

## Virtual Industry-led skill seminar – FAQ

Please contact one of our Employer Engagement Advisers if you would like to discuss any of this in more detail ([careers.employers@lse.ac.uk](mailto:careers.employers@lse.ac.uk)).

### How does a virtual training session differ?

1. Visual cues that you would receive during an in-person event are different in a virtual setting – reading body language can be difficult, so think of ways to get this from your audience (e.g. thumbs up, nodding, building in interaction)
2. Interactions between facilitators and students will change and these need to be re-formatted and built into the virtual session
3. Important to understand the technology and platform capabilities in order to deliver a really engaging session
4. Important to have a plan if the technology fails in anyway
5. The images that are used on a virtual session need to be both engaging and enable interactions
6. There are more distractions for participants on a virtual event – emails, phone and interruptions
7. The ability to meet participants informally either before or after the session is different in a virtual environment

A useful resource / platform that can support you in putting together a skill seminar is [sessionlab.com](https://www.sessionlab.com). You can access the basic version for free.

### General facilitation guidance

1. Warm and personal welcome
2. Setting clear boundaries and expectations
3. Set instructions twice
4. Include different engagement options and variety
5. Vary the way you take feedback
6. Be realistic about what you can cover in the time frame. We recommend that sessions should run for a maximum of 60 minutes
7. 20% of the session should be for reviewing, reflecting and recapping

## **The role of a producer and/or co-facilitator**

A representative from LSE Careers will be available throughout the session and can support with managing the technical elements, breakout rooms and student registration. We will support with a demonstration of all the features in advance of your session, so that you feel confident.

We suggest having more than one representative on the session who can support in delivering the session, particularly if there are any connectivity issues. We would recommend that the co-facilitator manages the chat function (adding links, content and replying to questions), polls and slides and allow the main presenter to focus on delivery.

## **Introduction / Housekeeping**

The introduction is one of the most important elements and keeping it brisk, optimistic and purposeful is key. Welcoming participants as they join and using their names helps to personalise the experience and build connections.

Here are a few housekeeping considerations you might want to set for your audience:

- Actively encourage your audience to turn their cameras on and provide you with positive reinforcement so you can see they are following the session and engaged (nodding and thumbs up). Be honest with the audience that having camera on helps you as a facilitator
- Participants will be set to mute on entry and it is good practice to let participants know this, and encourage them to use the 'hands-up' function to indicate that they would like to unmute
- Remind participants to stay muted to avoid background interference
- Outline how you would like your audience to engage at the start of your session and set clear expectations. Talk about the engagement options that will be used throughout the session – chat function, polls, breakout rooms and option to unmute
- Explain when and how you will be taking questions
- Encourage the audience to remove distractions e.g. close emails and other browsers

## **Starting strong**

Build on your introduction and ignite curiosity in the audience early on. This could be done by:

- Running a poll and then talking about the answers
- Have several quotes on a slide and ask the audience what resonates with them and why
- Have a statistic on the slide and ask for the audience's opinions
- Using a poll to see how confident they feel at the beginning of the session. Then repeating this poll at the end to show how their confidence has grown
- Asking the audience to describe how they are feeling in three words

*\*this is a great way to test the audience's ability to use the different engagement features – such as a poll, annotation, stamp and or chat functions. We encourage you to do this within the first 5 – 10 minutes of the session, remembering to always repeat your instructions twice*

## Building interactions

- Always give the audience **different options** when asking for participation. For example, if you ask a question say that you will invite individuals to raise their hand to be unmuted to give their answer and put these into the chat function. Some participants may feel uncomfortable about unmuting, so offering other options to participate is important.
- Silent moments are common particularly as you ask for the audience to participate. It is important to be comfortable and confident with these pauses. This pause happens as the audience is thinking about your question or task and understanding the platform tools.
- It is important to build in interactive elements every 3 – 5 minutes throughout the session. There are a host of different techniques and ways you can do this.
- To build connections with the audience we encourage that you use the participants name when engaging with them and praise them for being involved. This includes when calling out replies on the chat function.
- Regularly ask for feedback from the audience and this can be asking them to put their thumbs up or nodding to confirm that they understand.
- Actively encourage your audience to turn their video on and be open with explaining that this helps you as the facilitator know that they are engaging, understanding and that you can connect with them

## Questioning techniques

The following open questions may support in building participation and interactions with the audience:

1. What questions have you got for me?
2. What questions are you left with?
3. What is the evidence for that?
4. What would someone who disagrees with you say?
5. What have you learnt about yourself today?

Encourage the audience to use different methods when answering your questions – for example annotating on a virtual whiteboard, writing in the chat function or raising their hand and unmuting.

## Engagement Tools available on Zoom

- Stamps - you can get the audience to stamp graphics on the slide. *For example, having three quotes on the slide and asking the audience to stamp which they connect to the most or agree with*
- Annotate – you can get the audience to write on your graphics on the slide
- Whiteboard – use a blank slide or the whiteboard function to annotate notes during your session. You could also invite the audience to annotate
- Polls - you can run a series of polls throughout the session

- Chat function – use this to not only get involvement from the audience, also share links to relevant articles and handouts
- Breakout rooms - the audience can be put into small groups to work on activities throughout the session. This allows the audience to work with other participants and hear different voices and opinions

### **Engagement activities and suggestions**

The following activities could help build engagement, interaction and make the sessions more stimulating. The activities create a more personal connection with the audience and can elicit greater participation from the audience throughout the session.

- Who has the best background - this is great to encourage participants to turn on their videos which helps you as the facilitator connect better with the virtual audience
- Who has the fanciest hat
- Who has the best mug
- First letter of your name - go and get three thing items
- On screen word search where students can use the annotate function
- On screen 'Where's Wally' game where students can use the annotate function

### **Creating engaging and interactive images**

We recommend the following tools / resources to help you create slides and images that are engaging and where the participants can interact with these. These resources will support you in developing a session that is multi-sensory and support different learners.

- Mural
- Padlet
- Slido
- Kahoot!

### **Give time for reviewing, reflecting and recapping**

Suggested ways to build this into your session are:

- Asking participants to write down one thing that has stuck with them from the session, this can be done via virtual whiteboard
- Ask participants to hashtag a word or phrase from the day and share this via chat. This can be done multiple times during the session
- Ask participants to create an emoji which sums up how they are feeling about the topic area or their skills. This is great to at the start of the session and repeat in the middle / end.
- Ask participants to write down what their favourite concept was and which part of the session this came from

- If you have put participants into groups when they return to the main session, ask a member from each group to update on what was the most interesting point raised during the discussions

### **Managing challenging questions / interactions**

Outlining the housekeeping / ground rules early at the start of the session is important and continue to make reference to these throughout the session. For example, when setting participation expectations and outlining when to ask questions and when not to. We suggest asking the participant to park their question and note that you will come back to this at the end of the session. This will allow you to continue with delivering your session.

We suggest using the following technique when responding to challenging questions / interactions:

A – who agrees with this position

B – would anyone like to build on what has been said

C – would any participant like to challenge this position