FACILITATOR GUIDANCE FOR ONLINE ENGAGEMENT

Prepare well

- Set up and test equipment, and presentations.
- Choose the best view based on the platform used, e.g. gallery view or speaker view.
- Take a moment to ground yourself: facilitating or presenting virtually can be anxiety-producing.

Plan learning time

- Try to break conversations into 15-25 minute segments.
- Try not to go 5 minutes without asking a question to check in.
- Limit sessions to less than 90 minutes and distribute handouts after.

Flow is important

- Plan an opening (intro), middle (content), and closure (conclusion, questions, next steps) to facilitate the flow of a session.
- Break content down into managable parts that are easy to follow.
- Decide whether a co-faciliator is required and agree on a co-facilitation strategy.

Diversify instruction

- If possible, provide alternative ways to engage with material in case of technological challenges, e.g. readings, text, recordings.
- Offer case studies and open ended activities, such as, recorded role play or practice with specific tools.

Facilitator energy

- Speak slowly but with varied tone in your voice, use humor where possible.
- Greet and welcome new participants to the online session. If not possible while speaking, delegate someone in the group to do so, perhaps via the chat.

Connect using the chat feature

- Allow questions and quick points to be posted to the chat.
- Set intervals to reflect on posts on the chat or delegate someone in the meeting to keep tabs on the content and to summarize comments and questions.

Engage

- Verbal welcome and engage meeting participants by name.
- Use refelction to connect participants. For example, "John, I see that Kim's organization also offers screening & testing for HIV amongst youth, do you have any thoughts around the strategies she has just mentioned?"

Establish norms

- See "Group Norms Guidance" (separate resource).
- Agree on expected practices during the call, e.g. use of the webcam.
- Be understanding: Not everyone has the same attention span, the same level of connectivity or access to private space. We want everyone to be seen and belong.