

How to Facilitate Engaging and Productive Virtual Meetings

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Environmental Conflict Resolution
Udall Foundation



Introductions



- Name
- Where are you joining us from?

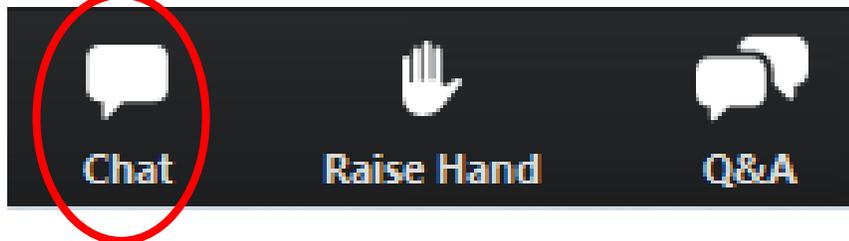


How Do I Do That?

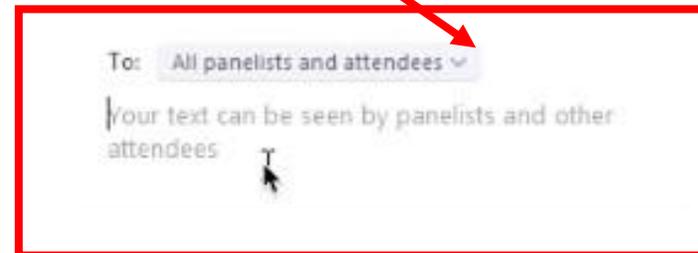
- Name
- Where are you joining us from?

Chat?

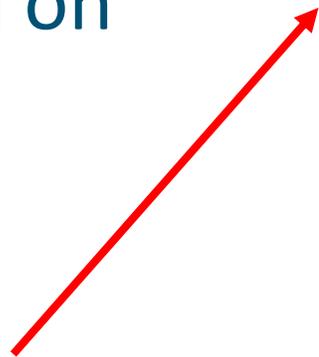
1. Click here



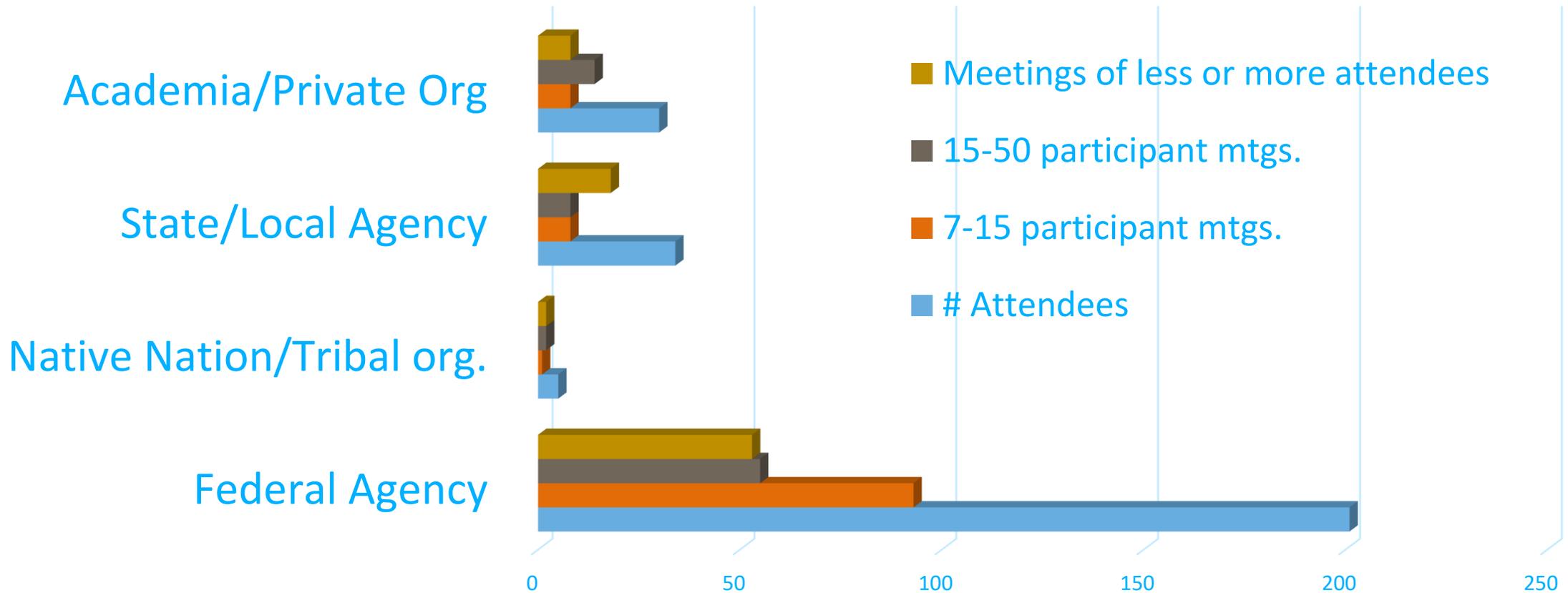
2. Type in your message
To: **panelists and attendees**



