* **SLIDES 22-27 - NANCY SETTLE-MURPHY'S DISCUSSION**It's been my experience that the most effective facilitators work across time and space in hybrid environments. I hope that our panelists address what's needed to blend such approaches.
* I'll add and "AND" to that John. I hope everyone here address blending!
* Yes, yes ... This is definitely a YES + AND discussion that I'd like to hear from all panelists.

**SLIDES 28-32 - AMY LENZO'S DISCUSSION**

* You are very welcome! Yes, John, hybrid environments can be very challenging!
* Must all participants be focused on every discussion point all the time?
* Lexicon to evoke atmospheres
* In other words, have you worked with having select sub-groups working purposefully in say social media?
* Another sub-group working with visual displays, etc.
* John, please remind me of that question around the end of my segment. It is the bridge to the group conversation!
* Folks will naturally decide how they wish to participate, so why not adopt the principle of "voting with your feet"?
* online haiku
* I love the spoken word idea-can be done on line and off line AND I have used the sound jam too it can be risky
* I hope you discuss your experiences with avatars

**SLIDES 33-44 - NANCY WHITE'S DISCUSSION**

* love to hear more on that
* How do you play video with audio if you're using a separate audio line?
* Curated art exhibitions can be held in virtual galleries, with the artists present to chat with viewers
* Nice! (I can move to the boonies now..)
* <http://www.timmerry.com/blog/we-dont-need-purpose-shared-work-is-enough>
* good technical question. I'll invite one of our speakers to respond - and feel free to remind us near the end of the presentation if it doesn't get answered.
* Flipping
* Flipping
* <http://www.liberatingstructures.com/>
* storytelling
* what is flipping/
* GR8 insight re: engagement and passivity ... Reminds me of the discussions we've had re: commitment and of the old joke about the chicken and pig's contribution to breakfast.
* art critic Dave Hickey writes a lot about spectacle vs. participation
* MAFN members can access the recording of webinar on Liberating structures on our website - February 2014
* That flipping principle is really key for the groups we work with, isn't it?
* Is FLIPPING analogous to what some educators are doing with flipping homework and classroom time?
* I think it's that same concept our schools are (slowly) turning to for my kids
* <http://www.internettime.com/2012/04/flipping-corporate-learning/>(Jay Cross' blog)
* "flipped classrooms"
* great 3rd question
* I like to see the interaction when the groups are together and having the info earlier, even for a conference

**SLIDE 45 - HIGHEST ASPIRATION FOR ONLINE ENGAGEMENT**

* How can we network our intelligence to solve the huge problems facing the world/us?
* For on-line engagement to be as powerful and impacting as any face-to-face activity.
* Better connect with people all over the world.
* . . that it might be superior in some respects to face-to-face engagement
* People feel like they are in the same room even though they are not
* Making deeper (non-trivial) connections with people at a distance
* For participants to feel energized and that they have had an experience
* To "level-set" the stakeholders' understanding of the problem or challenge that all are facing.
* When the offline culture is not very participatory - using online/virtual to create exchange and relationships and change the culture a little bit.
* I think work has to meet human social needs.  Online engagement is quite powerful because it can bring  people together socially around quite microspecific topics and concerns
* People feel a sense of community, leave with  decisions and catalyze action
* To introduce & discuss the change process in a positive energising atmosphere when some people are resistant to change
* Participants learn, understand, and feel connected to one another
* Superior to face-to-face in some ways because many people can "talk at once".  Appeals to some participants who might be hesitant to speak in a standard classroom
* Downplay power distances
* People actually "hearing" the words others were saying; a participant once exclaimed: We were using the same words but we did NOT mean the same thing
* People who are not technically minded can participate easily and are engaged
* Human connection across geography with powerful problem-solving
* Doing strategic planning for a global association on-line (different time zones, cultures, etc., in addition to all the normal human differences)
* Online engagement feels like in-person engagement
* Environments that are truly connected - where each of us feel deeply connected to ourselves - our own thoughts and bodies and full selves; to each other; to the natural environment and to the larger world we’re part of. Intimacy and Scale.
* That it truly engage and lead to the desired outcomes
* The technology is secondary - the community and results are foremost
* Create a level playing field so all can contribute to the best of their ability
* Speed and access to expertise
* Every voice contributes
* Making on-line meeting not just a one-off  --- so make it a practice that folks will get comfortable with over time (it won't happen the first time, magically)
* The fact that the presenters can't "keep u" means this is more participation than would be possible in person
* The challenge with online is that the human connection is mediated and distorted by technology. My aspiration is that the technology would feel invisible, or better yet, would be a catalyst for connection
* Highest aspiration:  hold onto the social aspect of learning
* My highest aspiration is connection. Task completion is secondary
* Shared meaning ... Having folks all proclaim: "I see, hear, & feel and understand."

