

# WHEN YOU RUN THE ENTIRE WORKSHOP FROM THE DIVERSITY PARADOX DIGITALLY

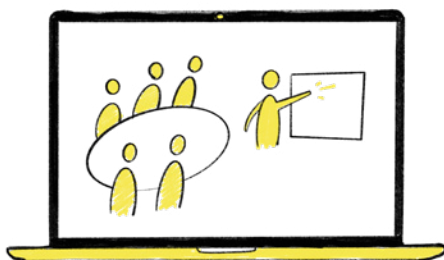
The workshop is designed to be held in person. When you convert it into a digital workshop, you'll need to make certain adjustments to maintain engagement levels, promote participation, and ensure that what is discussed in the group is visualized and summarized correctly. But **do not re-design the workshop. Use the following tips instead, and your digital workshop will be at least as fun and productive as if you'd all been together in the same room.** The tips are based on workshop groups numbering 8 to 12 people.

## HOW TO GET THE MOST OUT OF THE WORKSHOP ONLINE

Divide the workshop into three parts: it can be stressful for participants and the person leading the workshop to sit in front of the screen for several hours and at the same time maintain quality discussions and conclusions. Therefore, hold the workshop on three occasions, but not more than one to two days apart. **On the first day, try to complete the first two steps of the workshop. On the second day, you should complete steps 3 and 4. On the third day, you should complete steps 5, 6 and 7.** When we see each other digitally, it takes longer to go in and out of discussions that take place in smaller groups. So **add an extra 10 minutes for each step.** For example, step 1 in the workshop is intended to take 20 minutes when groups meet in person.



When you do this step online, set aside 30 minutes instead. Choose digital tools that reflect the physical experience: doing the workshop digitally (and remotely) does not have to be so different from an in-person workshop. For example, instead of a physical whiteboard or flipchart, there are digital tools that perform the same function. And group conversations can be facilitated using digital “breakout” rooms. There are a large number of video conferencing tools, such as Teams, Google Hangouts, and Whereby.



**At the time of writing, Zoom is the best tool to replace the experience of the physical workshop online,** (of course there are other tools and there is a lot of innovation in the field). Zoom allows for breakout rooms, (just like Teams does now). The difference between Teams and Zoom is that Zoom enables the moderator to “visit” all group discussions and set time for all reflections in smaller groups, which means that the groups “come back” to the larger group when necessary.

However, Zoom is relatively static. The “room” still consists of a row of squares in a gallery view. **If you want to increase the feel an actual room, then you could try Spatial Chat.** The tool works best with Chrome web browsers.

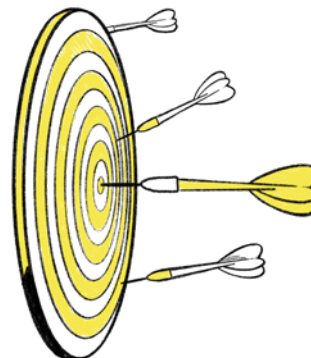
You can zoom in/out and move to discussion material and images to discuss, all of which the moderator has placed in the digital room. Individuals can walk around the room and move between groups. For example, the moderator can also approach someone who is alone and ask them to stand with so-and-so and so-and-so to make them a trio. In addition, the moderator can walk around and listen to groups and be on hand to answer questions, etc., just like in a normal conference room. What is unique about this tool is that you hear others who are close to you. You're hard to hear when you are some distance away, and the closer you get to a material, such as a digital whiteboard, a group or person, the better others can hear you.

As documentation support and for creative co-creation, feel free to use a digital whiteboard for the various group discussions. In this type of tool, everyone sees the reflection question in focus and can work in parallel in various smaller groups. However, you work on the same whiteboard so that everyone sees what others write, and the moderator is aware that things are happening and knows what the conclusions of the groups are. Tools that enable this are, for example, <https://miro.com/> and <https://www.mural.co/>.

Either you set up a large whiteboard where different discussion topics are on one and the same whiteboard, or you create a whiteboard for each reflection. You can share links to each digital whiteboard in the chat or with all participants. You can save the completed whiteboard as a PDF and distribute it to all participants after each session.

### Check and practice the technique in advance

If participants or the moderator are unfamiliar with the digital tools you use, set aside time before the first session where you go through all the different functions and steps so that everyone gets to know them. To be able to participate in the workshop, all participants need a computer with a camera and headphones, as well as a stable internet connection. Everyone needs to install the Zoom software, (assuming you choose this tool). And no, it's not enough to open Zoom in a web browser, you have to download the app. If you don't download the app, the breakout room function does not work. The easiest way to check that the technology works in advance is to try logging in via this link [zoom.us/test](https://zoom.us/test). If you are asked if you want to install the software or app, answer yes and you're up and running!



Feel free to watch this short film, which describes how to log in [youtu.be/hIkCmbvAHQQ](https://youtu.be/hIkCmbvAHQQ) and this one which describes how to set up headset and camera for audio and video [youtu.be/-s76QHshQn](https://youtu.be/-s76QHshQn).

## TO THINK ABOUT FOR A SUCCESSFUL PARTICIPATION

### The right equipment in the right place

→ As the workshop is based on interactive exercises, it is important that all participants have their own computer and sit separately from one another. Participants need to wear headsets and sit in a room where they will not be disturbed by other people or background noise or are unable to speak freely. Everyone needs to have their microphone and camera on.

### Do one thing at a time

→ Seeing each other offers opportunities for some seriously valuable exchanges, but this is dependent on people being fully “present”. Make sure you don't have other activities planned during the workshops. People who plan to “answer a few emails during the lunch break” or “make a couple of calls during the coffee break” usually have worse results as a group.

### Take the small talk into the digital meeting room

→ Book the start of the session 15 minutes before the start of the workshop itself so that people can “drop in” beforehand, perhaps with a cup of coffee or tea. This is a good way to gather the group and have a little “pre-chat”.

→ Be personal during the pre-chat. Ask how people feel, what happened at the weekend or if they want to share something fun that happened, or less fun for that matter – someone may have had a bad morning dropping their kids off at pre-school or had a puncture. When you can't bump into each other at the office coffee machine, you need to have some time for chit-chat in the workshop. This pays off in the long run and you've already earned the few minutes it takes to have a little fun. If it's all work and no play, you risk losing participants' engagement and productivity when you switch to “work mode”.

### Clarify rules of the game and rules of conduct

→ Clarify rules of the game for your session and be clear its purpose, your instructions, what is to be discussed, how, and for how long, when you can take breaks, that everyone should be on unmute, write in the chat if they have any questions or comments that are outside discussion points, have their video camera turned on etc.

➤ We recommend that the moderator go through some rules of the game at the beginning and ask the group to comment, adjust, or add any points. The fact that the rules of the game are developed jointly by the group increases the participation and sense of team spirit. It also functions as an icebreaker in itself (see below).

➤ We can read each other much more effectively in a physical room than when we see each other online. We see when someone becomes more engaged, frustrated, wants to say something or starts to lose focus. It is therefore everyone's responsibility to help each other to be extra clear with thumbs up or down, to invite everyone into discussions, and to confirm once too much than once too little.

➤ When participants have "left the room" to discuss in smaller groups, it is important that the moderator reads out what may have been written on a digital whiteboard and asks each group or pair to comment on what has just been read out is correctly reproduced. Alternatively, someone in the group is appointed to tell other participants what they have talked about.

### **Activate participants every 7-8 minutes!**

➤ In a digital meeting room, the group needs to be activated every 7-8 minutes to maintain focus and energy. The advantage of this workshop is that participants will work in pairs and small groups, which in itself means that the participants must be active. But also make sure you engage all participants a few times per session when you are "seen" in the larger group. It could be that they are asked to write something in the chat, raise their hand, give a thumbs up in their video image or similar.

➤ **The heavier the subject and the more difficult the reflections and exercises, the more time is required before the start of each session.** If the session is simple in its design, neither particularly long nor complicated, (for example steps 1 and 7 in the workshop), it is enough that the moderator reminds participants about the purpose of the exercise and perhaps asks everyone to write something in the chat to "get" everyone in the moment that lies ahead of you.

For longer sessions, and if what you are going to discuss or create ideas about is a little more complicated, (for example steps 2, 3, 4, 5, and 6 in the workshop), you need to add some so-called icebreakers or energizers. **Appropriate moments to post something that boosts energy, engages participants, and helps them maintain focus in discussions are:**

- just before you start a reflective session
- when you've reviewed groups' conclusions
- or after a break

➤ Icebreakers or energizers do not necessarily mean laugh-out-loud laughter, but they are a great way to share thoughts, feelings, show off an object, for participants to tell share something about themselves or reflect on how the collaboration and discussions during the workshop are conducted. What works or what is needed for your particular group, and when, is up to the moderator.

#### **Examples of exercises include:**

- Participants describe their current mood with a temperature.
- Participants describe their current mood as an animal.
- Participants write in the chat where they grew up, or you have a map on which people write their names to indicate where they grew up.
- Participants tell the group which of their personal skills they are most proud of.
- Two to three participants reveal "two truths" and "one lie" about themselves and the rest of the group has to guess which is which in the chat.
- You do a short quiz, perhaps related to the subject being discussed or your company.
- Participants have to go and get a personal item from home or where they are sitting and describe it to the group.
- Participants stand up, (if they are not already standing), when they discuss a reflection in smaller groups or when they are "seen" again to summarize group reflections.
- Participants have to write in the chat what they liked about the most recent reflection session.
- Participants have to write in the chat what they thought was the most challenging about the most recent reflection session.
- Participants have to challenge the group to do something different when they go into the next reflection session.
- The moderator can repeat the purpose of the session and check that everyone knows what it is.

## Wrap up the session and prepare for the next one

As the session wraps up, it's time for participants to "check out". This might be each participant getting 30 seconds to share what they feel or think now and/or what they want to do with their insights. To do this, the moderator can ask all participants to say what they think directly, or that everyone writes in the chat.

It is quite common for us to come up with things afterwards that we did not include in discussions. So as to not miss these sort of valuable views, reflections or ideas, make sure that everyone knows that they should and can send insights to the moderator even after the session has ended, (via email, in Slack or Teams or other digital forums/tools).

Some people may feel uncomfortable expressing themselves in digital workshops, so being asked to submit thoughts after an online workshop can mean that the group captures more perspectives, improves the chances of participation, and leads to better results. To "shut down" the session, have the moderator quickly run through the purpose of the session, repeat the steps you went through, and summarize some of the results. Last but not least, the moderator should clarify what will happen next session, when it is conducted, and what participants should do to prepare for it. After each session, make sure that everyone gets to see the results of all discussions; for example, what was written in the chat or on any digital whiteboards you may have used.

Good luck!