3. Review what you and others shared on the right



Who is Joining Us and The Types of Meetings You're Facilitating



Tips for Interacting Via Zoom - Webinar



- **Q&A** – Ask any question, up vote questions you like
- **Chat** – Use this for any tech issues or to provide reactions
- **Polls** – **Please engage in the polls when they pop up**
- **Raise Hand** – At times we may ask for questions or comments from those who would like to share verbally.

NOTE: Audio and Video are turned off for this meetings. (Participants are muted by organizer, chat host to request your Audio enabled)

NATIONAL CENTER FOR ENVIRONMENTAL CONFLICT RESOLUTION

OVERVIEW

Enhance collaboration and resolve conflicts involving environmental, public lands, and natural resources issues involving a federal interest

Case Services



- Consultations
- Assessments
- Process Design
- Convening
- Mediations / Facilitations

Training and Program Support



- ECCR Training
 - Open Sessions
 - Customized
- ECCR Program Support
- Tribal Consultation Training

ECCR Leadership



- Assist w/implementation of NEPA Section 101
- Facilitate Federal ECCR Forum
- Manage Native American and Alaska Native Program
- Support ECCR Conferences

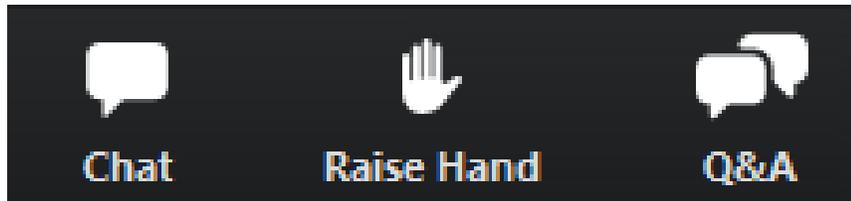
Agenda

1. Introductions and Welcome
2. The Fundamentals –When to do a Virtual Meeting?
3. Challenges and Tips For Achieving Great Engagement in a Virtual meeting
4. 8 Principles for Facilitating Engaging Virtual Meetings
5. Discussion and Wrap-up

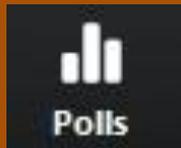
What We Heard You Want:

- Virtual Engagement Tools
- Facilitation on a Virtual platform
- Ensure Engaging Discussion

Anything to add? –**Chat! OR Ask a Question!**



Activity Time!



Fundamentals

- What is the Purpose of the Meeting?
- Should I Do a Virtual Meeting?
- Criteria for Choosing a Virtual Format

Purpose of the Meeting

Collaborate & Discuss

- Decide together
- Develop plans, and actions
- Implement
- Dialogue essential

Confer

- Gathering input
- Hearing perspectives
- Sharing information

Inform

- Information Sharing
- Answering Questions
- Increase Understanding



Is a Virtual Meeting Appropriate?

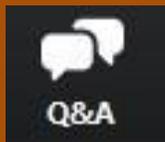
- Can Meeting purposes be achieved through other means?
 - Social Media
 - Email/ phone
- Do Project Timelines require a meeting?
 - In-person (if feasible)
- Will Necessary Participants be able to engage virtually?
 - Is the Platform used accessible to all participants?
- Can the Virtual Meeting Platforms Achieve your Meeting Objective?

Principles of ECCR

- Informed commitment
- Balanced, voluntary representation
- Group autonomy
- Informed process
- Accountability
- Openness
- Timeliness
- Implementation

<https://www.udall.gov/OurPrograms/Institute/Principles.aspx>

Q&A Check-in



Question and Answer

All questions (1)

My questions (1)

You 06:07 PM

What do I do if I have a question



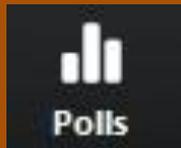
Type your question here...

Send anonymously

Cancel

Send

Activity Time!





Challenges and Tips for Achieving Great Engagement in Virtual Meetings

Done Right, Engagement...

