MASTER THE ART OF FACILITATING PRODUCTIVE AND ENGAGING VIRTUAL MEETINGS

By Cecilia Yeung and Deane Lam | November 2020

Leading a meeting in a pre-COVID world was already a difficult task, even for an experienced meeting leader. Challenges include maintaining attendees' interest, focusing on agenda topics, managing conflicting interests/agendas and achieving a collaborative outcome, just to name a few. Today in 2020, meetings, conferences, trainings and other workplace communication are mostly conducted virtually, adding many new layers of challenge and frustration to facilitating a session that is timely, productive, and engaging. When team members are expected to participate in back-to-back online meetings, planning/brainstorming sessions, status updates, e-training and discussion groups, it is no wonder we are dreading the next virtual session and experiencing "Zoom-fatigue".

With working remotely or WFH around the globe a mainstay for the foreseeable future, leaders are now tasked with learning or enhancing ever evolving skills in facilitating effective virtual meetings. Online meetings are critical for business outcomes from driving projects, solving problems and sharing critical information to team building, developing trust, maintaining relationships and training new skills.

Yes, there are new challenges but let us not ignore the *advantages* of working virtually; no commuting time, convenience, reduced expenses (travel, physical space), recording of sessions, availability of attendees and accessibility to international team members.

> Whether you are new to facilitating online or already comfortable leading meetings in person/virtually, our comprehensive training will provide you with a FRONT TO END PROCESS and tools to support you in mastering your virtual facilitation skills with your team or any group situation.

DOES THIS SOUND LIKE YOU?

o You dread the next virtual meeting you must lead or attend
o You find it stressful to manage all the virtual meeting platform functions while presenting
o You usually do not have enough time to cover all the material or information you need to share
o You find it difficult to keep your team focused and attentive
o You see your team multi-tasking (checking emails, eating, talking on phone) and you do not know how to manage them
o You find that your team is increasingly demotivated and uninterested during your meetings
o Your participants usually have their video off and you are not sure if they are even listening
o YOU are bored yourself during the session while talking over your slides and data
o You do not know how to manage discussions when participants talk too much, go off topic or find it difficult to understand them (volume, accent, background noise)
o You feel paralyzed when people challenge your content or engage in debates with you or other attendees
o Your meetings typically end without a conclusion or productive result and you have to reschedule a follow up meeting
o You find yourself in multiple 1:1 follow up calls with meeting attendees because they did not get a chance to share their views or they did not get the information they needed from your meeting

AFTER ATTENDING OUR WORKSHOP, EXPECT TO CONFIDENTLY:

o Design and prepare your meeting agenda and outcomes for maximum effect
o Manage pre-meeting preparation and use time saving techniques for running an efficient meeting
o Present yourself professionally on video
o Host meetings effectively and collaboratively with a diverse group of participants
o Anticipate and manage technical issues with ease
o Follow your agenda and run your meetings smoothly
o Build rapport, connection and team collaboration
o Read the body language and nonverbal cues of your audience
o Keep your attendees engaged, focused and motivated during your meetings
o Master the meeting progress efficiently by using breakout rooms, polling, whiteboard, chat and other useful functions
o Handle the 4 Ds: Difficult situations, Disagreements, Disruptions and Dysfunctional behaviors
o Bring your discussions to a desired outcome or group consensus
o Develop your unique style of facilitating online
o Close your meetings with the 3 Cs: Clarity, Conclusion and Commitment
o Follow up with your meeting participants in a professional manner