DISCUSSION

* Delivering on-line training is like delivering while driving a car.  When we start, we won't be very good at it.  As we get more comfortable, we will deliver on line without having to think about it...just like we drive our cars without thinking about it once we get unconsciously competent.
* I agree that we need to minimize the distortion. On the other hand the technology can also help us SORT and focus.
* There are still differences related to gender and culture but I enjoy the breadth of input globally. I also really like the forum so that thoughtful well considered responses can be shared with links to supporting evidence.
* MEANING: It is true that in face-to-face encounters, we actually start interpretation and reaction prior to the words arriving - when we read the facial and other expressions just prior to the words...
* I think participants need to have a successful participatory experience to get over their fear/hesitance of virtual programs/meetings.
* The presence of technology DOES change and effect the HUMAN experience and connection.
* What's cool about on-line communities is that you can ask for help "behind the scenes" ... This technique is so helpful for those who aren't as tech savvy as others. (Backchannel) allows for dyads and triads to collaborate and keep up.
* Nodding in agreement about the importance of initial good experience. Goes to F2F too, but we've had many more opportunities to do that
* As facilitators, we can protect participants who are concerned how their views will be perceived.  Those people can send chat just to us...that we then read to the group and ask for reaction.  This brings the quiet/shy/anxious individuals into the mix.  We need to hear from them!
* How do you encourage everyone to use the group chat - not just some of the same individuals?
	+ I have had success calling on people...if I've warned them ahead of time I might do so.
	+ Open 2-3 windows;  assign people to different windows based on the first letter of their name, i.e. A-H window 1, I-P window 2, etc.
	+ When I want all to contribute I put up a randomized participant list and invite people to respond in order
	+ Re: encouraging more people to participate - some tricks work in some cultures and backfire in others....
* In the Federal Environment, there are often limitation to online tools that can be included in our security environments.  What ideas/options can you provide with regards to apps/tools that might work in a more restrictive environment?
	+ GR8 comment ... So facilitators have to quickly learn which platform or environment is the SOP for that agency, yes?
	+ We need to be clear about the PURPOSE for the group in order to best use technology to support the group.
	+ you raise a really important question that to me speaks about policy as much as about technology - tools to use in restricted environments)
* Nice job presenters managing the technology without getting flustered.  This issues will always "get us"...and we need to be upfront and comfortable with technology issues. Well done
* Have noticed (subjective) a gratitude and ENGAGEMENT in groups for whom technology enables connecting they. Wouldn’t otherwise have, and a sense that it is less appreciated by those with plentiful opportunities to connect in person.
* TECHNOLOGY MUST ENABLE whatever a group is needing / doing; not the other way around.
	+ Great point, which supports the idea of "leveling the playing field"
	+ Amen, not tech first
* I wonder how the facilitation community stacks up in the virtual world versus the education community.  Surely there is much in common.  Can we learn from them?
	+ Same for the game world! There are some very important potential and real crossovers
* If you captured a transcript of this event, and compared it to a transcript of an in-person event of same duration...this would be significantly more substantive.  On-line training/meeting is not a lesser-than substitute.  It is different and often better.  (and I'm a 58 year old "old school" trainer)
* "The way the hammer shapes the hand" -- Jackson Browne, Casino Nation
* I agree; online allows for quicker, spontaneous sharing of ideas, vs. in-person which is linear and takes more time to get the ideas out
* A facilitator couldn't capture of that fast enough on a flipchart. So just capturing the thinking is aided by Tech
* My 20th century mind has been struggling to make meaning and order from the chaos of this group chat
* I hear you - the reading and listening at the same time is challenging for me
* I suspect this is emblematic of a larger challenge that participants in online meetings experience
* Who pays for great engagement at a conference, but what to people complain about most - lack of a good experience!!
* I am with you-single focused possibly
* And it's manifesting itself in a bit of a headache
* ...what is lost is reflection...this goes very fast.
* Peeragogy project, Howard Rheingold:  <http://rheingold.com/learning/>
* good point; I think we need to build in time for people to make sense of the comments
* I have an analogy brain struggling in today's digital world.
* I also sense that this is not just about age. It is a mix of experience, how we are accustomed to working, pace, yeah, Nancy SM --> YES
* I am fast, so I’m guilty of pushing people too fast. So I'm grateful for Nancy's SM's reminder
* Perhaps they are commenting in a BACKCHANNEL ...
* Hear, hear, Nancy Choc. We need time/mental space to understand, process what they heard or experienced.
* Or is that Here, here? ;)))
* (sitting on my hands to stay textually quiet for a moment!)
* Dawna Markova, Open Mind, How Your Child is Smart (Visual-Kinesthetic-Auditory).  6 styles
* Digital media allow for greater connectivism so knowledge as shared nodes of information are going to be greater .
* I'm curious if it is about our own personal learning style...MBTI styles
* LOL! That would be kind of fun to try!
* This is the digital version of everyone speaking at once. The cacophony is a challenge
* Facilitator as "traffic cop"
* Small group work would be easier to absorb...
* I have not been building in enough reflection time in my webinars.  I think it's because I can't tell when people have lost interest or when they are thinking.  Could be an insecurity issue for me.  Need to work on that!
* Backend processing (meeting artifacts)?
* Yes: tools: Microsoft products are in use  -  (I meant - in government, primarily)
* Any research on brain processing when all voices come from one- location (speaker) versus directional as when we're in person? In small groups, I wish I could have this!
Isn't this "multi-tasking" of a group chat as well as panelist discussion contributing the problem of having technology be at the forefront rather than in the background?  The technology itself is contributing to a level of distraction.
* Does technology provide a different kind of support to the group in a world cafe, vs some other online group-work?
* Marisa +1
* Aren't the restraints also just as important though like if you have a team in different locations and no travel budget?
* that's why I think we need to build in time for people to make sense of all the comments
I found the government presentations have limited any chat perhaps to avoid any controversy. We were 'allowed' to send in questions to the host but they were not comfortable with any unmoderated discourse.
* Download distinction exactly right.
* We use Adobe as a primary platform working with individuals across the US. do some breakout groups,  want more interaction  that is both visual and audio
* Tyler, I want to go find a recording of a Plexus webinar this week that did amazing use of breakouts with Adobe.
* Any tools to share that are free or budget-friendly?
* some programs default to chat only going to presenters.  If you can get to "options" tab (or have your client do it) you can change that.  Many gov't trainers who support us in delivering on-line don't know this is possible and just go with the defaults.
* I facilitated a successful program last month where we did breakout groups in Adobe
* @Dawn ... Skype ... Google Chat ... Collaborative use of Prezi
* love powernoodle for getting brainstorming, sorting...  still working through authorization...need more help capturing live conversations   in a way that the rest of the group can see what is being captured
* Sococo has free team space
* I organized a CBODN Government meeting (will track down info).   <http://www.covision.com/>
* Here are some tools: <http://blog.co-learning.be/2015/03/12/collaborative-workshops-from-the-beach/>
* I'm tryng to find the link to this week's liberating structures webinar, but it is not up. IT should show up here soon <http://www.plexusinstitute.org/events/event_list.asp?show=past&group=&start=&end=&view=&cid=>
* Actually ... Now we have duplication and this is detracting to me at least.

