



Healthy Interactions Series



Are you interested in improving your online meetings and webinars?

We are thrilled to invite you to participate in the "Healthy Interactions Series". Two different online workshops with two speakers providing tips and advice for online meetings and webinars.

Each workshop will take place twice on the following dates and times

Language: **English**

Liberating Every Voice in Your Online Meetings

Facilitator: Mr. Keith McCandless from Liberating Structures



November 9 | 3:00 pm – 5:00 pm CET

November 12 | 2:00 am – 4:00 am CET

Learn five effective online methods to include every voice in your next meeting



LS Menu 	Wicked questions 	What? debrief 	Min specs 	Heard, seen respected 	What I need from you 	Integrated autonomy
Design elements 	Appreciative interviews 	Discovery and action dialog 	Improv prototyping 	Drawing together 	Open space 	Critical uncertainties
1-2-4-All 	TRIZ 	Shift & share 	Helping heuristics 	Design storyboards 	Generative relationships 	Ecocycle
Impromptu networking 	15% solutions 	25 : 10 crowdsourcing 	Conversation café 	Celebrity interview 	Agree/certainty matrix 	Panarchy
9-whys 	Troika consulting 	Wise crowds 	User experience fishbowl 	Social network webbing 	Simple ethnography 	Purpose to practice

Purpose

This workshop exists for
participants to learn *how to*

**include every voice
in shaping next steps
while facilitating healthier
interactions in online
meetings**



Design Team Co-Leads



Karina Mera Warholm
Senior Coordinator IDI



Minor Sancho
Senior Manager
Professional and Relevant SAls Department



Jade Quarrell
Senior Manager
Professional and Relevant SAls Department



Keith McCandless
Co-author, Liberating Structures





Fun, Practical Things To Try Virtually

Welcome & Orientation

1. Gallery View / Speaker View
2. Chat: To All & Private
3. Googledoc links (placed in Chat, sharing an editable link)
4. Managing multiple windows in your workspace
5. Share Screen & Whiteboard w/ Annotate
6. Turning Sound and Video On & Off (+ post-it note use)
7. Renaming yourself for anonymity
8. Breakout Rooms (return to Main Room, help, host messages)
9. Recording and saving your work together


We will start with “how to” navigate Zoom & Google docs. Click the link in Chat...



Impromptu Networking

Rapidly share challenges and expectations while building new connections

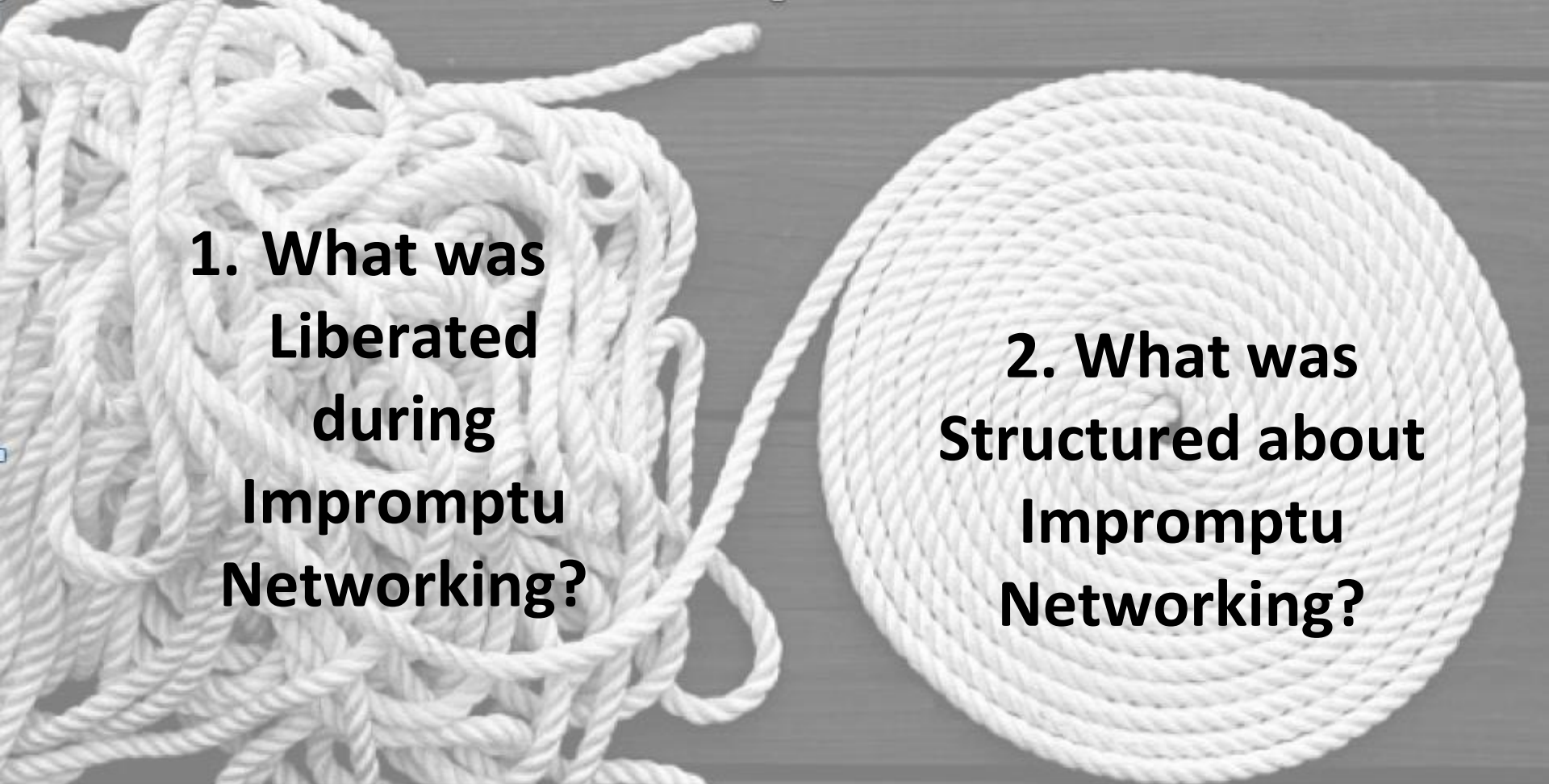


An aerial photograph of a winding river or stream flowing through a dense, dark green forest. The water is a light, silty brown color, contrasting with the surrounding greenery. The river meanders from the top center towards the bottom left of the frame.

**What is a big
challenge you face in
online meetings?**

**What do you hope to
get from and give
to this group?**

4 minutes sharing with a partner, then with another, then with another.
Responding to the same questions each round.



