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**APEN  
Webinar**

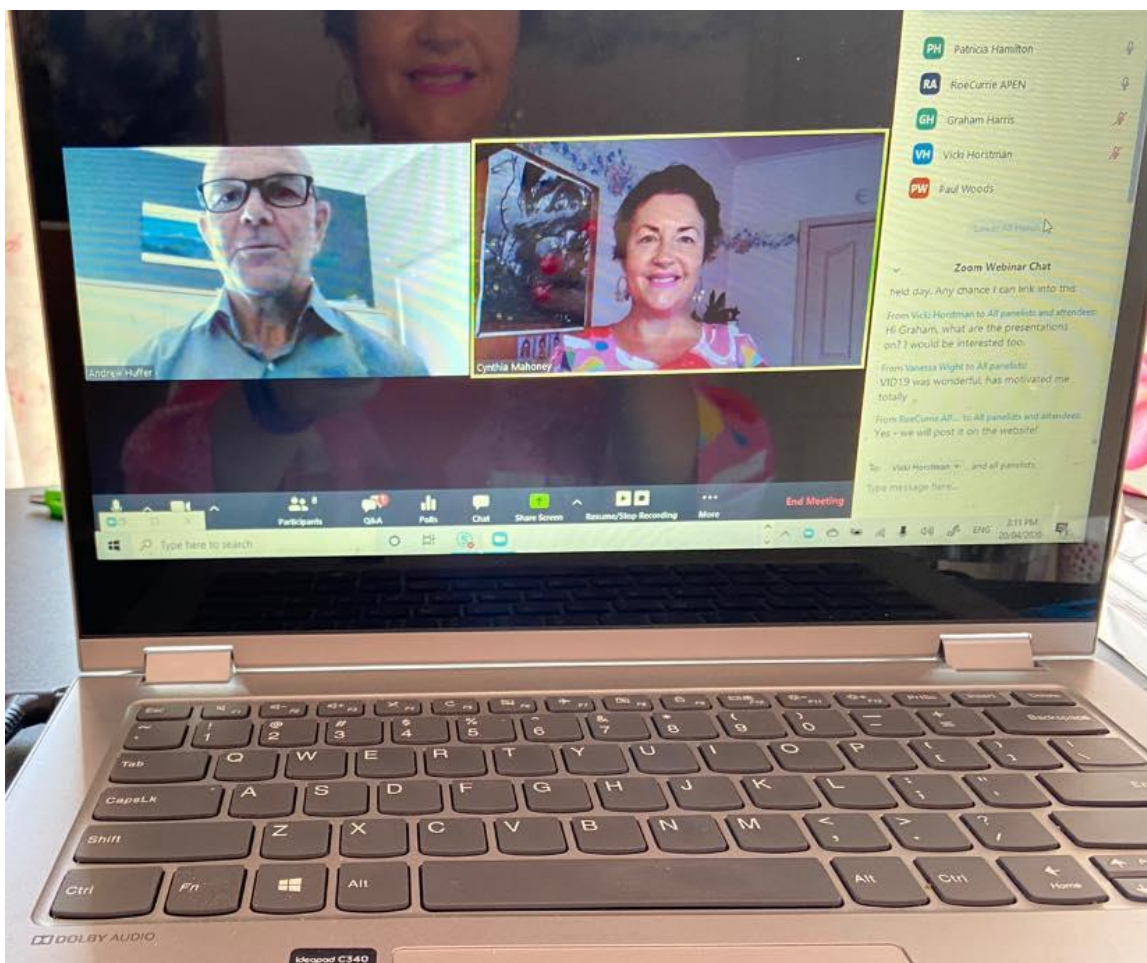
**20 April 2020**

*"25 Years & Flourishing"*

**How to work remotely!** – to help with these challenging times – was presented by Cynthia Mahoney and Andrew Huffer.

Many APEN practitioners are experts in working remotely and there is a lot we can learn from each other to support ourselves, our teams, our clients and stakeholders during these tricky times. Cynthia Mahoney with co-host Andrew Huffer had a conversation about making remote working successful with about 40 members and others. They shared tips, tricks and pitfalls, the "what" they were doing ie the technology being used, the "how" they're doing it ie their practises for making it work and the "who" they're doing it with ie which people they are connecting with.

