



Best Practices in Virtual Interactions

JYOTHI SHANKAR

MIND YOUR GAPS

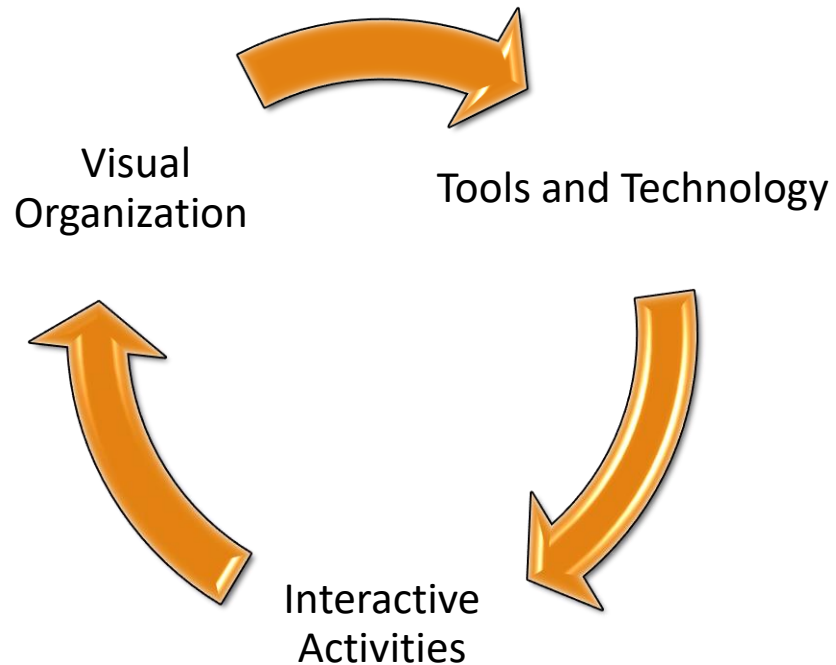
Objective

After this session, you will get an understanding of

- Best Practices in virtual interactions that you will be able to adopt to your own teaching style and methods
- Guidelines for Visual Organization of content
- Commonly used Tools and Technologies for interactions

Agenda for the hour today

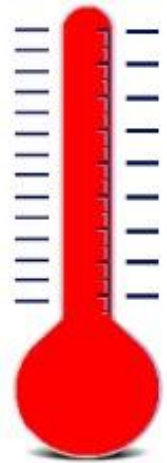
- Introduction and Warm Up Activity
- Elements of Good Presentation



- Preparing your slide deck
- Practice
- Day before Presentation to-do
- Day of Presentation to-do
- Post Presentation to-do



Warm up!! Interactive Activity #1



Get to know each other a little in small groups

Your name

Why do you enjoy about your job / what you do?

5 minutes!

Jyothi - pronounced **Jo-Thi** (as in Think)

Owner/Primary Consultant at Mind Your Gaps, Coaching/Training/H-C Design, Performance

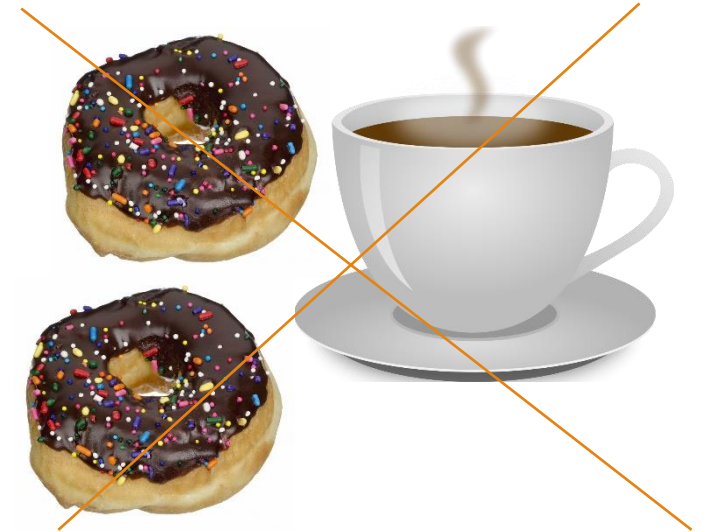
I love what I do because

- My work has taken me to different parts of the world
- When I coach or train, I get to meet lots of different people, and I get to learn too
- When I work on design projects to improve products and services, I meet a lot of other designers and we hear about each other's interesting work

Go To BREAK OUT ROOMS

The point of warm ups

- Emulate a physical environment as much as we can
- Wake up!
- Break the ice and silences!
- Get your participants' attention with an interesting activity
- Most subjects are dry.....
.....so it's even more important to create engagement
- Create a way for groups of people to connect with each other after the event/class you are teaching



Virtual Interactions in Different Domains

Instructor-Student (Learning space)

- Presentation Elements
- Interactive Activities
- Types of tools, technologies and features for interactions between instructor and student

Coworkers-Managers (Workplace)

Office environment - being connected for long hours every day
Improving interactions between co-workers
Managers and individuals

Also thru interactions and activities, we try to improve

- New Hire Onboarding in a virtual env
- Work from Home challenges
- Mental health and well being

Elements of any good Presentation

- Objective
- Agenda
- The slides with content of the subject you are teaching + notes/script for practice
- Pacing Guide to help with timing
- Supplements
 - Pre-work
 - Quizzes/Assignments
 - Handouts



Elements of any good Presentation

- Understand who your audience is
- Use ways that to make your presentation or course inclusive for all
- Pay attention to visual organization
- Include team activities - In an in-person class, it may include grouping people, giving them tasks, getting them to brainstorm, solve problems
- Apply Adult learning theory strategies **Attention, Relevance, Confidence and Satisfaction**

Is Virtual Presentation Different?

Unmute
Raise hand

- There are many common elements, however, so many differences
- Your presentation being watched on different devices
- Slides will be more the focus than the presenter So design accordingly
- Plan for Bandwidth Issues
- Your interactive activities in person and in a virtual environment are bound to be different
- There is an added layer of learning new online tools
- There is another layer of learning new technologies to present. Its not simply using a laptop!
- This adds a little more stress overall

Creating a Virtual Presentation/Course

- **Interactive Activities to teach subject matter in a virtual environment**
 - Relevant to subject on hand, to reinforce concepts
 - Fresh approaches to traditional methods.... group think, videos, build, shared story
 - Dependent on number of people
 - Dependent on tools and technology
- **Get familiar with the technology features for interactions**
- **Content and Visual Organization**

Common Collaborative Tools

■ Tools

- Google Docs, Google Slides, Google Sheets
- Google Forms
- Padlet
- Canvas

■ Technologies

- Zoom
- Skype
- Webex

FIVE KEY CAPABILITIES NEEDED FOR REMOTE WORKSHOPS

COMMUNICATE IN REAL-TIME	See everyone's smile and hear everyone's voice when you meet.	Recommended: Zoom Alternative: Skype, Bluejeans
COMMUNICATE ASYNCHRONOUSLY	Create a community before you meet and stay connected between sessions.	Recommended: Slack Alternative: SMS, HipChat
SHARE CONTENT	Establish the location where videos, PDFs, and other necessary files are stored.	Recommended: Google Drive Alternative: Dropbox, Box
STAY ORGANIZED	Track resources, events, and assignments to keep the team aligned.	Recommended: Trello Alternative: Asana, BaseCamp
THINK VISUALLY	Collaborate, brainstorm, share artifacts and interact like you're in the same room.	Recommended: MURAL Complementary: UxPin, Invision

Source: The definitive guide to facilitating remote workshops by Mural

Interactive Activity #2 - Padlet

See this link in chat

<https://padlet.com/mindurgaps/m0tx4r93se30xeoq>

2 columns on the board/canvas

Benefits of remote work in your personal and professional life

Challenges of remote work in your personal and professional life

Make a quick list

Each person creates a Post-It note -- Use + sign in bottom right

Type into box -- Choose to show your name OR be anonymous!



5 minutes!

Interactive Activity # 3 - Padlet Feedback

- Let's use a Poll in Google Forms to get some feedback.
 - What did you think of the Padlet activity?
 - Would it be useful for you to use this kind of activity in your own work?
- Poll Link in chat <https://tinyurl.com/BP-Padlet-Activity>
- When you teach with a tool like Padlet, you can create exercises that makes people think, make them feel safe about responding (anonymous if needed) and contribute to a discussion
- Build a story, do sorting....

5 minutes!



Why People Work and what Organization wants?



Reasoning why people want to stay employed is the first step to understand what drives a person at work

- ✓ **Earn:** Every one wants to earn money to have a money power to buy or own things that they always wanted
- ✓ **Learn:** Interest to "learn" new things keeps a person anxious and busy.
- ✓ **Stability & Certainty:** A predictable future allows a person to plan better.
- ✓ **Social Image & Risks:** Humans always work in "Herds", where they stand in the crowd matters their social recognition & reduces isolation risks.

What Organization wants and calls it a delivery

- ✓ **Desired state of affair/Goal:** Organization is envisioned to pioneering a certain state of affair to be consistent.
- ✓ **Grouping the skills:** Listing the key activities aligned to a group of individuals with similar skill sets to be able to deliver better & consistent outputs
- ✓ **Identify & entrust individuals with Skills:** Identifying the right resources with specialized skills to be able to perform tasks within to form a group & provide predictable and consistent outputs.



Type in chat window

What do you think of this slide?

Visual impact

- Clutter
- Low Readability
- Too much information

Accessibility

Visual Organization - Fonts

- Font size **No less than 44 Title** **No less than 24 Body**
- Audience is closer to the screen - font can be smaller - but needs to be spaced out
- Use Sans Serif fonts as it is easier on the eyes and for accessibility – plain ending on letter

Arial

Calibri

Tahoma

Verdana

- Avoid Serif fonts as they are fancy, difficult for some people with disabilities to see

Georgia

Times New Roman

Book Antiqua

- Have no more than 3 different font types and sized thru out the presentation. Prefer one!

Visual Organization - Colors

- Stay consistent with colors
- Use colors in master if you have got one
- Good contrast -- White background with black text, Dark blue with white font
- Yellow on red is NOT good! Not 'accessible'

Color and Contrast Accessibility: <https://webaim.org/articles/contrast/>

Color Contrast Checker: <https://webaim.org/resources/contrastchecker/>

Source: <https://webaim.org/>

Contrast Examples

(1)

How is this?

Fonts and backgrounds should compliment each other and be easy to read.
The background color and font color should be distinctively different.

(2)

- How is this for contrast?
- Can you read it well?

(3)

- * When choosing background and font colors they should be complimentary.
- * The font color should stand out on the chosen background color.
- * Easy for audience to view!

(4)

Type in the chat window

Hello

(5)

- How is this for contrast?
- Can you read it well?

Visual Organization - Images

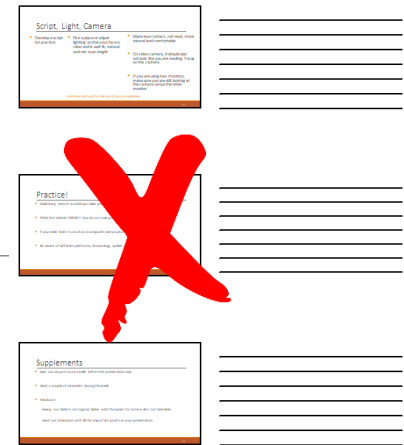
- Because of Bandwidth, some gradients, textures, and images will show grainy and pixelated in virtual presentations. Recognize there may be loss of quality.
- Keep graphics simple
- When choosing an image, make sure it relates to the information you are trying to convey. Does it help or distract the message?
- On the other hand, if one image speaks for the words, use it!
- Consider culture if presenting to a global audience.

