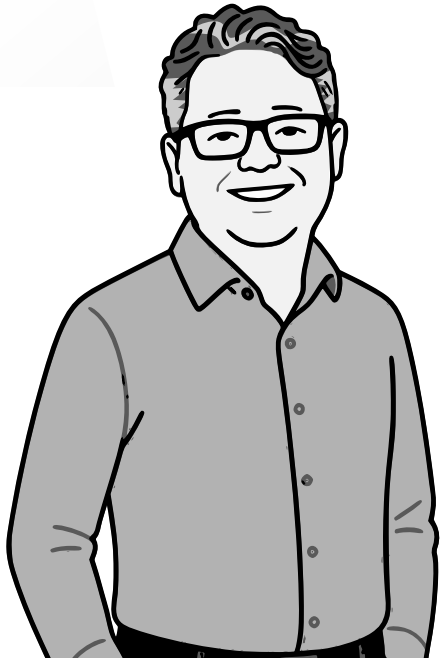




# Welcome to **Virtual Facilitator**

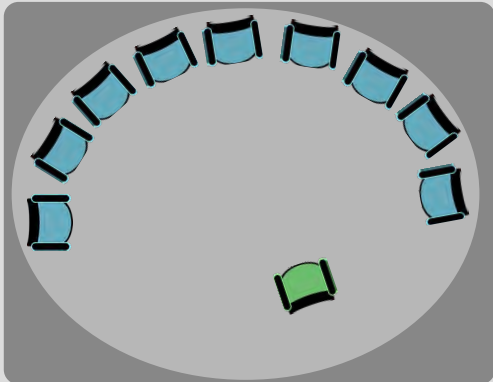
Corporate Training in Webex



Richard

## MON

CLASS  
All of us  
2-hours

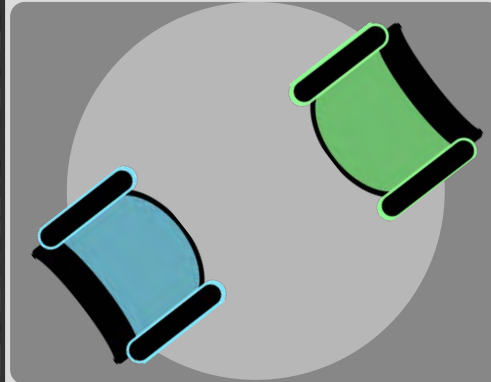


### THEORY + DEMO

9am-11am

## TUE - THU

COACHING  
Individually  
1-hour

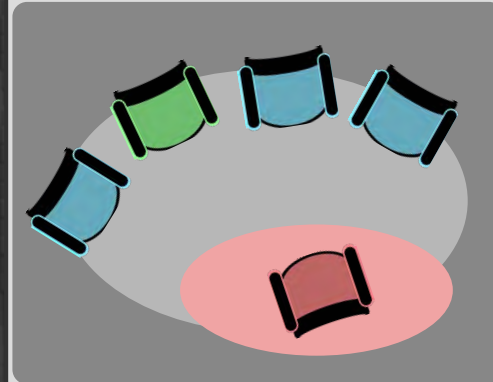


### PLATFORM +++

Have you booked ?

## WED / THU / FRI

MASTERCLASS  
Small groups  
2-hours



### PRACTICE

WED: 9am-11am

THU: 9am-11am

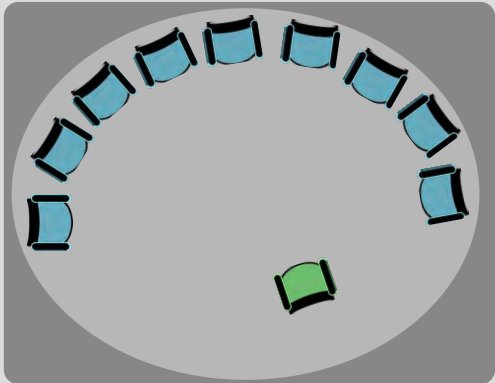
FRI: 9am-11am

NB: All times are Costa Rica Time



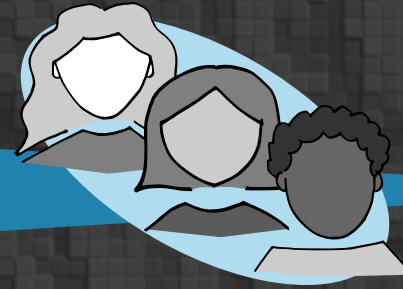
**MON**

CLASS  
All of us  
2-hours



**THEORY + DEMO**

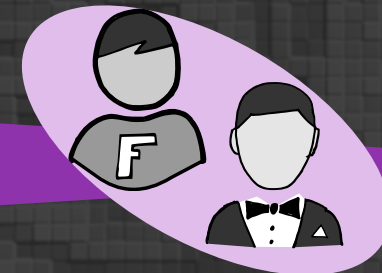
9am-11am



**PARTICIPANTS**  
Meet their needs



**FACILITATOR**  
Cover your needs



**PARTNERSHIP**  
Work together

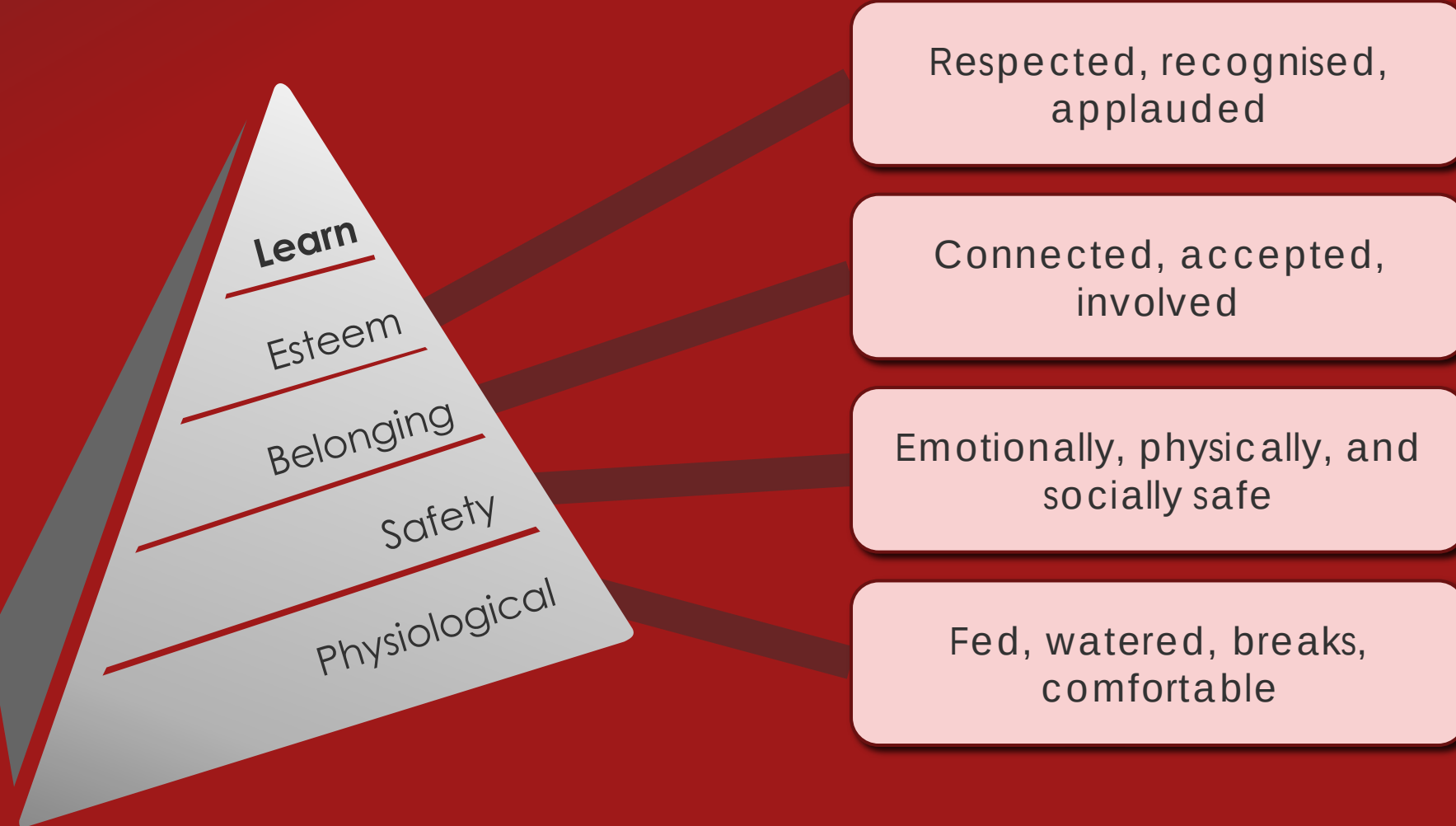






The **CHALLENGE**

# The Virtual Hierarchy Of Needs





## Tech Weight

Cognitive  
Load



Share the Load



## Social Darkness

Evaluation  
Apprehension



Shine a Light



# The Challenges for Participants



Tech Weight



Social Darkness

e.g. Existing knowledge, skills, attitude.

Distracted from doing their best.

Lack of respect and appreciation.

Managing their own webcam.

Unable to see others.

Managing connection windows (webcam, chat, etc.).

Limited chance to meet & talk to others.

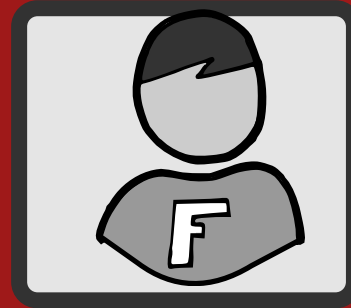
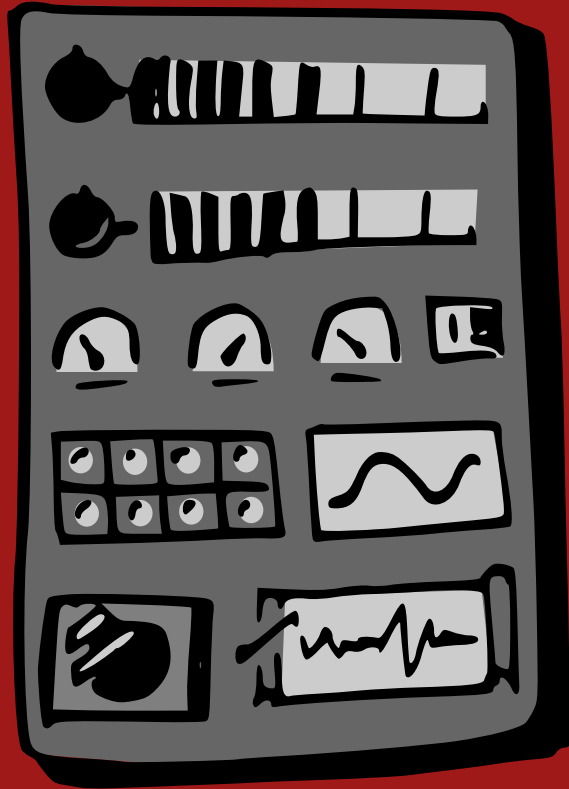
Fear of tech failure (e.g. wifi).

Unsure of social judgements.

Unsure of what is being asked of them (and how to do it).

Sufficient breaks for drink, food, bathroom, etc.



