

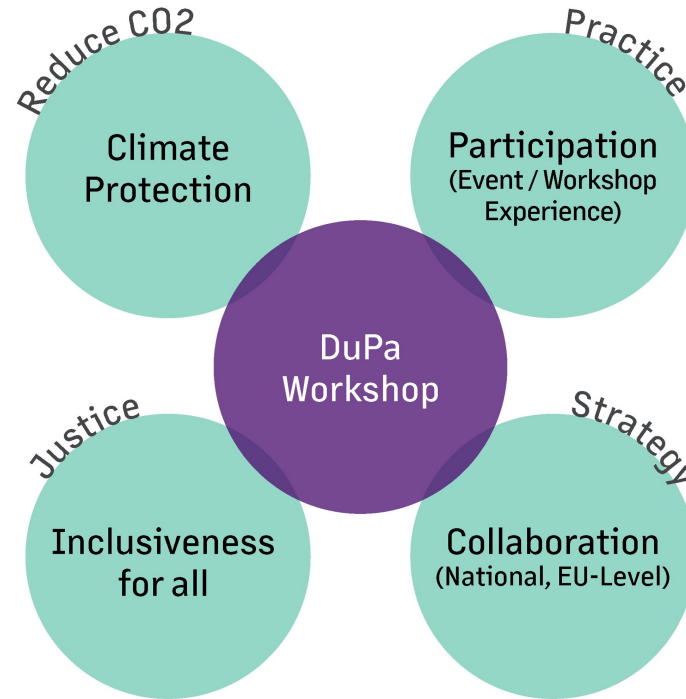
Workshop on Designing Inclusive and Engaging Hybrid Workshops Formats

20.07.2023 (hybrid) **DOCUMENTATION**



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BACKGROUND



Reflecting inclusivity of hybrid workshops

Reflecting inclusivity of hybrid workshops

Three important changes that would increase inclusivity in hybrid workshops

In general

- Hybrid subgroup sessions, match-making of offline and online participants
- **Clear instructions** and expectation management
- Preparing **breaks**
- Consider **the needs of the users expected to participate in the workshop**
 - Can everyone participate at the time? Do they have the tech and experience to use it?
(Especially if focusing on participants not working in organisations / getting paid / grassroots)
- **Proper introduction to online and onsite people** to get a similar feeling of everyone in the “hybrid room”
- Make sure that **online and on-site participants are well visible to everyone**

Reflecting inclusivity of hybrid workshops

Three important changes that would increase inclusivity in hybrid workshops

On-site

- On-site, the **online speaker** should ideally be **on a separate screen**
- If people on-site do not log in: are they somehow excluded from what is going on online (chat)?
how to deal with this?
- Own introduction on-site; clear guidelines
- On-site participants: do not sit in front of their laptop but have a mobile device (ipad) that can be handed around when someone speaks

Reflecting inclusivity of hybrid workshops

Three important changes that would increase inclusivity in hybrid workshops

Online

- Engagement from people joining online
- Energy check-ins / a way of collecting the feelings in case breaks are needed
- Intangible feedback
- Integrating some other types of "small talking"
- The possibility to offer **networking opportunities** online

Reflecting inclusivity of hybrid workshops

Three important changes that would increase inclusivity in hybrid workshops

Tech

- Conscious use of digital tools (cost, usability, license, publicly proven, etc.)
- **Visually attractive material**, especially if you are the presenter and if there is no eye to eye connection
- Clarify how to deal with the **chat functions**:
 - No parallel discussion?
 - How to channel the conversations in the chat?
- Diversity of options for interactions
 - encouragement of other activities, not just listening and talking but also drawing, using sticky notes, etc.
- **better tech for everyone**
- technical issues are still very important even though we all seem to know how to use internet tools

Reflecting inclusivity of hybrid workshops

Three important changes that would increase inclusivity in hybrid workshops

Staff /
Moderator

- **Facilitation staff** (distinguish between staff moderating and staff technical)
- **Clear instructions** and **expectation management**
- Improving the skills of a moderator to be the person **that draws attention in actively and addresses the participants**
- structuring it in a way that **everyone is involved** and not lost in side activities
- **Fostering meaningful interactions**
- **Rethinking what a presentation is**, preparing different types of sharing a message creatively

Session II Plenary Board Reflecting Inclusivity of Hybrid Workshops

Session II Plenary Board Reflecting Inclusivity of Hybrid Workshops

How might we increase inclusivity through hybrid workshops?

What are the changes you would like to see implemented in workshops?