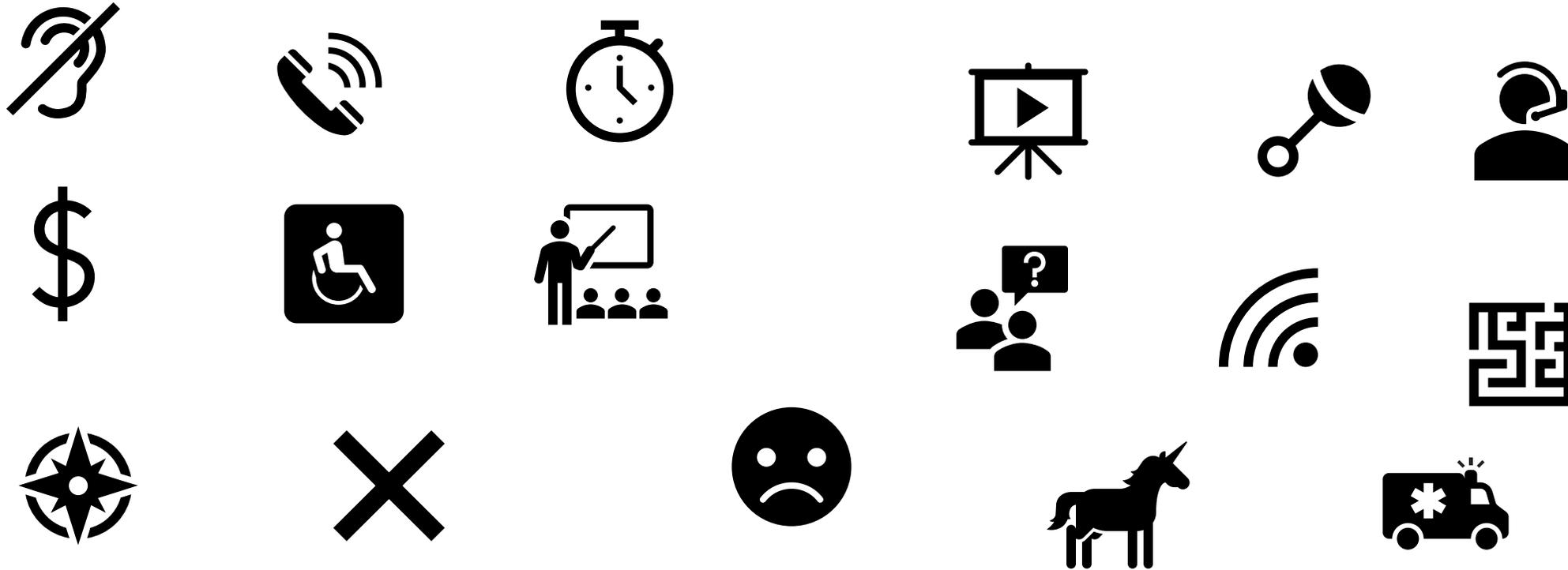
- Welcomes diversity
- Enhances communication
- Builds relationships
- Provides opportunities
- Promotes:
 - Joint problem solving & creative solutions
 - Effective & efficient implementation
 - Continuous improvement
- Manages groups' energy



Principles for Facilitating an Engaging Virtual Meeting

1. Set the Tone
2. Focus on Relationships
3. Encourage Accountability
4. Manage Energy Levels
5. Stimulate Conversation
6. Facilitate Discussion and Interaction
7. Use Time in Between Meetings Effectively
8. Actively Debrief and Evaluate Meetings

