



# Facilitating for Virtual Audiences

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**ANTHROPOLOGY  
CAREER READINESS  
NETWORK**

# The Art of Facilitation

- ▶ What is Facilitation?
  - ▶ Merriam-Webster definition: To make easier
  - ▶ Origin: *facile*

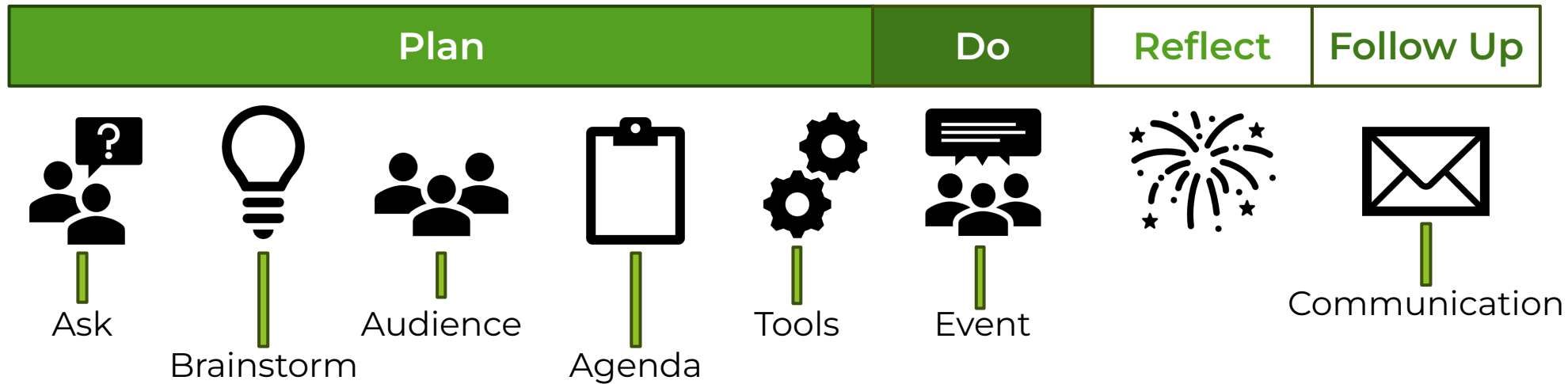
Like any performance-based skill, facilitation is something that will become easier the more you practice.

Also like with any performance, sometimes things go wrong.

So how do you prepare?

# The Key to Success = Planning

## ► Your Facilitation Timeline



# Ask: Gather Requirements



- ▶ **Use your anthropology interview skills. Ask the following:**
  - ▶ Would you please describe the purpose and goal of the event?
  - ▶ What is the date and time? Confirm the time zone, especially for virtual!
  - ▶ What is the group's size?
  - ▶ Who is the audience?
  - ▶ What is the event format? Is it virtual, in-person, or hybrid?
  - ▶ What tools will we be using? For virtual, is it Zoom, Teams, or another way?
  - ▶ What are the expected outcomes for this event?
    - ▶ Essential - What has to happen or come from this?
    - ▶ Desired - What would you like to happen or come from this?
  - ▶ Is there anything else we should be aware of?

# Brainstorm: Imagine



- ▶ Tap into your creativity. Imagine what this event could be like!
  - ▶ Consider:
    - ▶ What would the ideal scenario look like?
    - ▶ What tools do you have at your disposal?
    - ▶ What feels realistic?
    - ▶ What do you need to prepare?