In general

- Both Participants have the **opportunity to work together and create a shared experience**
- The feeling that offline and online people **are one group**
- Understand the needs and limitations of every online and offline participant in the hybrid format
- Structuring them so that **everyone can contribute**. Creating an inclusive atmosphere by setting clear expectations and guidelines
- Having the possibility **of eye contact** with whoever is speaking
- Make sure that online participants and people on site are **treated as equally important**
- Avoiding digital and/or hybrid leads almost automatically to **frontal teaching which in many cases is not wanted**

Session II Plenary Board Reflecting Inclusivity of Hybrid Workshops

How might we increase inclusivity through hybrid workshops?

What are the changes you would like to see implemented in workshops?

Tech

- Good **on-site microphone** in the room and **maybe additional microphones** for people not close to the mic
- Make sure that the speaker wherever he*she is, is always **seen in portrait for everyone while speaking**
- **Clear and simple instructions to participate**
- Provide a laptop with camera and microphone for some bigger events to people who doesn't have proper ones
- Take care of technical issues **and offer technical support**
- **Offer technical help** (before the workshop for registration) **and during the workshop** (through the chat or also a phone number /help desk)
- Using **different platforms for interactions**
- If there is only one camera, the set up can be that **people move to that camera when they are going to talk**

Session II Plenary Board Reflecting Inclusivity of Hybrid Workshops

How might we increase inclusivity through hybrid workshops?

What are the changes you would like to see implemented in workshops?

Staff /
Moderator

- **Technical assistance** in the background, good preparation, lively workshop
- Planning accordingly, providing the technology needed (digital and physical) and securing enough (skilled) staff to assist
- **Preparation is key** as a moderator
- Get people as soon as possible to talk to each other
- Consciously addressing the people in the room and online, giving them their space to communicate
- Creating an atmosphere that everybody feels comfortable speaking up
- Sticking to the schedule / structure / Time keeping
- Through good facilitation we need to ensure that **those taking part remotely are really part of the event/group**
- **Not to hurry** through the workshop, counting sub meetings by the second(s)
- Persons online not just "viewers"
- Make them more interactive, **make it simple and convenient to contribute**

Session II Plenary Board Reflecting Inclusivity of Hybrid Workshops

How might we increase inclusivity through hybrid workshops?

What are the changes you would like to see implemented in workshops?

Presentation / Content

- Give the participant the **possibility to prepare** (agenda etc.)
- Break the ice
- Prepared moderators
- The point is to build **on each others ideas and allow for creativity**, the more formats allow for this, and the more time and structure is allocated for this is, the better (building in switching between plenary/sessions)
- Not to use too many different tools
- **Small games** or challenges and immediate **displayed outcomes**
- Make lengthy introductions and presentations illegal
- Reduce the number of **forth & backs** between plenary and breakout sessions
- **Short guideline** on how to set a successful hybrid workshop

Session II Plenary Board

Reflecting Inclusivity of Hybrid Workshops

How might we increase inclusivity through hybrid workshops?

What are the changes you would like to see implemented in workshops?

Preparation

- Easy to read / understand guidelines and instructions provided beforehand which engage people and set **the tone for the workshop**
- Break some of the ice already beforehand and **make people feel empowered to contribute**
- **Share and clarify any prep needed** to be done before joining the session so that **everyone feel comfortable** in the (digital) space being used etc.
- **Map digital skill level of tools** to be used ahead of the event
 - E.g. if people have zero or lots of experience in Miro will make a lot of difference in the execution using that tool

Questions that arose

When it comes to user or stakeholder participation, expectations on people not working in organisations need to be considered, who falls in between the cracks of not having access to a computer or having the time to join a session?

Do you avoid hybrid formats to meet the needs of a site's specific stakeholders?

Can we consider fees for participation?

We are always talking about getting the offline group to work more seamlessly with the digital group, but maybe the digital group should become more analogue too?

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

How Can We Improve the Experience?

What do we need to do as organizers/facilitators to get the right balance between virtual and in person?

In general

- Divide tasks and staff
- More interaction between onsite and online
- Strict rules regarding mute
- Short sessions
- Strict 3 seconds introduction
- At least two moderators on site: one offline // one online

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

How Can We Improve the Experience?

What do we need to do as organizers/facilitators to get the right balance between virtual and in person?



On-site

- Coordination of persons onsite
- Names on-site visible in the room
- Collectively in zoom participants list
- Physical break-out rooms

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

How Can We Improve the Experience?

What do we need to do as organizers/facilitators to get the right balance between virtual and in person?



Tech

- Digital introduction of the participants + photos
- See everyone's face and hear everyone's voice
- Technical Support
- Sound system that allows people online to understand onsite
- Specific infrastructure:
 - The conference owl
 - Use an ipad / phone as a "talking stick"

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

How Can We Improve the Experience?

What do we need to do as organizers/facilitators to get the right balance between virtual and in person?



Moderator

- vivid motivated moderator
- trained to address the different roles/desires
- Good preparation and cooperation between moderators
- Checklist of things
- Shared moderation between online // offline moderators: create a balance
- Adequate intonation

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

How Can We Improve the Experience?

