

AERO-AOCE and Shift Facilitation: April 17th, 2020 AN INTRODUCTION TO VIRTUAL FACILITATION SKILLS Feedback Form Summary

Response Rate

15 of 18 Lunch and Learn participants completed the online feedback form, making the response rate 83%.

Lunch and Learn Experience

	Strongly Agree	Agree	Neither Agree nor Disagree	Total Number of Responses
Prior to today's session, I was familiar with virtual facilitation skills.	0% (0)	33% (5)	13% (2)	15
The session provided valuable insights and practical tips I can apply right away.	73% (11)	20% (3)	7% (1)	15
My expectations for the session were met.	53% (8)	47% (7)	0% (0)	15
There was enough time provided to share ideas and ask questions.	40% (6)	53% (8)	0% (0)	15
The format of the day worked well.	40% (6)	60% (9)	0% (0)	15
I would recommend this session to others.	73% (11)	27% (4)	0% (0)	15

Most Valuable Take-aways from the Lunch and Learn

Respondents were asked to share specific examples of their most valuable take-away from the session which centred on the following three areas:

- Engaging attendees by drawing on different techniques [e.g. using attendees' names, calling on attendees to participate, taking polls and behaviours (e.g. dynamic, enthusiastic)];
- Maintaining a virtual presence through body language, standing as opposed to sitting, and tone of voice; and
- Leveraging technical aspects (e.g. lighting, camera focus, features of Zoom) to facilitate an effective session.

Curiosity piqued during the session and would like to learn more about

Overall, the various virtual facilitation platforms and tools piqued respondents' curiosity during the session and something they expressed interest in learning more about. Respondents also shared that they wanted to learn more about more sophisticated forms of virtual engagement and managing and facilitating breakout groups in an online space.

Additional Comments regarding the Lunch and Learn

Respondents expressed their appreciation for the timely and helpful session, considering many individuals are navigating work-from-home circumstances amidst the ongoing COVID-19 pandemic. They felt the facilitator and session were engaging, useful, and relevant. Suggestions included lengthening the duration of the session or offering it as a two-part workshop to ensure sufficient time to cover all of the material.