**SLIDE 46 - QUESTIONS AND COMMENTS**

* Sharing an AGENDA before the meeting also establishes expectations for when an issue will be addressed and when it might not be covered.
* The resistance to open discussion and/or a presenter/leader speaking while the group only listens & not discuss may well be an organizational or "government" culture thing.
* pre-work --> cousin to "flipping"
* +1 Karen! YES
* When we first starting using PowerPoint, we got sucked into all the "cool" things that could be done with it.  Then we realized some of the options weren't helpful but in fact distracting.  So, now, we just use a handful of the options and leave others aside.  Same with on-line training platforms.  I stick with slides/whiteboard/chat to eliminate confusion (for me and the group!)
* Which ones do?
* PowerPoint:  Only animation option should be appear!!!
* That is important allowing people to practice
* Thank you for saying that about asynchronous communication. Not all good ideas or solutions can be made on the fly.
* The first idea or that shared by the quickest typist ...
* (And I'm the devil. I talk fast, type fast, and react fast.  A facilitator's nightmare)
  +/AND!
* Sound like Susan Cain's hypothesis re: INTROVERTS' contributions to a group
* I agree Robin a thoughtful well considered response in a Forum is often far better than an instant solution
* Integrating in-person and livestreaming; We will connect people who participate remotely (on Livestream) to talk to each other, like a conference call, so they can do the same small group activity that we’re doing in the room.
* Like the async idea - challenge is how to you actually get people to go do it when it's not mandatory...
* One of our roles as facilitators managing chat is to do the quick reading, find the nuggets, and bounce that back to the group.   Let them know you will be pausing every few minutes to catch up...and in the meantime keep the chat coming in!
* Practice responsible technology stewardship
* In the software field: we talk about it now as the art of maximizing the amount of coding 'not done'.... in other words: don't over-complexify software.
* so we also need to allow processing time in virtual/high tech meetings (so we facilitators can catch up too)
* +1 Andrea
* Facilitators will be well-served by going back to basics and studying the work of Nancy Duarte, Garr Reynolds, and Robin Williams
* What is technology stewardship?
* @Karen B <http://www.fullcirc.com/weblog/2006/12/definition-of-community-technology.htm>
* Presentation DESIGN helps focus a group's efforts.
* My newest favorite word: "over-complexify"
* Back to basics.  This moves us there...and that's good!