What do we need to do as organizers/facilitators to get the right balance between virtual and in person?

Presentation / Content

- Sticking to the schedule
- Pre-prepared plan for interactions between online // offline
- Less is more: less content, more joint breaks
- Kick-off games / Ice-breaker games: to get to know each other
- Strict script
- Repetition of the tasks
- Use different methods

Session III Plenary Board Balancing In Person and Remote Participation:
Creating a Sense of Community

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Share some of the **challenges** you have faced when trying to get the balance right between in person and remote so we have an inclusive community

Challenges In general

- **Need to recreate a "group"**, to dedicate a short time to meet and match between on and off line participants
- **Language** sometimes is difficult (not everybody is speaking english (as a native speaker))
- **Side conversations** in the room and side chats online
- Very **different timings** - online is sometimes "more efficient"
- **Too much focus on online people** at the expense of offline people
- **Gap** between online and offline participants, **separate interactions**

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Share your **vision** for getting the right balance so that the community is not just Zoom vs Room but is one community? Add your thoughts to this sentence: "in our perfect inclusive space we will always have...."

Visions In general

- People have a **shared understanding** of what it takes for **hybrid to work**
- **Visibility** and **easy possibility to take part in the discussion**
- **Respect** for other participants and a **welcoming discussion** for online and on-site groups
- Everyone has been visible for everyone at least once
- **Partnerships** between individual online and offline participants
- **Chance to speak** and work with each other
- **Several hands up** eager to share their thoughts
- Room for creativity and fun
- Everyone being tired but happy (because of intensive participation and expectations met)

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Share some of the **challenges** you have faced when trying to get the balance right between in person and remote so we have an inclusive community

Challenges Online

- The on-site people **becoming exhausted and a bit annoyed** because the online people take more time or keep dropping out (solving technical issues takes time)
- Issues (like **noise**, etc.) in the space from where online participation takes place
- Online people **get easily distracted** by emails etc.
- Feeling of not really being part of the "show" (as online participant)
- Muted people when they want to talk & unmuted people when they should not talk
- Losing precious time as online participants **could not figure how to share their slides**
- The online group "**goes silence**"
 - **Invisibility of online participants**
 - **No one** online answering questions and you don't know if they are still there (**because of no video**)

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Share some of the **challenges** you have faced when trying to get the balance right between in person and remote so we have an inclusive community

Challenges Tech

- Difficulties in hearing all
- Acoustic feedback

Share your **vision** for getting the right balance so that the community is not just Zoom vs Room but is one community? Add your thoughts to this sentence: "in our perfect inclusive space we will always have...."

Visions Tech

- Eye contact with people
- A single room for all participants

Session III Balancing In Person and Remote Participation: Creating a Sense of Community

Share some of the **challenges** you have faced when trying to get the balance right between in person and remote so we have an inclusive community

Challenges Content

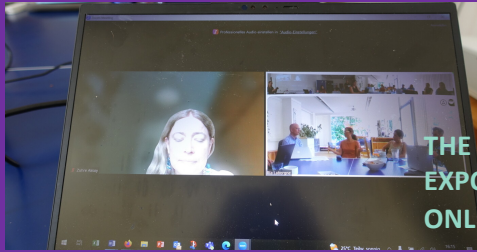
- Waiting for 20min in the zoom as **coffee break** in the "real world" **took longer**
- **Time keeping** becomes more difficult

Share your **vision** for getting the right balance so that the community is not just Zoom vs Room but is one community? Add your thoughts to this sentence: "in our perfect inclusive space we will always have...."

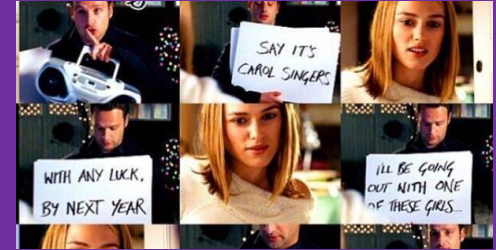
Visions Content

- Guided breaks "**how to do a good break**" with (e.g.breathing) exercise for online and offline participants
- **Good snacks** and refreshing drinks for everybody
- Play / fun time

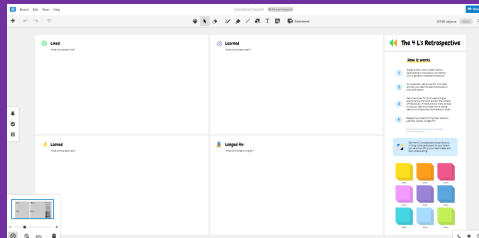
Session IV Managing Technology and logistics effectively



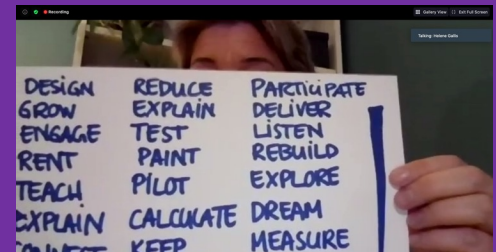
THE LONELINESS AND EXPOSEDNESS OF THE ONLINE PARTICIPANT



.....It was a great way to "spice up" a long line of presentations, and get all of the audience's attention, and make an online presentation "come alive" also to the live audience, allowing myself to be a bit silly and a break from the typical monotonous online presentations.



