

Welcome! We will start shortly. While you wait, please feel free to read through this summary of pre-session survey results

Online contexts of interest

*Workshops, formal presentations/lectures, case presentations/journal clubs
1:1 meetings, small group meetings/debriefs*

Teaching/Presentations

Checking for understanding, using whiteboard & breakout rooms effectively, increasing participation when can't "see" the whole group at once, keeping audience engaged/avoiding fatigue

Meetings

How to encourage engagement, "normal" & open conversation, hesitation to use video, difficulty reading audience & adjusting agenda in response to this

Supporting students

Students reluctant to ask questions, supporting students who are struggling

Miscellaneous

Creating connection, minimizing participant multitasking, preparing for case presentations/journal clubs, as a participant – how can I get the most out of a virtual event?

Creating connection & engagement in the world of online learning

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Presenter Disclosure

- Presenter's name: Ingrid Price
- I have no current or past relationships with commercial entities
- Speaker Fees for current program:
 - I have received a speaker's fee from CSHP-BC for this learning activity

Commercial Support Disclosure

- This program has received no financial or in-kind support from any commercial or other organization

Summary of pre-session survey results

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By the end of this workshop, you will be able to:

- ✓ Describe several barriers for creating connection & engagement in the online environment and some ways to mitigate these
- ✓ Outline a general strategy for designing effective and engaging virtual sessions
- ✓ Discuss several techniques to enhance online engagement/connection & identify those that will be useful in your work environment



Agenda

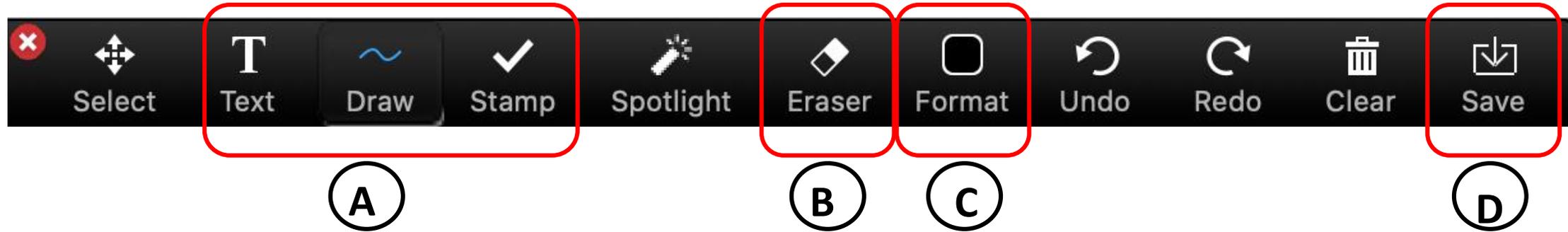
- What we know about the virtual environment
- What makes a “good” virtual session
- Planning a virtual session
- Some general tips (*lessons learned, things to keep in mind*)



