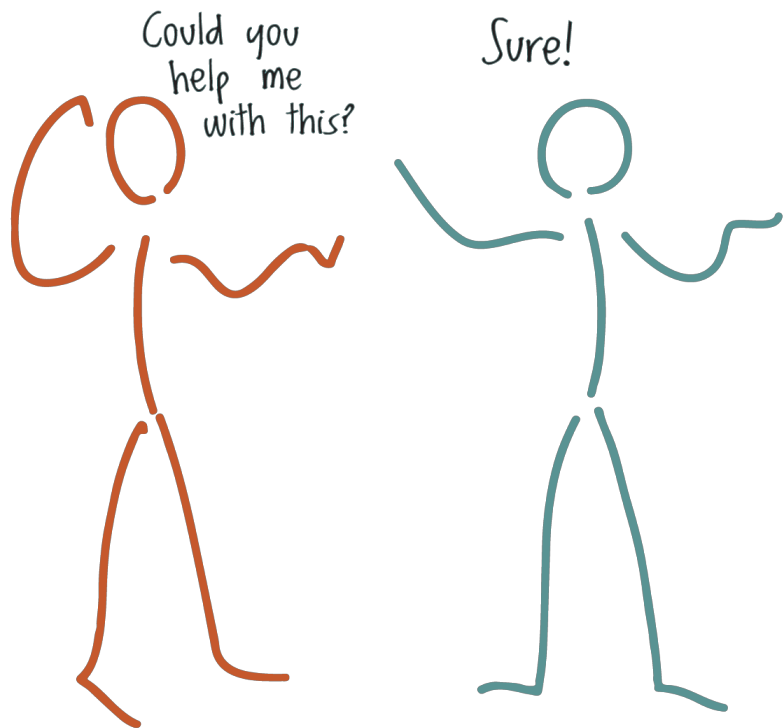
MS Teams help



5. Facilitate as inclusively as possibly

Seven ways to make your sessions more inclusive





1. Ask people

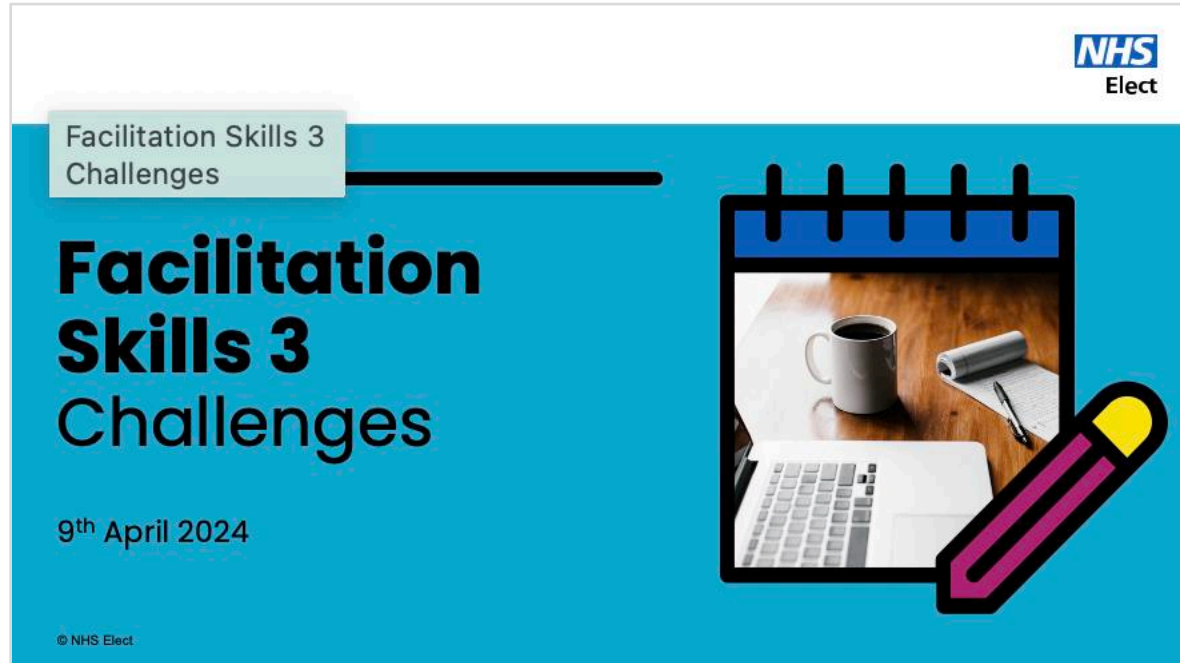


2. Consider sensory needs

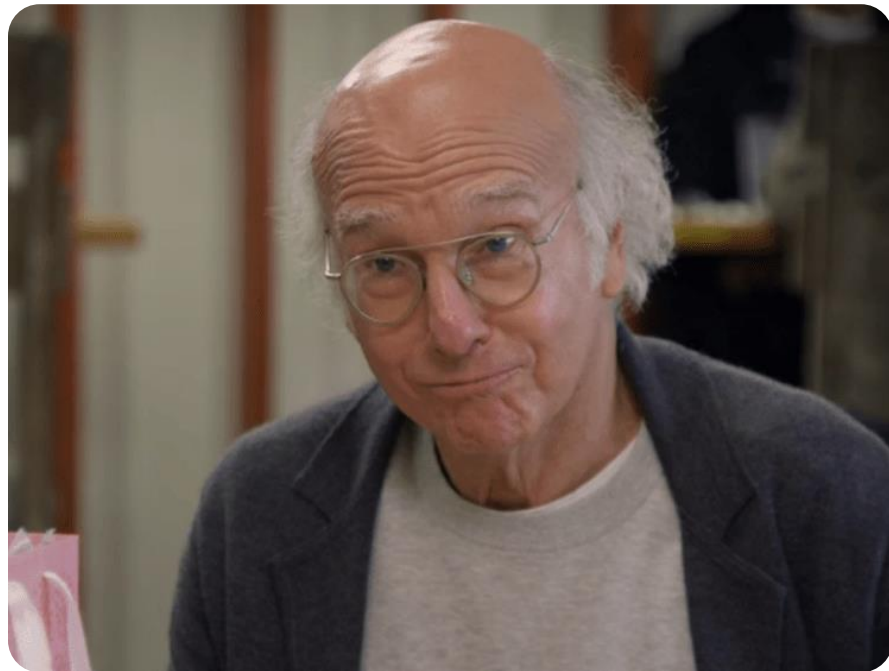
"Neurodivergent people tend to have a broader sensory band that is fine-tuned to detect issues that load human senses negatively, such as harsh lightning, unpleasant smells, disturbing noises or crowding of people"

Charlotte Valeur

3. Provide slides in advance