 SLIDE 47 - ONLINE FACILITATION DISCUSSION THAT HASN'T

* the  concept introduced on  Shared Work vs Shared Purpose could be good for further discussion
* More ways to bring in the KINESTHETIC, mind/body experience into the experience
* What's the best group size?
* How does the type of needed conversation affect technology choice?
* Refining the concepts around learning styles AND cultural differences.
* Scalability, matching the methods and tools
* That there should be a deliberate 'orientation' program/ session - as if travelling to a foreign country - to get folks acclimated and using it 'at their best' so to speak.
* I would like discussion about technical issues of some of the platforms like Adobe and Web-x.
* WHO (what group) NEEDS (will benefit from or grow the work with) "Technology"? Or will not? Is it like Power Point - it's everywhere?
* Q: What's missing in this on-line discussion? A: How best to include the genius found in multiple intelligences - This forum tends to favor WORD smarts and leaves out PEOPLE, SELF, BODY, NATURE, NUMBER, and MUSIC (or points out that the Jeopardy theme can distract) (sorry)
* Early on, one panelist touched on the desirability of protecting anonymity, in certain circumstances.  It would be good to hear more about solutions people have found to switch between anonymity and attribution.
* I'd like to see another webinar on actually demonstrating a variety of tools for different purposes--brainstorming, ranking, multi-voting, etc.
* How the technology helps or hinders individuals getting what they want and what the group needs
* How do you introduce the concept of online synchronous/asynchronous input to someone who is hesitant to adopt a new technology or change the old way of doing things? They may acknowledge that the old way is broken, but it's familiar
* I’d be interested in some tricks to juggle making sure the tech runs smoothly with keeping the agenda moving with bringing in the chat room comments, etc- seems there's a bit more juggling than an in person meeting, although maybe it's a matter of just getting used to it!
* We still seem to be "translating" F2F techniques to online facilitation -- even creating tools that mimic the physical.  How can we use virtual environments to meet the GOALS / PURPOSE behind facilitation, changing the face of facilitation itself?
* participant preparation for the platform beforehand...until it becomes mainstream
* Interesting, that we help with change yet struggle with this at the same time.
* It’s a challenge, lots going on behind the scenes, hence our "co-host" roles beyond the actual presenters...
* This is already happening as participants MUST respond to their smartphone or tablets losing focus on the agenda item at hand.

**SLIDE 48 - WRAP UP**

* hybrid environments, flow between in-person and online
* The chat allows for real time reflection I think that could be designed so that each person’s stream of processing can be viewed. What would that look like?
* I want to process and blog about the chat insights!
* I wonder if there could be the group chat but your own stream viewed in another window
* Marisa - this is an interesting question! But I'm not sure I accept the premise that virtual tools could or should change the face of facilitation.
* I think it comes down to how do we manage the advantages of facilitating on-line? That's a good thing!
* moving from group facilitation to network facilitation
* We also should ask what is the "group" and it's raison d'etre that technology might support? A community or world-problem-solutions group might vs a management team might need a different kind of discussion and interaction where technology would play a different role.
* I like that - network versus group facilitation, different things...need different processes....
* so you see the bigger network - online - as completely different from 'group'
* Network facilitation ... Seems to be more TRIBAL (but without the cultural respect for others).
* TRUST (agreements about how info is shared outside of meeting)!!!
* Thank you for a fascinating and bewildering conversation!
* Groups are part of networks. Individuals are part of networks. SO we have to cross all kinds of boundaries and work with polarities, vs something that is always shared with everyone.
* Future - what happens when a chat question high-jacks the meeting agenda?
* What if that hijack was exactly what needed to happen!!
* +! Bewildering --> love it...what a great comment!
* Thank you  - lots to research and think about!
* CAN WE DO THIS AGAIN NEXT WEEK PLEASE AND TALK ABOUT THE NEW QUESTIONS?