# Audience: Tune In



- ▶ **Know your audience.**
  - ▶ Include key stakeholders in planning if you can
  - ▶ Build in accessibility
  - ▶ Plan for personalities
  - ▶ Visualize yourself in the audience's place
  - ▶ Be ready to be surprised

# Activities

## ▶ My Favorites

### ▶ Stinky Fish

- ▶ Attendees air festering concerns to build trust and open dialogue

### ▶ What? So what? Now what?

- ▶ Guide attendees in discussion of each question for topic at hand

### ▶ Pair Share

- ▶ Ask attendees to share with the person to their left or right with optional share out

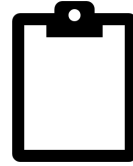
### ▶ Chalk Talk

- ▶ Invite attendees to silently add their thoughts to a whiteboard or easel
- ▶ Use post-its for comments and sticky dots to show agreement

## ▶ Liberating Structures

- ▶ <https://www.liberatingstructures.com/>

# Agenda: Draft the Plan



- ▶ **Prepare your agenda and share in advance.**
  - ▶ **Outline the event timeline**
    - ▶ Note expected start and end times for each step
    - ▶ Include purpose, goals, time, location, and anything else an attendee would need to know in ahead
    - ▶ Remember to include breaks
  - ▶ **Plan your pivots**
    - ▶ Add cushion time
    - ▶ Remember what is essential vs. desired
  - ▶ **Share the agenda**
    - ▶ Be ready for feedback or changes



# Tools: Setup and testing



- ▶ **Think through all the tools and supports you will need for the event**
  - ▶ **In-person:** Pens, paper, easel, projector, etc.
  - ▶ **Virtual:** Video conferencing software, collaboration software, etc.
- ▶ **Recruit backup**
  - ▶ Test out your setup with someone else
  - ▶ Make sure any helpers know their role
- ▶ **Practice**
  - ▶ Familiarize yourself with any software you plan on using

# Event: Showtime!



- ▶ **Orient the attendees as they arrive**
  - ▶ Remind people to mute themselves before starting (and explain how)
  - ▶ Review your agenda
- ▶ **Remember the show must go on, unless it doesn't.**
  - ▶ Be ready to let go if the needs in the room shift
- ▶ **If something is out of scope, send it to the parking lot.**
  - ▶ Include parking lot items in your follow up
- ▶ **Be assertive and remember your role.**
  - ▶ Direct attendees back to the agenda
  - ▶ Focus on getting others to participate
  - ▶ Handle your wild cards with a combination of tact, patience, and humor
- ▶ **Use your backup**
  - ▶ Delegate tasks so you can keep your focus, such as note-taking or watching the chat

# Reflect



- ▶ Celebrate the completion of the event, however it went
  - ▶ “You did it!”

Consider these questions:

- ▶ What went well?
- ▶ What could have gone better?
- ▶ How would you do things differently if you did it again?

# Follow Up: Communicate Results



- ▶ **Provide some kind of follow up communication for your attendees, such as:**
  - ▶ Action Items & Next Steps
  - ▶ Summary, Notes, or Recording
  - ▶ Resources
- ▶ **Connect with key stakeholders for a retrospective**
  - ▶ Share your reflections as appropriate

# Hosting an Interview / Q&A

- ▶ **Prepare your guest**
  - ▶ Provide agenda in a timely manner
  - ▶ Share any planned questions in advance
- ▶ **Call for questions**
  - ▶ Share a call for questions in advance if possible
  - ▶ Select your mechanism for collecting questions, such as a jar, hand-raising, or chat
  - ▶ Balance time and interest, send to a follow up if necessary
- ▶ **Read the room**
  - ▶ Pivot if you have to
  - ▶ Have plans for any wild cards

# Resources

- ▶ **Anthropology Career Readiness Network**
  - ▶ <https://www.anthrocareerready.net>
- ▶ **Liberating Structures**
  - ▶ <https://www.liberatingstructures.com/>
- ▶ **The New How: Creating Business Solutions Through Collaborative Strategy**  
by Nilofer Merchant
- ▶ **Power Tools: 33 Management Inventions You Can Use Today** by Sam Deep  
and Lyle Sussman
- ▶ **Mastering Facilitation: A Guide for Assisting Teams and Achieving Great Outcomes** by Dr. Morgan L. Jones

# Tools

## ▶ Zoom

- ▶ Breakout rooms
- ▶ Polls
- ▶ Whiteboard/annotate
- ▶ Recording/transcript



## ▶ Collaboration Tools

- ▶ Jamboard / Mural
- ▶ Mentimeter



**Mentimeter**

**Demo**