Visual Organization - Accessibility

- Pulsating, flashing sentences and images are not good. Very hard for people with certain disabilities. It causes disturbance.
- Animations and transitions that are fast and snazzy are not good
- Use like smooth transitions or something like a float-in
- How to make your presentation more accessible
<https://www.washington.edu/doit/how-can-you-make-your-presentation-accessible>

Preparation

- Send out any pre-work a week before the presentation day. Send a couple of reminders during the week
- If you need them to work on a computer (versus phone!) let them know
- Create a script for your own practice, and do it a few times
- Handouts
 - Giving out slides is not a good, Slides with the space for notes is also not desirable.
 - Send out a handout with all the important points in your presentation



Contents

1. Key Takeaways	2
What is Design Thinking?	2
What is Service Design?	2
Important Years for Service Design in the 2000s	4
Benefits of Service Design	4
2. Service Design Components	5
The Double Diamond	5
1. Discover Phase	6
2. Define Phase	6
3. Develop Phase	7
4. Deliver Phase	7
3. Example - Employee Mike's User Persona and Journey Map	8
3.1 Mike's User Persona	9
3.2 Mike's Journey Maps	10
3.3 What does the Employee Journey Example inform us?	11
3.4 Employee versus Company Perspective of Mike's Journey	12
3.5 Front Stage and Back Stage Components in Employee Mike's Training Example	12
Front Stage	12
Backstage	12
4. References	13



Day before Presentation

- Make sure others at home will not using up bandwidth dur the same time the next day
- Don't plan to use fancy backgrounds on Zoom calls
- Technology Checks
 - Turn Bluetooth OFF
 - Check mic, headset for audio connection
 - Use same devices on day of training
 - Remember all passwords/ or where you keep them



Light, Camera

- Pick a place with natural light or adjust lighting so that your face is clear and is well lit, natural and not over-bright
- Largest light source either right in front of you or no more than 45 degrees away from directly in front of you
- Adjust your screen brightness
- Camera to be head-on and at eye level
- Focus on the camera
- If you are using two monitors, make sure you are still looking at the camera versus the other monitor

Action! (well, almost)



- Facilitating remote workshops takes practice and confidence
- PRACTICE MAKES PERFECT but do not over practice!
- Be aware of different platforms, speeds and so speak to the lowest common denominator, go a bit slow

Action....Day of Presentation



- Dress professionally
- Keep water handy. With a lid so it does not spill on your keyboard
- Specify norms and expectations you may have of your participants
- Tell them what tool features you want them to use (chat/raise hand etc)
- What they should do if they lose connectivity and try to rejoin/ How you may be able to help if they completely lose connectivity?
- Go slower than in-person presentation

Post Presentation

- If it is a course, create a network between you and the students
- Use the CoP you may have between instructors
- Evaluation forms



Classroom Screen Tool Demo

A tool that is great for breaks,

Keeps track of time when you have assigned a time bound activity

<https://app.classroomscreen.com/wv1/2b6308b4-b65f-433f-bd44-760c09426fbb>

Let's have Instant Feedback on this tool



Virtual Interactions in Different Domains

Instructor-Student
(Learning space)

- Presentation Elements
- Interactive Activities
- Types of tools, technologies and features for interactions between instructor and student



Coworkers-Managers
(Workplace)

Improving interactions, effectiveness, productivity etc.

- New Hire Onboarding
- Getting past Work from Home challenges, discipline, working too much
- Mental health and well being
- Co-worker interactions
- Manager and individual/team interactions



To receive a handout, there are 2 things for you to do

- Fill out a feedback form, you will find the link in the chatbox now.
- Put in a request for the handout along with your email address, in the feedback form,
<https://tinyurl.com/Final-feedback-MYG>

For any questions, or to enquire about our services at MIND YOUR GAPS, please contact me, Jyothi Shankar at jshankar@mindyourgaps.com

Also please visit <http://www.mindyourgaps.com>