Presenter Cynthia Mahoney with co-host Andrew Huffer



**The link to the webinar recording is here.**

Chat box comments:

- Lots of what you're talking about only works in meeting mode - private messaging, gallery mode etc.
- Enjoying getting the chance to experience zoom webinar!

- Have to work remotely - Forced by COVID-19 impact
- To improve you need to;
  - Practise, practise, practise! Practise on friends.
  - Do Online Tutorials
  - Try playing with the tools, finding a buddy that's willing to be your guinea pig.
  - practise! Seeing others do stuff, participating in online events
  - Attending some introduction to zoom tools
  - Necessity
  - Taking baby steps...
  - Enforced use and practise with friends and colleagues
  - Use Good extension principles
  - Friday night social catch-up
  - I've not done it before but i work with a great team who has so i think i can learn a lot from them.
  - Work with teams across country boundaries regularly
  - The biggest help has been using the technology. This has been assisted by receiving invitations and having a go.
  - @Denise Bewsell :) & Enablers of Change Practise
  - Finding the tools to fit what I need rather than just using tools for the sake of it.
- Who are your audience?
  - My team members, other Board members and now landholders in north Queensland
  - our audience is young farmers 18-35yo
  - my targets are executive level leaders
  - My targets are govt agencies and industries who need to engage with stakeholders and/or evaluation program/project impact
  - APEN members - to continue the core business of APEN
  - staying connected - using a daily water cooler zoom meeting
  - AWiA Members, board members, youth committee members
  - Landcare groups, Fitzroy basin Association
  - Community - bushfire recovery support
  - dairy farmers and team members
  - committee colleagues; staying connected to networks, online interviews.
- Why
  - Replace face to face interaction at field days and conferences with online presentation...without boring people silly.
- What
  - making online presentations and networking.
  - TOOLS: Zoom.
  - Zoom for meetings; GoToWebinar and WebEx for webinars
  - Microsoft Teams is good for meetings with work and also key stakeholders. Easy to use
  - Most recently MS Teams with my team
  - Using Poll Everywhere on the side of Zoom so people can nominate questions they want answered and upvote other people's Qs. So easy to find the most popular Qs
  - zoom meetings - can break people down into small groups and get some good engagement
  - What has been the best tech tool? Zoom! Ability to Share Screen is optimal.
  - Breakout rooms In Zoom
  - Linking Zoom and google suite
  - Zoom is best. Followed by Microsoft Teams, then Skype. Zoom seems to be best for less than brilliant internet services. Can mute video when not talking, reducing draw on internet capacity. Was able to share screen when working on Financial Software program to explain steps
  - Skype has been great with team
  - Zoom, breakout rooms, shared screens. Keen to try polls too now!