*What would make this session valuable for you?
(Annotate)*

Annotation functionality

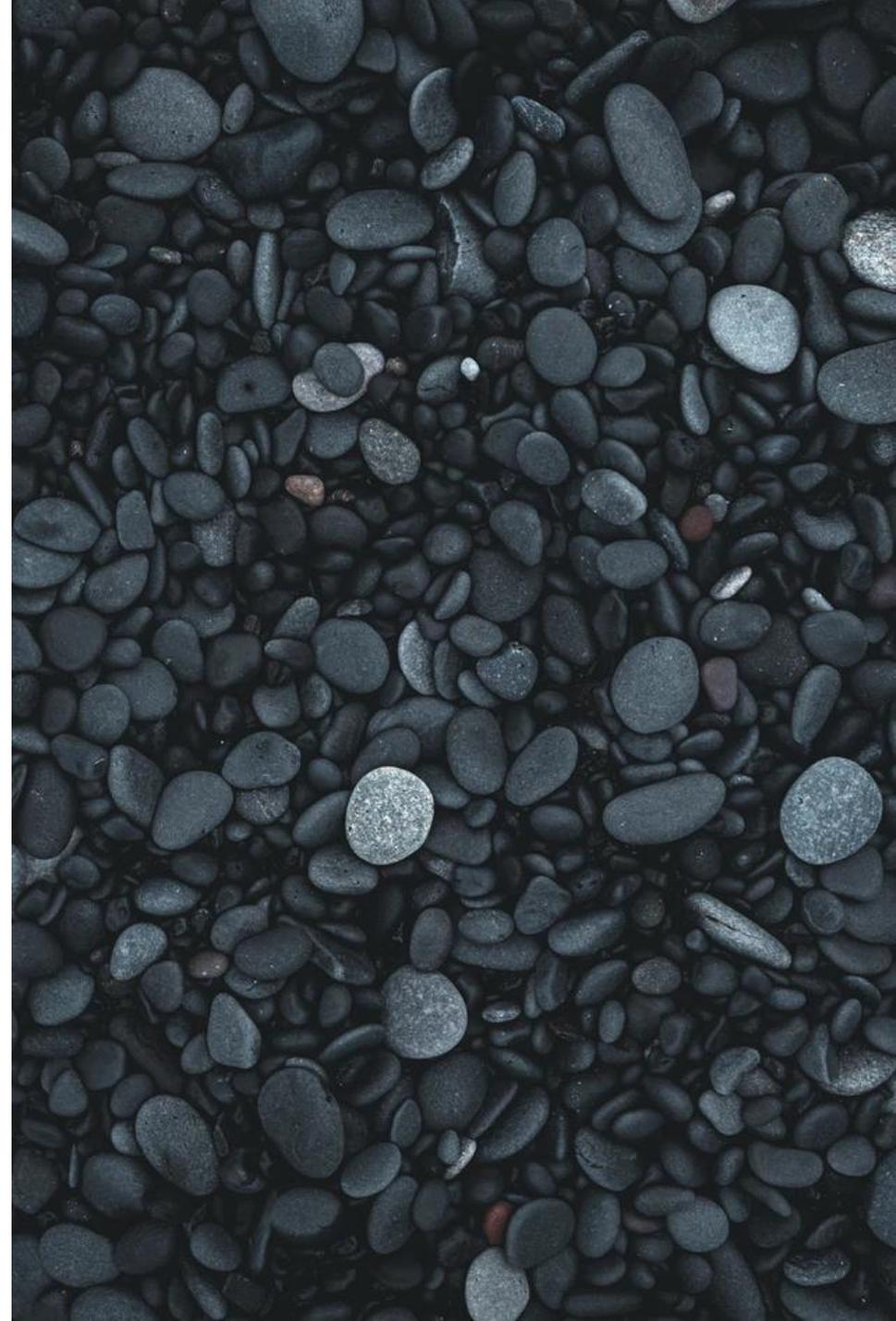
Access by clicking “view options” then “annotate” at top of your screen



- A. Text, draw, stamp
- B. Erase
- C. Change colour, line width, font
- D. Save

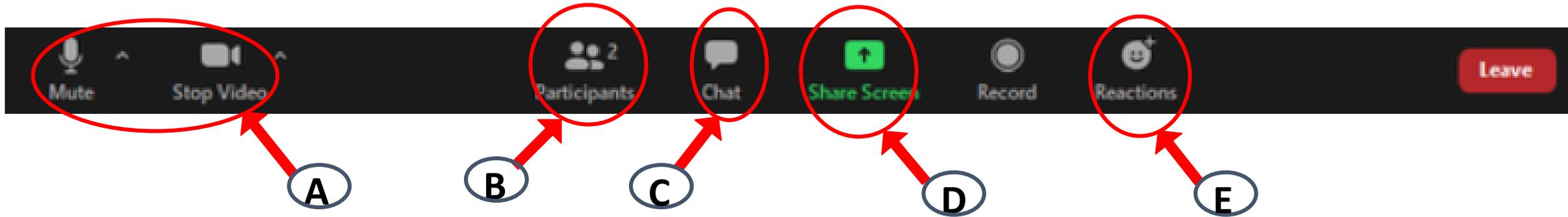
Some ground rules

- Participate fully
- Be curious
- Ask questions
- Stay focused
- Share your experience
- Listen
- Be respectful

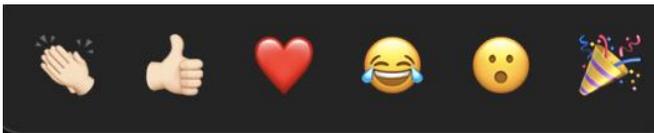


Overview of participation functionality

Participant controls appear at the bottom of your screen (if not screen sharing):