**1. What was
Liberated
during
Impromptu
Networking?**

**2. What was
Structured about
Impromptu
Networking?**

3. Where else might you use this Liberating Structure?

Using the Zoom Annotate Function on a Whiteboard

1. Click here for Options menu
Click here

2. Then, select **Annotate**

3. Then, select **Stamp** and pick one you want to place on the Whiteboard

Security Participants Chat New Share Pause Share Annotate

You are screen sharing 07:16 Stop Share

ing Healthy Interactions Virtually

ew Insert Format Slide Arrange Tools Ac Last edi...

Fun, Practical Things To Try

Welcome & Orient

2 Purpose

This workshop exists for participants to learn how to

Include every voice in shaping next steps while facilitating healthier interactions in online meetings

3 Design Team Co-Leads

Gallery View / Speaker View

Chat: To All & Private

Managing multiple windows in your workspace

Less

Connection & Clarity



On balance, did you build connections with workshop participants and gain clarity in regard to the challenge of leading online meetings?



Impromptu Networking

***Step
Sequence***

2 mins per
person to
answer
questions, 3
rounds

***Groups
Configured***

Pairs

Invitation

What is a big
challenge you face?
What do you hope
to give & get from
this group?

Space, Materials

Zoom
breakout
rooms

Impromptu Networking

Rapidly Share
Challenges,
Expectations, Build
Connections

***Participation
Distributed***

Everybody at
same time,
unlimited #

Purpose

This workshop exists for
participants to learn *how to*

**include every voice in
shaping next steps while
facilitating healthier
interactions in online
meetings**



More Goals *Participants will learn how to...*

1. Never again lead or host or design a boring or divisive meeting
2. Get your arms around and make progress on complex challenges
3. Reduce cycle time for development, design, and research activities
4. Make productive use of difference, uncertainty, and paradoxical challenges
5. Recognize & stop practices that unwittingly exclude, stifle, and erode trust
6. Apply simple yet counterintuitive methods to replace over- and under-controlling approaches

Learning Format

1. Experience each LS without much explanation
2. Debrief what happened using Chat (**spelling and grammar amnesty invoked!**)
3. Debrief the micro-structure
 - a. What were the steps & instructions?
 - b. What did that tiny structure liberate?
 - c. How and where could you use it?





A G E N D A

Connecting Participants

Welcome & Impromptu Networking (25)

Setting Context

What^{3x} & 25/10 Crowdsourcing & TRIZ (50)

Giving and Getting Help

15% Solutions & Troika Consulting (30)

Closing + Next Steps

Mad Tea Party & Coming Attractions (15)



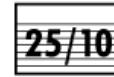
Welcome, Zoom
Navigation



What, So What,
Now What?



Impromptu
Networking



25/10
Crowdsourcing

TRIZ + 15%
Solutions



Troika
Consulting



Mad Tea
Closing





What³ Debrief

Together, look back on progress and decide what adjustments are needed *

Looking back on your virtual meeting experience ...

- **WHAT?** [5 minutes in a breakout group with five participants]
Looking back, what facts & observations stand out?
- **SO WHAT?** [5 minutes in the same breakout group]
What do you conclude from those observations? What is important?
- **NOW WHAT?** [5 minutes in the same breakout group]
What is your first move? What adjustments are needed?

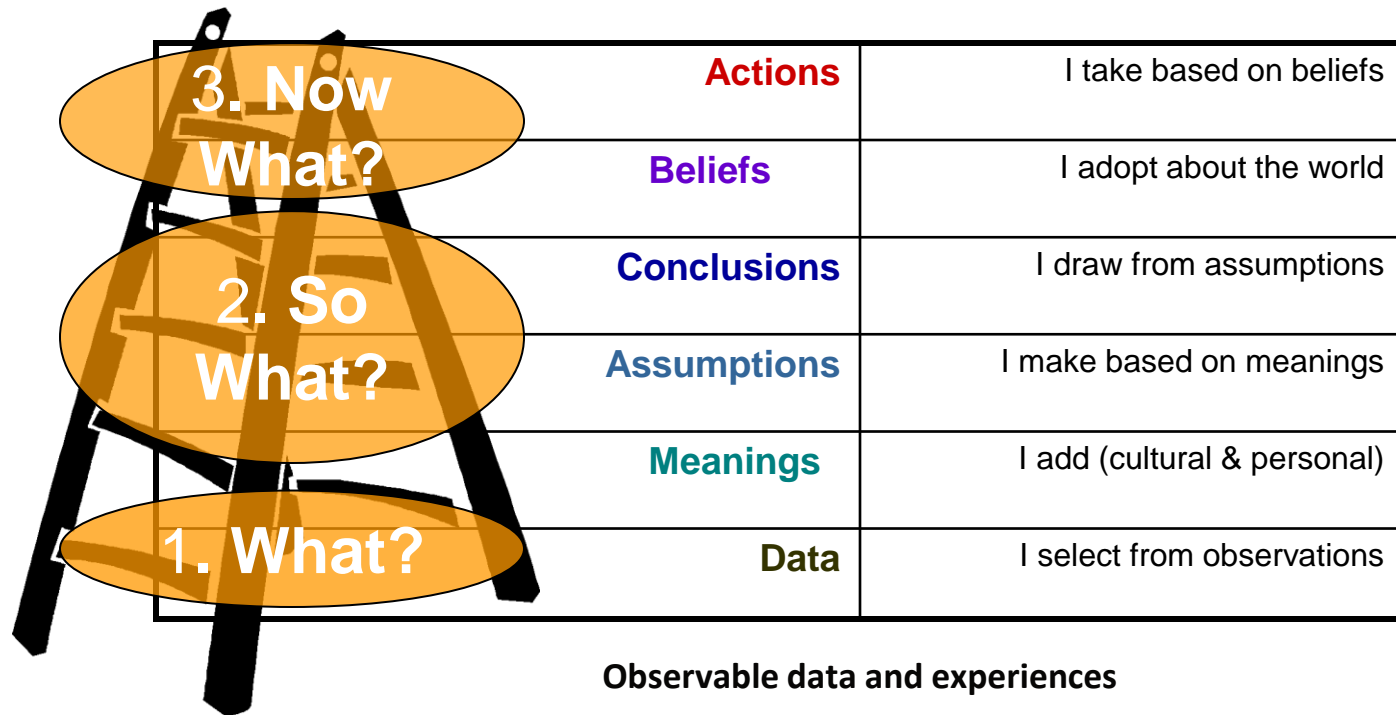
* Twist: With use of talking objects





Ladder of Inference

Emphasizes the value of a step-by-step progression in debriefing or after-action conversations. The value of staying LOW on the ladder is visually reinforced. **Misunderstandings and arguments can be avoided.**





What³ Debrief

Together, look back on progress and decide what adjustments are needed *

WHAT? [5 minutes]

Looking back on your experience in **virtual meetings**, what facts & observations stand out?

