

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Facilitation Skills: Running Effective Virtual Meetings

Are you responsible for facilitating team, sales or customer meetings online using platforms such as: WebEx, Adobe Connect, Microsoft Teams, Zoom, etc.? FKA's popular program, Facilitation Skills: Running Effective Meetings is now available online with a specific focus on facilitating virtual meetings. The program identifies key differences between the online and physical meeting environments and builds on proven verbal, organizational and leadership skills for better outcomes in your virtual meetings. This program is a must to ensure you have the skills set to plan for, and facilitate professional, engaging, and successful virtual meetings.

The online program, consisting of five virtually facilitated 2-hour sessions, allows FKA's facilitator to model the effective techniques from planning through to conducting engaging, effective, and highly interactive virtual meetings. Participants will practice—using work-based content—in a “safe” environment and receive individual oral and written feedback.

Who Should Attend?

- Individuals who need to communicate with others through effective virtual meetings, including executives, managers, learning and development professionals, presenters, sales, marketing and account managers, team facilitators, team leaders, product and project managers.

Key Benefits

1. This online version fits more easily into your work schedule.
2. Immediately apply your new skills and knowledge to your work; then talk to your facilitator about it during the next live session.
3. Build a set of Best Practices that will work for you.
4. Practice the online skills required to get the most out of your virtual meetings during one of the five online sessions and get expert feedback as you progress.
5. Receive a comprehensive manual packed with job aids, checklists and reference materials.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- Transfer Strategy: one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- One-Year Hotline: connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

Facilitation Skills: Running Effective Virtual Meetings

Objectives

Upon successful completion of this program, you will be able to:

- Establish and identify a clear framework of best practices for managing a virtual meeting.
- Describe the key elements for planning a virtual meeting.
- Explain how to get a virtual meeting off to a good start.
- Identify the key actions required to keep the virtual meeting participants involved, interested, and directed toward accomplishing the desired results.
- Use questioning and facilitation skills to accomplish the type of participation desired.
- Apply effective remote listening skills.
- Identify the platform capabilities to use to ensure purpose and desired outcome is achieved.
- Verbalize transitions between platform capabilities in the virtual environment.
- Use language to connect with the remote audience.
- Determine appropriate follow-through plans and conclude the virtual meeting.
- Describe the key actions for curbing unproductive behavior and keep virtual meetings on target.
- Practice facilitating your own virtual meeting.

Facilitation Skills: Running Effective Virtual Meetings

Agenda

Live Session 1

- Introduction, Objectives, Expectations and Overview
- Importance of Rules of Engagement
- Platform Capabilities
- Face to Face versus Virtual Meetings: What is the Same/What is Different
- Underlying Philosophies of Effective Meeting Facilitation
- Actions to help groups become more effective
- Human Element: Voice and Speech Characteristics
- Creating Rapport in the Virtual Environment
- Organizational Skills Overview:
 - Getting Started
- Types of Participation
- Creating an Agenda; Ground Rules; Role Assignment and Use of Technology
- Practice Opening a Virtual Meeting; Feedback and Debrief

Assignments

- Review Effective Groups versus Ineffective Groups
- Review Getting Started
- Review Types of Participation
- Prepare for the Virtual Meeting:
 - Create an Agenda
 - Create Ground Rules using Guidelines
 - Identify Role Assignments, Technology Issues and Phone Etiquette
 - Identify Important Phrases, Ideas and Actions
- Practice Your Meeting Introduction

Live Session 2

- Common Pitfalls and Traps of Getting Started
- Keeping Moving
- Challenges of Virtual Meeting: Content Versus Process
- Effective Remote Listening Skills
- Ways to Refocus
- Using Language to Connect
- Verbalizing Transitions in a Virtual Meeting Environment
- Strategies for Maintain a Balanced Place in a Virtual Meeting in a Face-to-Face Meeting
- Researching Conclusions as You Go
- Practice Keeping Moving; Feedback and Debrief
- Common Pitfalls and Traps of Keeping Moving

Assignments

- Review Keeping Moving
- Review Using Language
- Review Verbalize Transitions
- Review Generating Action and Concluding

Live Session 3

- Best Practices for Generating Action and Concluding
- Common Pitfalls for Generating Action and Concluding
- Monitoring Virtual and Face to Face Participation
- Group Leadership Skills
 - Encouraging Constructive Participation
 - Type of Participation Desires
 - Creating a Participative Climate
 - Drawing Out Contributions: Sample Questions
 - Acknowledging and Reinforcing Construction Participation
- Common Pitfalls and Traps for Encouraging Constructive Participation

Assignments

- Review Constructive Participation
- Review Effective Remote Listening
- Review Asking Questions and Logistics
- Review Facilitation Language
 - Incorporate Questions (in Your Practice)
- Read Establishing a Positive Climate
- Review Sample Questions and How to Incorporate
- Preparations for Individual Practice Facilitating a Virtual Meeting

Live Session 4

- Individual Practice Facilitating a 10-12 Minute Virtual Meeting (recorded for personal viewing)

Live Session 5

- Handling Disruptive Behaviour
- Best Practices in the Virtual and Face-to-Face Environment
- Action Plan
- Wrap-Up
 - Expectations Revisited
 - What's Next?