

How to be a good facilitator

While one chairperson is required to monitor and guide the flow of the meeting, there is usually a facilitator at each site who does most of the organisation for that site. Where possible a facilitator should take responsibility for the VC start to finish.

Planning

Check site venues are available then book the conference on the JVCS Booking Service. Once this is completed then co-ordinate activities, send invitations and inform users what participation is expected of them e.g. will one of them be chairing. Then identifying technical and room set-up needs e.g. if a laptop is needed for a presentation. Where possible don't book meetings for first thing Monday morning or last thing on Friday afternoon as attendees' ability at these times to concentrate may be diminished. If a session needs to last longer than two hours, a break will be necessary for attendees especially if they are new to videoconferencing.

- Find out who hasn't been in a videoconference before and if possible, make sure they get a chance to see at least one by organising a dry run or test conference with JVCS
- Check that the studio is unlocked and set up for the meeting
- Note the phone numbers of other studios, sites, AV & network support contacts
- Remember! You may need a contingency plan if the VC fails, e.g. dial into the meeting by phone only
- Circulate the agenda, papers or hand outs in advance

Starting the meeting

- Arrive early and if necessary test all the equipment that will be used
- If necessary, adjust the:
 - monitors
 - cameras
 - tables and chairs for minimum movement temperature of the room so it is comfortable
 - lights
- audio by muting the microphones while people settle

During the meeting

- Sort out problems with the link or equipment
- Indicate to the chairperson if one of the local participants needs to be heard, as it may be very hard for a chairperson at a remote site to pick up on subtle clues
- Make sure that new arrivals at your site are introduced to everyone

Finishing

- Switch off the equipment
- Make sure the room is tidy before leaving
- Conduct follow up activities

Source URL: <https://community-stg.jisc.ac.uk/library/videoconferencing-booking-service/how-be-good-facilitator>