Groups of 5 in Breakout rooms. Bring one particularly sharp fact to the Main Room Chat.

* Twist: Use talking objects; signal with your camera.





What³ Debrief

Together, look back on progress and
decide what adjustments are needed *

SO WHAT? [5 minutes]

What do you conclude or
hypothesize from those
observations? What is important?

*Same Breakout rooms. Bring one important insight or a
conclusion to the Main Room Chat.*

* Twist: With use of talking objects





What³ Debrief

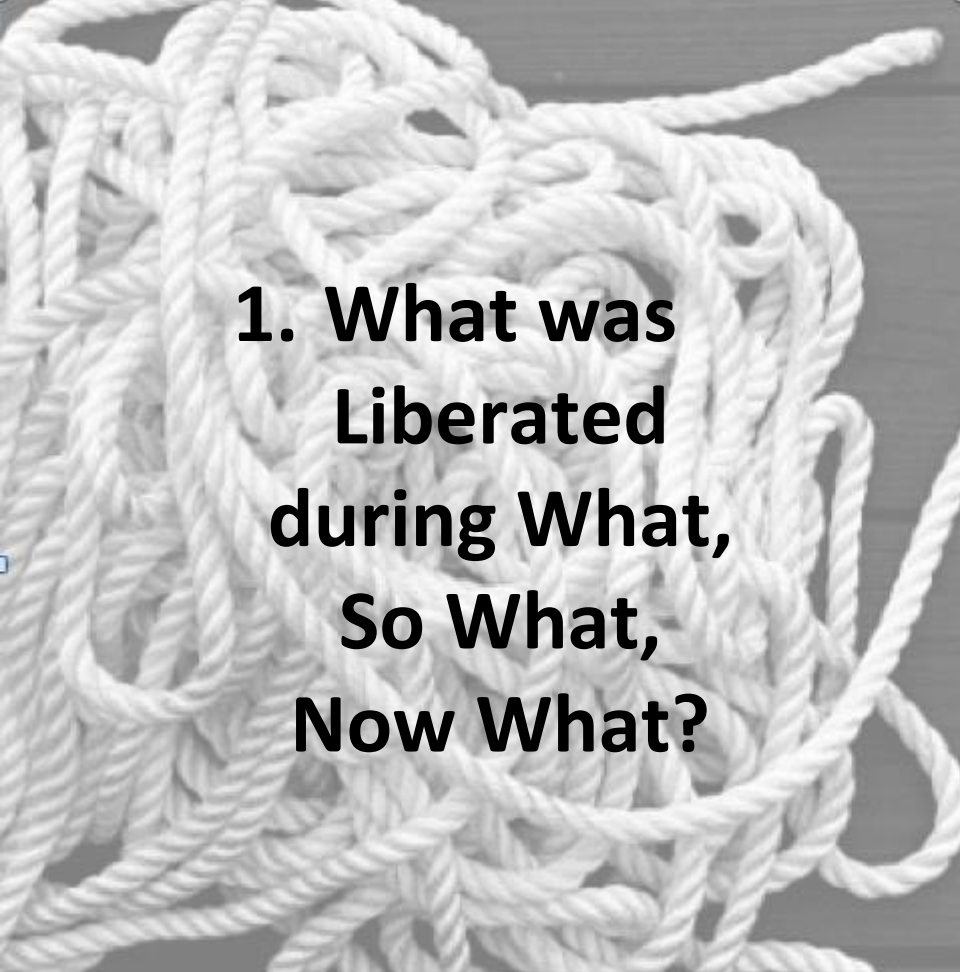
Together, look back on progress and
decide what adjustments are needed *

NOW WHAT? [5 minutes]

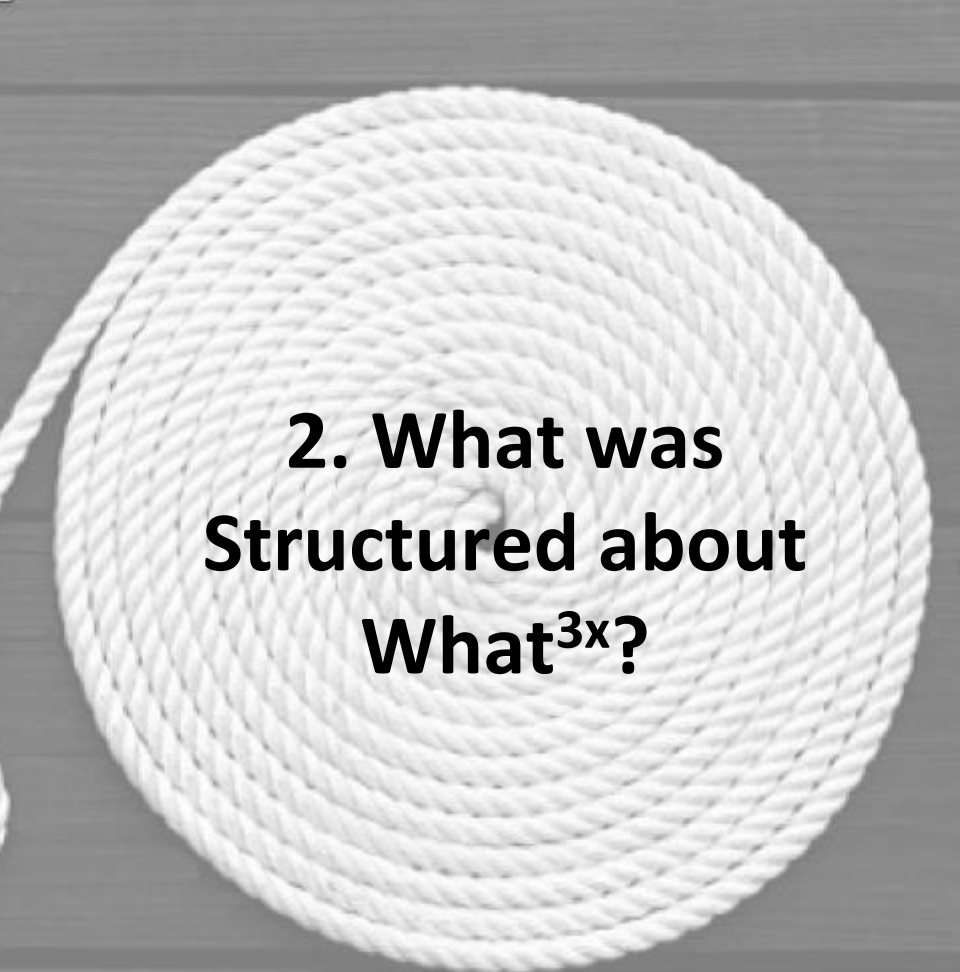
Now, what action, adjustment,
or next step comes to mind?

