

BE DIGITAL

STAY HUMAN

Being Human Online: Tips Tricks and Tactics

Thoughts from Paul Bourne:
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TOP TIPS FOR EFFECTIVE ZOOM ETIQUETTE

1. **Get familiar with the tools you're going to be using.** Have a quick tour of the video chat or online whiteboard tool so you can be productive in the session.
2. **Call in from a quiet, well-lit location:** everyone should be able to see and hear you clearly.
3. Use a headset or earphones where possible to **minimise echo and background noise.**
4. **Shut down other devices taking up bandwidth** if possible to help ensure a stable connection.
5. Close down extra tabs unless necessary and **remove distractions.**
6. **Read the agenda beforehand** and come to the meeting prepared.
7. **Arrive on time – or early** so you can iron out any audio/visual equipment issues before starting.
8. **Test your audio** so you can be heard just after logging in.
9. **Set microphones to mute** when not speaking.
10. Webcams on – **it's nice to see your face!**
11. **Indicate you would like to speak non-verbally.** Use the hand-up feature, icons or raise your hand in your video conferencing software.
12. **Be engaged.** Listen to whoever is speaking, communicate in the chat channels and use the online collaboration tools. **You get out what you put in!**
13. When speaking, do so slowly and clearly. Be conscious of time – **practice brevity whenever possible.**
14. During presentations or longer discussions, try to **add questions or thoughts to the chat channel and avoid interrupting.** The facilitator will get to your questions and answer them when appropriate.
15. Smile and nod! **Let the speaker know you are listening!**



OVERVIEW TO BEING HUMAN ONLINE

Being human on Zoom or other video conferencing is tough.

In terms of having 'an experience', the face to face environment is invariably more effective and dynamic, more memorable and impactful. However, we are increasingly working and talking online so we need to consider some of the opportunities and advantages of Zoom too.

Let's be as courageous, curious and confident on Zoom as we would in person!
Build the Energy ... your energy will create energy.

A thought that applies to Zoom (and in the real world!):

In response to Aristotle's theory of 'avoiding criticism' I say:

***"to be human we need
to say something,
do something,
be something"***

That means face-to-face or on Zoom we need to be

focused,
involved,
and **curious.**

We need to create the environment of a *Shared Experience*.

This means giving and receiving that energy.

It means creating a positive environment, building connections (a type of community), sharing stories and being interested in each other!



CORE ZOOM CULTURE THOUGHTS

- How are you a creating a positive environment?
- How are you 'controlling' this environment
- What questions are you asking of yourself and others?
- What energy are you creating?
- What values are you sharing and adhering to?
- Are you staying Human: Saying, Doing and Being something?

Things to consider as a facilitator on Zoom

- **How long are sessions going to be?** - if long, divide them into sections (zoom sessions should have max of 45 minute sections if possible)
- **How are you getting people involved:** Are you asking them questions? Getting them in chat rooms, asking them to prepare in advance?
- **What rules are you imposing** (no phones/other messaging?), focusing on speakers etc. set the rules as you would in any meeting!
- **How to get people involved:** have you asked people to be on mute/unmute? To work in groups? To do pre-work? Get them involved!!

SOME RULES TO IMPOSE? TRY, INVITE, BE A ROLE MODEL

- No answering other messages/calls
- Focusing on the speaker - being respectful
- Having camera on
- Being on mute while not speaking

Time Management

Time works very differently online. you can try some tactics:

- **Set time limits** - try work for 30- 45 minutes' maximum then take a break so you can answer urgent messages or have a tea (have a stretch when you get back too!)
- When you start or come back from breaks - try an Energizer!
- Keep questions and answers shorter than you would in face-to-face meetings - let people know how long they have ...