Challenges to Achieving Great Engagement

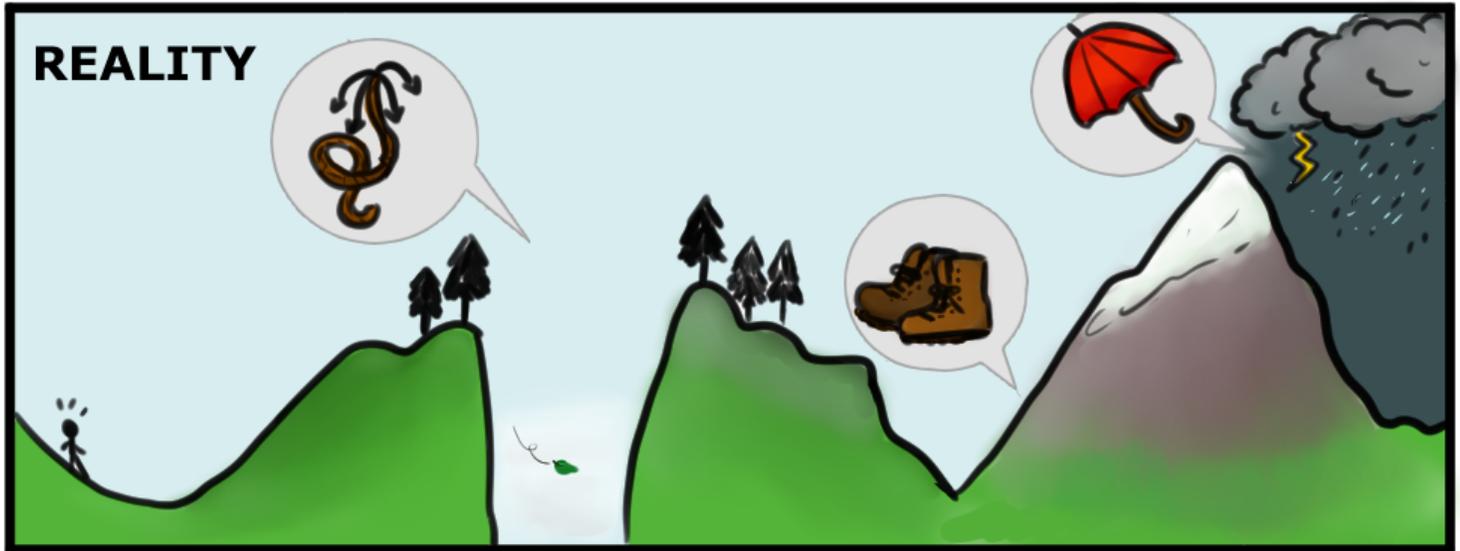
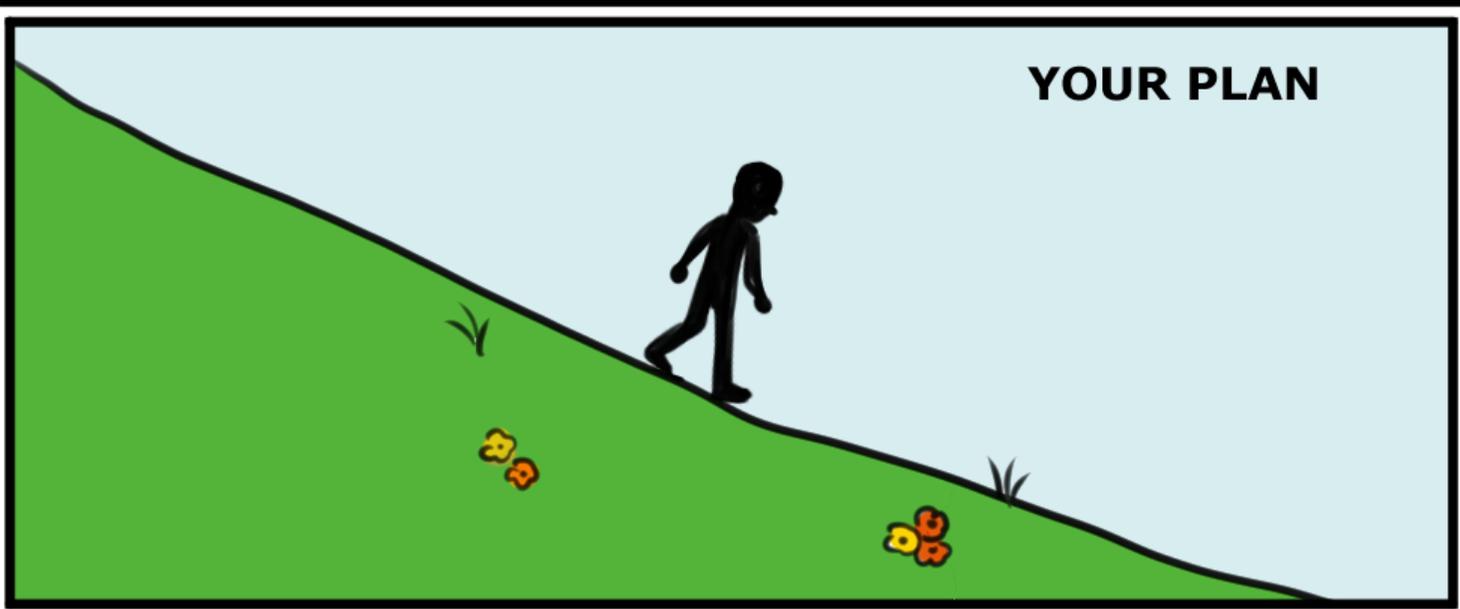


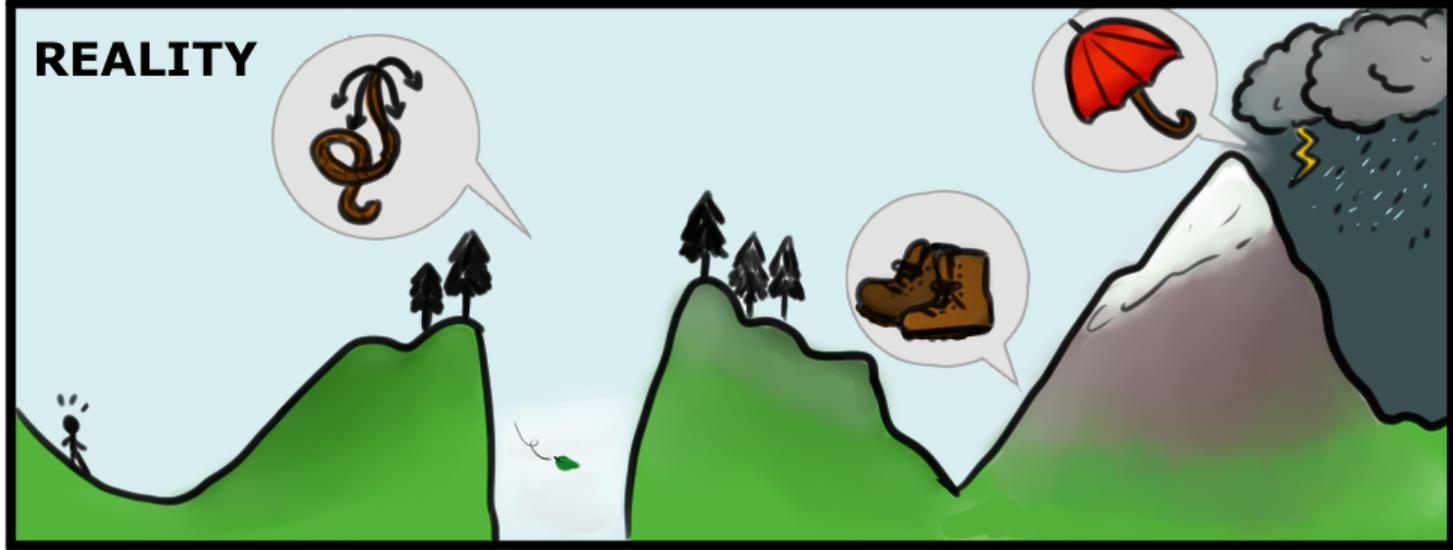
Overarching Challenges – Virtual Meetings

- Creating Connection and Trust
- Communication
- Technological proficiency and availability
- Multi-tasking and Distractions
- Discomfort or unfamiliarity with tools
- Coordination
- Virtual meeting overload
- Collective Emergency



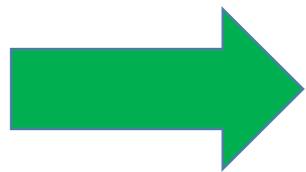
**COVID-19
CONCERNS**





**THINK LIKE A
FACILITATOR**

PLAN AHEAD!



Principles for Facilitating Engaging Virtual Meetings

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1. Set the Tone and Make it Personal

Begin the meeting on the right foot and focus the participants on objectives of the meeting

- Be Human and model lightness
- Show up early, log-in, and greet people as they arrive
- Encourage the use of video, as feasible



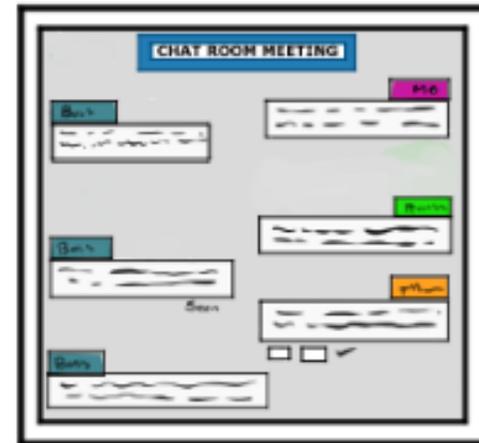
VIDEO

2. Focus on Relationships

People perform better when they are comfortable with each other

Better connection leads to a greater degree of candor and mutual interest

- Use personal/professional check-ins at the beginning of the meeting
- Icebreakers
 - Questions
 - Activity
 - Visual
- Let people know you see them



CHAT

3. Encourage Responsibility and Accountability

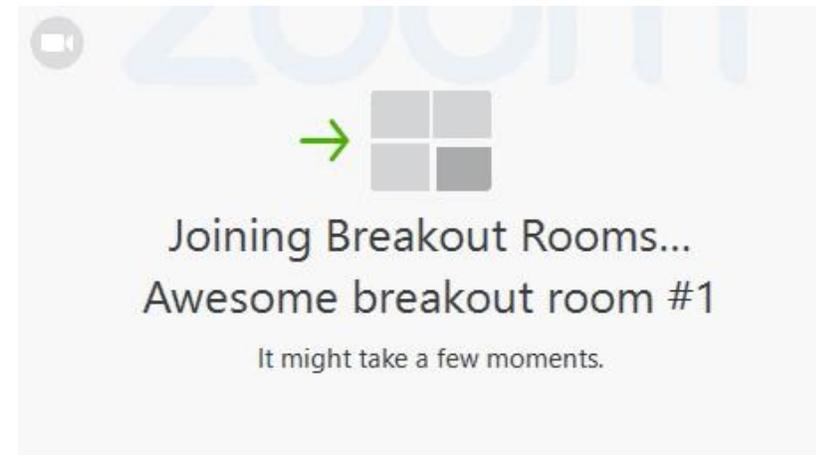
Don't allow participants to identify (consciously or unconsciously) as an "observer"

Create an experience of shared responsibility



VIDEO

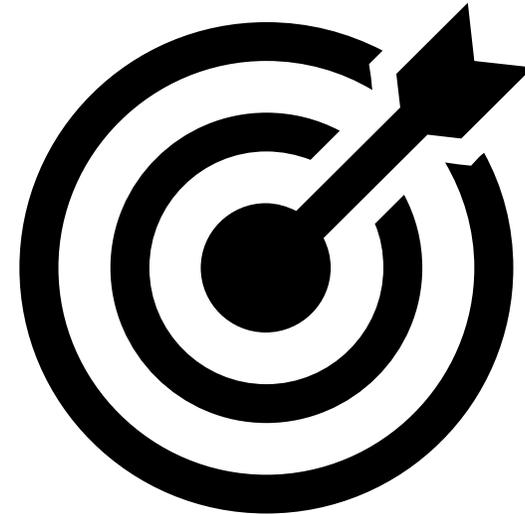
- **Screen Share/Whiteboard**
- **Chat** – with reactions
- **Video** of all Participants
- **Breakout Rooms**



4. Manage Participant Energy Levels

Virtual meetings can drain energy in a unique way

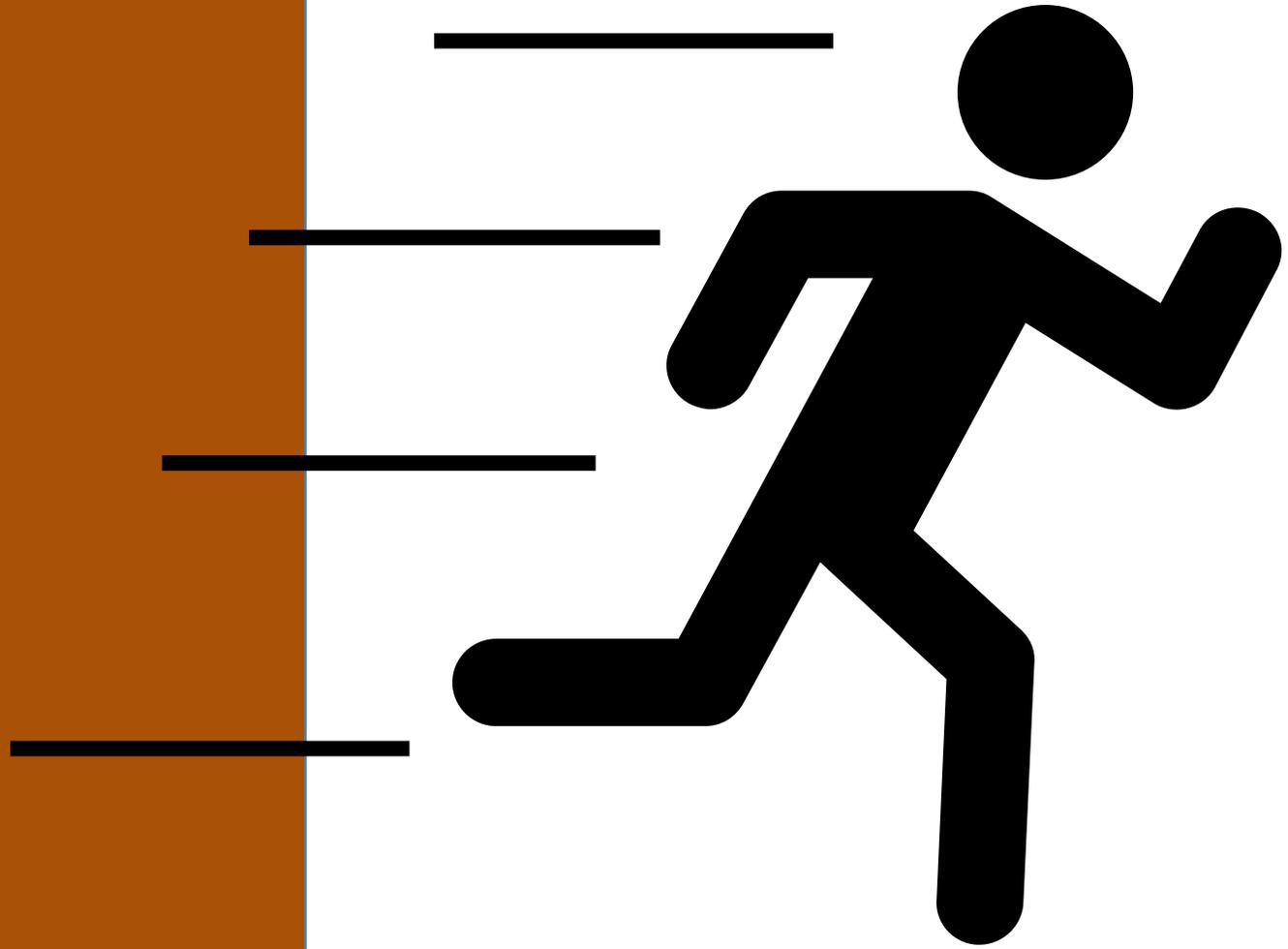
- Limit session length - <2 hours is ideal
- Always plan more breaks