Bring one action everyone
should hear to the Main
Room & drop it into Chat.



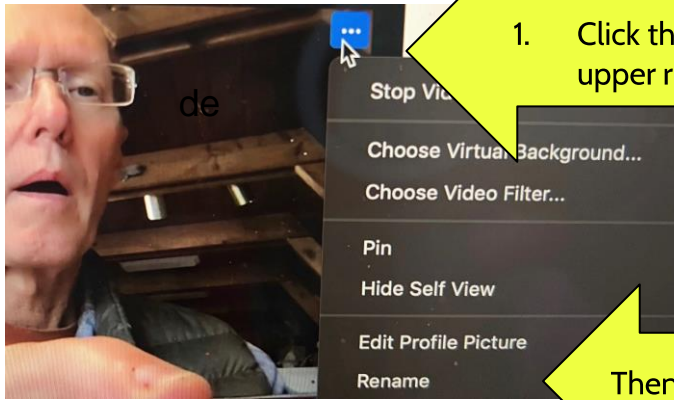


**1. What was
Liberated
during What,
So What,
Now What?**



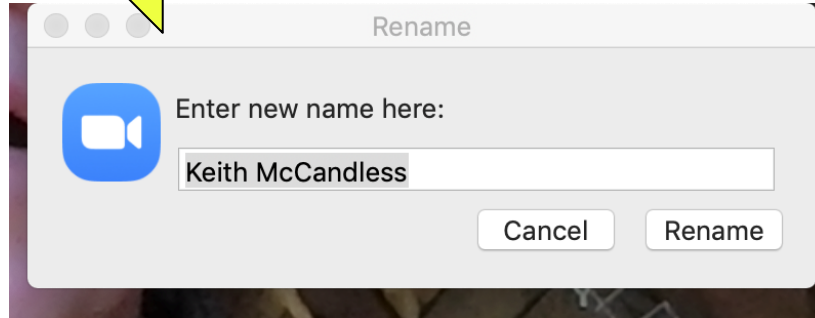
**2. What was
Structured about
What^{3x}?**

3. Where else might you use this Liberating Structure?

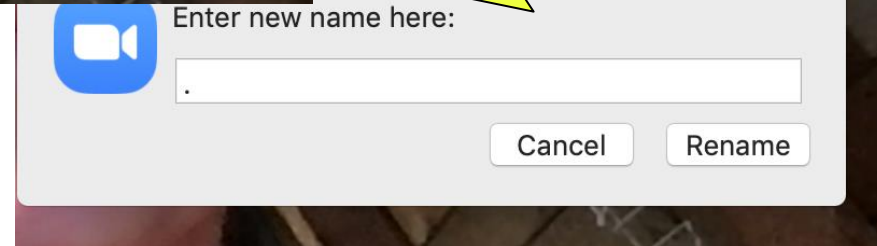


1. Click the **3 dots** in your video “window”... in the upper right hand corner.

Then, select **Rename**



Edit your name with a period,
then hit **Rename**





25/10 Crowdsourcing

Sift-and-Sort a Group's *Most Powerful Actionable Ideas*

Instructions & Steps

1. Rename yourself with a period “.”
2. Write down a very BOLD IDEA for your next virtual meeting and a first step in Chat
3. Hit return when the leader says “Go”
4. Review the entries
5. Pick the **most attractive** entry (**NOT** your idea) and copy-and-paste it into chat



Instructions & Steps (Continued)

6. Transfer a handful of popular ideas to a slide (4-6)
7. Rate each idea via Zoom/Annotate/Stamp

➡ = Great... but I am **not** going to make it happen

♡ = **Yes!** I will make this bold idea happen

8. Form groups to explore / implement high scoring ideas



***What is a very bold idea for
your next virtual meeting?***

***If you have one,
include a first step.***

Scoring:



