Creating and facilitating engaging, effective online meetings and classes

In partnership with CTQ | April 15, 2020
What CTQ does

**Inform** how educators develop as leaders and how systems approach efforts to change and improve.

**Inspire** the field to reimagine how collectively-led schools can better serve students.

**Innovate** with partners around student-centered, educator-led efforts to transform schools and school systems.
Lauren Hill
and
Noah Klein

Classroom Teachers
Enacting Positive Solutions

FCPS & JCPS

lhill@kycteps.org
Noah.Klein@jefferson.kyschools.us

@lhill40 and @MrKleinAIC
Our connection to CTQ:

Virtual communities, TeacherSolutions teams, Literacy Design Collaborative, and telling our STORIES.
What do you find most challenging about working in a virtual environment?
Our virtual meeting norms:

- As participants, we...
  - Are present;
  - Assume good intentions;
  - Respect differing perspectives and participation styles;
  - Practice inclusivity; and
  - Keep it professional.

Image courtesy of NBC
Our virtual process norms:

- As participants, we...
  - Follow the facilitator;
  - Use the chat, audio and video features to ask questions and share ideas at any time;
  - Create work using shared documents;
  - Request permission to re-use materials and ideas; and
  - Support the program and each other on social media: Twitter, Facebook, Instagram, etc.
Clear and stated purpose:

Participants will understand how to facilitate an engaging, effective meeting or class in a virtual space.
Agenda

- Introductions
- Who’s in the room (pre-assessment)
- Norms
- Roles
- Purpose
- Community building
- Tips and Tricks
- Questions
- Closing
Who Am I?

Why might it be important to differentiate between a leader, a facilitator, and a participant?
Who Am I?

- **Leader**: Informs, holds authority
- **Facilitator**: Guides, has little or no authority
- **Participant**: Advocates, experiences, reflects, acts
Clarify the reason for meeting

Why do groups meet?
Clarify the reason for meeting

- To make a decision
- To gather or process information
- To create a product
- To solve a problem
The Internet as Dog Park

- The Lurker
- The Aggressor
- The Inappropriate Sniffer
- The Social Butterfly
- The Barker
- The Cliquester
- The Gone Missing
- The Please Be My Friend
- Everybody’s Best Friend

WHICH ONE(S) ARE YOU? - Use your annotation tools to put a check mark next to the title.
The Internet as Dog Park

- The Lurker
- The Aggressor
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WHICH DO YOU FIND MOST CHALLENGING? How might you mitigate their impact on your meeting?
Meeting tips: Facilitation Moves

When a participant speaks or responds to a question, you might:

- Paraphrase his or her response
- Extend with a deepening question
- Respond personally (Hint: this is a trap)
- Thank them
- Honor their experience and expertise
Meeting tips: Facilitation Moves

Optimize the chat box by:

- Asking participants to respond either in the chat or aloud.
- Inviting people who’ve responded in the chat to explain their thinking aloud.
- Repeating key ideas that summarize, organize, or uncover patterns
- Drawing out less vocal participants
- Using the private chat feature
Manage an aggressive or dominant participant by:

- Using phrases like, “Who else has an idea about this?”
- Reminding, “Let’s honor our norms and leave some thinking time before we jump in.”
- Using a polling feature to expand your understanding of the groups’ points of view.
Meeting tips: Facilitation Moves

Remember, in a virtual space, the verbal cues of the facilitator dictate the pace and direction of the meeting.

- Hand off purposefully to others.
- Share screen only when necessary.
- Use wait time purposefully - and wait longer than feels natural or comfortable.
Meeting tips: Visuals

• Connect intense, thoughtful visuals to content to drive home your point. Consider sites like unsplash.com or pictures you’ve taken yourself.

• Make text bigger than you think. Less is more on a slide.

• Use simple, clean templates
Meeting tips: Engagement Activities

• Create a grounding activity at the start that honors the expertise in the room, and is loosely related to content.

• Include an interactive activity every 6-10 minutes when possible.
Meeting tips: Engagement Activities

- Think/Pair/Share using breakout rooms
- Annotation tools to allow input on an idea or process.
- Journaling privately (silence is still possible online)
- Polls that can be set up in advance
- Partner chats
- Whip-around
Meeting tips: Engagement Activities

• Provide time for individual reflection
• Create a participant-driven wrap-up that incorporates next steps
• Ask for feedback on both the topic and structure of the meeting
• Close with an emotion-driven experience that separates the in meeting from the out of meeting time.
Meeting tips: Resources


- Our tips and tricks document
- Zoom to Google Meet crosswalk
- SRI’s guiding and probing questions
- PDF of slides
What is something that, because of what you’ve learned, you’re choosing to leave behind?

What will you embrace?
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Looking for additional resources or support?

Connect with CTQ

Social media

Center for Teaching Quality

@TeachingQuality

Website

www.teachingquality.org

Email

Lori Nazareno
lnazareno@teachingquality.org
Meeting tips: A Poll

To what extent did you find the information shared today helpful to your work?