Welcome

Are you an experienced facilitator who is struggling to adapt your services in the time of COVID-19? Are you a novice convener keen on facilitating virtual experiences for your community? Whoever you are and wherever you are in the world, welcome from ChangemakerXchange!

We are a global community of young social innovators, co-created with Ashoka and the Robert Bosch Foundation, and we have a wealth of experience facilitating off- and online gatherings (cf. section Our experience so far). That’s why we have created this virtual facilitation toolkit to share all our tips and best practices with other impact-focused organisations when it comes to facilitating online gatherings.

We hope this toolkit will strengthen your virtual facilitation superpowers and enable you to host online transformative experiences for your team and community!

The ChangemakerXchange Team
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Our experience so far

Since 2012, ChangemakerXchange has been facilitating unique, intensive, and intimate 4-day “unconference” gatherings in nature for young social innovators, focused on human connection, peer-learning, wellbeing, and collaboration. Our community now counts 800+ members all across the world! Over the years, we have also hosted a range of virtual gatherings, from small-group bonding huddles to large-group co-creation activities. Below are a few examples:

- **Virtual co-creation summits**: In December 2018, we convened up to 80 young changemakers online to brainstorm and decide on key strategic questions for the ChangemakerXchange community.
- **Virtual local co-creation summits**: In December 2019, we piloted a hybrid model for offline and online co-creation summits which engaged over 110 young changemakers across 10 locations from Beijing to Kigali and saw them dialing into one Zoom plenary.
- **Virtual peer-to-peer accelerators**: Throughout 2019, we ran a six-month digital peer-to-peer accelerator for young changemakers to receive expert input as well as brainstorming solutions to each other’s challenges.
- **Virtual incubators**: Throughout 2019, we have partnered with [Bridge for Billions](https://www.bridgeforbillions.org) to provide a selected number of our young changemakers access to their 12-week digital incubation programme that matches the changemakers with a corporate mentor.
- **Virtual community huddles**: We have been hosting many community huddles, webinars, and information sessions for our community members on various topics, from systems change to wellbeing and fundraising.

Let’s work together!

This toolkit shares a lot of the knowledge and experience we have gathered over the years that we are happy to share with the world. If you are interested in taking your virtual facilitation to the next level, we would be happy to explore collaboration opportunities to support you with:

- **Guidance** on how to pull together a virtual convening; and
- **Trained virtual facilitators** from our Global Facilitation Pool.

To request more info on how we can support you further, please email us at [info@changemakerxchange.com](mailto:info@changemakerxchange.com). We would be more than happy to set up a call with you and explore different collaboration opportunities!
What is virtual facilitation?

Virtual facilitation may seem mysterious and intimidating, but the first and most important thing to acknowledge is that it is still facilitation, just in a different space.

This means you should still pay attention to all the core elements of face-to-face facilitation, such as space, people, and process (more on these in the Facilitation basics section below). In fact, facilitation principles such as holding a safe space, fostering trust and bonding among the group, managing the participants’ energy, varying the activities based on different learning styles... are just as crucial – if not more! – for virtual convenings.

At the same time, it is important to consider certain technical elements that require you to adapt your content to the online format. In the following sections, we have tried to outline all the principles, best practices, tips and tricks when it comes to virtual facilitation. Please note that most of the tips are based on using the online meeting platform Zoom, which in our experience is one of the best in the market right now.

Facilitation basics

We assume you already have prior facilitation knowledge and experience so this section is just a brief refresher on three interconnected levels of facilitation you should consider (both for off- and online convenings). If you have no prior facilitation experience, we strongly encourage you to do some thorough research to develop your basic facilitation
skills and competences. For instance, check out the [Art of Hosting](https://www.artofhosting.org), which offers regular facilitation training and covers all the main facilitation techniques and practices.

Let's now look at **space**, **people**, and **process** facilitation.

**Space facilitation:** Consider the **settings** and the **environmental factors**. Though you have limited control over these in virtual gatherings, you can ask participants to join the call from a quiet place (and most importantly, with a strong and reliable Internet connection!). Also, breaks are important as people’s concentration online is more easily distracted. If you can’t give long breaks because of time constraints, a 3-minute breather to drink some water, go to the toilet, or get a breath of fresh air can still achieve a lot.

**People facilitation:** Consider three elements – **emotions**, **relations**, and **involvement**. Because you are not there in person with your participants, it may be more difficult to understand their emotions and what they are experiencing during the virtual gathering. So it’s even more important you find other ways to get a pulse on the group, e.g. by doing more frequent “mini check-ins” (thumbs up / down) during the virtual gathering. When it comes to relations, the atmosphere might be quite different depending on whether your participants know each other already or are total strangers. But in any case, it’s important you state from the beginning a few rules you’d like them to respect when it comes to interacting with others (e.g. safe space, active listening, openness and vulnerability, not taking too much space...). Finally, though it is a bit more difficult to enact, it is important to involve your participants as much as possible. Use the chat to gather their questions, remarks, or comments; ask them to raise their hands to answer certain questions of yours; divide them in small groups to allow for deeper bonding and sharing... Don’t forget you are creating a space for them to connect, learn, and collaborate, rather than a space for you to listen to the sound of your own voice!
Process facilitation: Consider three elements – information, operations, and energy. As a virtual facilitator, it is essential that you provide the group with clear and concise information, at the right time and in the right format. For instance, make sure your participants know how to join the virtual gathering and if they need to prepare anything in advance; introduce the flow of the gathering at the start and share tips on how to use the platform you’ve chosen for the gathering; and be clear on the next steps and follow-up process at the end of the gathering. This is linked to operations and making sure that your virtual gathering runs smoothly – do you have all the necessary technical equipment and material for your activities? Finally, you’re also responsible for managing the group’s energy. Whilst each participant is responsible and accountable for their own engagement in the virtual gathering (something you should remind them of), you can do a lot as a virtual facilitator to maximise the learning experience through the programme flow. The best thing you can do is to plan the programme well in advance with the support of your co-facilitators to ensure you have a well-designed flow that avoids energy drops. But remember to keep flexible and adapt your activities if you sense the group needs something different from what you had planned for.

That’s the basics covered – let’s go into much more detail now!
Our learnings

1. **Meta-level tips**

   - Virtual facilitation requires **more effort and thoroughness** in the preparation and follow-up processes than an in-person meeting. On average, you might expect it to take 2-4 hours to prepare a well-facilitated, 1-hour session. And if you are planning a long virtual gathering (e.g. one-day long or more), consider splitting it into separate days to avoid overwhelming your participants and enabling them to stay fully present.

   - Non-verbal communication cues and physical tools are not available during virtual convenings, so it is even more important to have very skilled virtual facilitators who can **read the energy of participants through digital means** and know how to keep them engaged and interested.

   - It is therefore even more important to **be very intentional** about the atmosphere you want to create for your participants, as well as the objectives you want to achieve – both in terms of how the virtual convening ties to your strategy and in terms of the outcomes for participants.

2. **Tips on pedagogy**

   Your participants have **different learning styles** so you should diversify your activities to ensure (as much as possible considering the purpose and topic of the virtual gathering) you accommodate all learning styles. In our experience, the **PEMS model** is a useful tool
that recognises four different ways in which people relate to the world that influence how they are most likely to engage and learn.

- **Practical**: Doing, taking action testing, prototyping. People with a practical preference like action and movement and learn best through doing. In a virtual gathering, formats like open space or world café are suitable for practical learners.
- **Emotional**: Relating, making friends, getting to know the people around you. People with an emotional preference feel everything and everyone and place huge importance on sharing feelings. In a virtual gathering, check-ins, check-outs and small group bonding activities are suitable for emotional learners.
- **Mental**: Thinking, discussing, using facts, creating models and systems. People with a mental preference like to analyse, debate, and discuss – to the smallest of details. This is the easiest to accommodate in a virtual gathering and actually most of the time, it is the only learning style taken into consideration.
- **Spiritual**: Being inspired, seeing the bigger picture, asking “why”. People with a spiritual preference look for the greater purpose in things and learn best when they feel a task has significance. In a virtual gathering, take some time to explain the bigger picture and get buy-in from your participants (or give them the chance to share their concerns and doubts).