*Great... but I am
not going to
make it happen*



***YES!** I will help
make this
happen.*

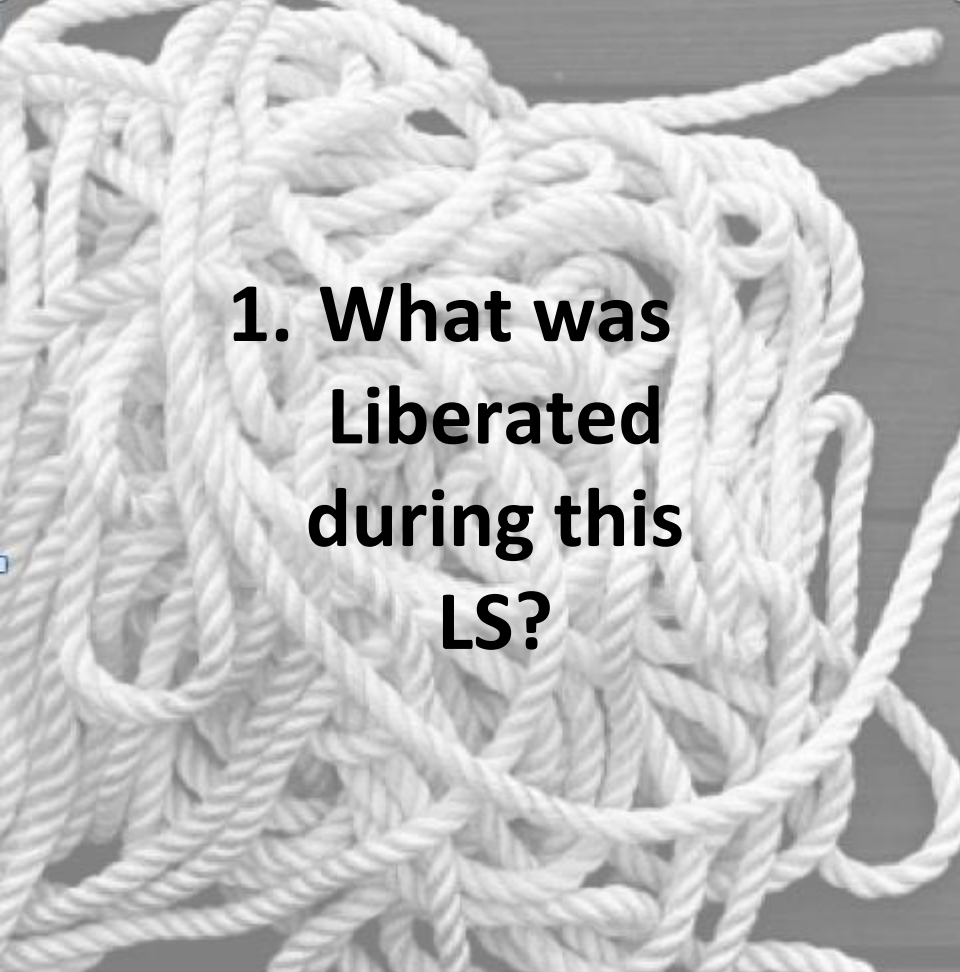
Change who's in
charge of the meeting

Allow everyone to
speak up more

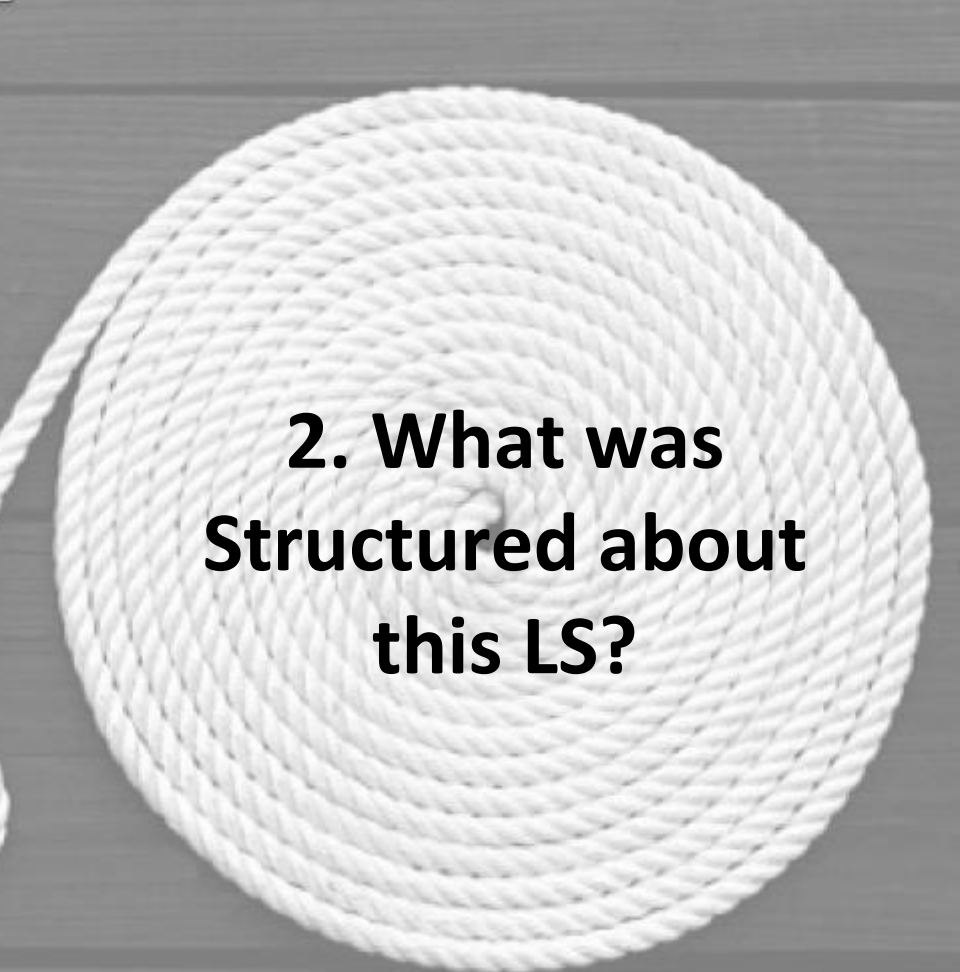
Ban all presentations...
all content must be in
a document or a video
shared in advance

Start the meeting with a
song

...



**1. What was
Liberated
during this
LS?**



**2. What was
Structured about
this LS?**

3. Where else might you use this Liberating Structure?



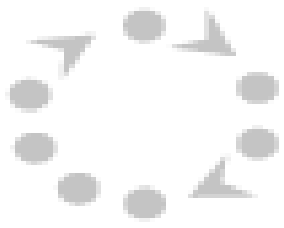
TRIZ

Stop counterproductive behaviors to make space for innovation



***I. What can you do to be sure your
online meeting participants are
present but their minds are absent?***

Quietly devious ideas are best.



1. What are your ideas to get this worst result?

1-2-4-All

Engage everyone
simultaneously in
generating
questions/ideas/
suggestions

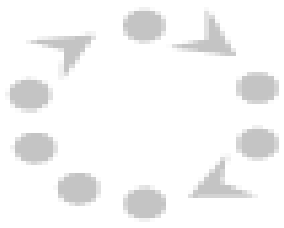
1 minute alone

2 minutes in a
pair

~~4 minutes in a
foursome~~

2 minutes in the
whole group

2. Is there anything on your list that resembles a current behavior or practice? Be unforgiving...



2. What items
resemble your
current practice?

1-2-4-All

Engage everyone
simultaneously in
generating
questions/ideas/
suggestions

1 minute alone

2 minutes in a
pair

~~4 minutes in a
foursome~~

2 minutes in the
whole group

***3. How are you going to
STOP IT ?***

Create a 15% Solution.

MORE ABOUT 15% SOLUTIONS BELOW...



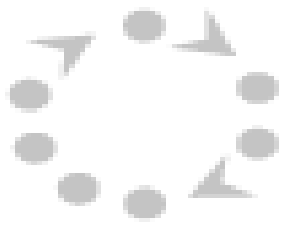
15% Solutions

Discover And Focus On What Each Person Has The Freedom And Responsibility To Do Now



A 15% Solution is something you can do right away without needing any more freedom, resources, permission, authority, or control.

Where you have discretion to act right now.



What are you
going to stop?
What is your 15%
Solution?

1-2-4-All

Engage everyone
simultaneously in
generating
questions/ideas/
suggestions

2 minutes in the
whole group

1 minute alone

~~4 minutes in a
foursome~~

2 minutes in a
pair



TRIZ: Schedule & Sequence of Steps

1. First alone, then in your small group, compile a list of to-do's in answer to:

How can I/we reliably create... a worst result?

Go wild!



