



Introduction to Virtual Coaching

April 30 / May 1
2020



Use of this material

This presentation is provided by the Conservation Coaches Network, through the support of several individuals who formed a virtual training team, in collaboration with the Conservation Measures Partnership. We welcome others into this group as we offer additional trainings.



Use of this Material:

Our main interest is to contribute to your conservation coaching practice, so we encourage you to apply what you learned and share your lessons with our CCNet community, so we can all continue learning.

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About GoToMeeting

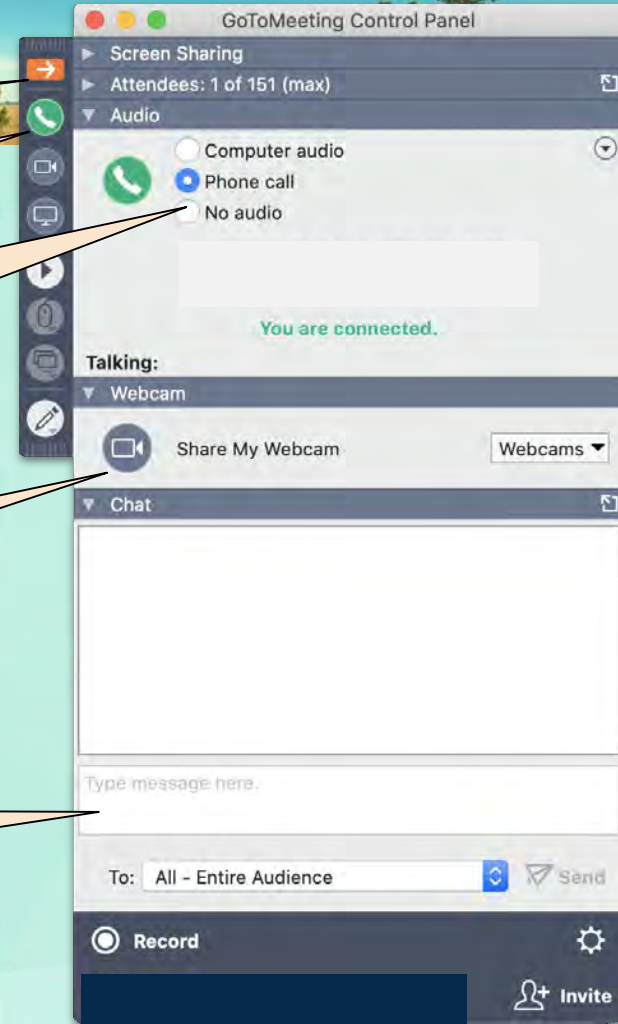
5. Pressing on the orange box with the arrow will hide / unhide the GoToMeeting Control Panel

4. You can mute or unmute yourself here (on green phone or microphone symbol).

1. After connecting your computer screen, call in using your computer audio (VOIP) or phone. Don't use both or you'll get noisy audio feedback!

2. You can turn on your webcam here.

3. In the chat box, you can send a message to the whole group or a specific participant. We will put the link to the Google Slides in the chat box.





Ground Rules

Everyone has something to contribute

- No one knows everything, together we know a lot
- Share the air – concise interventions

Participate

- Use chat to ask questions during presentations
- Use hand signals to communicate
- Follow an organized system so each person can participate

Be present *(as best as you can)*

- Find a quiet space to participate
- Video on (except when eating, or when bandwidth is weak)
- Minimize distractions - don't check your phone, email, etc.