Movement Break



Not this!



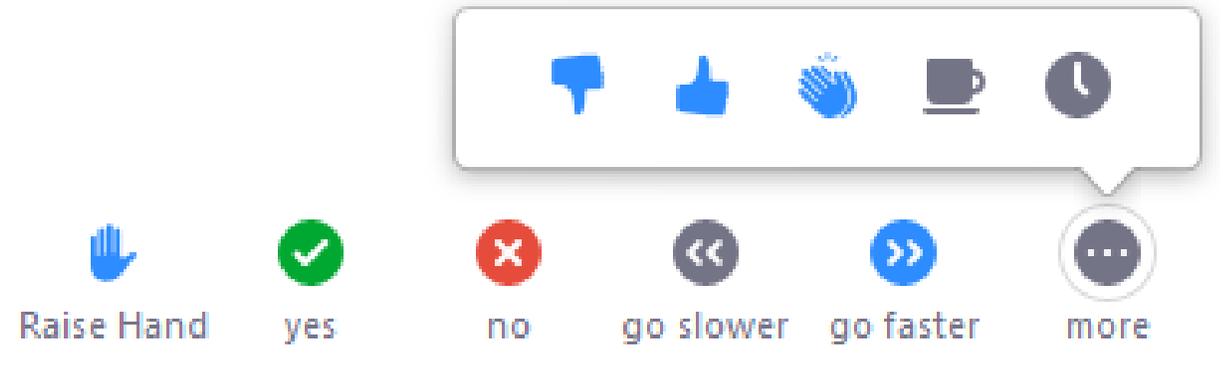
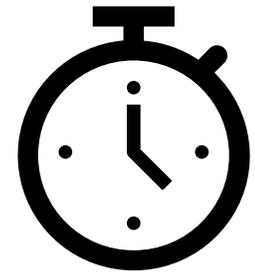
Movement Break



5. Stimulate Conversation and Limit Prolonged Information Sharing

Presentations done virtually can reduce energy and focus

- Less is More!
- Accessibility considerations
 - Ask in advance
 - Closed captioning
 - Keyboard shortcuts
 - Translation/interpreters
 - Read chat messages out loud