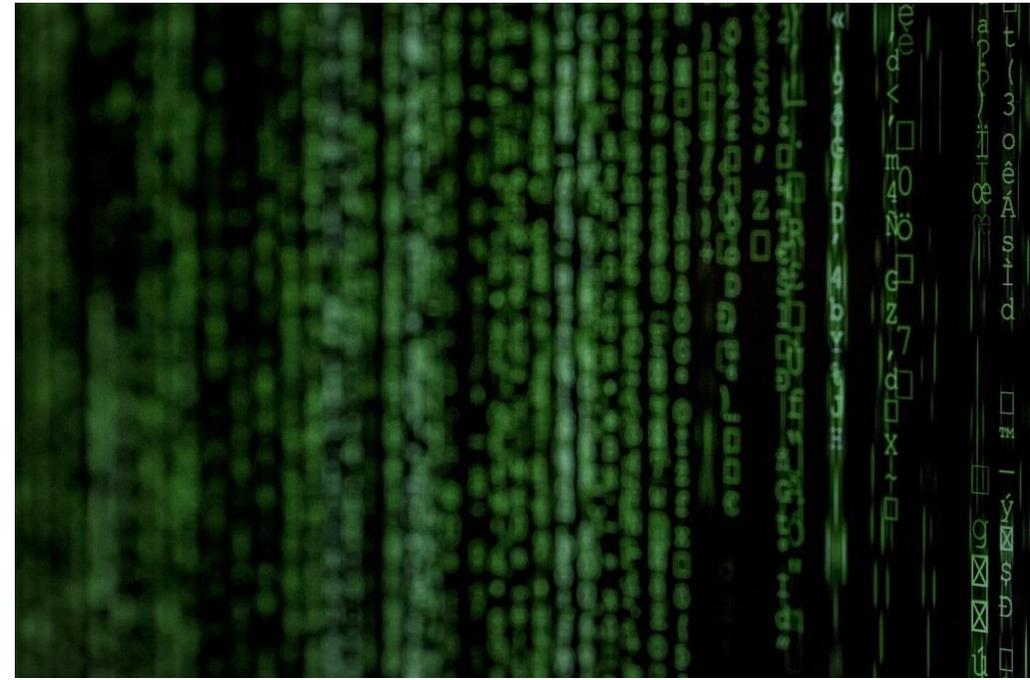


- A. **Audio/Video controls:** *In the main room (large group) please stay muted & keep your video off except when speaking to the group*
- B. **Participants:** Rename, raise hand, non-verbal feedback 
- C. **Chat:** Feel free to use chat tool to contribute questions or discussion responses
- D. **Share screen:** Can select the desktop or application you want to share (*will be doing this in breakouts & main room today*)
- E. **Reactions:**



The reality of the situation

- Meeting/connecting online is different from in person
- This is an unknown environment for all/most of us
- Everything is amplified in the virtual space
...or at least it feels that way
- There are going to be silences
- Bandwidth needs to be considered



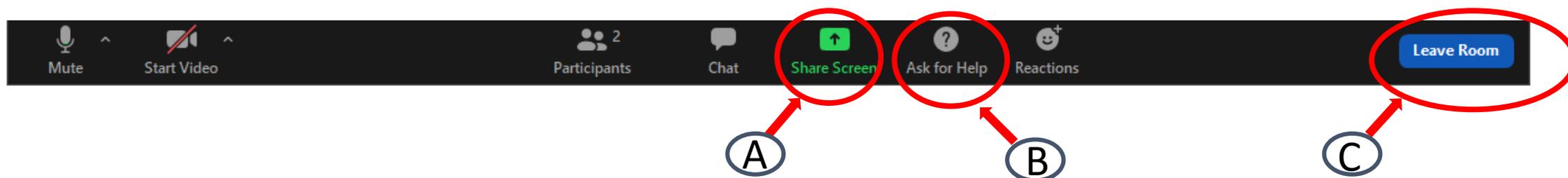
Breakout group activity

1. Everyone introduce themselves & share, “What is one thing you are doing differently since the pandemic?”
2. Consider an online/virtual experience where you felt connected/engaged
3. Focus question: ***What was it about this experience that allowed for this?***
 - One person document group responses to the focus question using whiteboard
 - *Person with longest hair is the scribe 😊*

Be prepared to share your breakout group’s responses with the large group (will ask some groups to share their whiteboards)