Duality in the sessions

As we explore in the person - in the real world we are looking for the balance of our four units of Duality:

- Fixed and Growth Mindsets
- Task and Opportunity focus
- Logical and instinctive thinking
- Competent and Curious questioning

These are individual and team approaches which offer us powerful dynamics in being effective (talk to Paul in depth about how to make this work)

We also ask people to think and be both Credible (clear and logical) and In-Credible (dynamic and inventive). Get the bets out of ourselves to get the best out of other people!

Establishing Session Values

Why not set up and share some Zoom Values?

For example:

- Respect for others
- Making a contribution
- Paying attention during sessions
- Being prepared in advance
- Not eating on camera
- Keeping cameras on
- Not interrupting
- Sharing and caring!

Connecting at the beginning

Before you start: It is even more awkward on Zoom than in real life to be waiting round! Try holding people in the waiting room until everyone is ready to enter ... it actually works better than having half the people in and half out! Once all together be clear on the agenda and timing.

Then do a warm -up (below in exercises)

Opening questions?

How are you feeling /what is best thing to happen to you this week/day/month etc.?

They can be a specific/serious /general or fun question

- One word or sentence
- One gesture

You can also ask people to prepare some things in advance and show us!

PRESENCE ONLINE

Body presence

Frame yourself well on the screen:

- Don't slouch
- Don't be too close to the camera, or too far away.
- Check the angle of the camera before you start - try eye level
- Check reflection on glasses and positioning of light - can we see you?
- Look at the image you are projecting - look smart and interested
- Don't have too busy a background.
- Care about how you look!
- Manage the environment (kids/pets/etc.)

Mindful presence

Be present and mindful: Don't consider yourself "at home." Consider yourself "at work."

- Be prepared!
- Think about why you are there - what you want to achieve.
- Listen and focus.
- Be aware of others and in control of yourself
- Don't talk too much!

Vocal presence

Your voice is of course so important online so think about it! Essentially you want to use a strong voice as if you were in conference!

- Think about volume, tempo and tone - can you find a warm and colourful sense to your voice?
- Think about the tone of the **Pilot** - Calm, clear and confident - and of the **Rebel** - dynamic passionate and challenging - this works in your vocal dynamic as much as it does in your choice of words.

A behavioural presence (using Archetype Tactics)

Think about your approach to different presentations /meetings. During any meeting you should be using a balanced approach of fixed and growth mindset. It may also be useful for you to think about using at least one of the archetypal behavioural approaches (positive!) from each section of these characters during any meeting/presentation or pitch:

1. King or Hero
2. Innocent or Mother
3. Trickster or Joker

These archetypes are YOUR version.

Think about how to use them to create balance and a wide style in your delivery.

Focus on your camera, not your colleagues

We know that direct eye contact is a vital way to reinforce your point. In a video conference, this means looking into the video camera, not at the smiling faces of colleagues. Speaking into the black circle will not feel natural or comfortable – as humans, we're trained to look at the people we're talking to – but know that we need to change to the black dot for impact!

Storytelling!

Don't forget the use of storytelling online (as in personal stories) can be great hooks into ideas..

Stories are normally about how The Past - Present - Future Journey (or Old world, Conflict, new world) stories are about:

- You
- Other real people
- Fictional people
- Real products or services
- Real events

Tactics for a good session

- Keep asking questions
- By asking questions of people you are involving them
- Keep using breakout rooms and chat
- Keep People involved!!!
- Keep to time
- Let everyone know what is going on and where we are on the agenda.
- Share documents, videos, agendas etc

Zoom Techniques

All the obvious ones. Use the capabilities of Zoom:

- Break out rooms- make sure you give people time
- Shared screen
- Chat
- White board
- Image interaction (drawing)
- Film - music (you can play)
- Polling (voting)

ENERGIZERS AND CHALLENGES

Energizers and games: The primary purpose of online energizers and games is to have fun, create laughter and break up more complex tasks or long session. Fun energizers can be a vital element of meetings for any virtual team.

Keep it simple: In remote environments, simple activities that are easy to explain, deliver and run can help ensure the efficiency of your workshop! Your skill is making them work and not being embarrassing for participants!

