Approach

With the government guidance around social distancing, remote collaboration is likely to be with us for some time. It is likely to be the only available option for all forms of meetings and workshops.

This document outlines how to make this approach engaging for all participants, while ensuring we can continue to meet our goals and objectives.

The key concepts are **engagement** and **collaboration.** We will take these in turn.

Engagement

Anyone who has spent time on traditional conference calls will know how hard it is to remain engaged. Whilst adding video, document sharing and virtual annotation improves how we engage, technology will not solve all issues.

For example, pre-reading is also an important component of course. By being thoroughly immersed in the content, it is easier to stay ahead of the material and be ready with questions, challenge and feedback.

The sessions are capped at 45 minutes to allow 15 minutes away from the screen before re-joining the collaborative session. Any longer than this and it has proven very difficult to remain fully immersed in the content.

Collaboration

We provide a number of collaboration tools. These include virtual 'boards', voting, shared documents and real-time annotation. These tools are mostly native to the collaboration platform, so we recommend you make yourself familiar with them before the first session.

We will also run through some examples in that first session. Collaboration on content is at the centre of the work we are doing so it is important everyone feels comfortable with the tools, and the way to use them.

Asking questions is not always easy in a virtual environment. We will stop at the end of each slide and/or major section to ask for questions. We encourage you to use the chat function to ask questions as well. We will make sure these are all addressed in near real time or within the same session.

Technology

There are a number of collaboration platforms. However, we will always use:

1. Video and Audio. We will always have our video on and use headsets to minimise extraneous noise. We encourage all delegates to have their camera on especially when speaking. We do understand that this not always possible. Finally, please mute your microphone if you are typing.
2. Boards/Voting. We use a version of 'Trello' to capture thoughts throughout the sessions, and also for specific content created in the breakouts. These boards also allow voting which helps us prioritise.
3. Virtual whiteboards. These are used primarily for building real-time implementation plans. We may use them in other sessions as appropriate.

4. Chat/Messaging. We have a dedicated facilitator to manage the chat windows. Both group and direct. We encourage you to use this between delegates as well.
5. Screen sharing/Annotation. As well as presenting slides, we will be sharing documents, updating them within the sessions and breakouts. We also have access to annotation tools which we may use during the group content development.

Please be aware some of this technology is new to us all. We would very much appreciate your help by telling us what works and what doesn't.

Questions, clarification and feedback

There are four channels

1. Video/Audio: We will stop to ask for feedback after each slide.
2. Chat: We will have a separate facilitator to manage the chat window. This chat will be updated in real time.
3. End/Start session: We will make time for any general or specific comments.
4. After the session: We will issue a detailed transcript and actions and will be available to answer any questions which may arise.

We encourage you to engage during the session if possible. Please use one or more of these approaches you are most comfortable with. We are happy to take questions after the sessions and contact details will be provided.

Recording

The plan is to record all the workshops. The rationale is to provide a a re-usable resource for delegates, and to allow reflection after the workshop.

Recordings will only be available to delegates. They will be deleted off any of our / cloud servers 30 days after course completion.

We will ask permission to record before each workshop begins.

Final thoughts

In summary our success in meeting our objectives is predicated on the following principles:

- We all fully engage in the remote collaboration approach
- We use the tools available to create rich content
- We use the tools to ask questions, request clarifications and provide feedback
- We respect everyones right to engage in the manner most comfortable for them.
- We make sure we allow everyone 'air time' - be that audio, video, chat or other methods of collaboration
- We review material before and after each session
- We have some fun and make time for social engagement.

We thank you in advance for your participation.