Overview of Zoom Breakout Room Functionality

Controls appear at the bottom of your screen (if not screen sharing):



- A. **Share screen:** can select the desktop or application you want to share
 - *One participant share whiteboard to document discussion points*
- B. **Ask for help:** select this to notify host/co-hosts in main room that you have a question or need help
 - *Can drop into your breakout room*
- c. **Leave room:** select this at any time to leave the room

Breakout Rooms: some details



- Keep your video & audio ON
- You will have 8 minutes in the group (you will receive a 1-minute warning)
- Please have 1 group member share their screen & whiteboard to document responses to focus question
- Person sharing their whiteboard – save before returning to main room

[This Photo](#)

[BY-NC](#) [CC](#)

Think of an online/virtual experience you had where you felt connected/engaged.

What was it about this experience that allowed for this?

The “best” virtual sessions I have experienced are

- ✓ “Humanized”
- ✓ Well-organized
- ✓ Connected to participant needs & interests



When planning a virtual session, ask yourself:

1. Who are the participants?
2. What is the purpose of the activity or meeting? What do I want the participants to get out of the session?
3. How can I structure the session to ensure the purpose is met? What do I need to be aware of?
4. How can I best prepare & support the participants to get the most out of this session?
5. How will I know where the participants are “at” before, during and at the end of the session?

Who are the participants?

- Is this an ongoing group? Or will they only meet this one time?
- How large is the group?
- Do they know each other? If so, what is their relationship?
- What is my relationship with the participants?
- What is their expertise with the content of the session? With the digital platform?

What is the purpose of the activity or meeting? What do I want the participants to get out of the session?

- What's in it for the participants?
- From their perspective:
 - *What is valuable to them? What do they want out of the meeting? What does success look like for them?*
 - Finding this out either before or at the beginning of a meeting is a great way to engage participants
- From your perspective:
 - *Why are you meeting and what do you need from them (how are their contributions important)?*

How can I structure the session to ensure the purpose met? What do I need to be aware of?

Consider:

- Participants feeling disconnected
- Multi-tasking
- Keeping the pace moving
- Keeping it simple & meaningful
- Barriers to participation
 - Consider how to mitigate these



How can I best prepare & support my participants to get the most out of this session?

- What can you share ahead of time to help them prepare (thought questions, quick survey)?
- What are the "rules of engagement"?
- How will you bring your participants “into the room”?

How will I know where my participants are “at” before, during and at the end of the session?

- Before session
 - 1:1 meeting, survey, check-in at the beginning of the session
 - Can be around content but also “human” connection
- During session
 - Chat, Annotate, Polls, Emojis, Breakouts
 - Be deliberate with your check-ins (“any questions?” will often not work here)
- End of session
 - Annotate, post-session survey, follow-up questions/quiz, closing question, planning next steps

Consider group dynamics

Forming: Safety, expectations, clarity around purpose of meeting/group

Consider

- Co-creating group agreements
- Focusing on connecting the group
- Synchronous versus asynchronous – using both wisely
- How do people want to connect?
- Is privacy important? Confidentiality?



Consider group dynamics

Storming: Figuring out roles, how we want to operate, how this connects with me

Consider:

- Reinforcing ground rules
- Normalizing conflicts/differences

Norming: Planning, roles

Consider:

- Clarifying roles & responsibilities



Breakout: What? So what? Now what?

Each person share:

- 1) What are you thinking about at the end of this workshop?
- 2) How does this relate to your “real world”?
- 3) What do you want to do differently in the future?