Moreover, as you plan your virtual gathering, we invite you to **empathise with your participants** by putting yourself in their shoes. What are their expectations towards this virtual convening? What is their level of expertise about the topic? What do they want to learn and what do they need to experience? What is your learning style and how do you avoid imposing your learning style on your participants? Here are a few additional tips offered by the [Virtual Communities for Impact](https://www.changemakerxchange.com) Toolkit to help you cater for different learning styles:
● If relevant, use visuals while speaking (for the spatial visual learners).
● Inclue quick exercises, hands-on examples, and signs that people can use to show their approval or disapproval (for kinaesthetic physical learners).
● Share pre-readings and written summaries, or invite participants to join a shared editable document to take notes or add their questions, comments, and remarks (for linguistic verbal learners).
● Use videos or music to bring a message across or allow for smaller discussions where participants can digest and repeat the content (for the auditory-musical aural learners).

Finally, consider where participants are at when they join the virtual gathering: What timezone are they dialling in from? Would it make sense to host the same call at different times to ensure everyone can join at a “decent” time rather than at 6:00am in the morning or 11:00pm at night? What is their native language and how confident are they with the chosen language for your virtual gathering? Where would you like to “land” your participants by the end of the meeting? If possible (and applicable), you may consider sending out a quick survey to your participants before the virtual gathering to find out more about their learning styles. But if this is not possible, it is safe to work on the assumption that your participants will have different learning styles and so it is important to vary your approach and activities.

3. Tips on tech

Before discussing all the tips for creating a great agenda for your virtual convening, let's address one of the biggest sources of stress for virtual facilitators: tech! This is partly due to the fact that many elements are out of your control, but we believe there is still a lot you can do to prevent or mitigate tech hiccups. As mentioned in the section What is virtual facilitation? at ChangemakerXchange we use the online meeting platform Zoom. This means some of our tips below are applicable to Zoom but may not be applicable to other online meeting platforms. Zoom offers various plans and pricing options so check out which one is the most suitable for your virtual convening.

Tips for facilitators

● Make sure you have a strong reliable Internet connection and quiet surroundings.
● Test your tech before the call to make sure your image and sound are as clear as possible. Remember to check your camera, microphone, and light. Also, practice using the chosen platform to make sure you know where everything is: e.g. access the list of participants, open the chat, change view layout, share screen or present slides, record the session, form breakout groups, etc. There are a lot of features available on Zoom so we invite you to spend some time playing around to activate the most suitable features for your virtual gathering.
• **Use the chat** to share the guidelines for the activities you would like participants to do (especially before creating the breakout rooms) as well as sharing key insights, links, resources, etc. You can also use the chat to send a private message to a participant, checking in with them, offering support, answering their questions, etc.

• **Extra perk:** Did you know that Zoom allows you (and your participants too) to choose a virtual background? It might add an element of playfulness to your virtual convening. Imagine you have a space-like background and you're calling from your sofa! Open your Zoom app >> Settings >> Virtual Background.

**Tips for participants**

• Ask participants to **download the application before** (or any relevant plugins) and test their tech before the call.

• Ask participants to **rename themselves** by clicking on the “Participants” tab and then on their name (you might ask them to also add the city/country they are calling from). It’s important their names are visible to everyone, especially to you so you know who’s in the room!

• Ask participants to please keep their **microphones on mute unless they are speaking**. This is obvious, but there are always a few who don’t mute it and it creates a distracting background noise for everyone. If necessary, proceed and mute the participants yourself (though bear in mind they might not be able to unmute themselves afterwards as you need to do it for them). You may also want to consider “muting” participants when they join the call (log into your Zoom account >> Settings >> “Mute participants upon entry”).

