

 Quick
Tips

How to Improve Remote Facilitation/Collaboration

- 1 Create a visual meeting scorecard to focus participants on the topic at hand.
- 2 Make transitions between topics or activities complete and explicit so that participants don't get lost.
- 3 Prompt for verbal responses or use enabling software features such as polling and chatting.
- 4 Take frequent process checks to make sure that participants know where you are in the process and that they are in agreement with how the meeting is proceeding.
- 5 Use back channels such as chat windows to encourage participants to communicate about process issues.
- 6 Make use of software features to maintain a list of who is online.
- 7 Have teleconferences set up so that notice is given when participants arrive and leave.
- 8 Use participants' names frequently when facilitating.
- 9 Design frequent activities or interactions that require participants to be engaged.
- 10 Shift focus among different sites, alternately engaging each site in the discussion.
- 11 Include a listing of technology tools to be used so participants can prepare.
- 12 Provide a "check-in" session prior to the actual meeting so that participants can test their technology.
- 13 Have on-call technical support.
- 14 Focus video on artifacts, and not on "talking heads".
- 15 Tightly structure the decision-making process for remote groups.
- 16 PRACTICE the technology, any techniques to be used, and the flow of the session prior to holding it.