General tips

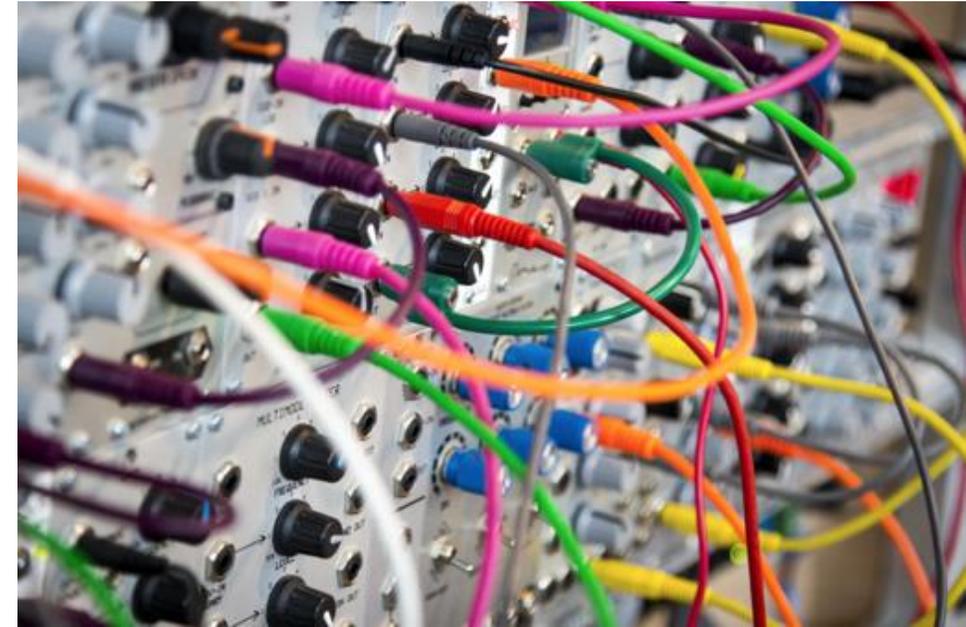
- Get people participating early
- Make participation easy & fun
- Keep the pace moving
- Expect the unexpected
- Do a dry run
- For large group sessions - have a partner (moderator, co-facilitator)
- Know your technology
- Facilitation on steroids
- Don't wing it – prepare
- Encourage participants to take ownership

Breakout groups: Why use them

- Similar to in-person “turn-to-your neighbour” activities
- Great for engagement, peer learning, application, interactivity (really brings participants into the virtual space)
- Allow participants to connect with each other (rather than instructor/facilitator)
- Provide greater opportunities for participation (less people = more time)

Things to keep in mind:

- Assign attendees (randomly or manually)
- Consider size of group (3-4 is ideal)
- Set length of time for breakout group (8-10 min)
- Give clear instructions, structure discussion/roles

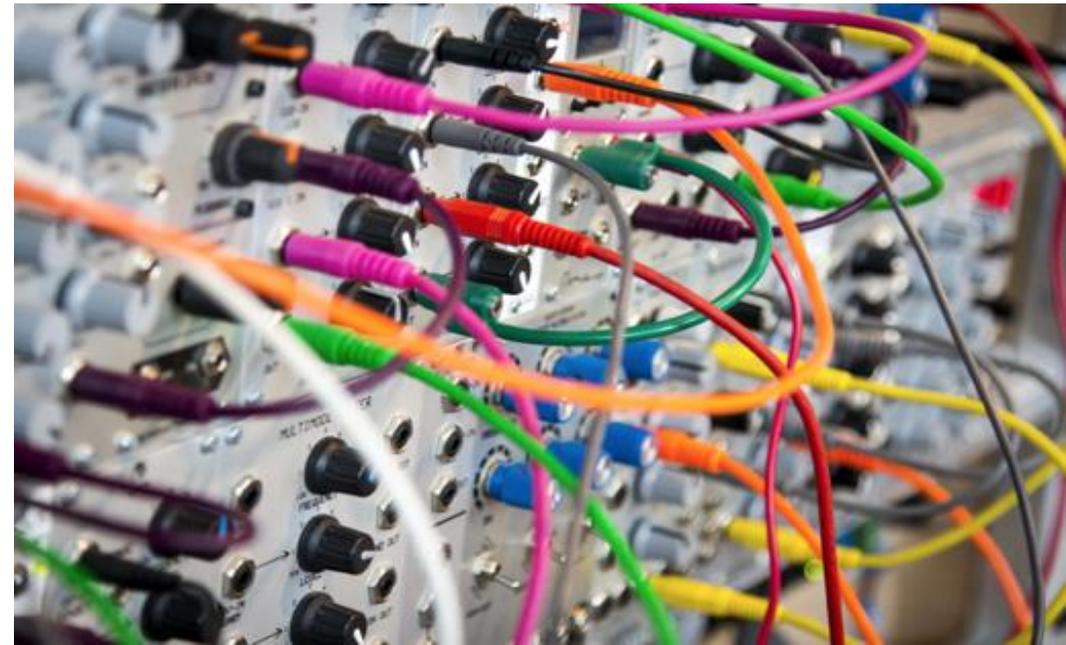


Annotate

- Can be anonymous
- Fun & easy to use
- Great way to engage participants (low-risk)
- Not all platforms have this option

