Remote Facilitation

**Why?**

**Reality of Environment**

OIT operates in a remote world. This presents unique challenges when it comes to facilitation. However, there are many tools and techniques to help ensure your facilitation runs smoothly.

**Virtual Challenges**

- Tech can be unpredictable
- Participants engage differently
- Less feedback from participants
- Conversation flow is slower
- Difficult to develop group cohesion

**Who?**

Carefully consider who will be invited to the meeting and clarify their role during the meeting.

- Facilitator
- Co-Facilitator
- Sponsor/Stakeholder
- Time Keeper
- Scribe
- Participant

**What?**

**Session Feasibility**

- Determine Need
- Participants
- Level of Commitment
- Risks

**Create a Detailed Agenda**

- Time
- Process
- Techniques
- Visuals

**Things Groups Do Well**

- Gather Ideas
- Validate
- Prioritize
- Make Decisions

**How?**

Tools & Techniques

For detailed information on these, check out the Facilitation Tools Library document.

- Pair & Share
- Comfort
- Kudos
- Prioritization
- Timeboxing
- Pass Mic
- Heartbeat
- Retro
- Delegation
- Poker
- Peer Learning
- Next Steps
- Social Contract
- Energy Gauge
## Remote Facilitation

<table>
<thead>
<tr>
<th>CHALLENGE</th>
<th>TIPS</th>
</tr>
</thead>
</table>
| Tech can be unpredictable      | • Practice with tech you have never used before.  
• Always have a backup tech solution ready if your original tech fails.  
• Plan for breaks every 45-60 minutes. This gives your participants a needed break and gives you time to resolve tech issues. |
| Participants engage differently| • If participants are unfamiliar with the tech, plan for orientation time.  
• Be aware of comfort levels of participants with working online and provide extra help (or co-facilitator) if needed.  
• When in groups of 12 or less, suggest all participants keep microphones unmuted so they hear each other's reactions (as if they were in the same room.)  
• If typically running in-person sessions that are day-long or multi-day, consider using half days and providing gap days in between for applying knowledge gained in each session. |
| Less feedback from participants| • Consider different ways of providing feedback using nonverbal communication such as hand signals, emojis, and icon reactions in Zoom.  
• Make feedback fun (gamify.) |
| Conversation flow is slower    | • Let participants signal and manage who speaks next (call on next person; pass a virtual ball or talking stick).  
• Audibly repeat what is read in chat (don't ignore chat.) |
| Difficult to develop group cohesion | • Use connective icebreakers that share a little about the person (e.g., what's one song you could listen to on repeat? What television show do you consider a guilty pleasure? Find and paste an avatar you would like to represent you in this session.)  
• When splitting up into groups for longer sessions, let the groups develop an identity (group name, logo.)  
• Let groups self-organize in the virtual space based on topics they are passionate about and use techniques that provide sufficient structure (lean coffee, open space, world cafe.) |