Engage in productive conversations

- Be curious and listen for understanding (open mind, defer judgment)
- Tough love - Hard on ideas, easy on people

Care for yourself, others, and your community

- Take care of your needs and of anyone you are caring for
- Honor confidentiality: keep the lesson and don't share sensitive details.
- **Use the mute button** to reduce background noise

Ready and focused

- Test technology and address issues
- Respect the clock
- Remember expected outcomes
- Agree to realistic commitments

Let's make the most of our time together

- Take a deep breath, you are not alone
- Ask questions, we will get you answers
- Share your thoughts and feelings with each other
- Co-own the experience - Tell your hosts or presenters if something isn't working or can be improved



Session Objectives

Learn together about:

- what is virtual coaching
- virtual venues
- how to prepare for a virtual coaching session
- how to respond to common virtual challenges
- additional resources for online coaching

This is the first in a series of webinars. We need your input (at the end) on what other topics interest you!

This Presentation

1. Introduction (15 min)
2. What is virtual coaching? (5 min)
3. Where will you meet (virtual venue)? (5 min)
4. What do you need to do before the meeting? (10 min)
5. What are the most common virtual coaching challenges and how can I solve them? (15 min)
6. Closing Remarks / Next Steps (10 min)



Icebreaker



The current pandemic has brought a lot of changes and complications with it.

- o Please click on pollev.com/fierybird743 and answer a few short questions.

- * If texting, texting [fierybird743](https://pollev.com/fierybird743) to 223333 will take you to the poll.

- * If your response if multiple words, put dashes (-) between words.



Results of Icebreaker - Session 1

How are you feeling right now?



Results of Icebreaker - Session 2

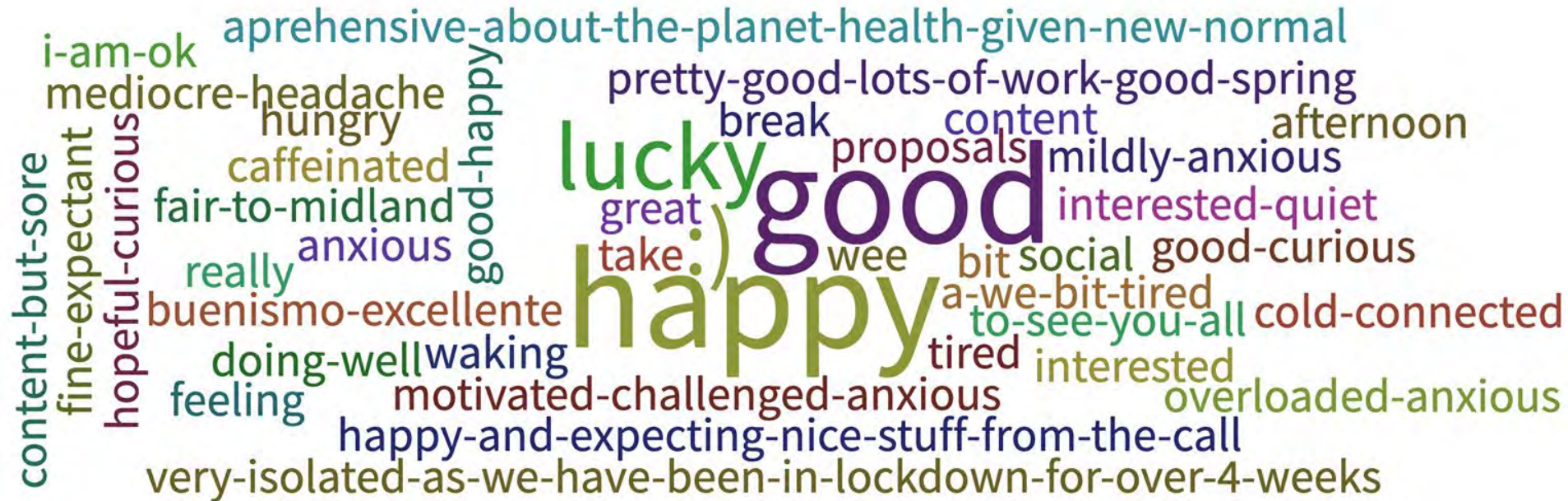
How are you feeling right now?