Things to keep in mind:

- Host can save and clear annotation before moving on
- Host can stop annotation for all participants
- If there are a lot of participants, can get crowded (can clear/save & restart)

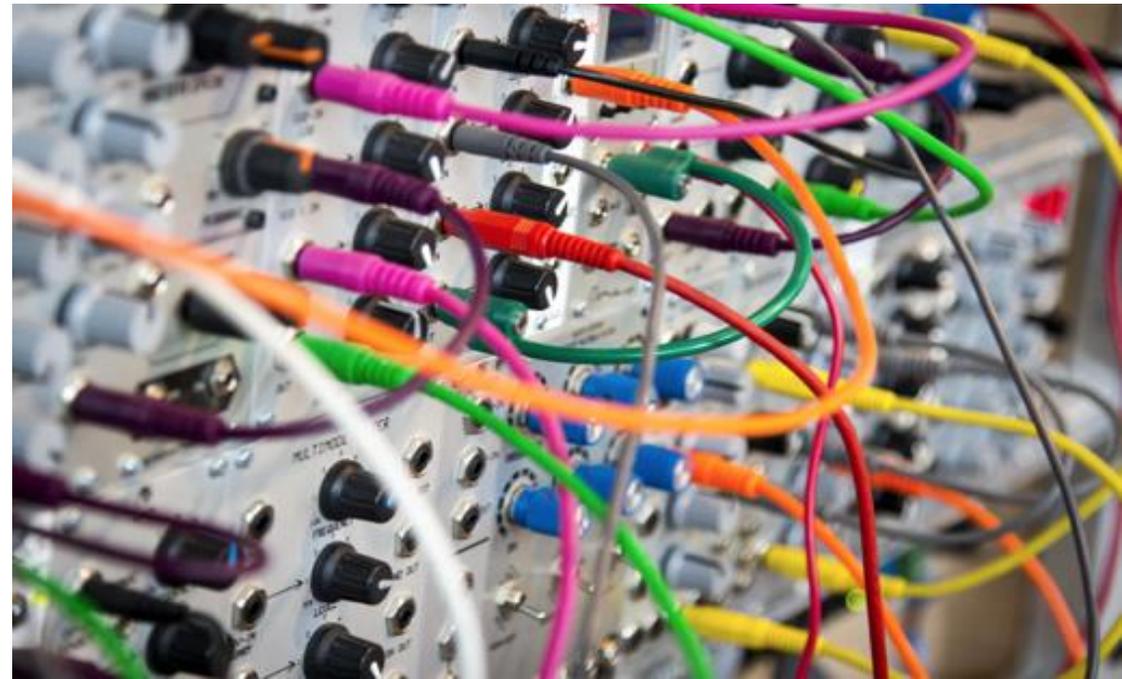


Polls

- Can set responses as anonymous (or not)
- Low-risk way of encouraging participation
- Ask questions to find out what already know, discuss differences, check understanding (and misunderstanding)

Things to keep in mind:

- Platforms vary with how these can be used
- May need to set them up in advance
- Can use external polling programs