6. Facilitate Discussion and Interaction

Actively engage all participants

- Encourage Discussion
- Solicit ideas

Round Robins

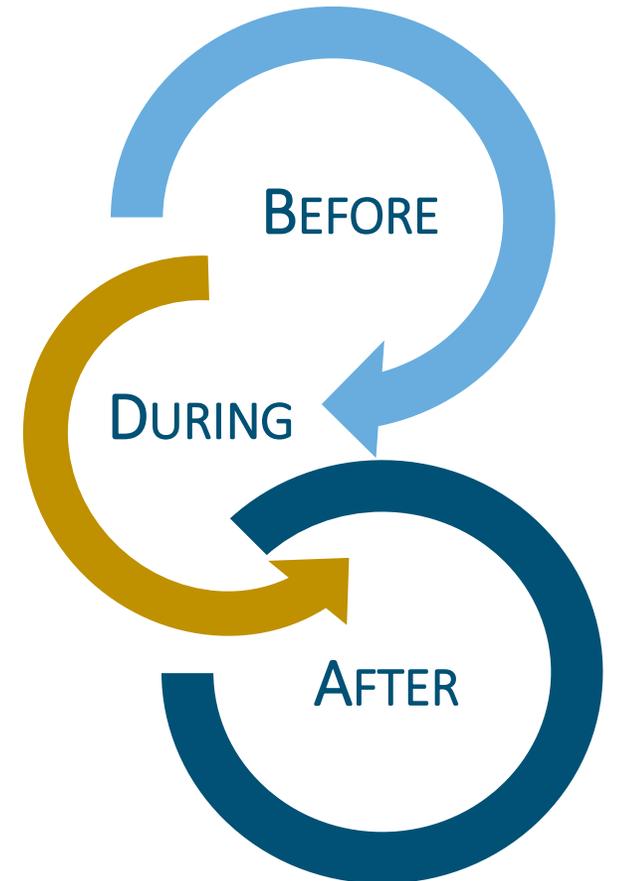
Use Different Engagement Methods

Anonymous Feedback

7. Utilize Time In Between Meetings Effectively

Make use of asynchronous time and use virtual meeting time productively

- Pre-recorded Videos
- Collaborative Document Work
- Targeted Questions



8. Actively Debrief and Evaluate the Meeting

After traditional meetings, participants often have an opportunity to informally debrief and destress.

- Plan in time
- Debrief
- Evaluate



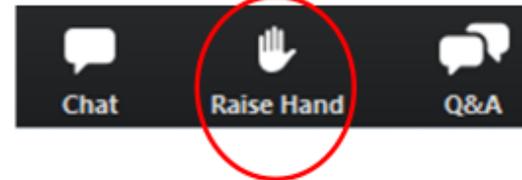
Activity: Self Reflection & Sharing

How Do I Do That?

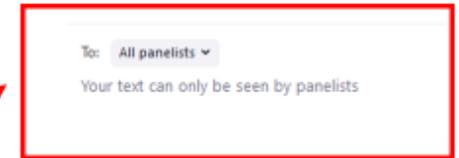
Sharing thoughts via
Audio

Raise hand to Speak

1. Click here



2. Presenter
will
coordinate
with you via
Chat.



Wrap-Up

The background of the slide is a dark blue gradient. A diagonal stripe in a lighter blue color runs from the bottom left towards the top right. A second diagonal stripe in a gold color runs parallel to the first, positioned slightly higher and to the right.

Options for Virtual Engagement

Acknowledge!

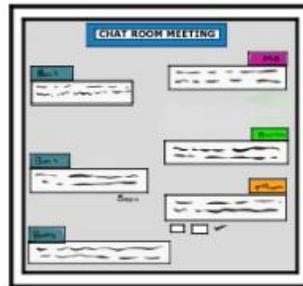
Q & A



VIDEO



JUST AUDIO



CHAT



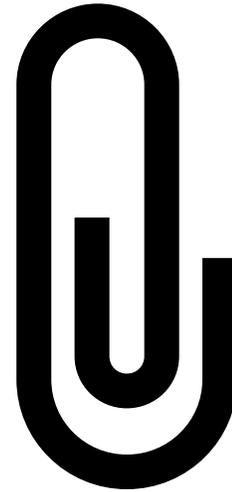
Polls

Reactions



Follow the Basics

- Focus on what is important
- Co-create
- Clear roles
- Comfort and inclusivity
- Set expectations
- Prepare and Adapt



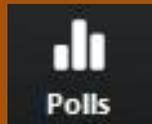
Technical Considerations

- Know your
 - Equipment/Platforms
 - Audience
- When feasible, have a low tech backup plan

PROBLEMS THAT MAY OCCUR DURING VIRTUAL MEETINGS



Activity

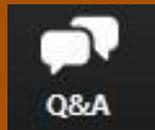


Upcoming National Center Trainings

- **August 11-12** – Collaboration in NEPA, Tucson AZ
- **September 1-3** – Crafting Collaborative Solutions to Environmental Conflicts: Course 2 of 2 in the Fundamentals of ECCR Series, Tucson AZ
- **October 6-7** – Collaboration with Native Nations and Tribal Consultation – Sacramento, CA
- **TBA** – Understanding Conflict and Planning for Successful Collaboration: Course 1 of 2 in the Fundamentals of ECCR Series, Tucson AZ

For questions email: training@udall.gov

Q&A Check-in



Evaluation

We value your input and your time

Answer 1 or all of these questions in your Chat box

(or email us):  Email Responses to: Training@udall.gov

- What was the most effective part of this webinar?
- What might you change?
- Was there anything else relating to virtual facilitation we could share?

Thanks for Participating

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Now this!