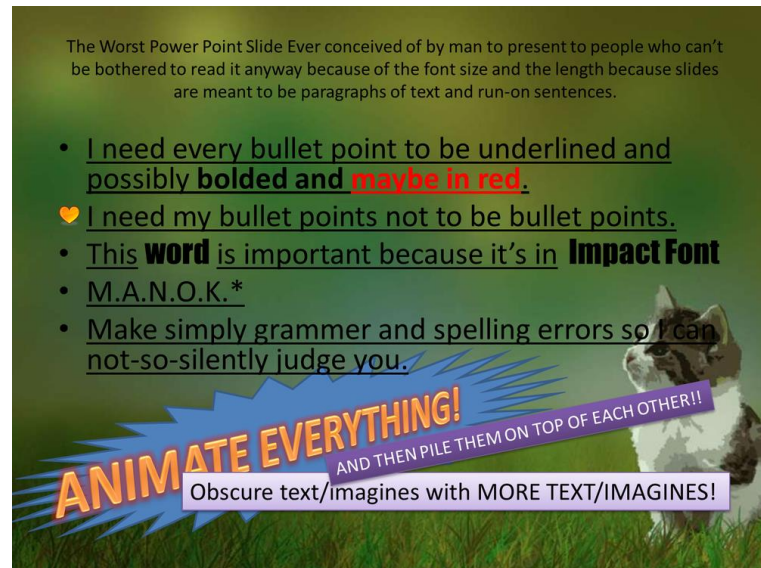
4. Consider language and context



5. Consider activities



6. Consider slide design and use accessibility checker



7. Slow down and check in



A few final tip

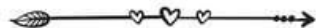


Always be

YOURSELF

★ unless you can be a ★

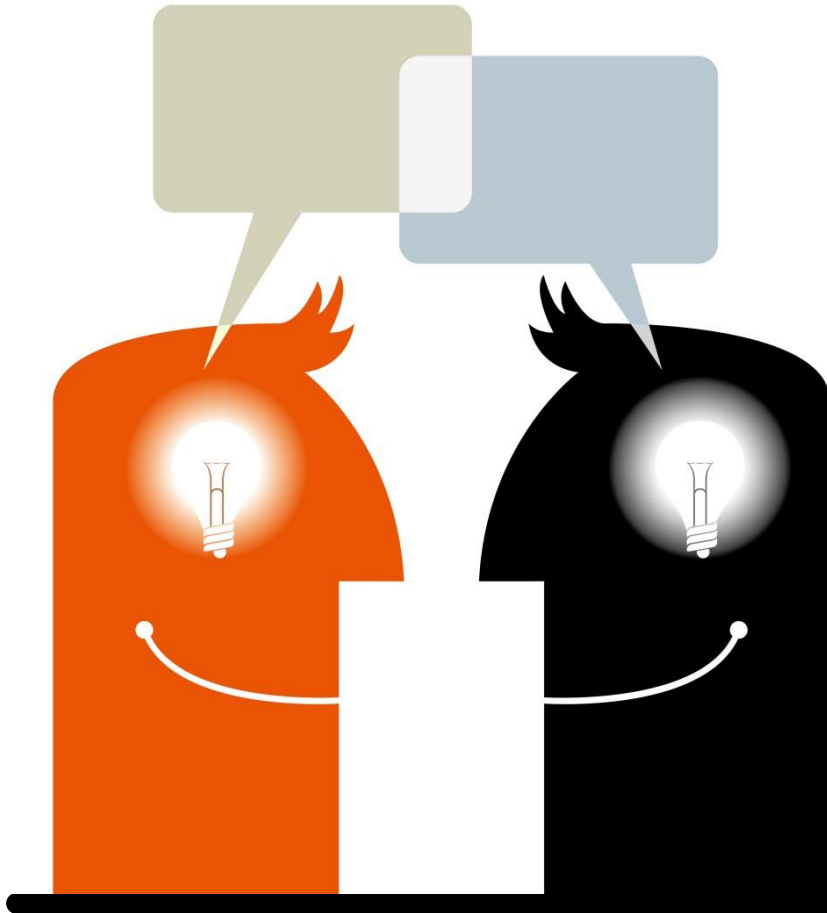
UNICORN



Be yourself

Start small





**Engage
frequently**



WHO'S AWESOME?
YOU'RE AWESOME

You're re e
for this



Some things don't



Ask for feedback



Enjoy

NHS
Elect



Thank you

**Please complete
the evaluation**