CONCEPT BOARDS



Reflective Review: How can hybrid workshops drive positive change in cities and communities?

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More people can take part, participation gets more inclusive, more perspectives get heard and integrated

As a platform for network and engagement it could foster diverse and spontaneous connections across topics

To ensure we organize hybrid **INCLUSIVE** workshops

Get more people together when the space is limited

Include people that may be often excluded (people raising children, people with disabilities)

As a platform for network and engagement it could foster diverse and spontaneous connections across topics

Connecting institutions located in different places, intensifying interactions and better workflows

Sharing ideas for their implementation in the local community

Collect more input from a wider variety of actors (citizens/residents /stakeholders)

Sharing energy between people

Creating some sort of "ambassador-ship" to bring forward good ideas from the workshop into real practice / intervention in cities

Side notes during the Workshop

On-site, ITAS, 20.07.2023

■ Speaker / Chat

- When speaking in the room, it is good to move and stand directly in front of the camera (or using the OWL)
- Intonation plays a big role in hybrid
- It is very handy to have a motivating chat supervisor to make supporting comments inbetween

■ The room:

- If most are in zoom, physical feel out of touch, or other way around
- A lot of Impressions at once when you are on-site
- Show people online physical Name Tags
- Facilitating Staff on-site not to distract people around them, when discussing technical issues
- Break-out rooms:
 - Working well online
 - On-site with 6 people “break-out” groups are manageable, you can see very good who talked with who already
 - When people are separated in groups online / offline you get basically two workshops parallel

What needs to be on our **essential checklist** for the **Silver Standard hybrid experience** and what else is needed to hit that **Gold Standard**?



GOLD STANDARD

- ✓ **All technologies** are **seamlessly integrated** and deliver a **smooth and flowing experience** without significant interruptions
- ✓ **A common "sensorial" experience** (audio, smell, taste..) at some point/break for both offline and online participants
- ✓ A lot of time beforehand **to prepare a good screenplay** and **to rehearse the workshop** several times
- ✓ **Enough space** (rooms) to have mixed breakout sessions with on-site and offline participants
- ✓ Camera team on site capturing people
- ✓ **Several moderators** with specific tasks and roles



SILVER STANDARD

- ✓ Good choice of the **site of the workshop on-site**
- ✓ Having a **big screen for the on-site participants**
- ✓ Gather Town or similar tools for **simulating being in one room**
- ✓ **Not too many screens** that people don't get confused where to look and speak
- ✓ a **nicely prepared board with clear sections, tasks, instructions**
- ✓ Concept boards / **shared workspace**
- ✓ Have in mind: **the loneliness and exposedness of the online participant**



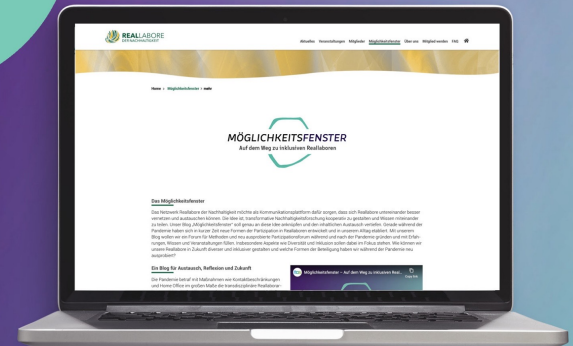
BRONZE STANDARD

- ✓ Clear **name** and **institution**
- ✓ Online and Offline Participants **can see each other** and **know their names**
- ✓ Online and Offline Participants **can hear each other**
- ✓ The **choice of technologies** in terms of what they deliver, allowing participants to have similar experiences
- ✓ Mentimeter or onlinequestions.org
- ✓ **Creating a level-playing field** between onsite and online
- ✓ A **complete participant list**
- ✓ To find each other on **LinkedIn to get the "networking"**
- ✓ A **collaborative working tool** that is easy and intuitive

Would you also like to publish a Contribution on our Blog?

- reallabor-netzwerk.de/moeglichkeitsfenster.php
- We are happy to receive texts, comments or videos
- Feel free to write us an email to Pia.laborgne@kit.edu

Invitation
to participate



MAKE HAPPY HYBRIDS!

Thank you for your participation and thanks to all co-organisers!
In case of questions, please turn to:

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