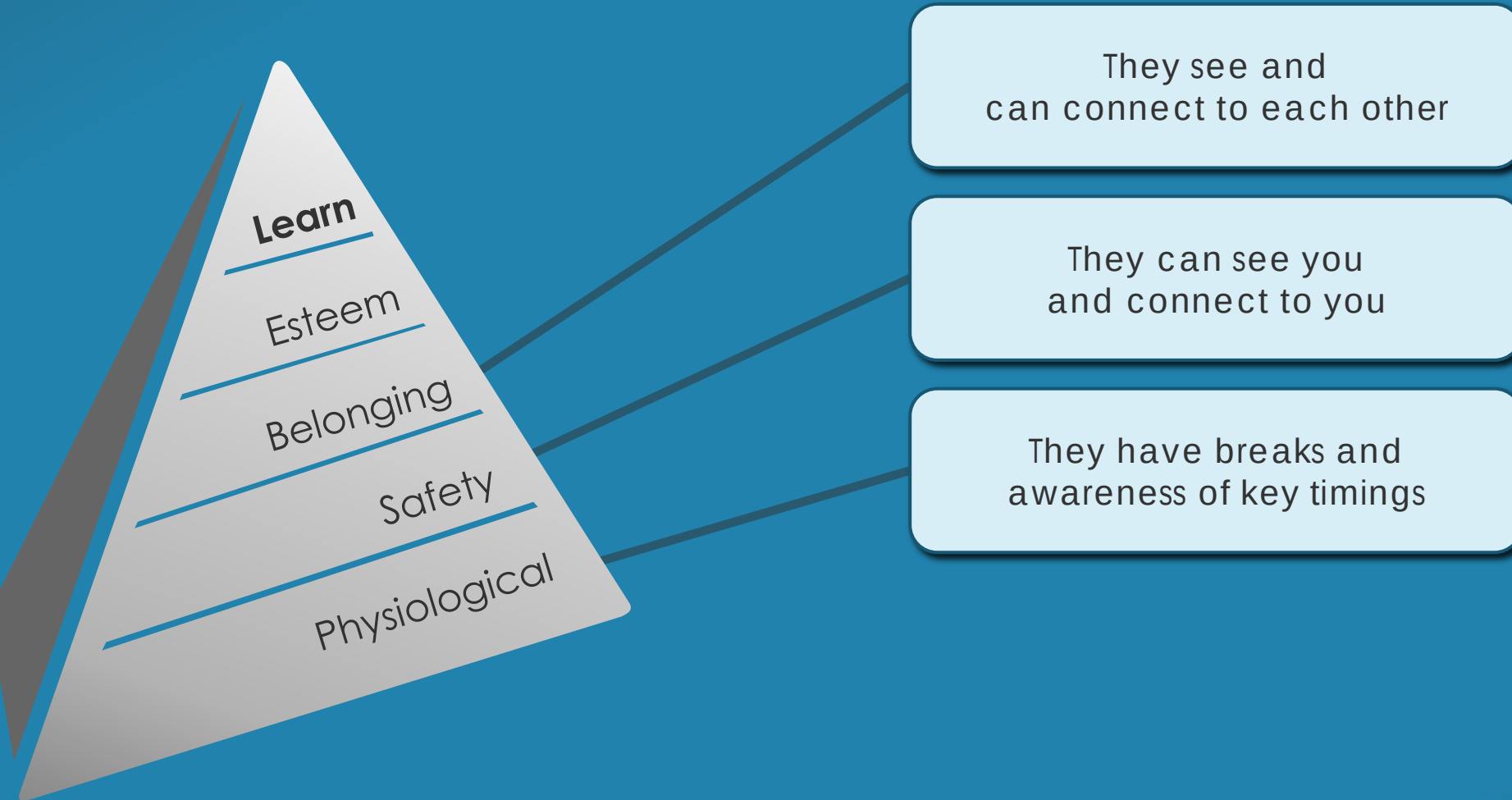


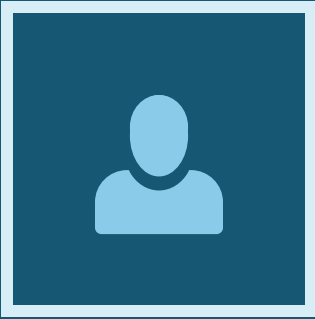


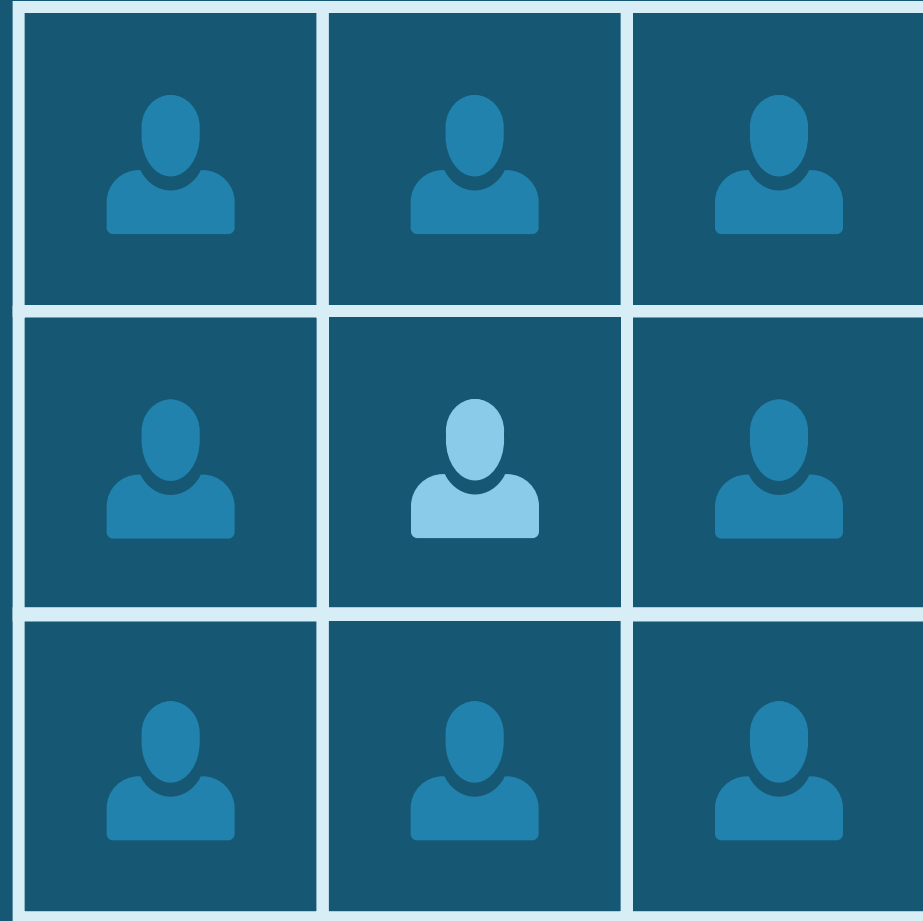
Meet  
**THEIR**  
**NEEDS**

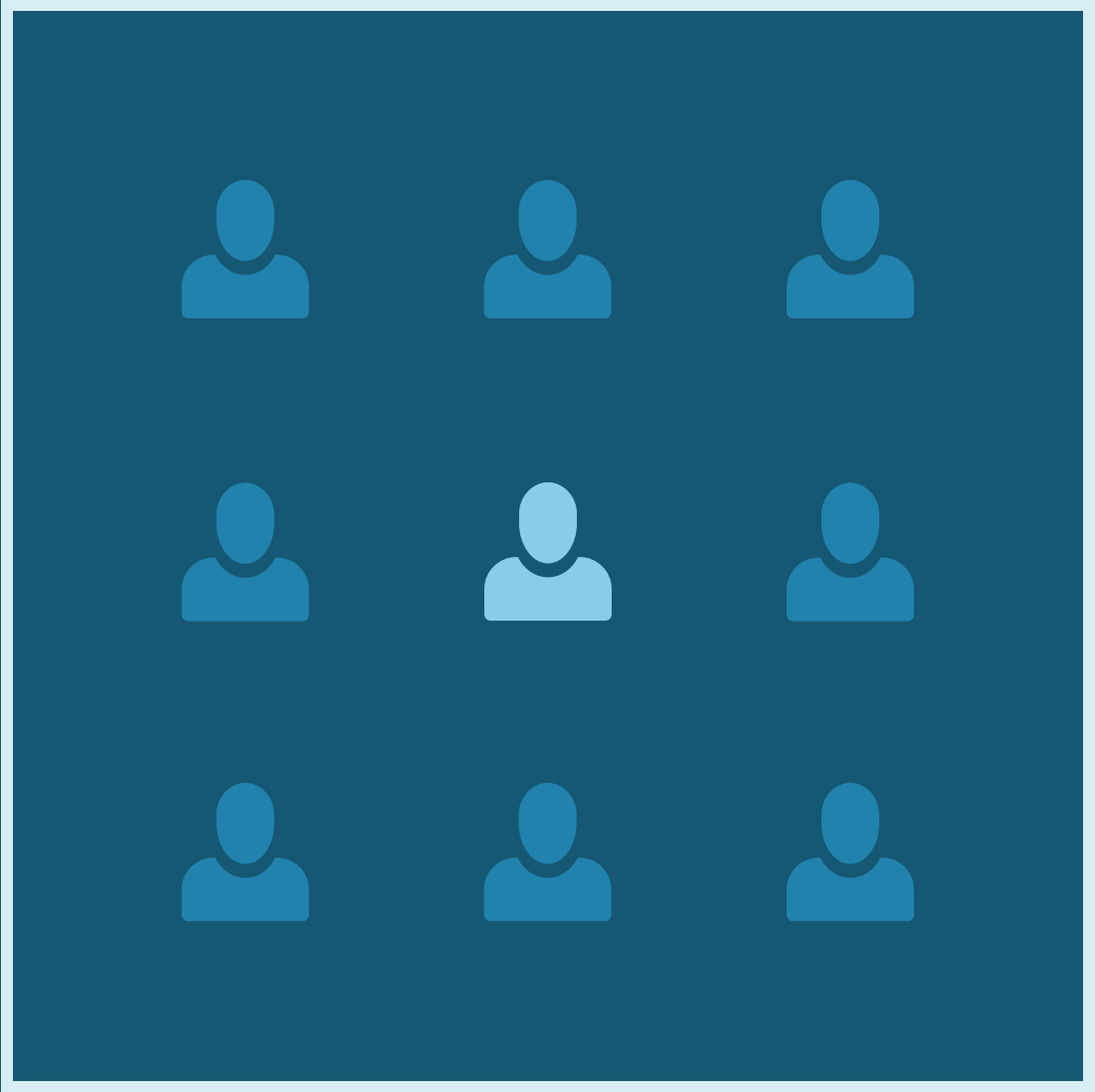


# Meeting Their Needs



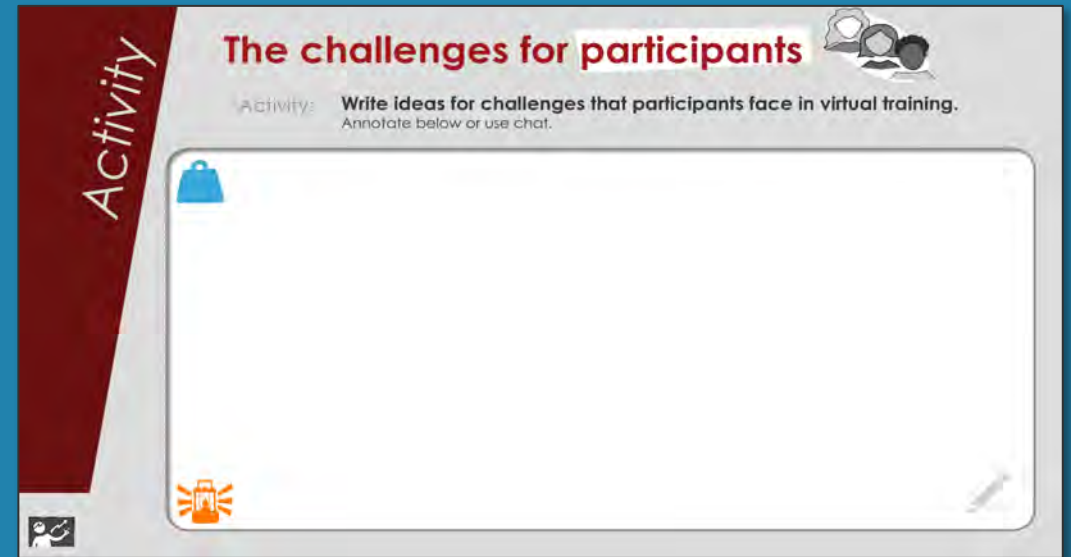
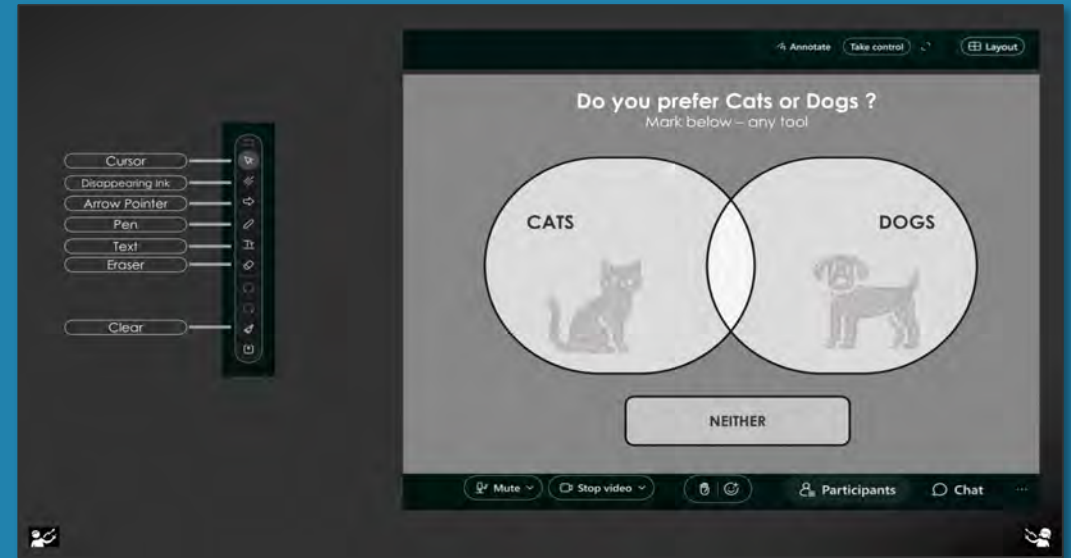
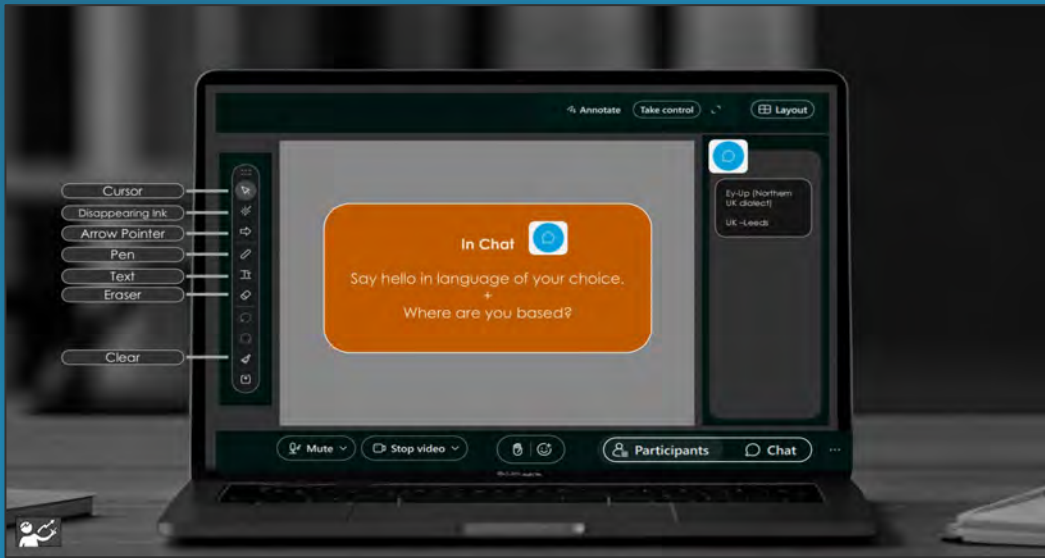












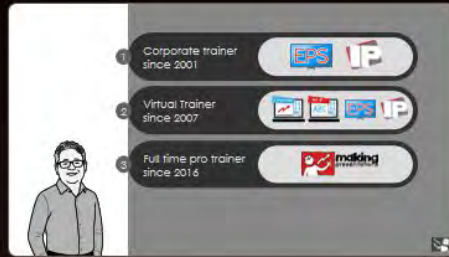




1



2



3



4



5



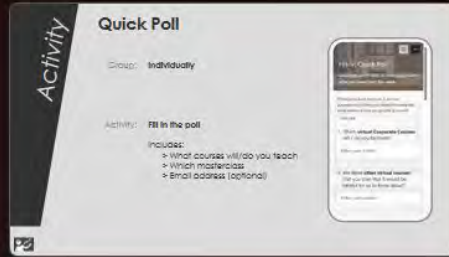
6



7



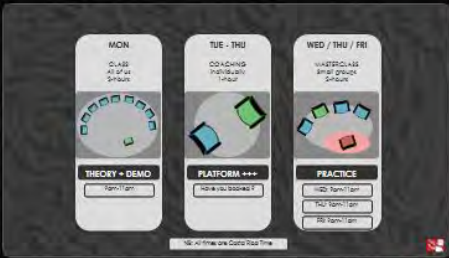
8



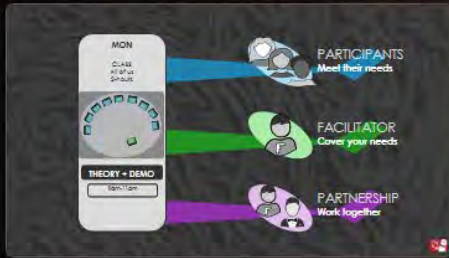
9



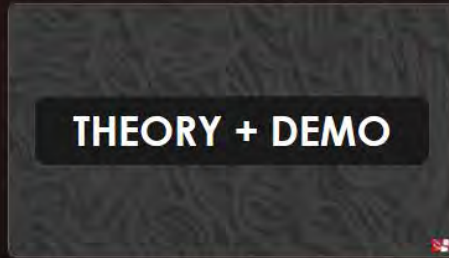
10



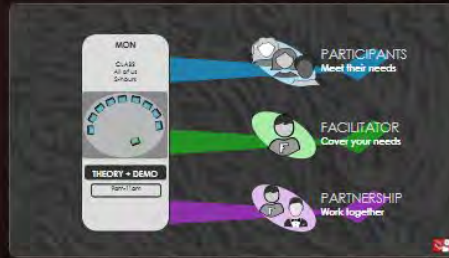
11



12



13



14



15

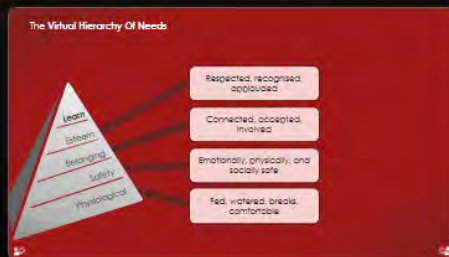
## The Challenge



16



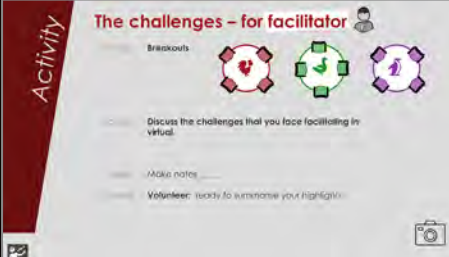
17



18



19



20

# Which Virtues?



Clarity

Always “what”  
and “how”

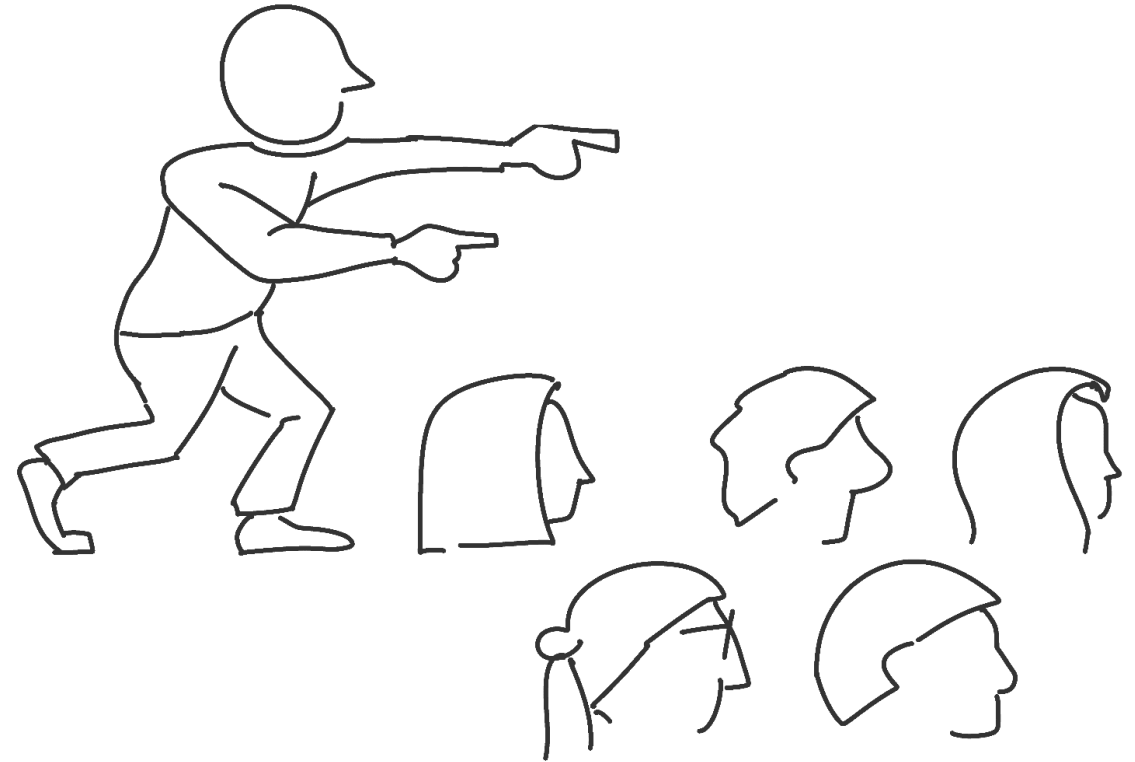
Triple-down  
(tell x3)



Patience



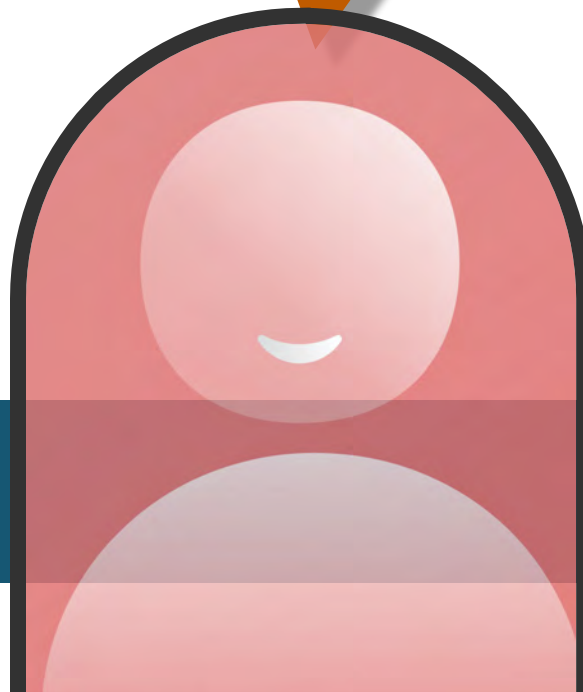
Generosity



*Who has a  
question?*

*Tell me your  
questions*

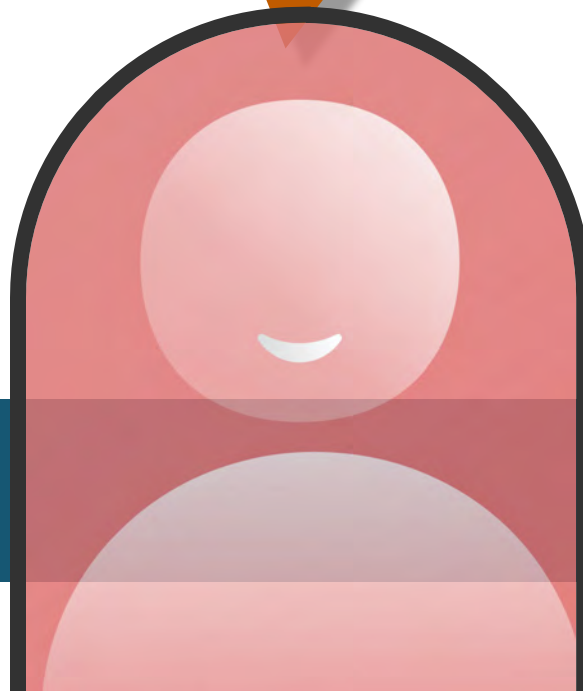
*In Chat,  
share one question  
that you have*



*Does anybody  
know the first step  
of the model?*

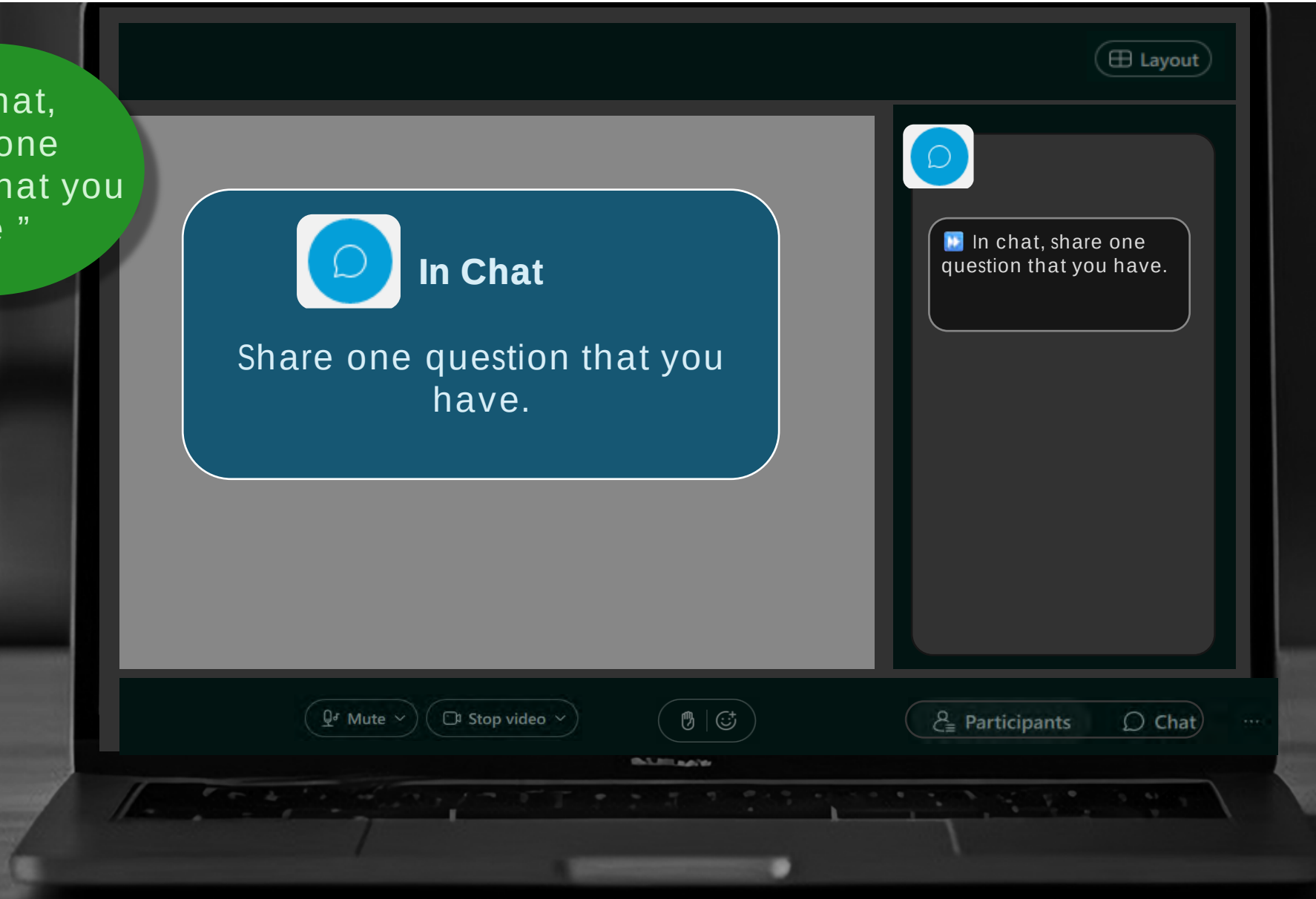
*Someone tell me  
what the  
G of GROW model  
stand for*

*John,  
come off mute and  
tell me what the G  
of GROW model  
stands for*



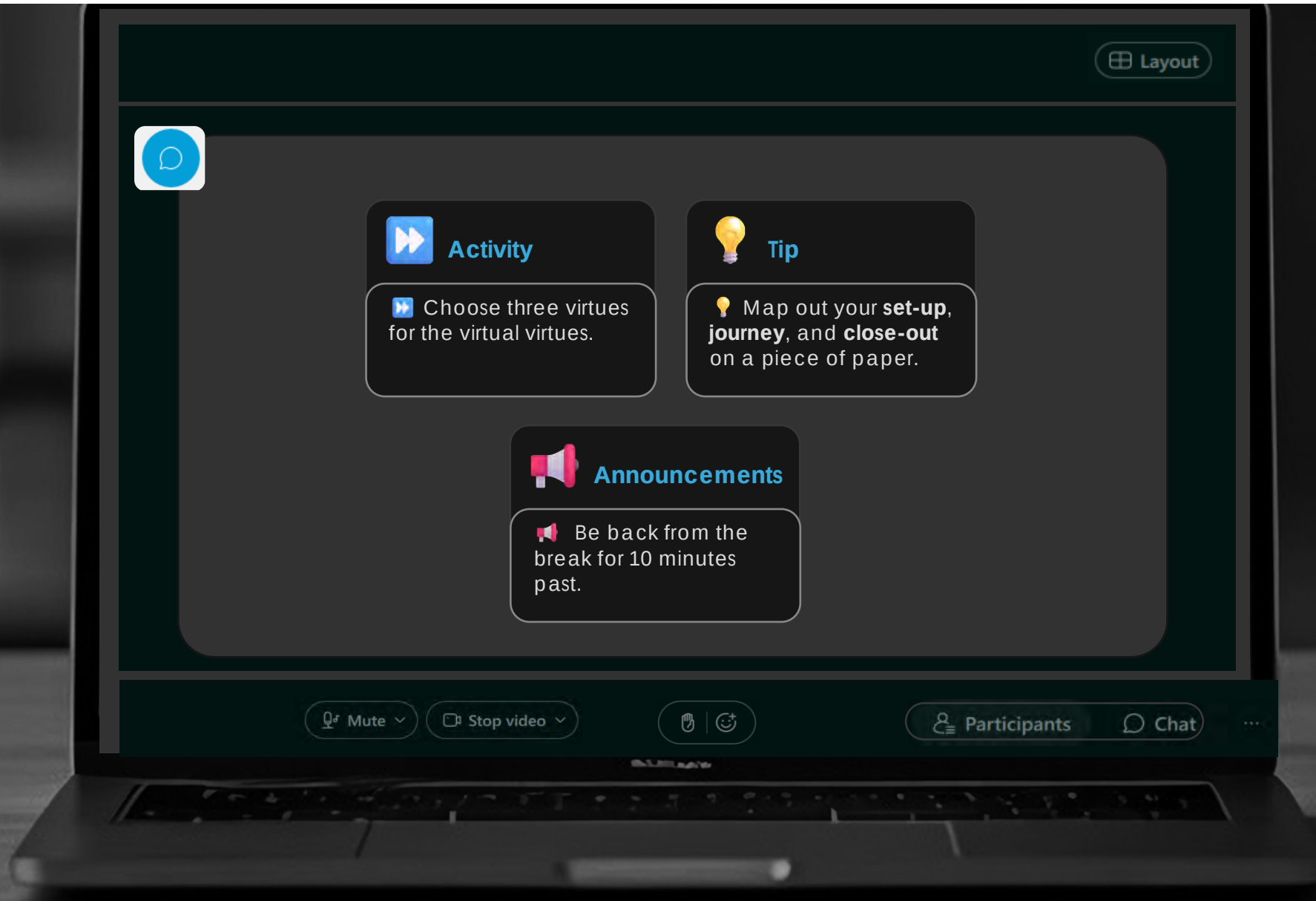
## Tip: **Written instructions**

“ In Chat,  
share one  
question that you  
have ”





## Tip: Written instructions



Tip: **Visual cues** (e.g. box)



Tip: **Visual cues** (e.g. tool info)

The image shows a laptop screen displaying a poll interface. The poll question is "Do you prefer Cats or Dogs?". The interface features a Venn diagram with two overlapping circles. The left circle is labeled "CATS" and contains a drawing of a cat. The right circle is labeled "DOGS" and contains a drawing of a dog. Below the Venn diagram is a button labeled "NEITHER". The interface includes a top bar with "Annotate", "Take control", and "Layout" buttons. A vertical toolbar on the left side contains various drawing tools, with "Arrow Pointer" and "Pen" highlighted by callouts. The bottom bar includes "Mute", "Stop video", "Participants", and "Chat" buttons. A small icon of a person with a pointer is visible in the bottom left corner of the laptop screen.

Do you prefer Cats or Dogs ?

CATS DOGS

NEITHER

Arrow Pointer

Pen

Annotate Take control Layout

Mute Stop video Participants Chat

Tip: **Visual cues** (e.g. break-out groups)

## Activity

### The challenges – for facilitator

Group: **Breakouts**



Activity: **Discuss the challenges that you face facilitating in virtual.**

Notes: Make notes \_\_\_\_\_

Output: **Volunteer:** ready to summarise your highlights.



# Which Virtues?



Clarity



Patience

Narrate time

1<sup>st</sup> Affirm  
2<sup>nd</sup> Summarise



Generosity



# Which Virtues?



Clarity



Patience

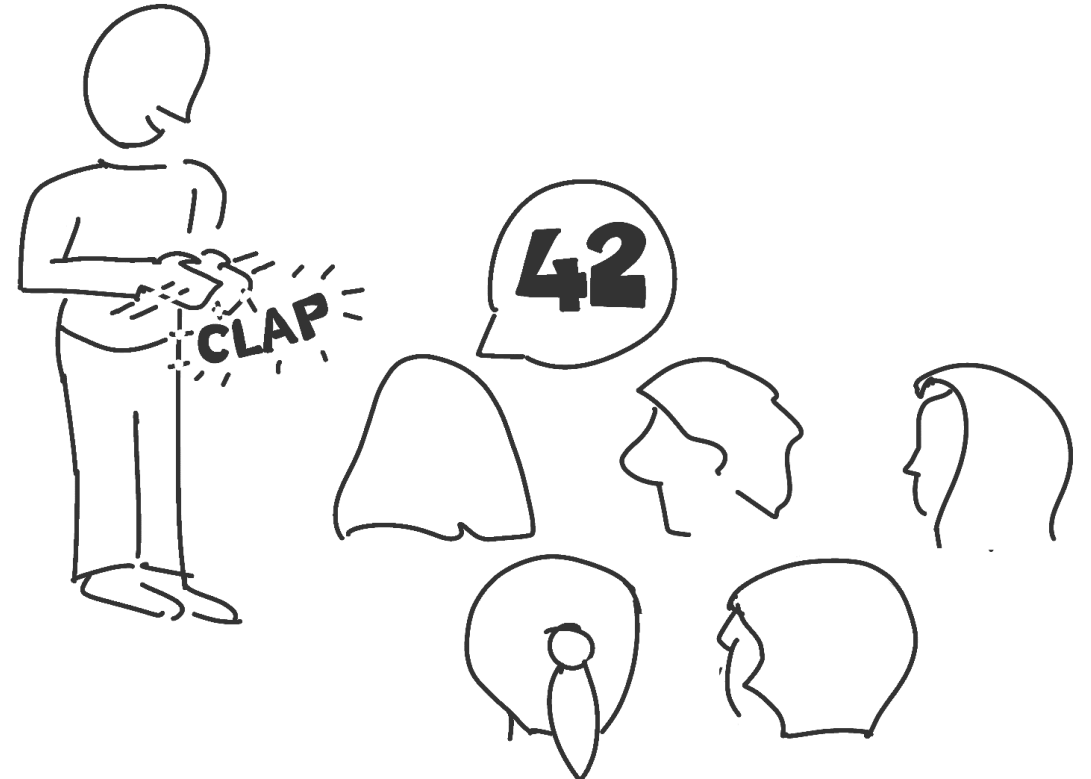


Generosity

> Thank

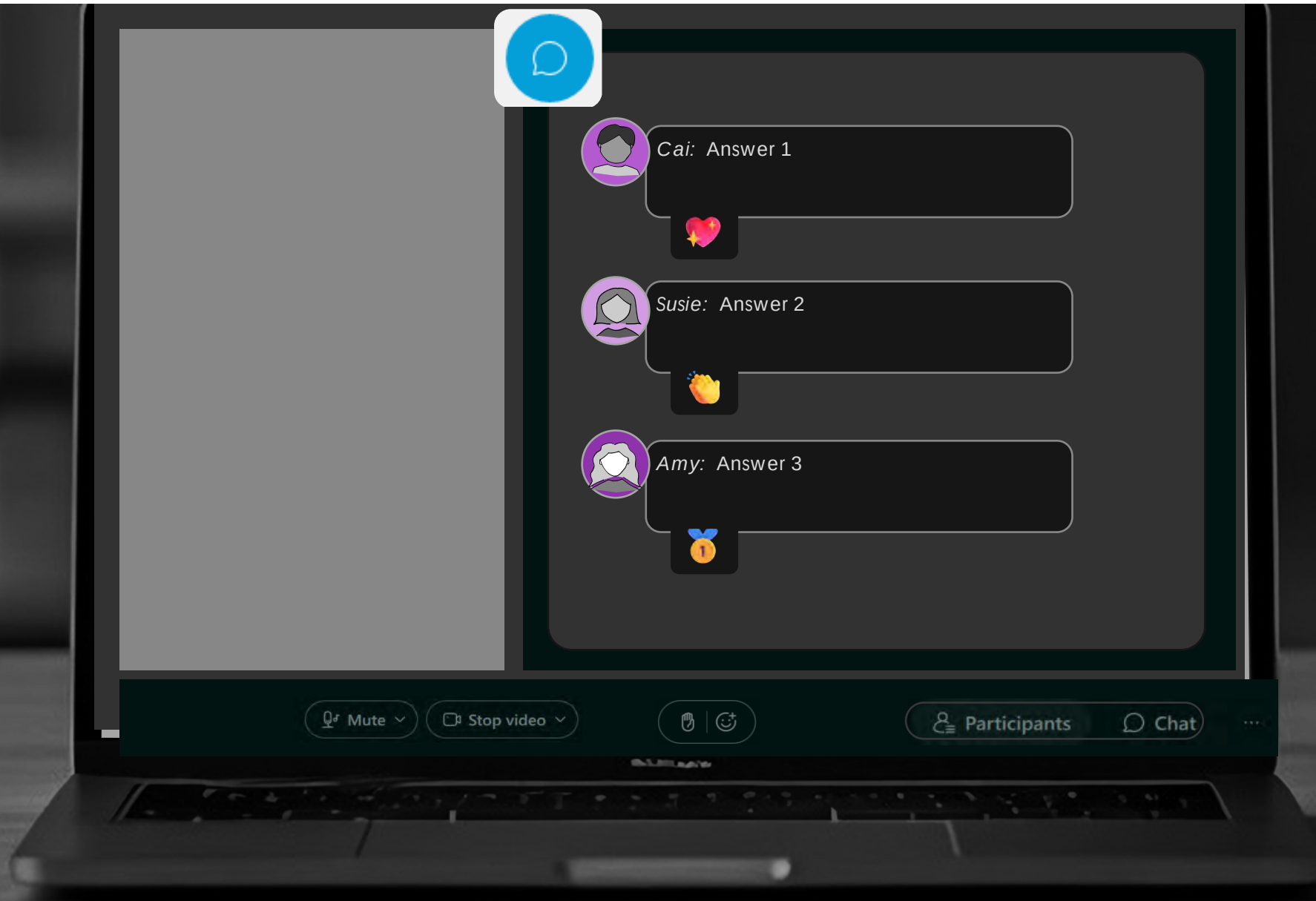
> Name

> Build





Tip: **Give emoticons**





## CLARITY

Always “what”  
and “how”

Triple-down  
(tell x3)



## PATIENCE

Narrate time

1<sup>st</sup> Affirm  
2<sup>nd</sup> Summarise



## GENEROSITY

> Thank

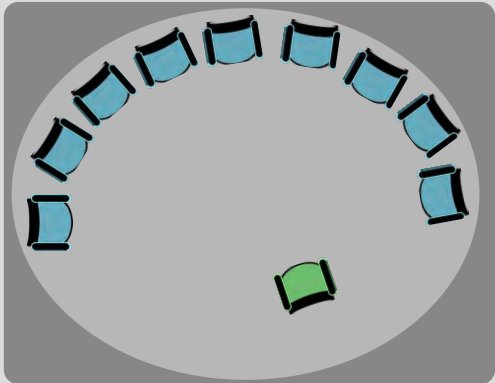
> Name

> Build



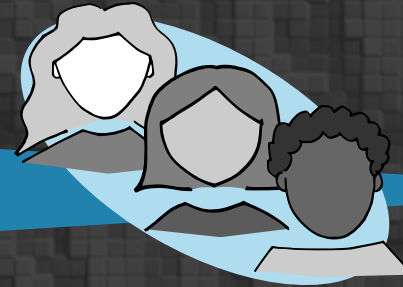
**MON**

CLASS  
All of us  
2-hours



**THEORY + DEMO**

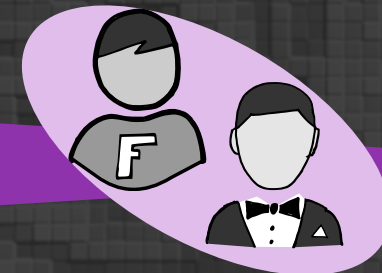
9am-11am



**PARTICIPANTS**  
Meet their needs

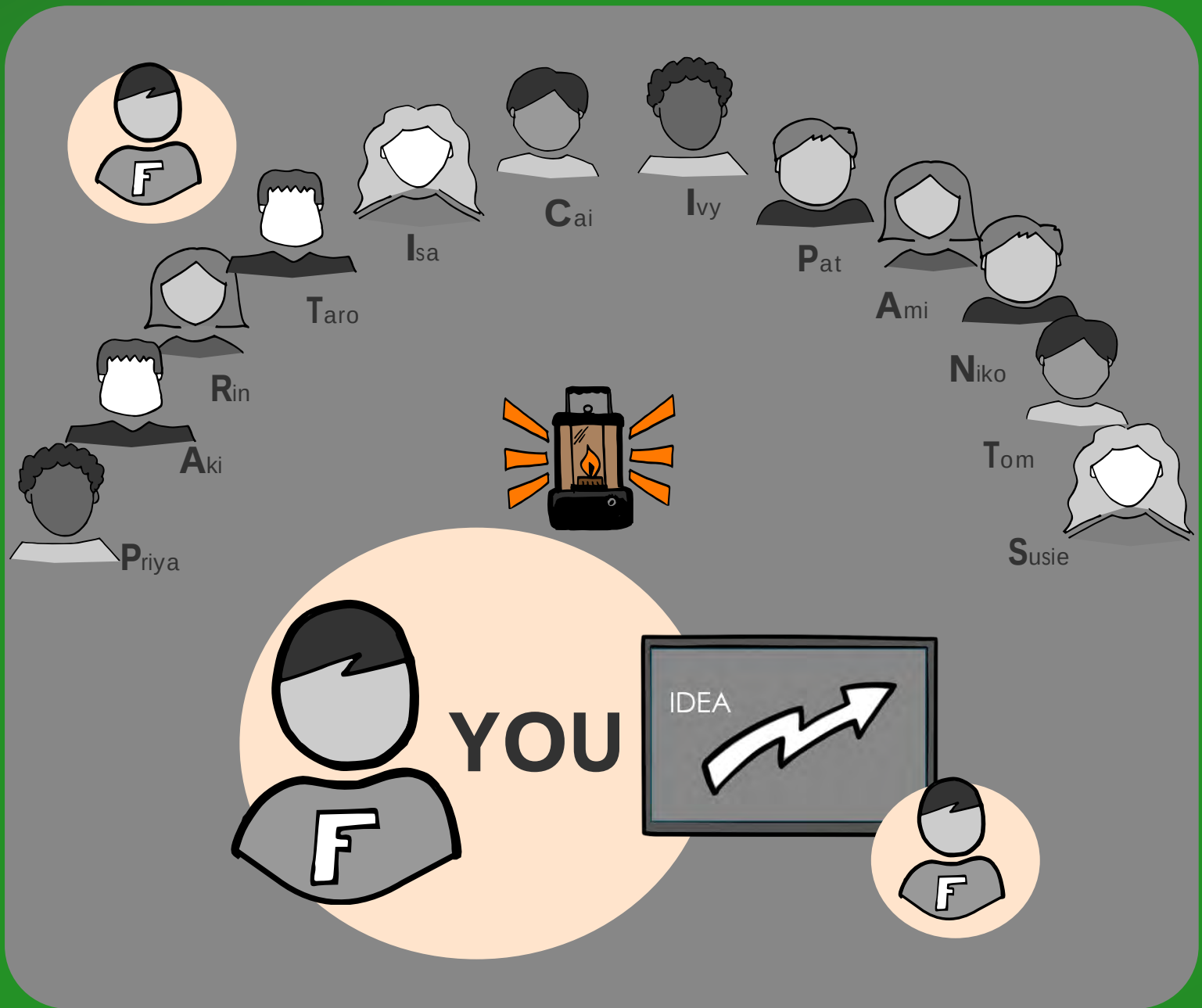
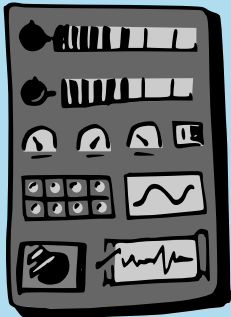


**FACILITATOR**  
Cover your needs



**PARTNERSHIP**  
Work together



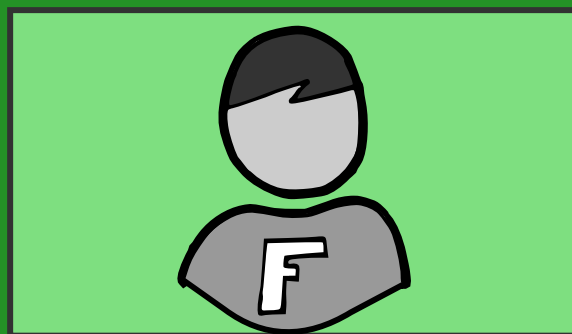


## CHAT

- 🗨 Ipsem lori e decorios
- 😊 Ipsem lori e decorios  
It lorima ignobl e ih leco
- 😞 Arborite, asp, luxic



Cover  
**YOUR**  
**NEEDS**





## Tech Weight

Cognitive  
Load

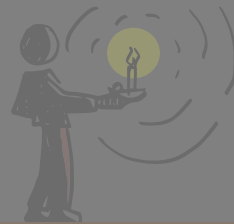


Share the Load



## Social Darkness

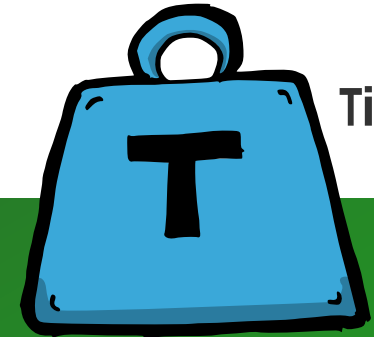
Evaluation  
Apprehension



Shine a Light







# Tip: Great short notes (to paste from)

**Presenting Data**

These are notes to help guide anyone producing for Presenting Data course.  
2.5 hour training class – normally run virtually (in MS Teams). **Producer needs to be online 30 minutes before the start time for a tech check.**

Key materials included in the course:

- Primary deck. Beware, this is BIIIIG! Allow plenty of time to download/upload.
- 1 video played by the producer as directed. See details below.
- Summary 1-pager. Have this open.

**THINGS TO CHECK IN THE TECH**

| MUSIC                            | As people and in a break. |
|----------------------------------|---------------------------|
| To SPOTLIGHT or not to SPOTLIGHT | If bringin' webinar       |
| TRAINER ISSUES                   | What to cut off           |
| CHAT                             | Monitor participant       |

**Producer Instructions**

**CHAT**

Segment major sections & Re-enforce verbal instructions.

Here are some pre-prepared instructions with approximate slide numbers

**Intro**

Action: please screengrab the two slides people annotate and put the completed slides into chat

**Welcome Slide**

Slide 3

Welcome

Please say Hi (in whatever language you like), and let us know where you are dialling in from 🇬🇧

Hi, I'm dialling in from the UK 🇬🇧

Hi, I'm dialling in from the south coast of the UK 🇬🇧

Please put a mark on the chart where you are with respect to Presenting Data?

**Slide 10**

What do you **Expect** from the training today?

Please type on the screen using the text tool OR write here in chat if you are having problems with the annotation tools.

Book recommendation for those who are interested in how to recognise if people are being somewhat manipulative in their data presentations = How to Lie with Statistics – Darrell Huff & Irving Geis  
[Amazon.com: How to Lie with Statistics: 9780393310726: Huff, Darrell, Geis, Irving: Books](https://www.amazon.com/How-to-Lie-with-Statistics-9780393310726/Huff-Darrell-Geis-Irving-Books)

**Slide 15**

Book recommendation for those who are interested in high-end visualisation = Books by David McCandless: [Information is Beautiful Books – Information is Beautiful Books – Information is Beautiful Books – Information is Beautiful Books](https://www.amazon.com/Information-is-Beautiful-Books-9780393310726/Huff-Darrell-Geis-Irving-Books)

Book recommendation for those who are interested in how to manipulate data = Guide To Information Graphics – Dona W. Wanda

**REDUCE Section**

Note: Top Tips below

In Tables section:

Slide 23

Slide 40

Slide 41

Slide 43

Slide 44

Slide 46

**REDUCE**

What should we Cut?

Tip: a line every 5-rows is a good rule of thumb.

Tip: people instinctively simplify any number to two significant figures – you can help them by offering numbers like this.  
2.459 → 2.500    3.212 → 3.2

What should we Grey Out?

Tip: Numbers should be right aligned to the decimal point.

What should we Tag?

Tip: when TAGGING ask yourself: how do I make it intuitive **what is being counted and how I should feel about the results**

**Slide 55 (from Maria)**

Tip: columns often feel too wide and rows feel too narrow

Tip: We have used quite basic icons here, but if you are looking to source more interesting icons, try looking at [Noun Project: Free Icons & Stock Photos for Everything](https://www.nounproject.com/)

Tip: If you are looking to source icons, try looking at [Noun Project: Free Icons & Stock Photos for Everything](https://www.nounproject.com/)

Tip: We have also been told that it is easy to create icons using [Noun Project: Free Icons & Stock Photos for Everything](https://www.nounproject.com/)

Tip: Add space between sub-sections of data (rather than assume it should just be a line)

Tip: It can be really helpful to bring text to the side of the table

Activity: Open a real data table of yours from a presentation. Make decisions on how you visually REDUCE it.

**Slide 59 (from Anna Maria)**

**Slide 60 (from Valeria)**

**Slide 63**

**Slide 64**

**REDUCE : CHARTS**

In Charts section:

Tip: You can often cut many of the numbers on each axis and make the scale clearer.

Tip: Work to get the legend/key nearer to the data.

What would you like us to Cut? Or Grey Out?

Tip: A benchmark or target line can make it faster for the audience to understand how to feel about the data.



## Tech Weight

Cognitive  
Load

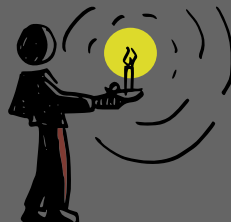


Share the Load



## Social Darkness

Evaluation  
Apprehension



Shine a Light



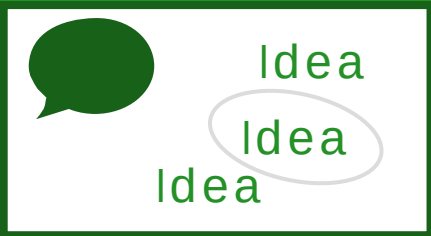


Tip:

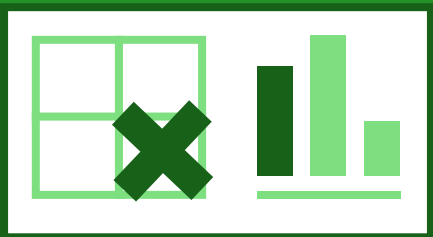
# Responses to see and hear



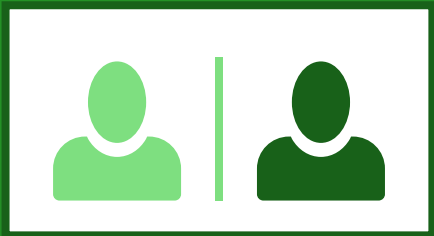
Chat



Polls /  
Written /  
Annotations



Interviews





Tip: **Early Breakout**

## Activity

### The challenges – for facilitator

Group: **Breakouts**



Activity: **Discuss the challenges that you face facilitating in virtual.**

Notes: Make notes \_\_\_\_\_

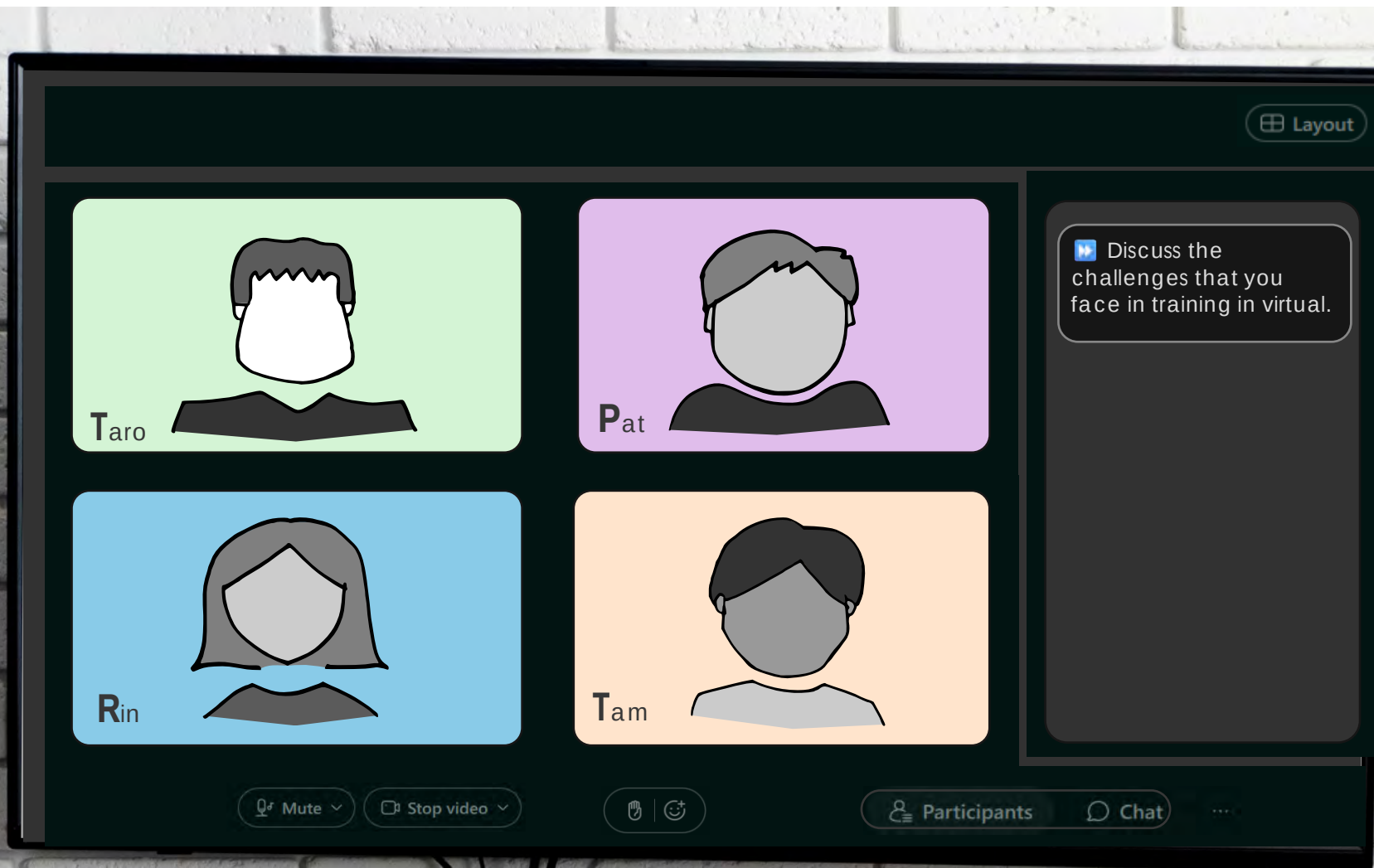
Output: **Volunteer:** ready to summarise your highlights.





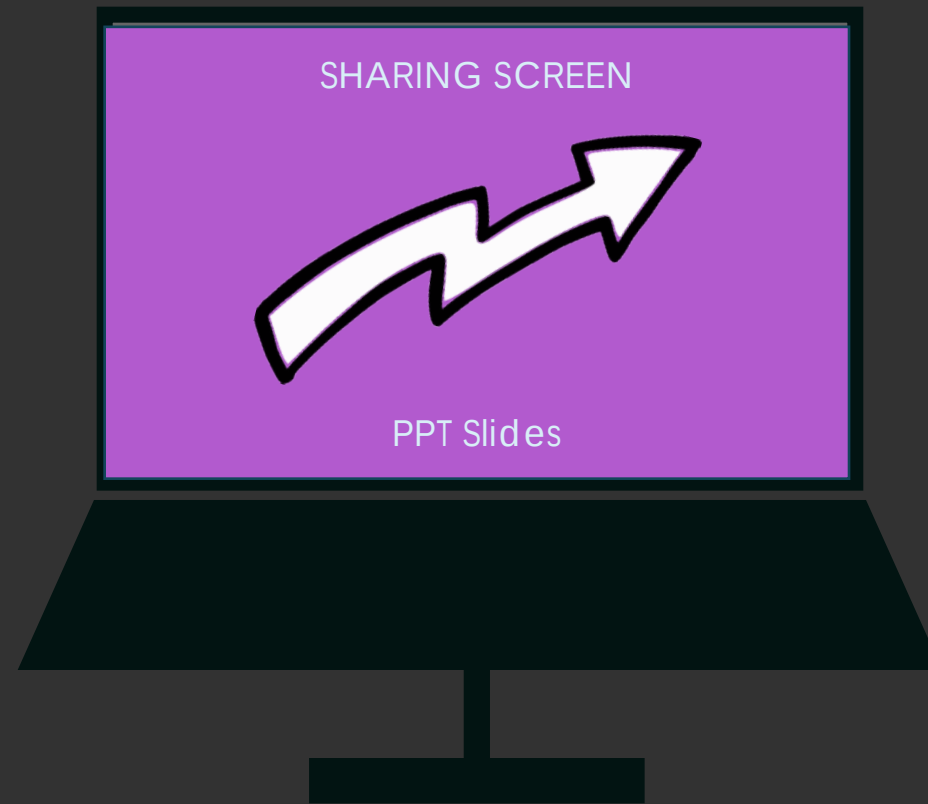


Tip: **Early breakout + Go visiting**





# Screen







# Two Screens





# Two Options

Share

## Share Screen

Screen or applicationFileCameraAdvanced

Screen

Screen 1

Screen 2

Application ⓘ

Sort byLast used

Webex and meeting window (2)

Microsoft Edge

Microsoft PowerPoint

Microsoft Outlook (3)

Microsoft Teams

Microsoft Outlook

Sharing options

Resolution and frame rate

Automatically adjust

☒ Include computer sound

☒ Show me in front ⓘ

☐ Show my Webex app ⓘ

Share

Hide options

## Share File

Screen or applicationFileCameraAdvanced

Upload a file up to 100 MB. Presenters can take turns controlling the content, and everyone can explore pages on their own to catch up or read ahead.

Upload and open a file

2026-2a\_VirtualFacilitator-HITV ~...

Share



# Two Options

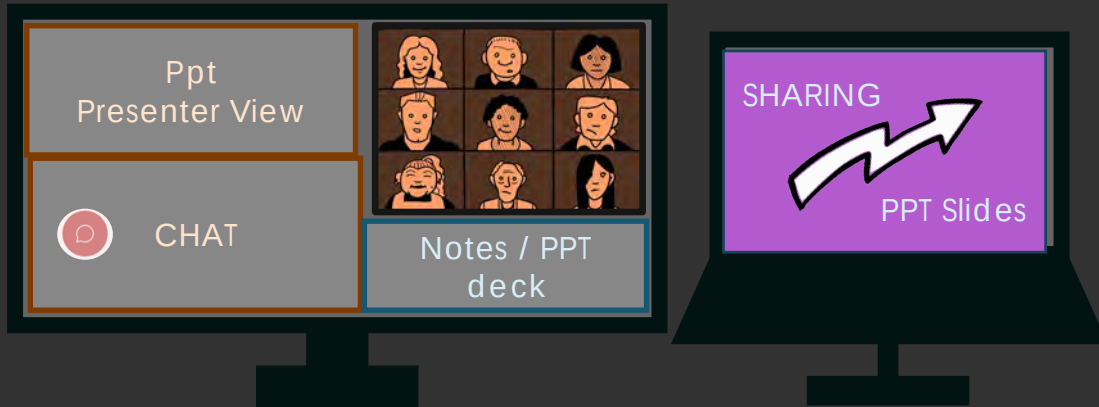
## Share Screen

Screen or application

File

Camera

Advanced



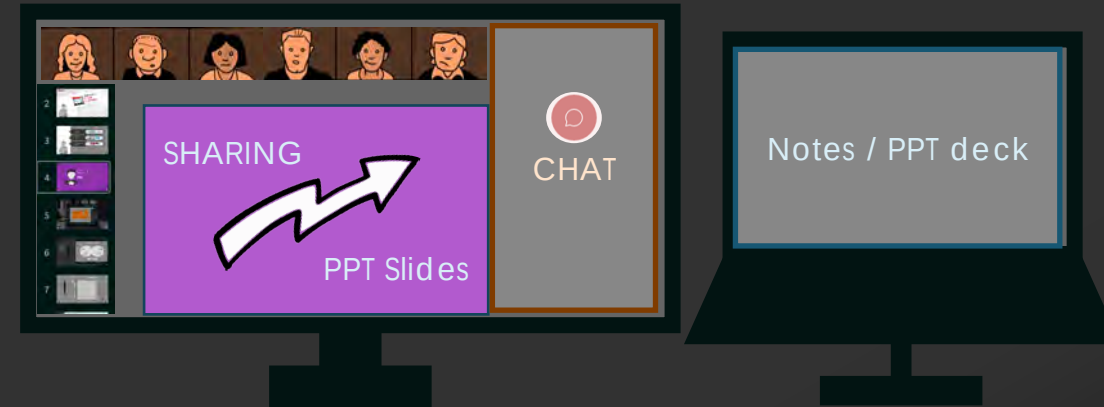
## Share File

Screen or application

File

Camera

Advanced





# Screen



Screen or application

File

Camera

Advanced

Notes / PPT deck

Ppt  
Presenter View

CHAT

Music Player /  
Presenter Layout

WEBCAMS



SHARING SCREEN



PPT Slides

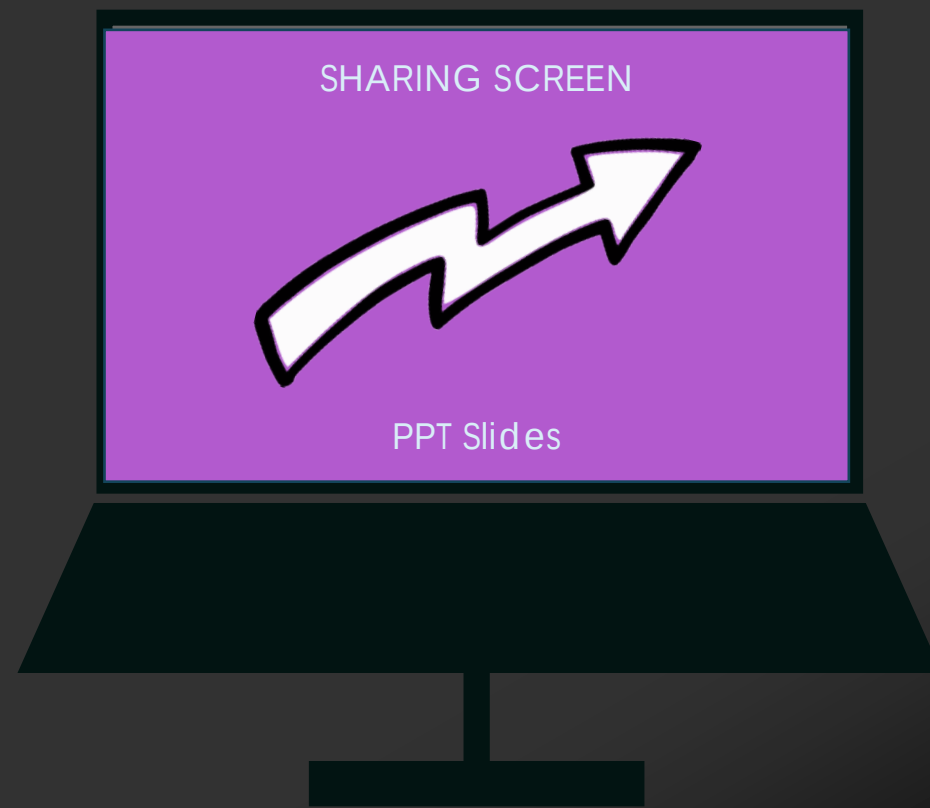
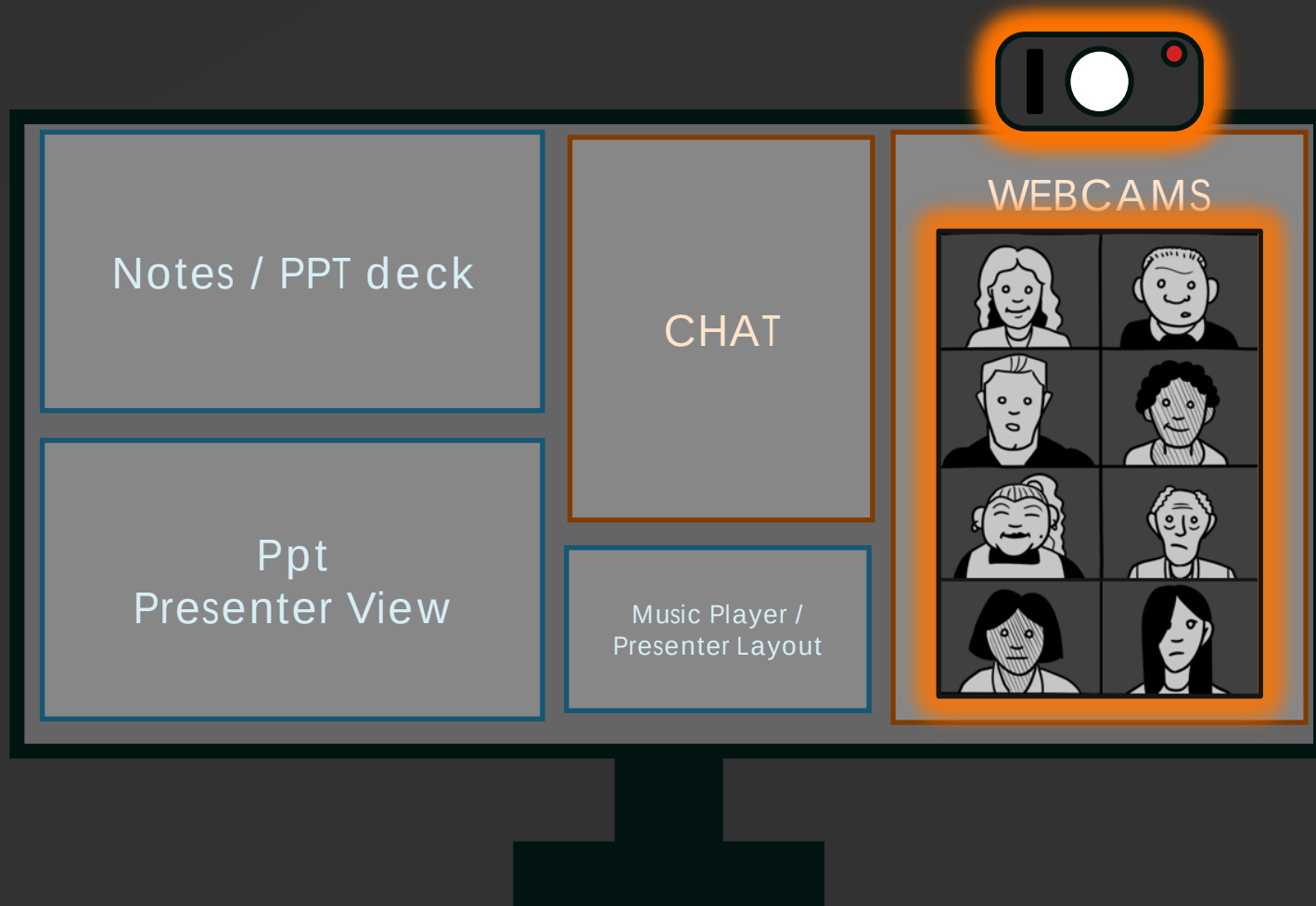


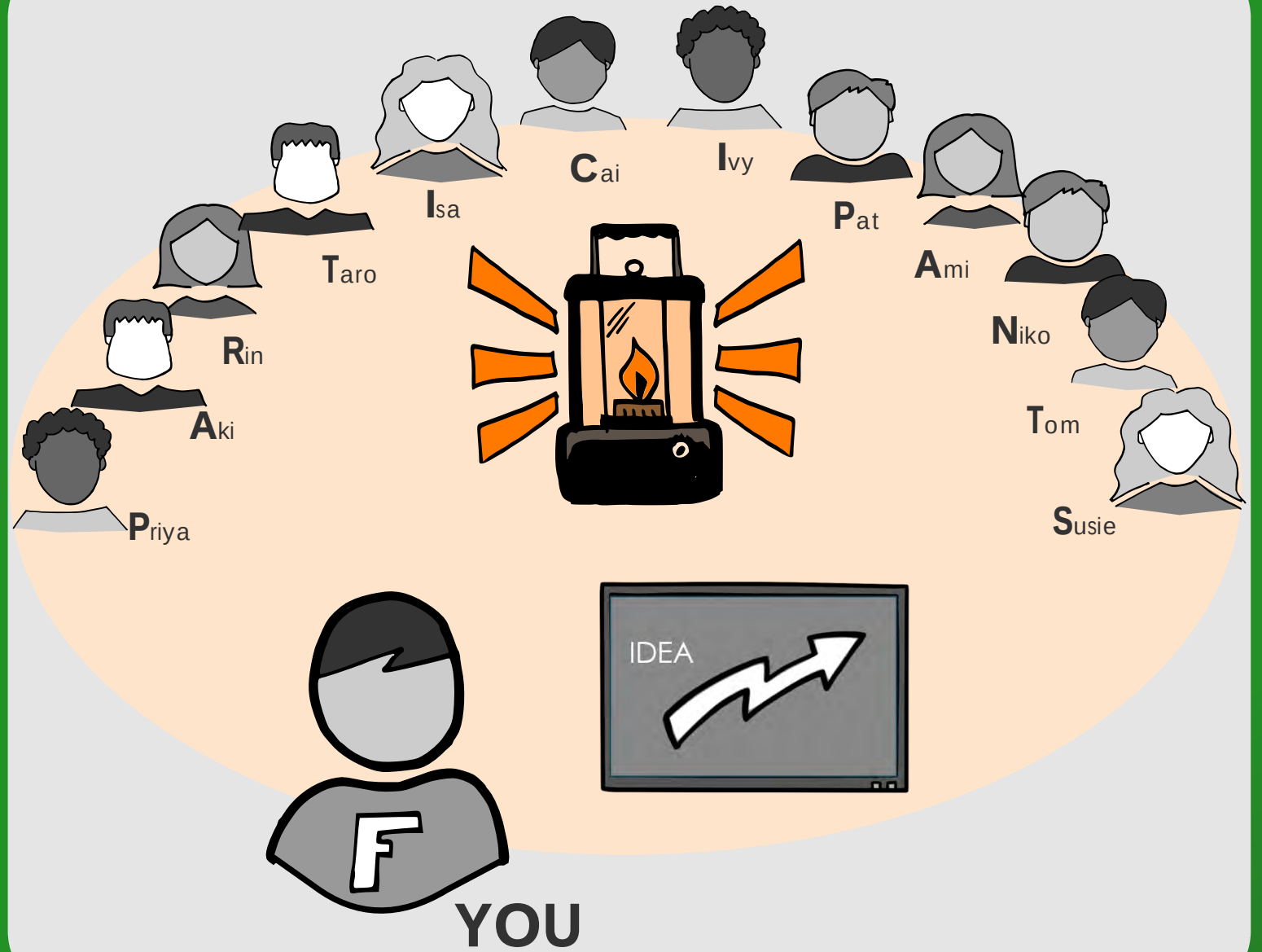
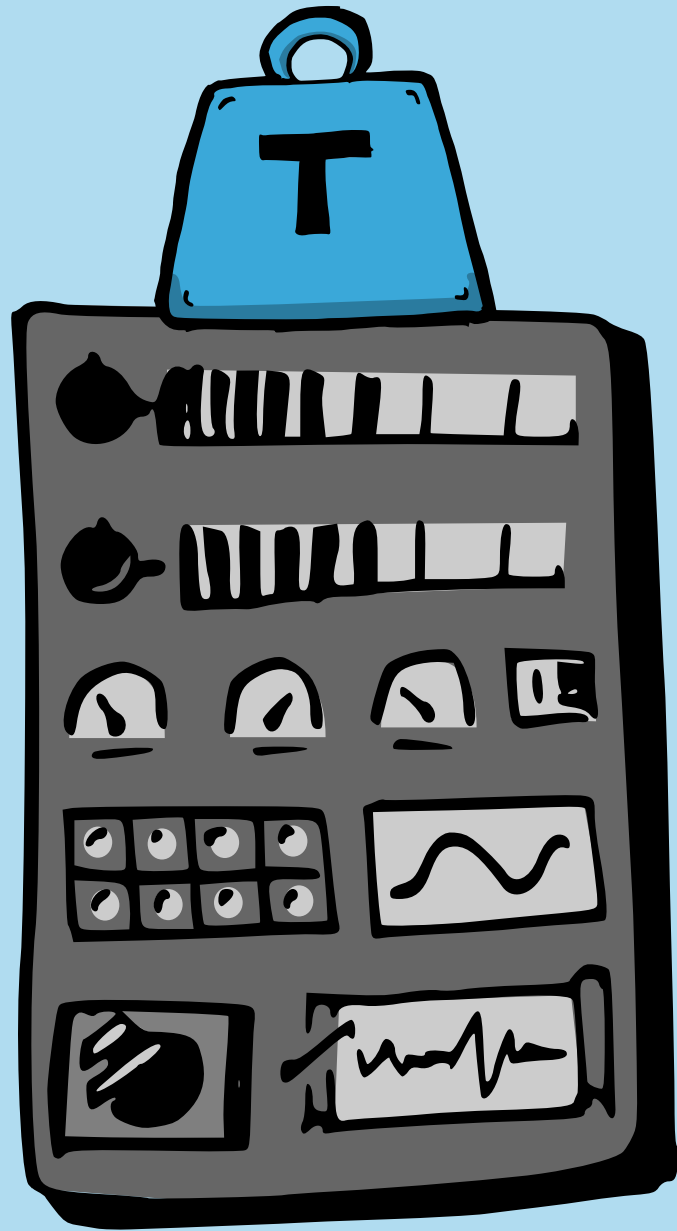


# Screen



Which webcam is the active one?









## CLARITY

Always “what”  
and “how”

Triple-down  
(tell x3)



## PATIENCE

Narrate time

1<sup>st</sup> Affirm  
2<sup>nd</sup> Summarise



## GENEROSITY

> Thank

> Name

> Build





## CLARITY

Always “what”  
and “how”

Triple-down  
(tell x3)



## PATIENCE

Narrate time

1<sup>st</sup> Affirm  
2<sup>nd</sup> Summarise



## GENEROSITY

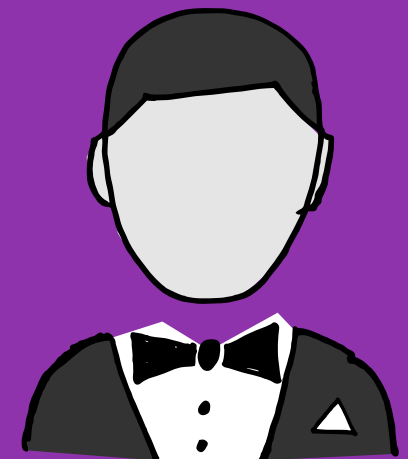
> Thank

> Name

> Build

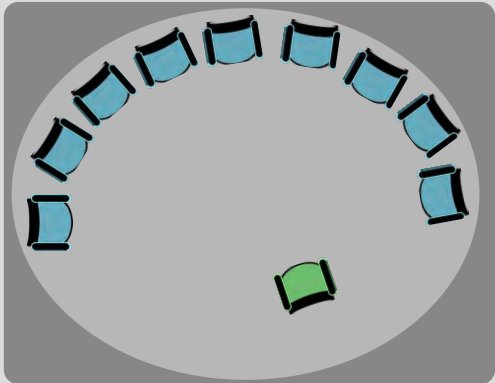


## PARTNERSHIP



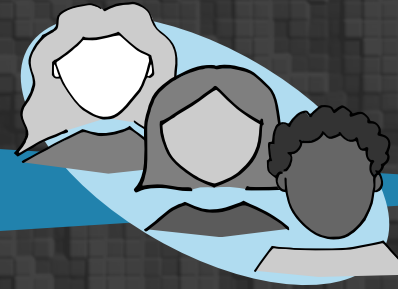
**MON**

CLASS  
All of us  
2-hours



**THEORY + DEMO**

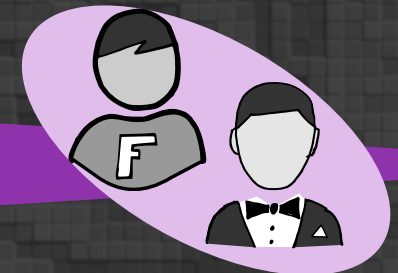
9am-11am



**PARTICIPANTS**  
Meet their needs



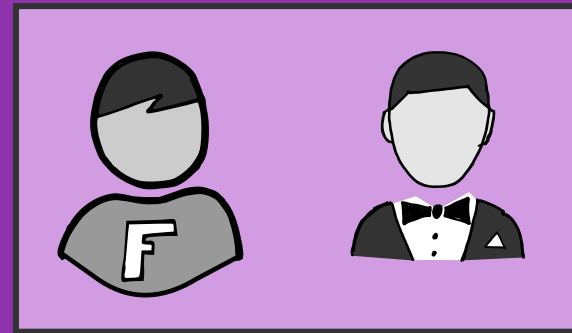
**FACILITATOR**  
Cover your needs



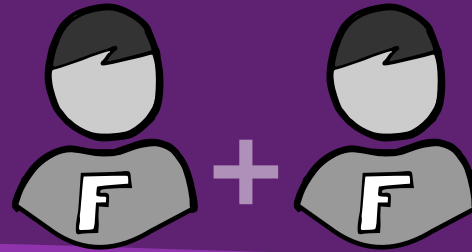
**PARTNERSHIP**  
Work together



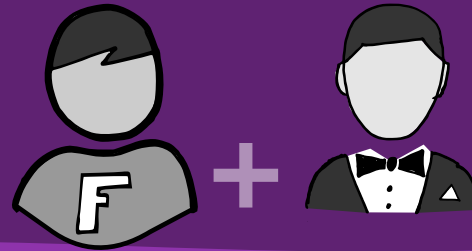
Work  
**TOGETHER**



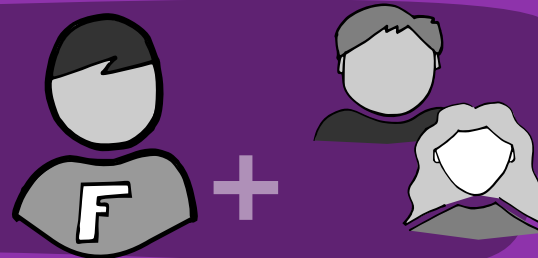
**Co-facilitators**



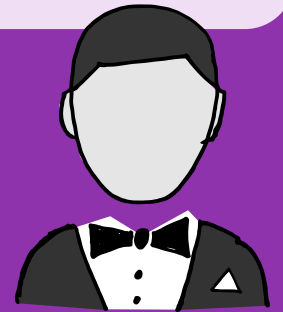
**Session Producer**



**Facilitator + Group**



**PARTNERSHIP**





**Teacher**

**Process Guide**

**Crisis Leader**

**Good Partner**

# ROLES



Platform:

**Tech Manager**

**Break-Out Leader**

Backchannel:

**Chat Guardian**

**Help Desk**

**Cheerleader**

Continuity:

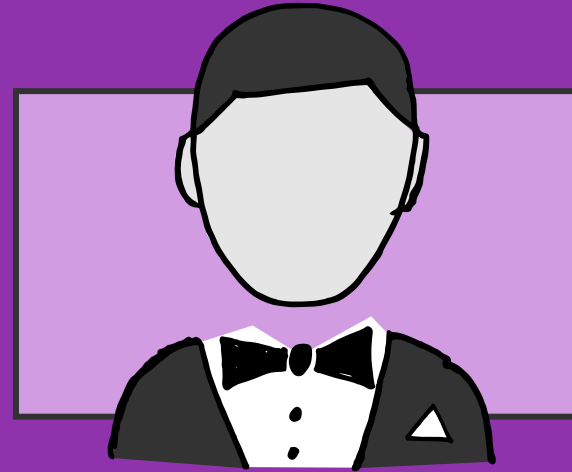
**Continuity Announcer**

**Watch Tower**



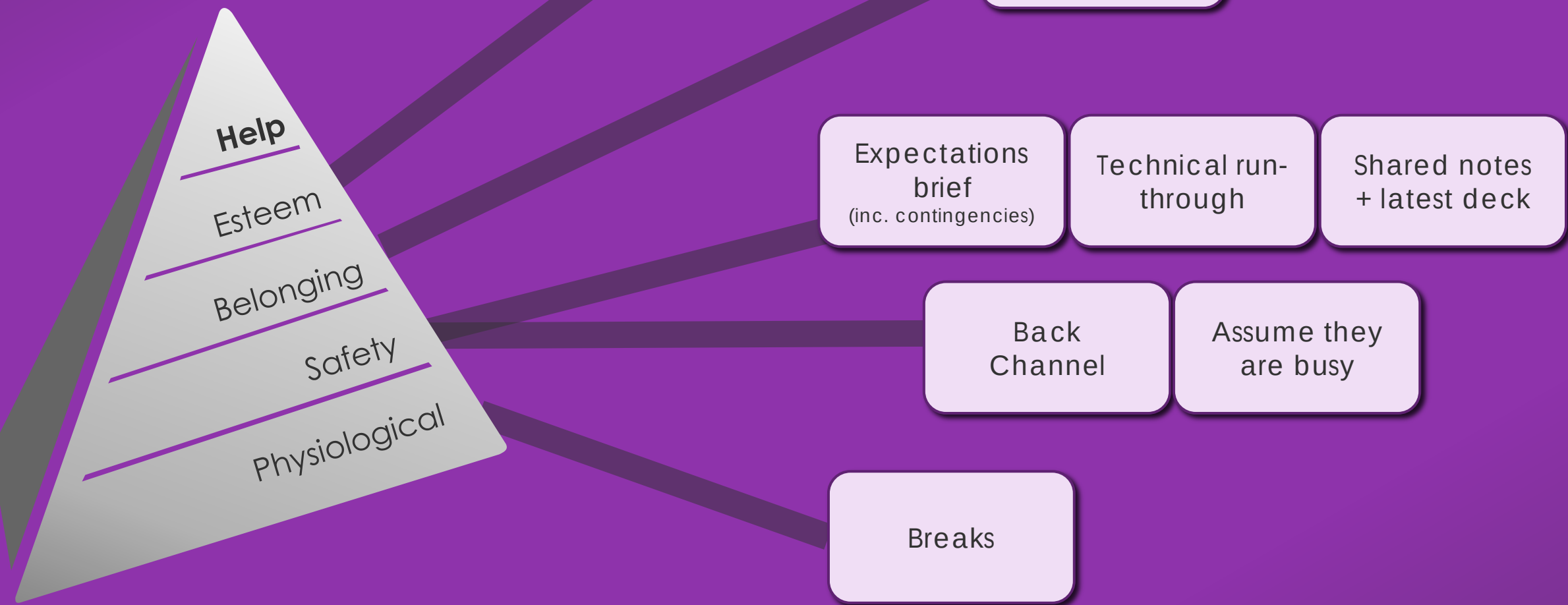


# PARTNER'S NEEDS



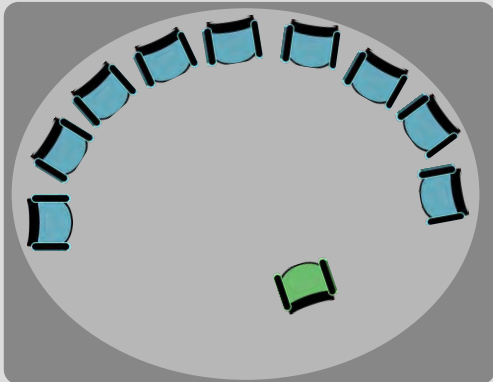


## Partner's Needs



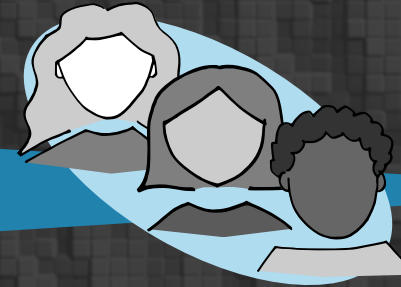
**MON**

CLASS  
All of us  
2-hours



**THEORY + DEMO**

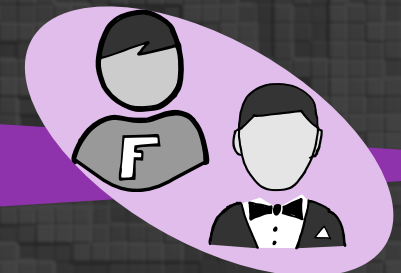
9am-11am



**PARTICIPANTS**  
Meet their needs



**FACILITATOR**  
Cover your needs



**PARTNERSHIP**  
Work together



## WebEx Breakouts

# Setting up the Breakout Sessions

- 1 Breakouts are managed by the **Host** or **Co-Host** (but not both at the same time) from the 'Breakout Sessions' menu option ☐
- 2 You can choose whether to assign participants '**Automatically**' or '**Manually**' or '**Let Participants Choose Any Session**' ☐
- 3 Always check '**Settings**' options meet your needs; e.g. pre-determine length of break-out (5mins minimum) and setting the time of the 'Countdown Warning'. ☐

## WebEx Breakouts

# Communicating with Breakout Sessions

1 The **Host** or **Co-Host** can send a “**Broadcast Message**” to all participants (or a specific breakout group).



2 Participants can ask for **help**. A message is sent to the **Host** asking them to join the session.

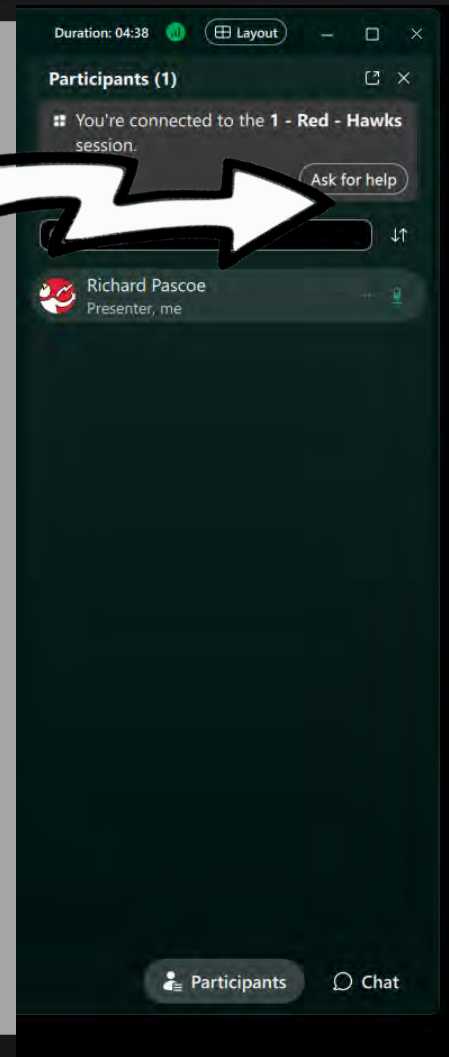


3 At any point the **Host** or **Co-Host** can choose to join a breakout session.





**“Ask for help”  
button**





## WebEx Breakouts

# Communicating with Breakout Sessions

1 The **Host** or **Co-Host** can send a “**Broadcast Message**” to all participants (or a specific breakout group).



2 Participants can ask for **help**. A message is sent to the **Host** asking them to join the session.



3 At any point the **Host** or **Co-Host** can choose to join a breakout session.



**Join break-out**

47:21  Layout — ⌵ ×

**Participants (2)** ⌵ ×

Breakout sessions have started.

Choose a session

⌵ Invite and remind 🔍 ↕

▼ Participants (2) 👤

 **Richard Pascoe**  
Co-host, presenter, me 🔇

 **Flo T**  
Host • [gmail.com](#)



## WebEx Breakouts

# Communicating with Breakout Sessions

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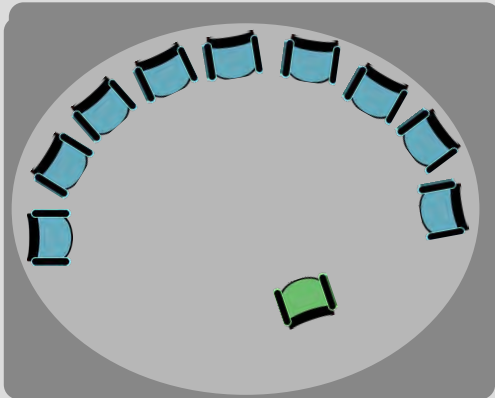
**DEMO**





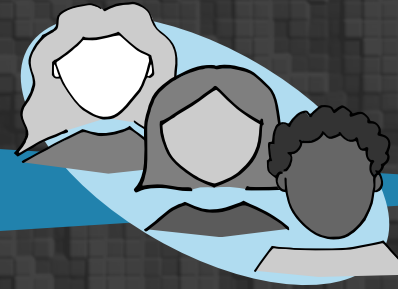
**MON**

CLASS  
All of us  
2-hours



**THEORY + DEMO**

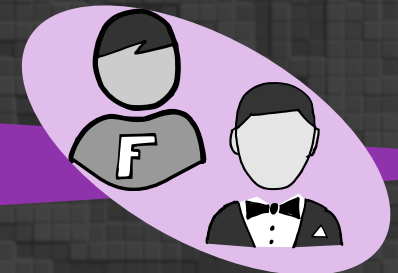
9am-11am



**PARTICIPANTS**  
Meet their needs



**FACILITATOR**  
Cover your needs

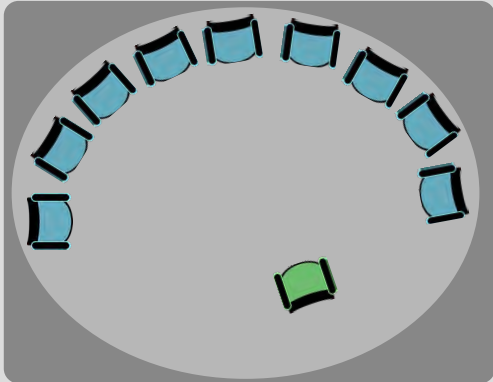


**PARTNERSHIP**  
Work together



## MON

CLASS  
All of us  
2-hours

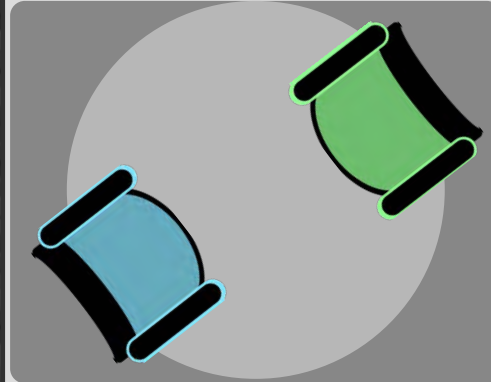


### THEORY + DEMO

9am-11am

## TUE - THU

COACHING  
Individually  
1-hour

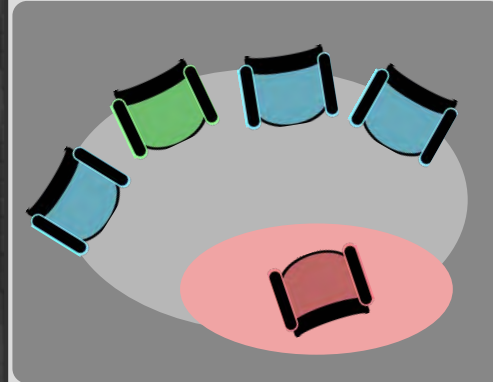


### PLATFORM +++

Have you booked ?

## WED / THU / FRI

MASTERCLASS  
Small groups  
2-hours



### PRACTICE

WED: 9am-11am

THU: 9am-11am

FRI: 9am-11am

NB: All times are Costa Rica Time

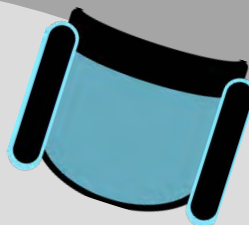
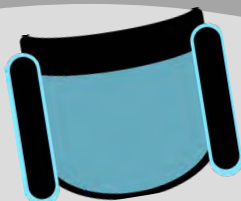




## MASTERCLASS Room



Flo



YOU



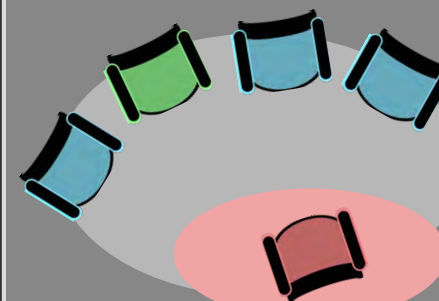
HIT-V

ABC



WED / THU / FRI

MASTERCLASS  
Small groups  
2-hours



# Masterclass Briefing

## Overall

Opportunity to deliver a section of training  
(a) get direct feedback (B) observe others.

## Process

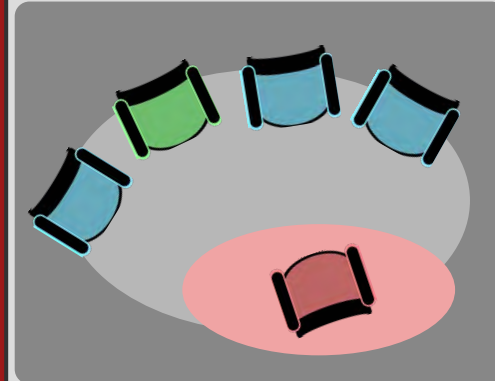
- Prepare a ~10 minute section.
- You might:
  - o Share a little content.
  - o Involve interaction
  - o run an exercise: set-up, run, debrief.

## Working with your Producer

- Will send time signals in Chat.
- Consider what you might want to share in advance of the session e.g. instructions for breakouts; comments in chat... by cob the day before please!

WED / THU / FRI

MASTERCLASS  
Small groups  
2-hours



## PRACTICE

WED: 9am-11am

THU: 9am-11am

FRI: 9am-11am



## MASTERCLASS Room



Flo

Page 15 of handbook:

### Producer Needs:

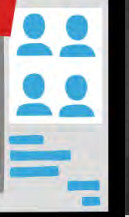
- 1) Instructions on how they will support you (p.15)
- 2) Copy of important materials (e.g. your deck).

YOU



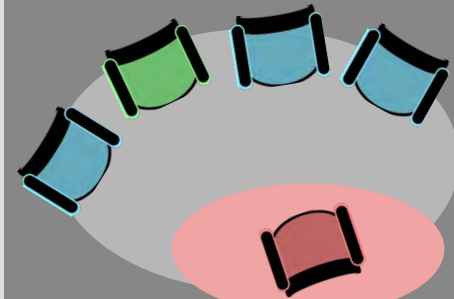
HIT-V

ABC



WED / THU / FRI

MASTERCLASS  
Small groups  
2-hours



# Thank You



[www.makingpresentations.co.uk](http://www.makingpresentations.co.uk)

[richard.pascoe@makingpresentations.co.uk](mailto:richard.pascoe@makingpresentations.co.uk)

