FOCUS QUESTION		What key learnings do you see that cut across the interviews?			NAMING QUESTION		A key insight about facilitating virtual meetings is		
Create & Sustain Focused and Engaged Participation	Virtual Design Requires Double the Work	Expectations Are Collaboratively Designed	Commit to learning about and continuous use of virtual platforms	Develop the tool chest and the criteria for selection	Build Participant Comfort with Technology	Time is a Critical Consideration	Always Accessible Orienting Tools for Participants	Requires New Facilitator Roles	Thorough Participant Preparation
Live doing engagement consistently throughout	Design is still key	Collaborative design prep is key to full engagement	Commitment to learning	Don't assume what tool a client needs	Time for the group to learn the tech tool	Process goes both faster and slower online	,	Facilitators master technology	Combine synchronous and asynchronous and send people "stuff" for both
Regular multi- modal feedback		before choosing technology	Practice, practice, practice	Tendency to focus on technology, ignore client needs	Get people to be comfortable with technology before use	Don't go longer than 90 minutes	Keep the current question before the group	New roles for co- facilitators	Pre-preparation is important for participants
Need for lots in short bytes to keep engagement	Do a lot of thinking through of the design	Consider where the group lands in the me/we/network continuum	Facilitators master technology	Elluminate in a class by itself	Connecting technologies with learning styles	Requires MUCH more prep vs. F2F		Face-to-face practices are still important	
Create ways to gauge reaction	Keep design simple, yet varied	, ,	Challenge of ever changing technologies	Learn tools well to know which to use re outcome			'		
Need for lots of clues, check-ins	transitions between steps	Prep work with client includes education about virtual work	Leverage what you know about F2F in virtual						
Engagement is possible	Visualizing and preparing in new ways	A single statement of intent is done - aims or objective language becomes		New online games and exercises					

Much greater attention to detail is needed than f-to-

Higher precision requirements than

face to face

outcomes

Hold a Focused Conversation

about intents and outcomes