2. First alone, then in your group, go down your list and ask:


Is there anything we are doing that resembles in any shape or form to-do's on our list?



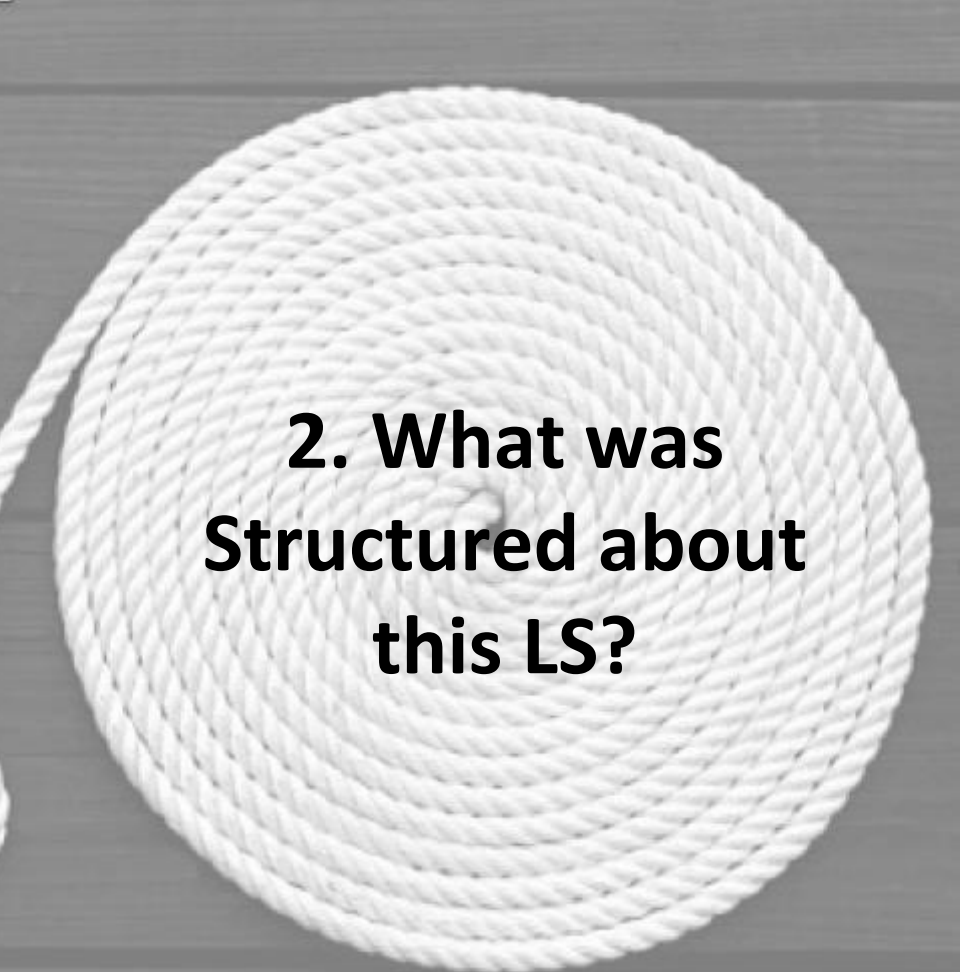
3. First alone, then in your group, compile the list of what needs to be stopped. Ask:

How am I and how are we going to stop it? What is your first move to STOP this behavior?

- Be as concrete as you can
- Bonus questions:
 - What triggers this behavior?
 - What competing commitments may be holding you back?



**1. What was
Liberated
during this
LS?**



**2. What was
Structured about
this LS?**

3. Where else might you use this Liberating Structure?



TRIZ

**Step
Sequence**

Design system
elements, identify
current state,
stop something!

**Groups
Configured**

Groups of 4

Invitation

Design a system
to fail reliably &
choose to stop
something

Space, Materials

Small groups of
4 chairs, paper,
pens

**Participation
Distributed**

Everybody involved
in work/
opportunity to
contribute

TRIZ

Stop Counterproductive
Behaviors To Make
Space for Innovation

Invite Creative Destruction To Enable Innovation

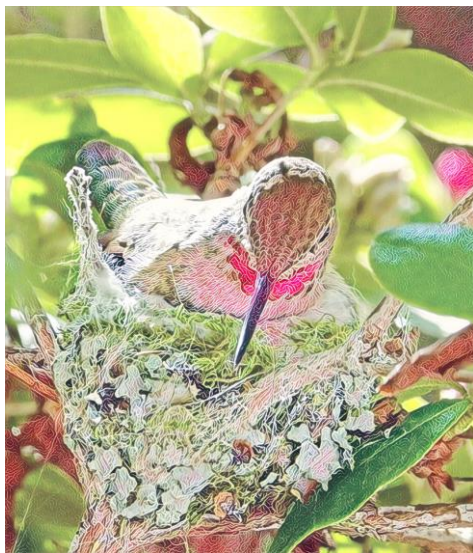


Must Do's (start and amplify)

- Convene conversations about what is keeping people from working on the essence of their work.
- Remove the barriers even when it feels like heresy.
- Make it easy for people to deal with their fears

Must Not Do's (stop and reduce)

- Avoid or delay stopping the behaviors, practices and policies that are revealed as barriers.
- Assume obstacles don't matter or can't be removed.



Troika Consultations

Get Practical and Imaginative Help from Colleagues Immediately



Instructions & Steps

1. Form trios in breakout rooms (1 min)
2. First 'client':
 - a) Client describes a challenge they face (1 min)
 - b) Consultants ask clarifying questions (1 min)
 - c) Client *turns off video or places post-it over your cam* and listens as they *talk to each other* about suggestions, ideas or ways to reframe the challenge (3 mins)
 - d) Client faces consultants and thanks them or follows-up on key items (1 min)
3. Repeat with each person getting a consultation (typically 6 mins per round)



***Select a challenge or situation
that you would like to get
imaginative help around.***

***This can be personal or
professional.***





Clients, this will be a chance to tap into the imaginations of your colleagues, so ask for help on something that matters to you. Trust that your consultants will understand your challenge in 1 minute or a little more.

Consultants, be bold. Take risks to help your client. Talk with your co-consultant... building on good ideas as they take shape.



