



QUICK GUIDE: VIRTUAL MEETING FACILITATION BEST PRACTICES

IF/WHEN.....



THEN.....

**PARTICIPANTS
MICROPHONES/SOUND
IS NOT MUTED**



GIVE A VERBAL REMINDER

**SAY "I AM HAVING A HARD
TIME HEARING THE
DISCUSSION. PLEASE MUTE
YOUR MICROPHONES WHEN
YOU ARE NOT SPEAKING SO WE
CAN HEAR THEM CLEARLY."**

**YOU ASK A QUESTION AND NO
ONE STEPS UP TO START THE
DISCUSSION**

**PEOPLE ARE AFRAID TO OPENLY
VOICE THEIR DISAGREEMENT
ON AN ISSUE OR DECISION**



**USE A POLL TO HAVE
PARTICIPANTS VOTE**



**THERE ARE TOO MANY PEOPLE
SPEAKING AT THE SAME TIME**



**ASK PARTICIPANTS TO USE THE
"RAISE HAND" FEATURE TO LET
YOU KNOW THEY WANT TO
SPEAK.**

**REMIND PARTICIPANTS OF
MEETING RULES**

Note: The meeting platform you are using may not include all of the features mentioned in the guide.



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IF/WHEN.....



THEN.....

NO ONE IS TALKING



CREATE A SLIDE WITH SOME QUESTIONS TO START THE DISCUSSION.

USE A POLL TO GET PEOPLE TO VOTE, YOU CAN THEN DISCUSS THE RESULTS.



ONE PARTICIPANT IS TALKING MORE THAN THE OTHERS



THANK THE PARTICIPANT FOR SHARING THEIR IDEAS.

ASK THE GROUP "WHAT DO YOU THINK OR FEEL ABOUT?"

ONE PARTICIPANT IS CRITICIZING OR ARGUING WITH ANOTHER PARTICIPANT



REMIND THE GROUP OF THE RULES.

SPEAK UP AND ASK THE PARTICIPANTS TO STOP ARGUING.

SAY "I FEEL DISSAPOINTED WHEN..."



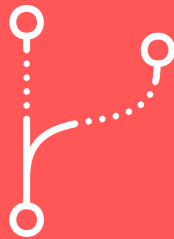
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THEN.....

THE DISCUSSION STARTS TO GO OFF TOPIC



THANK THE PARTICIPANTS FOR THEIR INPUT & SUMMARIZE THE RELEVANT IDEAS.

SAY "YOU RAISED SOME INTERESTING, BUT NOT DIRECTLY RELATED IDEAS FOR THIS TOPIC. CAN WE CONTINUE THIS DISCUSSION AFTER THE MEETING?"

YOU HAVE TROUBLE HEARING A QUESTION FROM A PARTICIPANT



SAY "I'M SORRY, I HAD TROUBLE HEARING WHAT YOU SAID. CAN YOU REPEAT THE QUESTION OR TYPE IT IN THE CHAT BOX?"

ONE PARTICIPANT IS VERY QUIET, NOT SHARING THEIR IDEAS IN THE DISCUSSION



SEND THEM A PRIVATE MESSAGE TO ASK IF THEY ARE OK.

INVITE THEM TO SPEAK, "IS THERE ANYONE ELSE WHO WANTS TO SPEAK THAT HAS NOT HAD THE OPPORTUNITY?"