WORKSHOP OUTLINE

There are TWO workshops designed for your needs. The tools and techniques we will be sharing and facilitating you will experience first-hand as a participant. You may already have experience facilitating online so choose the level catered to your specific needs OR attend both to equip you with the front to end process from planning to closing an effective virtual event.
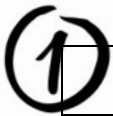
① VIRTUAL FACILITATION FOUNDATION SKILLS	② VIRTUAL FACILITATION ADVANCED SKILLS
1. Mindset shift from in-person to online meetings; turn challenges into benefits	1. Check lists for setting objectives, meeting outcomes and pre-meeting preparation
2. Presenting yourself professionally virtually: workspace, technical tools, visual/audio	2. Setting the right tone when starting a meeting
3. Your role as a leader, meeting facilitator, meeting host and participant	3. 11 ways to keep team members focused and attentive
4. Defining and communicating your meeting purpose, objectives and agenda	4. Managing your meeting flow while presenting; observing attendees, handling technical tools and keeping discussions active
5. Important online meeting etiquette	5. Ensuring every attendee participates and avoiding observers from multi-tasking
6. Building your confidence using video conferencing tools	6. Creating inclusion with diverse groups, remote teams and participants from different cultures
7. Presenting information in a compelling manner	7. Steering the meeting back on track if discussions diverge or go over time
8. Ensuring full attendance and managing attendees from differing remote locations	8. 19 types of distractions, disruptive behaviors and challenges and how to handle them
9. 11 tips for keeping participants engaged during your meeting	9. Collaborating, problem solving and gaining consensus with teams/participants
10. Facilitating purposeful and productive discussions	10. Presenting information using file and screen sharing, whiteboard, video
11. Practicing virtual meeting tools for engagement (screenshare, chat, polling, breakout rooms)	11. Facilitating brainstorming, idea generation and decision-making using virtual tools
12. Managing your meeting flow effectively and achieving your objectives in a timely manner	12. Overcoming challenges of covering all agenda items, divergent topics and unresolved issues
13. Closing your meeting efficiently and professionally	13. Getting buy-in and agreement from your attendees and setting course for next steps
14. Documenting your meeting for follow up actions	14. Record keeping of meeting notes, key decisions and committed action steps
	15. 7 engaging and memorable ways to wrap up your meeting

PLUS Your Resources Toolkit: (Foundation)
- Virtual meeting checklist for preparation
- Templates for guidelines and ground rules
- 13 Icebreakers and energizers
- Comparison of different virtual meeting platforms

PLUS Your Resources Toolkit: (Advanced)
- 13 Icebreakers and energizers
- Virtual meeting checklist for preparation
- Templates for guidelines and ground rules
- Templates for post meeting follow up

Schedule and Investment

Your investment includes a pre-training check-in to understand your specific needs, live facilitator-led virtual sessions and a resource folder including a training workbook, copies of workshop content, a toolkit with templates, and resource materials (articles, user guides).

Workshop - **VIRTUAL FACILITATION FOUNDATION SKILLS**

One-day online event

Highly interactive and practical workshop with breaks!

9am-3pm Beijing / Hong Kong time (GMT+8)

Contact us for more options: info@lamsquare.net

Investment

One person: US$300 per workshop
Register online at www.lamsquare.net/public-workshop

Thinking about a class for your team?
One class (Max 10 participants): US$2,100 per workshop
Contact us for more options: info@lamsquare.net

Who Should Attend?

This program is ideal for Team Leaders / Supervisors / Managers / Trainers or Facilitators who are *beginning or already* leading virtual meetings and wish to improve the quality and output of their virtual sessions.

This program is also recommended for those who regularly have meetings with world-wide offices and for offsite partners such as Contractors / Vendors.

ZOOM MEETING PLATFORM

Our training will be facilitated via Zoom. We will demonstrate functionalities of this platform which are _comparable to many other video conferencing_ programs. If you are unfamiliar with Zoom, you are invited to join a 15-minute technical set up prior to the workshop to ensure your user functions are working properly. Please note that each participant must attend on an individual device as this workshop will not support multiple participants in a meeting room. You may join with a tablet or smartphone however, your desktop/laptop is ideal for utilizing _full range_ of features and functions.

(Please note that we do not recommend leading a virtual meeting with a phone or tablet)

YOUR FACILITATORS

DEANE LAM

Over 15 years' experience in leading organizational development and business performance management. Founded LamSquare Consultant in 2007, coaching corporates and individuals succeed in their roles.

CECILIA YEUNG

Over 25 years of Human Resources experience across Asia Pacific with specialty skills in leadership development, facilitation and instructional design. Started delivering virtual training in 2006.

INFORMATION AND REGISTER ONLINE

Visit us on https://www.lamsquare.net/public-workshop