**1. What was
Liberated?**



**2. What was
Structured?**

3. Where else might you use this Liberating Structure?



Mad Tea

Rearrange a richer, deeper, funner context for taking action





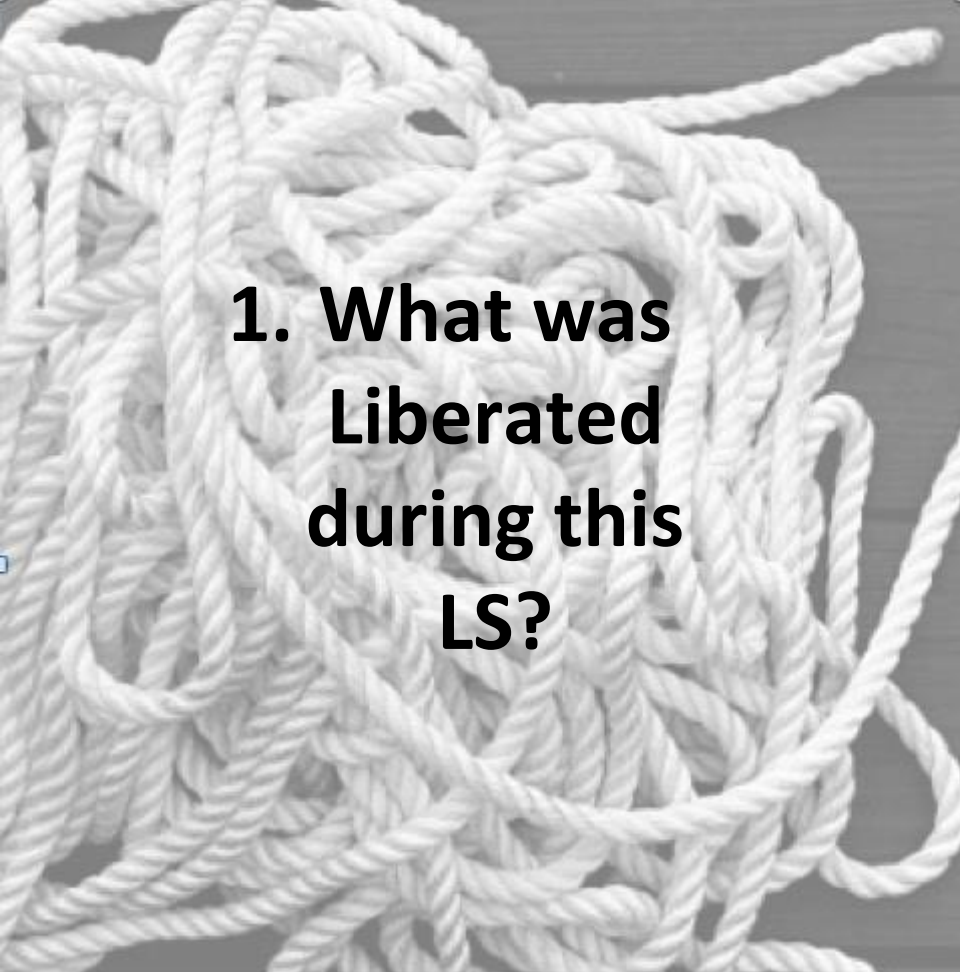
Mad Tea *Etiquette*

Rearrange the context for taking action

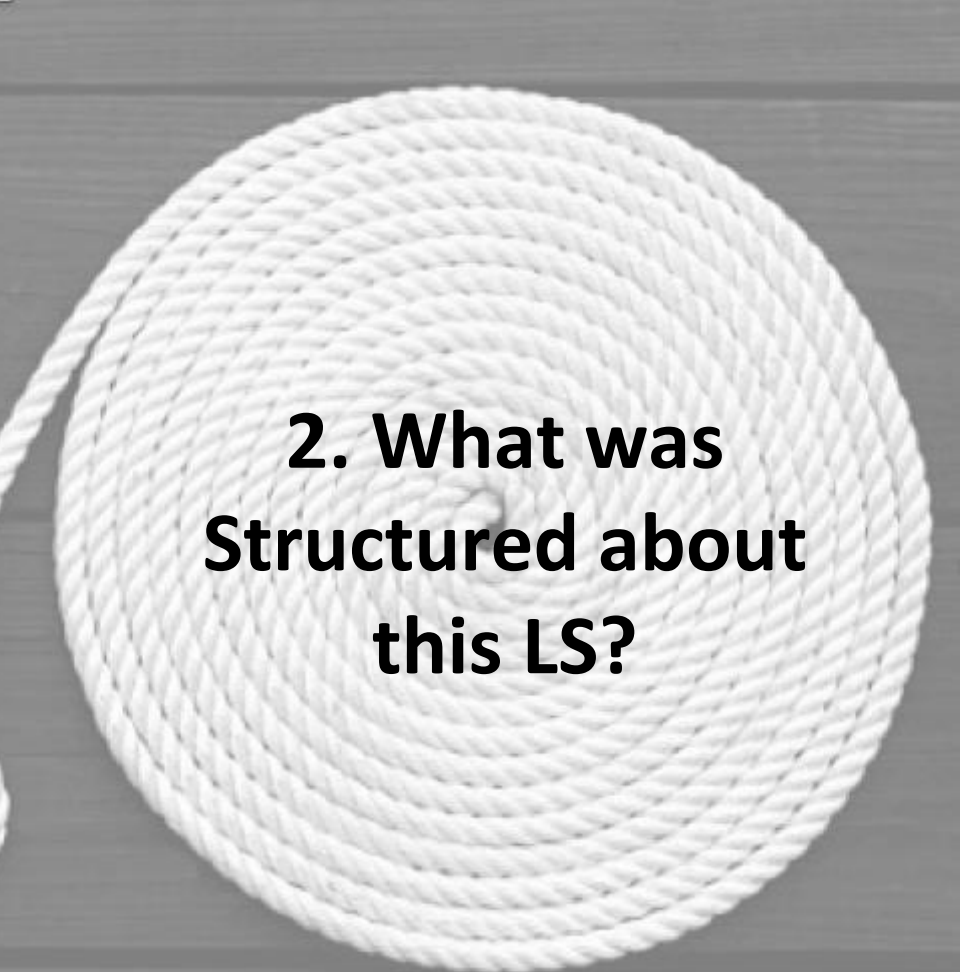
- 1) Stay curious, dig deep, have fun. **Spelling amnesty!**
- 2) Don't over think answers
- 3) Finish each open sentence with a short phrase!
Do not hit return until the leader says "go!"

Mad Tea Open Sentences

1. ***** A connection I made today is...
2. ***** A challenge in my virtual meetings is...
3. ***** A courageous conversation we are NOT having is...
4. ***** A good idea worth exploring in more detail is...
5. ***** What I hope can happen is...
6. ***** A next step for me is...
7. ***** All I want is...



**1. What was
Liberated
during this
LS?**



**2. What was
Structured about
this LS?**

3. Where else might you use this Liberating Structure?

Attributes of Liberating Structures



Expert-less



Results-focused



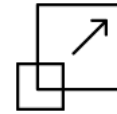
Rapid cycling



Seriously fun



Inclusive



Multi-scale



Self-spreading



Modular



Micro-Organizing Design Elements



Make an Invitation



Distribute Participation



Configure Groups (Breakout Rooms)

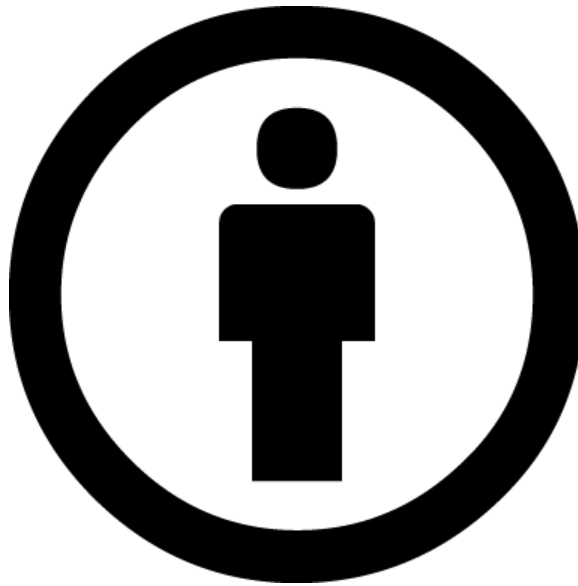


Arrange (Virtual) Space & (Digital) Materials



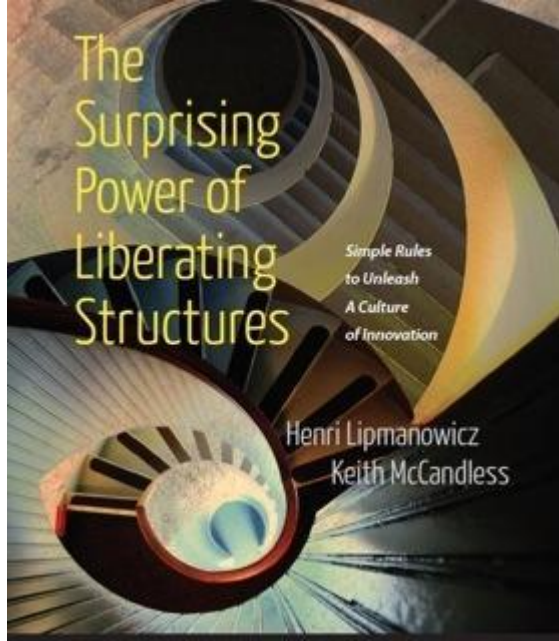
Sequence & Allocate Time

**Made available through a Creative Commons Non-
Commercial, Attribution, Share-and-Share Alike
License**



You can use 'em, share 'em but you can't sell 'em

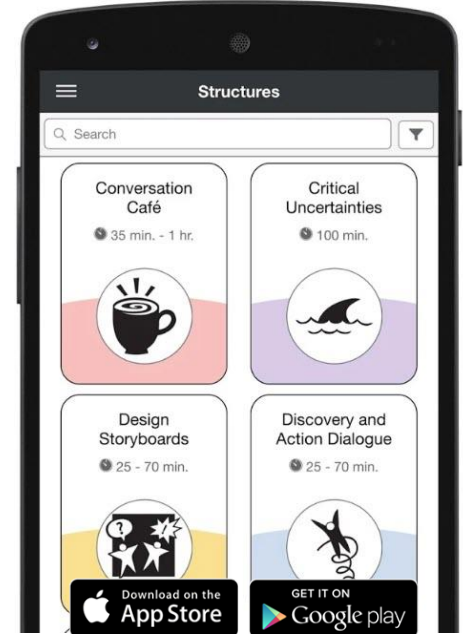
book



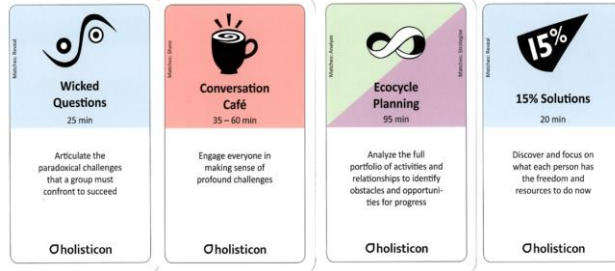
website



app

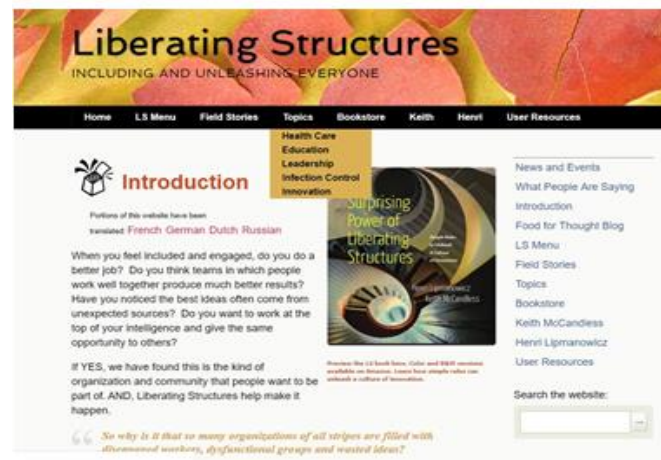
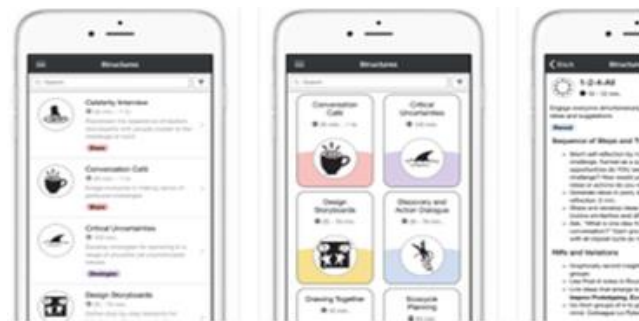


Design cards



Learning Resources

- Read the [Liberating Structures book](#)
 - Join or form a [Liberating Structures User Group](#)
 - Join the [LS Slack](#)
 - [Liberating Structures Website](#)
- Get the LS app
[Apple Store](#) or [Google Play Store](#)





Healthy Interactions: Recipes for online facilitation

<https://bit.ly/3cjQ0Ss>