

**For Whom:**

**For Process Facilitators, Trainers and Meeting Leaders who want to master the techniques and knowledge to conduct productive online (virtual) sessions.**

**Learning Outcomes:**

- 1) Acquire the confidence and competence to lead or facilitate virtual meetings and learning sessions.
- 2) Know when to use and not to use virtual meetings and learning.
- 3) Learn the factors and components required for a successful virtual engagement strategy.
- 4) Gain expertise in the use of appropriate hardware, software, competence and behaviours for an effective virtual meeting, training, and webinars.

**Duration:**

This training is conducted online via Zoom. Comprises 4 Modules x 3 hrs each. Two modules per day.

Morning session:

9am to 12noon (SGT). GMT +8 hrs

Afternoon session:

1pm to 4pm (SGT). GMT +8 hrs

**Methodology:**

Participants will set up and use electronic post-its and Zoom as they progressively learn how to get the best out of the hardware and software by applying proven & tested techniques in virtual engagement.

The knowledge & skills gained in this workshop can be applied in meetings, webinars and training / learning situations where the participants can be in distributed locations and at different time zones and hence attend synchronously or asynchronously.

**Logistical details:**

- 1) All participants must have reliable internet connectivity and a quiet place, uninterrupted work or study desk.
- 2) Video will have to be enabled throughout the session.
- 3) Once registration is confirmed, pre-work pack will be emailed.
- 4) Certificate of Participation will be emailed after the workshop.

**Discounts and Scholarships:**

Discounts and Scholarships are available for Charities, NGOs and Individuals from developing countries.

**Course Outline:**

**Module 0:**

**Pre-reading & Pre-work for VFW2.0**

- a. Know & Apply the CUTAS factors to consider when deciding on Virtual Engagement.
- b. Be aware of the benefits & pitfalls of Virtual (online) Meetings & Learning. Awareness of various online Platforms.
- c. Know the four critical components of an effective Virtual Engagement.
- d. Setting Meeting & Behavioural Norms.
- e. Benefits & Pitfalls of Virtual Facilitation.
- f. Be aware of the INIFAC Certified Virtual Facilitator™ (CVF™) Certification Standards.

**Module 2:**

**Core Critical Skills for online sessions**

- a. Core Competencies for online meeting leaders: QCLASS.
- b. Tips & Techniques for Managing Disruptive Participants.
- c. Six types of Questions
- d. Detecting non-supportive behaviours.
- e. Addressing non-supportive behaviours.
- f. Use SIODA Intervention Model.
- g. Preventing non-supportive behaviours.

**Module 4:**

**Simulated Practicum of online meetings & learning**

- a. Participate in simulated virtual meeting & learning practicum and receive feedback from peers & coaches.
- b. Acquire the competence required of a meeting leader or facilitator or trainer by using the FNS Virtual Meeting & Learning Checklist™ (VMLC).
- c. Practice Techniques for conducting effective online training, webinars and productive online meetings.

**Module 1:**

**Getting the most out of online platforms**

- a. Experience & master Zoom functionalities.
- b. Engagement Techniques in Zoom (can be adapted for other platforms).
- c. FNS framework to be Virtual Ready: Bytes & bits and VWLABS3.
- d. Setting up & working effectively from home office.
- e. Tips for Before, During and After Virtual Facilitation.
- f. Psychological Safety in online sessions.
- g. Roles in online Facilitation.

**Module 3:**

**Participatory Engagement Tools (PETs) for online sessions**

- a. Online Icebreaking & Energisers.
- b. Three Basic Online Divergence techniques.
- c. Two Basic Online Convergence techniques.
- d. Managing Breakout Discussions.
- e. Setting Clearer Criteria for Simple & Points Voting.
- f. Managing Breakout Discussions.

**Testimonials:**

- ☺ I learned many new tips and techniques and am now able to lead better meetings online.
- ☺ The course is very practical and easy to understand even for a non-technical person like me.
- ☺ Typically, online meetings can be inefficient, but this course has showed me otherwise.
- ☺ Everyone was able to participate, contribute and focus despite the limited time frame. What a great approach!

**The INIFAC Certified Virtual Facilitator™ (CVF™):**

Focuses on the facilitator's experience in using virtual platforms while facilitating meetings. This credential is for anyone who leads virtual meetings and wants to distinguish themselves as someone who has completed a quantifiable performance review by a trained virtual facilitation assessor. This certification confirms you know how to conduct and participate in virtual meetings effectively.

Details: <https://www.inifac.org/the-inifac-certified-virtual-facilitator/>