Think remotely: Consider which online energizers are suitable for your team in remote settings and tailor your energizers to your tools, set-up and group. Think remotely and use them to your advantage. The suggestions below all work online...

Clearly explain the instructions before you begin: Whether your online energizer involves breakout rooms, nonverbal communication or games, it's always important to clearly articulate the instructions before you begin. It can be useful to prepare a summary of the instructions in your online whiteboard or collaboration tool for people to refer to if they get lost. But mostly just keep them quick, simple, clear and fun!

GAMES AND EXERCISES

1. Up and around

Looking around the participants' area is an easy-to-perform energizer. Get everyone on their webcams to stand up in the room where possible (sitting down is fine!) and follow the instructions. Look and point! This is a great remote energizer for generating laughs and warming up! It can include some fun stretching too...

You can include stretching toward items, that's a lot of fun! ... Stretch towards the door... the light... your bookshelf... the floor etc.

2. Touch it!

Start by calling out something to touch such as "touch something hard" or "touch something hot." Each participant then has to move and touch something that is hard or hot.

If you want to make it a little more competitive, give everyone fifteen seconds to find something and eliminate those players who don't find anything in time. Keep playing and make things more complicated or reduce the time until one player remains. It can also be effective to do quick-fire rounds of this energizer throughout a workshop to keep participants on their toes!

3. Shake it!

As a group, perform 8 shakes of the right arm, 8 shakes of the left, 8 shakes of the right leg and 8 shakes of the left leg. Each time counting each shake as a group from one to eight.

After a sequence of four shakes, two shakes then one shake of each limb, you end the exercise with a big cheer while inviting everyone to do a signature move - whatever feels right for them!

This also works with 2 or 4-part gesture sequences suggested by someone and then copied!

4. Genie out of the bottle...

Participants are encouraged to choose three wishes (for today/ for all time/ for theory family etc. etc.) and discuss them with the group.

This can also be around the news or three things that have happened to them recently etc...

Encourage others to ask questions of the storyteller! Or just scoot around and get all the wishes.

5. Who is the artist?

Invite each participant to draw or show an image that tells a unique story or fact about their lives or other subject. They can use pen and paper, draw it digitally or directly into your online whiteboard tool.

If you want to make it more challenging, give participants only thirty seconds to draw their picture.

6. Story time

This can be done in teams of six or eight people for example - others can listen - make sure everyone knows their team number so they know they are next... They can do it in front of the whole meeting or in breakouts!

The organiser (for whole group or for selected team) starts with a line like:

“A team got together to solve all the world’s problems. Everything seemed easy, until one day ...”

And invites the next person in the group to continue the story and add the next line. This keeps going until everyone’s contributed to the story.

If you want them to just have fun and be energised, maybe start with something strange...

“Once upon a time. we were stood on the top of a volcano.”

It is also useful to start each part of the story with a linking phrase like

..” yes and...” or “yes but..”

If you want to keep participants on their toes, add rules like the lines have to rhyme in couplets, or have a word that people can’t use or must use. Even tougher but great fun is the next line must start with the next letter in the alphabet... (no names allowed!)

7. Count up to ...

In this short energizer, a group must count up to a number (usually twenty - choose a number x 2 of the team number playing ...), taking turns at random, with no two people speaking at the same time. If two people speak at the same time, even for a second, the group must start over at number 1. The group has succeeded when they have counted up to the set number.

The key with this energizer is that people cannot communicate beyond saying the numbers, and so must work together non-verbally. It’s a great exercise for

helping people work together in a calm, focused manner and gently teaching the importance of speaking purposefully when collaborating online.

Depending on the group, this exercise may fail and that's okay: the failure itself can be instructional! Debrief this exercise to highlight some examples of good meeting etiquette, and to emphasize the importance of good communication.