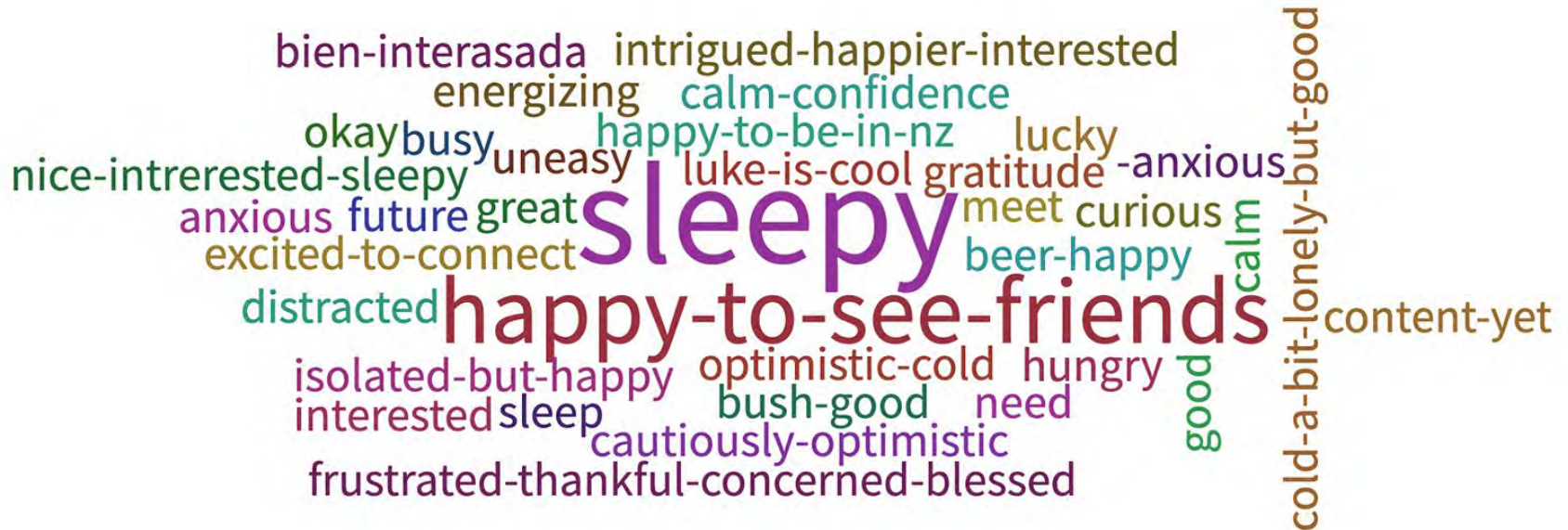
Results of Icebreaker - Session 1

In a few words (use hyphens to separate words), how are you feeling right now?



Results of Icebreaker - Session 2

In a few words (use hyphens to separate words), how are you feeling right now?



When poll is active, respond at PolleEv.com/fierybird743

Text **FIERYBIRD743** to **22333** once to join

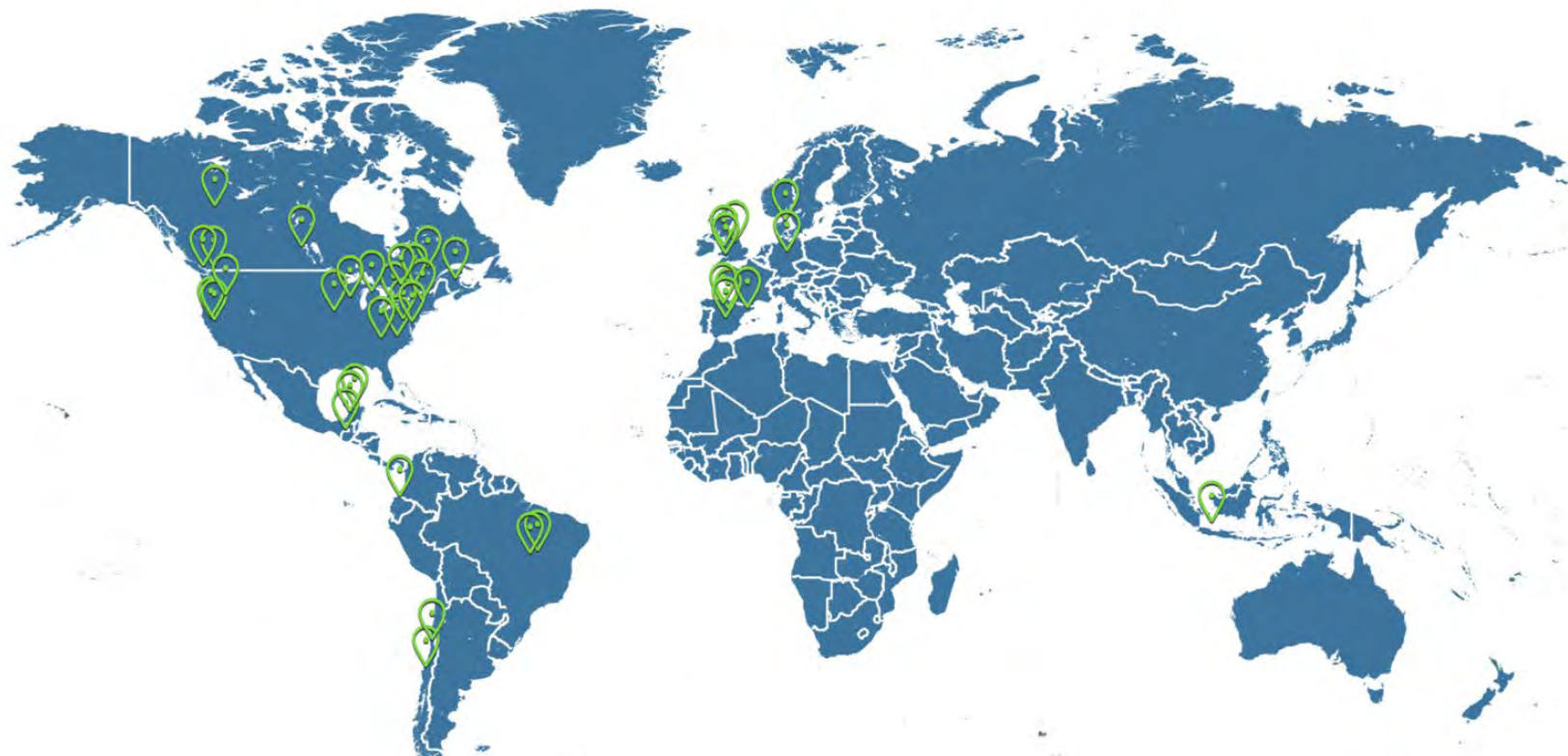
In a few words (use hyphens to separate words), how are you feeling right now?





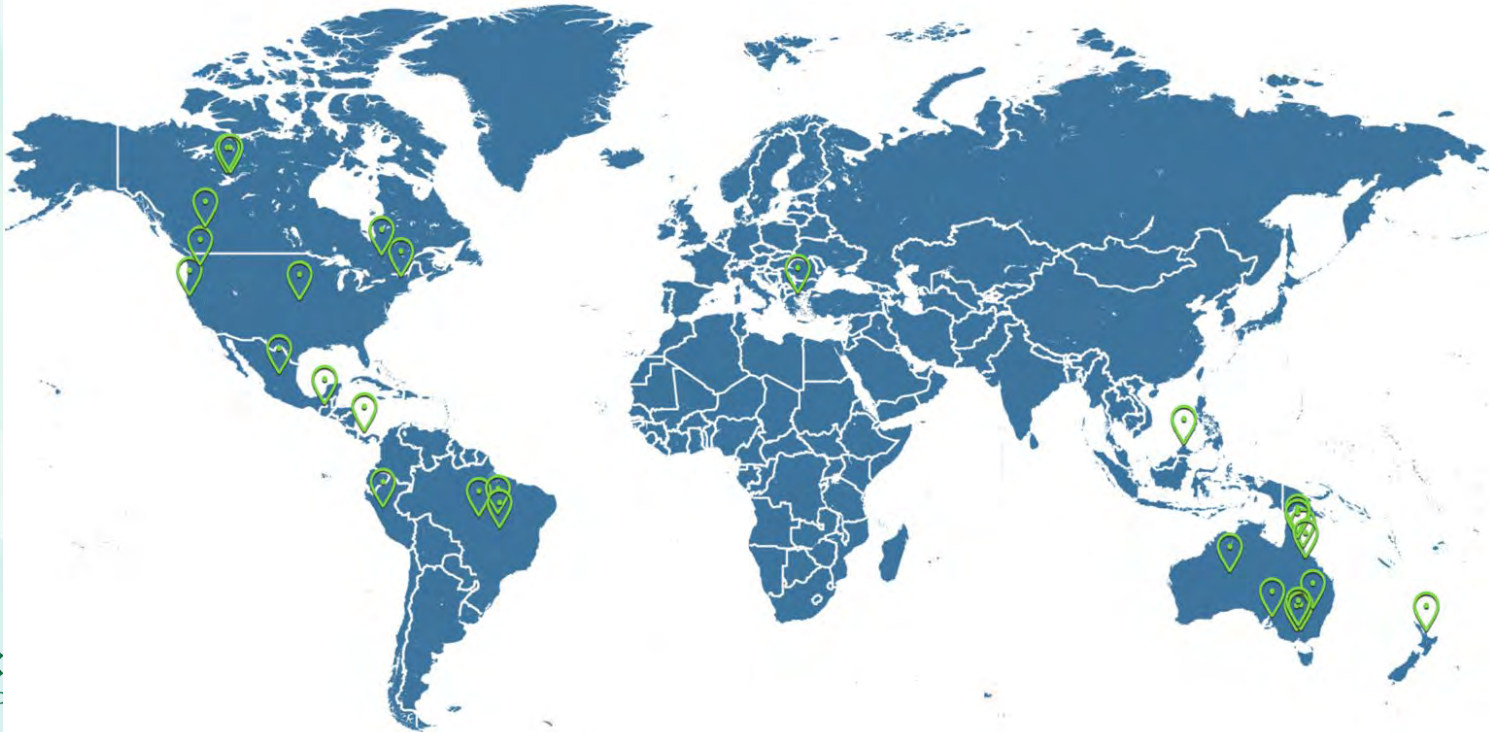
Results of Icebreaker - Session 1

Where are you calling in from?



Results of Icebreaker - Session 2

Where are you calling in from?





Icebreaker

Now, **think of someone in your life** (*can be someone who is alive or who has already moved on*), **who taught you something that helps you be a good conservation coach.**

Now we will beam you right into this presentation! Follow the link we provide in the chat box. Pick one sticky note (a rectangle) and write your response inside: ***Who are you grateful for? What did they teach you?***

Results of Icebreaker - Session 1

My kids who dont complain with our lifestyle or travel

My facilitator who taught be not to be scared of silence!

Journey of Facilitation Course at Univ. of Wisconsin, Madison

My partner who teaches me to be more like Winnie the Pooh

Francisca Carcelen show how to work with people and being respectful to differencies

My mentee who is being very courageous in making changes in adjusting her career focus

my old portuguese teacher for taking me to the parks in Brazil, teaching me about nature when I was 6.

Cristina taught me to be patient, ask good questions, and suspect my judgment!

Dan Salzer gave me an appreciation for the importance of conservation planning & why it is so important

Jamie - patience & leadership

My mentor who taught me the power of a good strategic plan

Yoga instructor in Thailand to center myself

My aunt.. patience and empathy -Mafer Cepeda

Jora taught me to be patient

My sister, who introduced me to mindfulness

My Mum for encouragng me to try harder and think out of the box

My mentor Jeff that told me: be a coach!

Phil Miller - teaching me that everyone has a voice, get everyone to talk THANKS!

My career coaches to show me how to navigate through difficult situations

Colleague Robert for teaching me that Africans have an oral culture and dont respond well to emails.

Yvette, my old boss. Listen and focus

My mentor Pierrot: we are all the same community



Results of Icebreaker - Session 1



OIM for being a fabulous OS mentor.

My father's mother. She taught me to make the best of each situation

"Supercharge your heart" for your workshop participants

Steffen told me to be patience



Icebreaker



Dr Kate Chandler - Every day is a new start and a new chance.

Robert Braclay - presentation, st, George Wallace - it is important to learn

Guillermo Placci
He taught about monitoring in OS

my dad - we are all connected

My Grandmother - perseverance

Grandfather, taught me patience & respect for learning processes

My Mummy, taught me to keep learning all through my life <3

My dad taught me how to be patient

A Brazilian consultant in a world Bank workshop

My father to be a good listener

My High-School Science Teacher taught me to be curious about nature and ecosystem

My friend Shaun - he shows us how to share knowledge respectfully and with patience

Late aunty taught me to respect for different global cultures as well as cross cultural communication

M&D keep my eyes open



Icebreaker



Professor - Taught me to communicate clearly

Jora Young. Taught me to listen carefully

Guillermo Placci
FOS
Organization of ideas with respect , confidence in the process

Beatrice Ungard (?) - adaptive leadership and how to ask great questions

Sally taught me to think logically and question



Icebreaker



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What is Virtual Coaching?

Coaching techniques used when the coach and team(s) can't meet in person

- How is it different to coach a team virtually?
- What type of virtual coaching meetings are you holding or planning to hold?

Benefits of Virtual Coaching

Lower
carbon
footprint



Coaches can assist multiple teams

- Short, intense sessions to address specific steps of the Conservation Standards
- Greater interaction (relative to e-mail or written review) for peer review, peer assistance or when refining CS components
- Can bring teams together that otherwise wouldn't have a chance to interact and learn from one another
- More, shorter meetings can make scheduling easier to advance a process

Where will you meet?



GoToMeeting



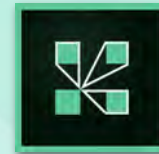
Microsoft Teams



The new
Google
~~Hangouts~~
Meet

Link to [a table comparing a few virtual platforms](#)

Disclaimer: we're not advertising any specific program...



ADOBE CONNECT

What Do You Need to Do Before the Meeting?



7:45: Arrival - Online coffee - Test platform

8:00: Introduction to the session: objectives & expected outputs

8:10: Review criteria and narrow the geographic scope and focal interests

Flipchart

9:00: Intervention - Constanza Olaya MinCIT



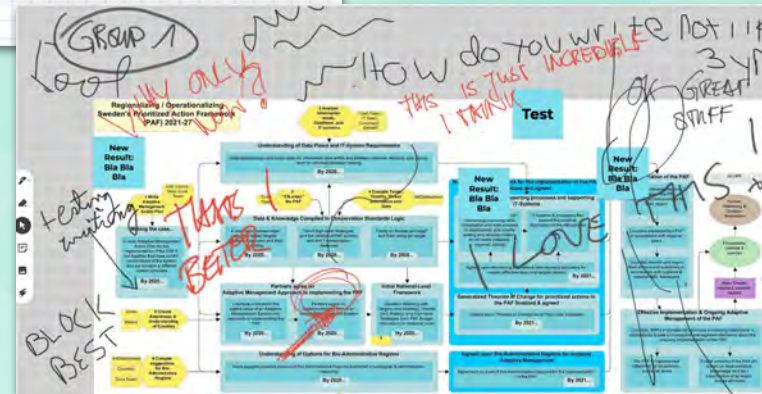
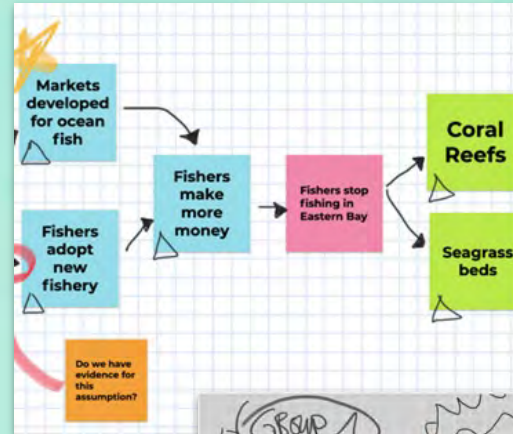
← Link to resources for that session