• Ask participants to **occasionally look into the camera** to create the feeling of being seen and directly spoken to.

• However, ask participants who don’t have a strong reliable Internet connection to **turn their videos off** as this increases the speed and quality of the connection. We know it’s nice to see everyone’s faces, but it’s most important you can hear them and they can hear you.

• Invite your participants to **switch their view layout** between speaker’s only and full group to see all the other participants in the call (top right corner).

• Ask participants to use **hand gestures** to react even while they are on mute, which is especially recommended in large groups. For instance:
  - Thumbs up for “I agree”,
  - Thumbs down for “I disagree”,
  - Raising one hand for “I would like to ask or say something”, and
  - Raising and moving both hands for “I resonate with what someone has just said”.

• **Use the chat** to encourage participants to write their questions or comments in the chat, as well as engage with each other via the private messaging function.
4. **Tips on time, participants, energy, and attention management**

Some of the tips included below have been inspired by the [Virtual Communities for Impact Toolkit](https://www.changemakerxchange.com).

**Time and participants’ management**

- Before your virtual gathering, **identify points in the agenda that could be shortened** if you are running behind schedule. It is important that you do not put time pressure on your participants.
- **Always start and finish on time.** Extra brownie points if you finish a couple of minutes early; participants always appreciate that!
- Be clear with your participants on whether this is a **drop-in / drop-off call** or whether it is mandatory that they join from the beginning to the end. If it’s the latter, consider a contingency plan for those who join late.
- **Be kind but strict with the group.** For instance, if a participant is taking too much space, thank them for their input and remind them and the group about the principles you set at the beginning, and then invite others to share. Alternatively, you might communicate a specific time limit per comment, e.g. 1 minute max., which makes “interrupting” people who take too much space easier as you can refer to the time rule.
- **Use your time wisely.** For instance, if you are speaking in front of the whole group, try to keep your presentation no longer than 10-15 minutes at one time as participants’ concentration starts to fade after this. On the other hand, if you divide participants in breakout rooms, give them at least 15-20 minutes; less than this and they either some people won’t have the chance to speak or their conversation will stay at a superficial level, not reaching the depth you are looking for. This is
very important because it’s easy to run over time with your presentation and then decide to cut their breakout room time – please resist the urge too!

Energy and attention management

As we explored in the Facilitation basics, you are responsible for the participants’ overall energy during the virtual gathering. This means you should first and foremost check on your own energy levels because if you are feeling drained or exhausted, it is more likely that you will struggle to sustain the energy level of your group. Moreover, you must also learn to read the energy level of your participants, which can be difficult if they don’t have their cameras on, are multi-tasking during the call, or checking their phones. We know it can be frustrating so here are a few tips to help you retain participants’ attention and engage them.

- **How big is your group?** The size of your group will impact participants’ level of engagement. Usually, small groups allow for more participation, as long as you foster trust so participants feel safe to expose themselves to the group.
- **How often do you engage the group?** We already mentioned not to speak for more than 15-20 minutes at one time but even when presenting, try to engage your participants every few minutes.
- **Do you listen to the group?** When you are not speaking, do you really listen to your participants or do you pretend to listen while you prepare the next activity? Active listening is key for all facilitators. It’s always a good idea to refresh your active listening skills, so here is an activity for you to practice.

Now, despite your best efforts, some participants will get distracted and disengaged. Remember not to take it personally – it happens to all of us that we get distracted so be kind to your participants and provide them with ways to bring their attention back to the group. It’s a bit like mindfulness meditation: our mind wanders off but instead of judging ourselves because we got distracted, we acknowledge the distraction and gently bring our awareness back to whatever we were focusing on. **How can you get a sense of whether your participants are not engaged?** Here are the most common signs:

- They turn off their videos (unless they do so because their Internet connection is not stable).
- They have a somewhat fixed stare or gaze, meaning they are probably responding to an email or doing something else (we all do that at times and we know that despite our best efforts to hide it, it’s impossible to!).
- You ask a question and no one responds (unless the way you formulated the question is confusing so always make sure to be clear in your delivery!).
- You only get a few responses to a poll question.
If you sense that not just one or two participants are disengaged, but that the whole energy of the group is dropping, adopt one of the following coping strategies:

- Ask participants to **stand up and stretch** their bodies quickly.
- Give them a **short break** to get a drink or snack (or just some fresh air).
- **Change up your delivery methods** if you notice you’re giving them too much input and not enough time to process, digest, and feedback on the content.
- Add **more breakout conversations** to get people to talk to each other in smaller, more intimate groups.
- **Check with your participants** on how they would like to use the remaining meeting time to make sure it’s valuable for everyone. Don’t be afraid of cutting the meeting short if there’s no energy for it!

5. **Tips on roles**

We find it helpful to have **five main roles** when it comes to hosting a virtual gathering. Please note this doesn’t mean you need five different people – one person can fill more than one role!

- **Main facilitator:** This person is in charge of the overall flow of the event and the facilitation of its activities, as well as welcoming participants, setting the frame, handing over to their co-facilitators, wrapping up the call, clarifying the next steps, etc. When they are not facilitating, the facilitator can also share their insights and observations to help participants work through a collective process more easily.
- **Co-facilitator:** This person (or people) facilitates specific parts of the agenda and they will be welcomed and given the word by the main facilitator. The main facilitator should brief them carefully and request from them any slides they wish
to use, so they can share them with the tech support host and make sure everything is in place. When they are not facilitating, the co-facilitator can also share their insights and observations to help participants work through a collective process more easily.

- **Tech support host:** This person is responsible for the meeting’s technical elements, including breakout rooms, polls, slides, etc. They will also take care of answering incoming questions in the chat, as well as checking in with participants via the private chat function to provide one-on-one support without distracting other participants.

- **Energy keeper:** This person pays special attention to the mood of the group and their energy levels. This role can be filled by a participant as well and they are tasked with noticing when the energy drops and an intervention may be required, e.g. “I notice our energy has dropped and I wonder if we need a quick energiser or break...”

- **Harvester:** This person documents the essential insights and decisions that emerge from the group process. They make sure to capture learnings and insights in a meaningful way so that it can be shared with participants during the call (e.g. to recap the process made so far), as well as distributed after the call.

6. **Tips on the agenda**

   6.1. **Check-in**

   It is good practice to start your call by welcoming your participants and doing a quick check-in to allow participants to “arrive” into the meeting and be fully present with each other. The same way as you leave your baggage on the side when you check-in at an
airport or hotel so that you may enjoy your trip or stay, check-ins serve the purpose of allowing participants to distinguish between mutual space and personal space and decide what heavy luggage they want to leave behind. Your check-in will vary depending on the size of the group and the time allocated for it (some online huddles have the sole purpose of allowing participants to check-in, in which case the entire call is dedicated to just that!).

Here are a few suggestions for different types of check-ins:

1. **Medium or large groups:** If you have a medium or large group (say 10+ people) and a relatively small amount of time for your check-in (say 10 minutes), the best way to conduct your check-in is by asking a question to your participants and inviting them to use the chat feature to answer. For instance, you may ask them to type in the chat an emoji that describes their mood in that moment, what word describes how they are entering the call, or what is their internal weather forecast. As participants type their answers, you can read them out loud to make sure they feel acknowledged.

2. **Small groups:** If you have a small group (say fewer than 10 people) and a relatively small amount of time for your check-in (say 10-15 minutes), you can ensure a bit more interaction with and engagement from your participants. For instance, you can ask them a question and invite them to (briefly!) share their answer one by one, either popcorn style (this takes longer though) or by nominating the person who will speak after them. Here are a few sample questions: What is alive for you as you come to this session? Why is it important for you to be here today? If you were a weather system, what would be your report? If you were a colour, what colour would you be and why? What are your expectations towards this session? One-breath check-in (i.e. only speak for the duration of one breath).