8. Draw the answer... (or act it!)

For this energizer, set-up an online whiteboard or shared Google Doc or just have folks with a pen and paper...and post a phrase or statement that participants then have to search for a suitable image. It might be something as simple as,

"That Monday morning feeling," or

"Good management looks like this."

You can have a couple of questions just for fun, then include some that invite people to creatively respond to organizational challenges and prepare them for the next exercises.

You can also act the answer with a freeze!

9. What am I doing?

In this energizer, you begin by inviting a participant to mime an action (or like in traditional charades it can be a movie or book etc..) in their webcam screen. The first person to guess the action correctly then mimes an action themselves.

10. Freeze tag improv

As above but the facilitator will ask someone to start a mime or action:

- Cutting someone's hair?
- Flying a plane
- Cooking a meal

On "the freeze" the next person called out by the facilitator must continue with a fresh action that builds on the previous action but is a totally different action – BUT it must start from the same freeze position! Let it run for 15 seconds (it should be words and actions) then freeze and next person takes over...

11. Pitch It!

In the improv pitch, set up a slide deck of weird and wonderful objects and then, inviting your participants one by one to pitch whatever comes up on the next slide to the rest of the group.

Time it so participants have thirty seconds to pitch this great new idea for adoption! Why should we buy 1000?

A variation... try using fictional characters and have each participant sell the group on why they should be president or a senior manager in your team?

If you want to integrate this exercise into a focused workshop, have your team pitch new features or solutions for your product or organisation to the team. Depending on your needs, this exercise can easily be adapted to serve multiple purposes.

12. PowerPoint improv!

Create one or more slide decks that none of the participants have seen before. You can use random slides that don't relate to one another, are just for fun, or form an actual company presentation depending on the needs of your group.

Once your team is ready to start, find a volunteer who is ready to present and start the first random slide deck. The volunteer must then present on those slides to the group. You can give people an entire slide deck each or have them tag out to other members after a few slides. Keep text information on the slides to a minimum. The key is getting people to improvise, have fun but also practice their communication skills under pressure!

13. Virtual Scavenger Hunt

Split your group into teams and set up a timer depending on the size of your list that you need people to gather... get them into breakouts and give them a set amount of time

This online energizer works best if people are under pressure and are then encouraged to share what they found! - how many items have they got as a team?

14. Object improv

Ask each person to grab an object near them and describe why it is relevant to a subject

- "Entrepreneurship"
- Planning "
- Building teams...
- Holidays
- Family

15. Bring a fun photo

Get everyone to share a fun photo - and describe it

What have you got? Why is it relevant to what you are talking about? or why do you find it interesting? ask for 3 things that are interesting about each image...

This could be themed (photos of shoes/holidays/desks etc) or random! They could be on a theme such as 'team' or being human

It can also be a photo or image that relates somehow to the topic you are discussing...

16. Team survival challenges/lists

Divide teams up either give them a list of 20 items - if they could only choose three for survival what would they be and why?

Encourage teams to write down which items and why, or if they're feeling creative, draw their responses in the whiteboard - these kinds of artefacts can be crucial in making an exercise effective.

After the groups have had time to deliberate, bring them back together, see what everyone chose and debrief. You can do this with any list - to create priorities: From a list of 20 what are the three most important things for..?

Teams/this project/success/a good day out etc etc **Plenty of other fun stuff to do... powerful too!**

Come up with your own Energisers/games 😊

SOME ADDITIONAL RESOURCES TO HELP WITH YOUR ZOOM TECHNIQUES!

- **Polling:**

<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>

- **Breakout Rooms:**

<https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>

- **Non-verbal Feedback:**

<https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-DuringMeetings>

- **Virtual Backgrounds:**

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

- **Sharing a Screen:**

<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->

- **Whiteboard:**

<https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>

- **Annotation:**

<https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screenor-whiteboard>

- **Transcription of meetings:**

<https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-TranscribeCloud-Recordings->

- **Chat:**

<https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat>