



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. Asking open questions to the entire group often results in silence.
- 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 Make use of software features to maintain a list of who is online.
- 6 Have teleconferences set up so that notice is given when participants arrive and leave.
- 7 Use participants' names frequently when facilitating
- 8 Design frequent activities or interactions that require participants to be engaged.
- 9 Shift focus among different sites and participants, alternately engaging each in the discussion.
- 10 Focus video on artifacts, and not on "talking heads".
- 11 Tightly structure the decision-making process for remote groups.
- 12 PRACTICE the technology, any techniques to be used, and the flow of the session prior to holding it.
- 13 Include a listing of technology tools to be used so participants can prepare.
- 14 Provide a "check-in" session prior to the actual meeting so that participants can test their technology.
- 15 Have on-call technical support.
- 16 Use back channels such as chat windows to encourage participants to communicate about process issues.