What are you grateful for today?
Take a deep breath ...

Breathe in for a count of 4

Hold for a count of 7

Then exhale for a count of 8

Repeat as often as needed!
Agreements
Getting the most out of our time together

Communication
Use chat
Mute, except to talk

Collaboration
Remove distractions
Be present & focused
Actively participate

Compassion
Demonstrate empathy
Be open, curious & supportive
Quick Introductions

Location

In 10 words or less ...

What do you like best about working from home?
Poll: Who’s In the Room?

Which of these roles best describes your primary work role? (Choose 1)

- Leader of people
- Lean/project team facilitator
- Educator
- Subject matter expert
- Student
- Individual contributor
- Consultant
Some Clients Who Have Worked with The Cicerone Group...
Poll: Challenges with Virtual Meetings?

What challenges are you experiencing in virtual meetings? (Select all that apply)

- Feeling disconnected
- Multi-tasking
- Lack of engagement
- Talking over one another
- Feeling self-conscious
- Lack of productivity
- Lack of commitment
- Technology challenges
Your Handout is the Agenda

<table>
<thead>
<tr>
<th>Gratitude: What are you grateful for today?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tips &amp; Techniques</td>
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<table>
<thead>
<tr>
<th>Set for Success</th>
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</thead>
<tbody>
<tr>
<td>☐ Capture Mindshare</td>
</tr>
<tr>
<td>☐ Familiarize the Technology</td>
</tr>
<tr>
<td>☐ Use Agreements</td>
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<tr>
<td>☐ Incorporate Warm-up Introductions</td>
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<td>☐ Design Meetings for the Virtual Environment</td>
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</tr>
<tr>
<td>☐ Use Group Tactics</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>My Commitment: One idea I am most excited to apply is...</th>
</tr>
</thead>
</table>

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Results Washington: October 21, 2020
Set for Success

1. Capture Mindshare
2. Familiarize the Technology
3. Use Agreements
4. Incorporate Warm-up Introductions
Method to the Madness

1. Welcome
2. Novelty
3. Safe space
4. Get people talking
5. Cueing
Virtual Facilitation Tips

How will you apply **Set for Success tips** in your virtual meetings?

- Capture Mindshare
- Familiarize the Technology
- Use Agreements
- Incorporate Warm-up Introductions
What questions do you have?
Engage Everyone

1. Hook Their Attention
2. Maximize Team Time
3. Design Meetings for the Virtual Environment
Imagine...
Hook Their Attention - Remember the 10-minute rule

Source: www.brainrules.net/attention
Maximize Team Time

1. Before
   Prime the Pump

2. During
   Brainstorm, Discuss, Prioritize, Decide

3. After
   Action Items & Next Steps
What ideas do you have for streamlining this process?

<p>| | | |</p>
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<tr>
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<tbody>
<tr>
<td>1</td>
<td>1 - Jason</td>
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<td>2</td>
<td>2 - Jane</td>
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<td>3</td>
<td>3 - Ariane</td>
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<td>4</td>
<td>4 - Amy</td>
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<td>5 - Karen</td>
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<td>6</td>
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<td>11</td>
<td>11 - Tracey</td>
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<tr>
<td>12</td>
<td>12 - Paul</td>
<td></td>
</tr>
</tbody>
</table>
Now, using the Stamp annotation tool, put a check mark next to any of the ideas you would support exploring further…
Virtual Meeting Design

1. Change slides every 30-120 seconds
Virtual Meeting Design

1. Change slides every 30-120 seconds

2. More visuals – less text

3. www.pixabay.com
   www.pexels.com
Virtual Meeting Design

1. Change slides every 30-120 seconds
2. More visuals – less text
3. Make it interactive
Use Virtual Tools
Planning Tips for Engagement

- Promote balanced participation
- See questions
- Plan for how to monitor and respond

**CHAT**

- Shows anonymous info
- Prepare in advance
- Plan how to respond, based on poll results

**POLLS**

- Virtual brainstorming tool
- Use PPT to simulate a whiteboard
- Use and explain annotation tools

**WHITE BOARDS**

- Small group discussions
- Group size vs # of groups
- Ensure time for debrief

**BREAKOUT ROOMS**

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Results Washington: October 21, 2020
Virtual Facilitation Tips

How will you apply **Engage Everyone tips** in your virtual meetings?

- Hook Their Attention
- Maximize Team Time
- Design Meetings for the Virtual Environment
What questions do you have?
Let’s Get the Blood Flowing!
Create Commitment

1. Build the Foundation
2. Use Individual Tactics
3. Use Group Tactics
Commitment Strategies

Build the Foundation

- Trust
- Clarity
- Buy-in

Individual Commitment Tactics

- Individual Reflection
- Sharing Goals

Group Commitment Tactics

- Multi-voting
- Fist to 5
- Effort Impact Grid
- Documenting Decisions & Action Items

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Use Virtual Post-it Notes
How can we make our agency easier for people to access services?

- Update website
- Update IVR phone tree
- Simplify a form
- Streamline approval process
Effort-Impact Grid

- Update website
- Update IVR
- Streamline approval
- Simplify form

Results Washington: October 21, 2020

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Virtual Facilitation Tips

How will you apply Create Commitment tips in your virtual meetings?

- Build the Foundation
- Use Individual Tactics
- Use Group Tactics
What is the one idea you are most excited to apply?
1. **Ask** a question

2. **Type** response in Chat, but do **NOT** press <enter>

3. <Enter> all at once. **Read** the “waterfall” of responses

4. **Think** about what everyone said
What is the one idea you are most excited to apply?
https://www.surveymonkey.com/r/RW-VirtualFac
Virtual Facilitation
For Lean Practitioners

It only takes a SEC!
Christine Frishholz
cfrishholz@theciceronegroup.com