- You can ask us to unmute ourselves
- MURAL for real time, simultaneous brainstorming. Can also link into a MS Teams site
- Polls are good - love John James use of poll everywhere to 'upvote' questions - so you can focus on questions more people are interested in
- We are using Slido.com for voting & interaction keeps the audience busy with their phones voting
- Jamboard is great - online sticky wall! <https://jamboard.google.com/>
- Slido is good as can feedback responses in real time - and can use word maps
- Zoom polls allow you to set up responses to be anonymous
- You can also do it as the organiser to make the respondents anonymous
- Zoom's Breakout rooms are different to a Zoom Room which is a paid feature for setting up a physical room with Zoom.
- Tips
  - I read somewhere that private chats in Zoom (between meeting participants) are all available when you save the chat box. Sooo don't bash the bosses décor choices!
  - Keep your phone handy - to talk those with less experience through a screen shot, then put arrows on photo to highlight features such as chat box
  - Helps to call participants before meeting to talk them through new technology
  - Have practise run with main presenters in small meeting pre presentation
  - Useful to re-agree agenda and timings, and in longer meetings have a physical break (10 minutes) every 45-50 minutes
  - Sharing presentations on screen is really helpful. A very effective communication tool.
  - Have a one on one meeting or chat before bigger group happens. Also good to catch up informally and build confidence. Have been zooming with directors & their kids!
- Numbers attending
  - Preferred maximum number for a zoom meeting anyone?
  - Depends how delivered -we had 132 on last week for company focused meeting
  - Numbers depends on the purpose of the meeting and the duration of meeting
  - It depends. Having co-facilitators and having people who can provide tech support in break out room helps things run smoothly.
  - Break out rooms help manage numbers to get all voices heard
  - We've had 1300 in a MS Teams meeting... all worked fine. But lecture style presentation.
- Effective meeting
  - Setting the scene. Have a good running sheet. Plan before hand
  - Send out pre reading, background documents to assist engagement
  - Providing an ice breaker that connects people and gives them a chance to play with a part of the technology platform you are using. Factoring in breaks from the screen and providing some music to play during breaks. Small group discussions, screen sharing, providing links to google suite documents in the chat box.
  - Doing quick introductions via breakout rooms at the start of the meeting so people get a chance to talk to each other
  - Send out print instructions for getting on to platform
  - Don't skip over introductions
  - Agree on the process - and making certain everyone is comfortable with making short contributions and to the point.
  - Just like an in-person meeting, setting clear ground rules at the start (eg everyone on mute, etc)
  - If facilitating join 10-15 min early to help people who are new to the platform on - let them know this time will be available for them to learn before the meeting
  - Matching the facilitation tools and techniques to the objective of the meeting. Being clear about what success looks like.
  - In business meetings - limit the number of agenda items to 2 (or 3). If need more, hold another meeting. Give people time to relax as we need more effort concentrating when meeting online

- On the Boards I am on - we are now meeting 3 times as often, but all-day meetings are now 2 hour chunks.
- Instead of a half day workshop, break down in to a few 1 hr sessions. Then people can join for what's important for them, keep engagement going and focus better
- Still be aware of people's learning style and communication preferences.
- time for the introverts to help the extraverts
- Use a flipped learning approach, so people can come up to speed about the meeting content before coming together to discuss. Read all about it over here: <https://www.enablersofchange.com.au/flip-your-learning-and-achieve-greater-impact/>
- Great opportunity to flip all classrooms
- Moodle can link groups to documents
- Agree on screen etiquette re things like do you use virtual screen background or not, do people leave their screen on all the time or not? be aware background can display private info (have seen someone's literal 'dirty laundry' lol). Have a tidy room. 😊
- A bit quirky - but useful to shake up expectations - have odd start times - eg. 1:08pm start instead of 1:00 - people tend to ask why and start engaging before the meeting
- Agree re bringing energy!
- Shake
- The energy required is really important. I was in a Zoom meeting yesterday for over 2 hours with no breaks and I simply had to leave the meeting to have a drink of water.
- This mode makes it easier to have follow up sessions - travel not an issue
- Aha moment:
  - suggestion by John James to use Poll Everywhere.
  - Take home - create energy
  - Aha moment - create energy.
  - aha moment - add the time at the end of the conference call for people to hang around and debrief/chat.
  - shake things up to encourage engagement at start of meeting -start at 1.03pm
  - Have some practise runs
  - One small action to build confidence: plan a meeting and try it out with a trusted group.
- What will you adopt?
  - Small action - more engagement before the event
  - Now for the practice change! I'm giving simultaneous polls a crack. 👍
  - Having a go with our proposed Virtual Field Day on the 6 May 2020
  - Finding a buddy to practise all the tools with
  - Going to call my Landcare Facilitator Mentors and have a meeting! Baby steps
  - Energy, variation
  - Check out and have a play with the different tools everyone has mentioned.
  - Engage meeting participants asking what their biggest challenge has been over the last week
  - Practise blending physical dimensions to workshops and sharing of participant images
  - Test out some ideas in a regular team meeting - the most critical audience :)
  - Using the Jam Board & Polls. Will do some practise on the Family
  - I'd love to use polls with the Virtual Field Day
  - Keep trying polls!
  - Set up theme i.e. colour we can dress in for energy! No PJs!

Well done Cynthia & Andrew and everyone who shared their experiences - top tips for everyone. Thank you both so much for so generously sharing your expertise. Thank you to APEN.