3. **EQ check-in:** This is a check-in around emotional intelligence and it can work both for small, medium, and large groups and it can be adapted for quick check-ins or expanded for longer check-ins.

4. **Short meditations:** Another way to help your participants feel more grounded into the call is to guide them through short mindfulness meditations or visualisations. Below are a few suggestions for you to try out, but make sure you are comfortable leading this type of activity (also make sure you speak with a relatively soft and gentle tone and that there is minimal background noise in your surrounding otherwise you risk distracting your participants).

   a. 4-7-8 breathing technique
   b. Body scan meditation
   c. Colour-breathing meditation
   d. Heart-breathing meditation
   e. Mindful check-in
   f. Morning intention setting
   g. Simple breathing exercise

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6.2. Framing

After the check-in, we suggest you give a clear framing for the virtual convening. Below are a few topics you may wish to cover in your framing:

- Overall flow and agenda (what is going to happen?).
- Clear objectives and outcomes (why are we gathered?).
- Ways in which they can contribute (how can you contribute?).
- Functionalities and principles of the virtual space (how do we run our event smoothly?) – see section 3 Tips on tech. Remember that for some people, this might be the first time they attend a virtual meeting and use that particular online meeting platform so it's important to give them a quick tour around the space.
- Get their permission to record the session (if applicable).

We then suggest you begin your meeting with a short breakout session that allows participants to connect in small groups of 2-4 people by introducing themselves and answering a general question such as: Why are you here? Why are you really here? Why is this topic relevant for you? This is unless you've already dedicated some time for small group interactions during the check-in.

6.3. During the gathering

We already covered many tips in earlier sections, but the most important reminder is to engage your participants regularly and in different ways. Below are a few suggestions:

- Keep your presentation time to an absolute minimum.
- Use breakout rooms as much as possible (and as much as appropriate given the topic of your virtual gathering).
- Invite participants to use the chat feature to ask questions, make comments, share concerns, etc. and engage with other participants via the private messaging function.
- When inviting your participants to share in a large group or plenary session, use a mix of popcorn style (spontaneous contributions) and choosing specific people who might not otherwise volunteer.
- If the energy is low, do a quick energiser – for example, ask people to stand up and take a stretch or give them a short breather to get some fresh air.

6.4. Breakout rooms

Breakout rooms are a great feature to split your group into smaller subgroups and allow them to have a more intimate time to bond deeper, have meaningful conversation, learn from each other, and brainstorm creatively. Here are a few tips:
● The **ideal time is 15-20 minutes** – anything less than that is pointless whereas more than 20 minutes is possible but should be facilitated.

● If possible, assign **one facilitator per breakout group** (who are briefed prior to the call on the guiding questions). If it’s not possible, ask the group to choose a volunteer who will then report back the main takeaways from their conversation (based on the task).

● **Keep it simple** – be clear in your guidelines but don’t provide more than 2-3 guiding questions.

● **Trust the group** to be able to self-manage and make the most of the breakout room.

6.5. **Polls**

Polls are a great way to **get an immediate pulse of the group** on something you are discussing, exploring, sharing, especially for large groups. If you choose to conduct a poll, remember to:

● Use a simple provider, e.g. Google Forms.

● Keep the poll anonymous to avoid any GDPR implications.

● Prepare them in advance!

6.6. **Wrapping up**

Returning to our baggage analogy (cf. section **Check-in**), it is good practice to host a quick check-out to allow participants to add something new or relevant to their bags, so they go away feeling more enriched. We always recommend doing a check-out, but this is especially crucial for virtual gatherings that last 1.5 hours or longer or that involve the sharing of important information. Your check-out will vary depending on the size of the group and the time allocated for it.