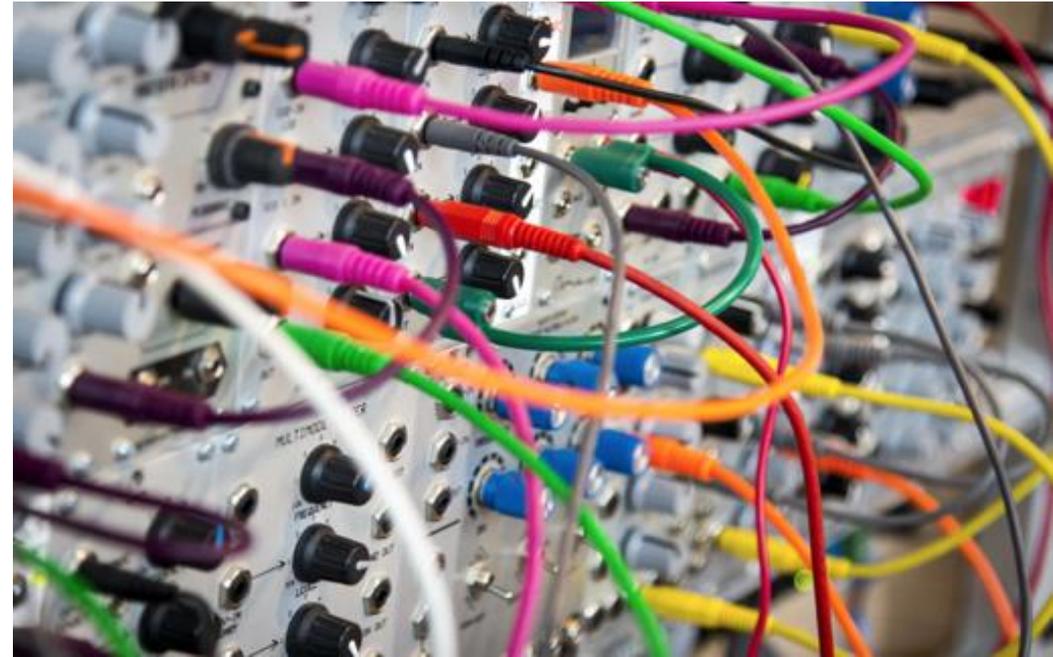


Chat

- Not anonymous
- Can ask direct questions for responses or have open for comments/questions in general

Things to keep in mind:

- Some platforms allow host to control chat (stop entirely, set so chat only with host, set so cannot chat privately)
 - *Can change this at any time during session*
- May want to provide participants with “ground rules” around using
- Can be distracting for presenter/host
 - *Pause & check or have moderator do so*



Reactions



yes



no



go slower



go faster



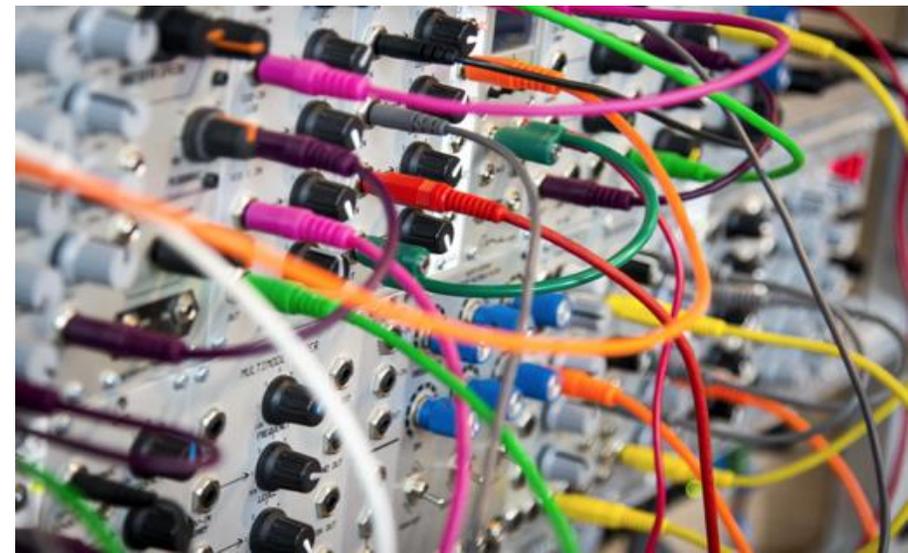
more



- Not anonymous
- Fun & easy to use
- Great way to engage participants (low-risk)

Things to keep in mind:

- Yes/no can be used to check understanding for close-ended questions
- Can ask for reaction to check if can hear/see slide, etc.
- Easy way for host to feel audience is “with” them
- Host can clear these after all have voted
- On-screen reactions disappear over time (participant reactions do not)



What's your biggest take away from this workshop?
(annotate)

Further reading/select resources:

- Britton JJ. Effective virtual conversations: Engaging digital dialogue for better learning, relationships, and results. Newmarket: Potentials Realized Media; 2017.

This is a book written by one of my favourite coaches, Jennifer Britton who, I would say, is a master at creating engaging virtual conversations.

- Potentials Realized: coaching, training & consulting services [Internet]. c2004-2019 [accessed 2020 Nov 19]. Available from: URL: <https://www.potentialsrealized.com/>

Jennifer Britton's website for her company "Potentials Realized" that has a wealth of information (some free, some not) for anyone interested in her work.

- Conrad R, Donaldson JA. Engaging the online learner: Activities and resources for creative instruction. 2nd ed. San Francisco: Jossey-Bass; 2011.

A very accessible book with practical strategies for engaging students online