Virtual Group Facilitation
Essential Skills for Guiding Online Collaboration

GET PEOPLE ENGAGED, CONNECTED, AND PRODUCTIVE IN VIRTUAL MEETINGS

PROGRAM DESCRIPTION
Good facilitation is useful for any meeting with three or more people. Without guidance, groups get distracted, spin their wheels, and flounder when faced with a complicated issue. And virtual meetings, by their very nature, require better preparation and more agile facilitation.

Designed by ZOOM Collaborate, Virtual Group Facilitation teaches you to facilitate virtual meetings in real time with realistic scenarios. Participants practice strategies and techniques for keeping people engaged and productive.

LEARNING OBJECTIVES
After completing the Virtual Group Facilitation workshop, participants will be better able to:
• Help meeting leaders prepare an agenda for a virtual meeting.
• Use online technology to engage attendees and focus their attention.
• Build rapport, trust, and authentic connections among participants.
• Help the group make agreements and make decisions.
• Reconcile differences of opinion.
• Handle challenging group dynamics and get the group back on track.
• Help any online group accomplish more in less time.

HOW PARTICIPANTS LEARN
Program leaders deliver short content presentations and skill demonstrations. Then students practice the tools and skills on real-life work challenges.

This standard process is supplemented by self-assessments, small group exercises, and application discussions.

After skill practice, participants receive feedback from peers and instructors.

KEY COMPETENCIES
• Facilitating Alignment
• Group Dynamics
• Employee Engagement
• Stakeholder Management
• Coaching Strategic Thinking
• Interpersonal Communication
• Diversity and Inclusion
• Organizational Acumen

WHO SHOULD ATTEND
Project Managers, Organization Development Consultants, and anyone who is called on to facilitate online meetings.
**SAMPLE SCHEDULE**

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**PROGRAM DELIVERY OPTIONS**

**VIRTUAL, INSTRUCTOR-LED VERSION**

- Four, 2.5-hour, highly interactive sessions over two days with critical skills practice (Option: 4 sessions spaced over 2-4 weeks)
- Up to 12 people per group

**Interaction Associates** (IA) is a 43-year innovator that equips people to work better together to realize superior business results. The firm helps global organizations build high-involvement, collaborative cultures by developing their leaders, teams, and change agents. IA’s clients achieve a new measure of ROI—Return on Involvement—where employees go beyond engagement to share responsibility for business success. IA offers customized consulting, learning and development, and coaching services. IA was named one of Training Industry’s Top 20 Training Companies in 2012 and 2013.

**Zoom Collaborate** is an Interaction Associates strategic business partner. ZOOM Collaborate is a network of independent consultants focused on the human side of collaboration—how people and teams get clear, aligned, and productive. With online learning and skills application coaching, they help their clients improve their triple bottom line: better financial and operational results, a more enjoyable work experience, and a positive impact on the worlds they touch. For more info: www.zoomcollaborate.com

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**BENEFITS FOR YOUR TEAM OR ORGANIZATION**

Meetings are a microcosm of an organization’s culture. When project managers, coaches, and key influencers in your organization employ the skills of **Virtual Group Facilitation**, here’s the impact you can expect:

- Remote meetings are more productive.
- More online meeting intelligence and collaborative agility.
- More creativity and inclusion of diverse perspectives.
- Managers are freed up to coach and support implementation.
- Better results in less time.