Here are a few suggestions for different types of check-outs:

● **Medium or large groups**: If you have a medium or large group (say 10+ people) and a relatively small amount of time for your check-outs (say 10 minutes), the best way to conduct your check-in is by asking a question to your participants and inviting them to use the chat feature to answer. For instance, you may ask them to type in the chat what the biggest takeaway from the session is, what they enjoyed about the activities conducted, what will be their next step...

● **Small groups**: If you have a small group (say fewer than 10 people) and a relatively small amount of time for your check-out (say 10-15 minutes), you can ensure a bit more interaction with and engagement from your participants. For instance, you can ask them a question and invite them to (briefly!) share their answer one by one, either popcorn style (this takes longer though) or by nominating the person who will speak after them. Here are a few sample questions: How are you leaving
this day / session? What landed for you that you take away with you? If you were a weather system, what would be your report now after the meeting? If you were a colour, would it be different from the one mentioned in the check-in and why? One-breath check-out (i.e. only speak for the duration of one breath).

After the check-out, briefly bring the virtual gathering to a close by summarising the main takeaways, actions, and follow-up steps and by thanking your participants for joining you. Make sure you recognise your participants and their efforts by showing appreciation for their time, energy, and contribution to the virtual convening.

7. **Tips on accessibility**

You may have participants with different disabilities so it is important you do your best to create a safe space for them to be fully included in your virtual gathering.

- **Physical disability:** No particular concerns, but if you decide to do an energiser that requires movement (e.g. stretching), choose simple moves that can be performed sitting (e.g. neck, shoulders, arms, hands stretches).
- **Blind or partially sighted:** Ask everyone who speaks to always introduce their name before speaking so it is easier for the participant with a visual impairment to recognise who is speaking. If possible, avoid using slides, or if using them, make sure to describe carefully what’s on the slide (so instead of saying, “As you can see from the graph in the slide...” say, “This slide shows a graph that describes XYZ…”). Also, minimise the non-verbal guidelines you require participants to follow (e.g. hand gestures) as it will be difficult for your participant with a visual impairment to know what is going on. Finally, if possible, provide the participant with the main talking points of the virtual gathering before the event so they can use a voice-reader to prepare themselves ahead of the call.
- **Deaf or partially hearing:** Provide the participant with the main talking points and as much of a script as possible (at least for your presentation) before the event so they can read it and prepare themselves ahead of the call. During the call, you can nominate a person (e.g. your co-facilitator or tech support host) to be in charge of the closed caption writing. You can activate this feature on Zoom. Unfortunately, Zoom does not allow for automatic captions but if you don’t need breakout rooms, you may consider using Google Hangouts Meet because this platform does have automatic closed captions available. It’s not 100% perfect, but it’s pretty good!
- **Learning disability:** No particular concerns but make sure you give clear guidelines (you might repeat them as well) and to give enough time for people to reflect without feeling rushed or put on the spot. You can also give examples of possible responses to your prompt.
● **Autism Spectrum Disorder:** People with A.S.D. might struggle with abstract, metaphoric prompts so opt instead of more direct questions or use visual materials as prompts (e.g. slides with images).

### Additional resources

Below you can find a few useful links with extra resources and tips:

- **CoCreative:** [https://www.wearecocreative.com/tools](https://www.wearecocreative.com/tools)
  - 4 agendas in collaborative innovation
  - 6 patterns in collaborative innovation
  - Different levels of engagement and collaboration
- **Liberating Structures:** [http://www.liberatingstructures.com/](http://www.liberatingstructures.com/)

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● Virtual Communities for Impact: https://communitiesforimpact.org
● WeDialogue: https://wedialogue.mykajabi.com
  ○ Mastering the Art of Online Hosting

Questions or feedback?

We will keep refining this document to keep improving it but if you have any questions, suggestions, or general feedback, please get in touch with us at info@changemakerxchange.com.

HAPPY VIRTUAL HOSTING!

ChangemakerXchange is co-created with Ashoka and the Robert Bosch Stiftung