[Link to Brainstorming Conservation Targets in Jamboard \(Google whiteboard\)](#)

What Do You Need to Do Before the Meeting?

Consider: How will you enable participants to add content and participate? How will you document your work?

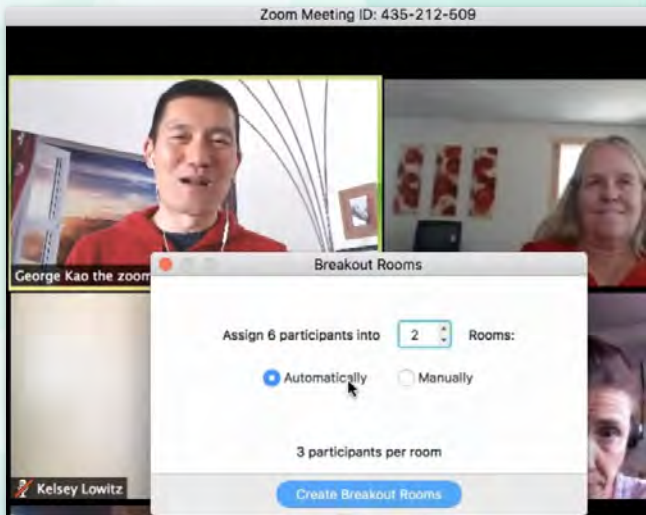
- Whiteboarding software (Mural, Jamboard) - [link to Mural for playing](#)
- Google sites & docs, Miradi (but not as interactive) & Miradi Share



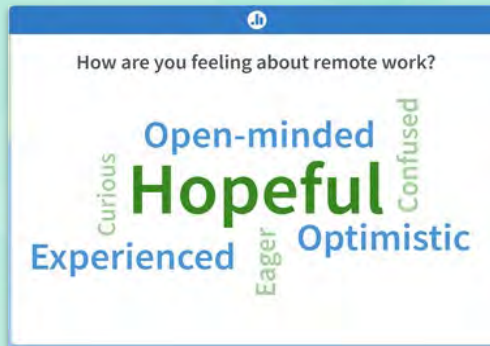
What Do You Need to Do Before the Meeting?

Consider: How will you keep people engaged?

Put participants into virtual breakout rooms



Use a poll to get rapid feedback



Incorporate virtual energizers



What Do You Need to Do Before the Meeting?

To avoid problems with technology:

- Provide instructions ahead of time on how to connect
- Spend a few minutes at the beginning of the meeting:
 - getting everyone comfortable with the platform (e.g., Zoom, GoToMeeting)
 - letting them play with any interactive tools (e.g., GoogleDocs, Jamboard whiteboard)

Some Common Challenges and Solutions

How much time can you keep people online?



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Some Common Challenges and Solutions

It's harder to keep people engaged



Some Common Challenges and Solutions

Overwhelmed feeling you have to facilitate, check the chat-box and address technical issues all by yourself?



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Some Common Challenges and Solutions

- *What other challenges have you encountered?*
- *What solutions can we share?*



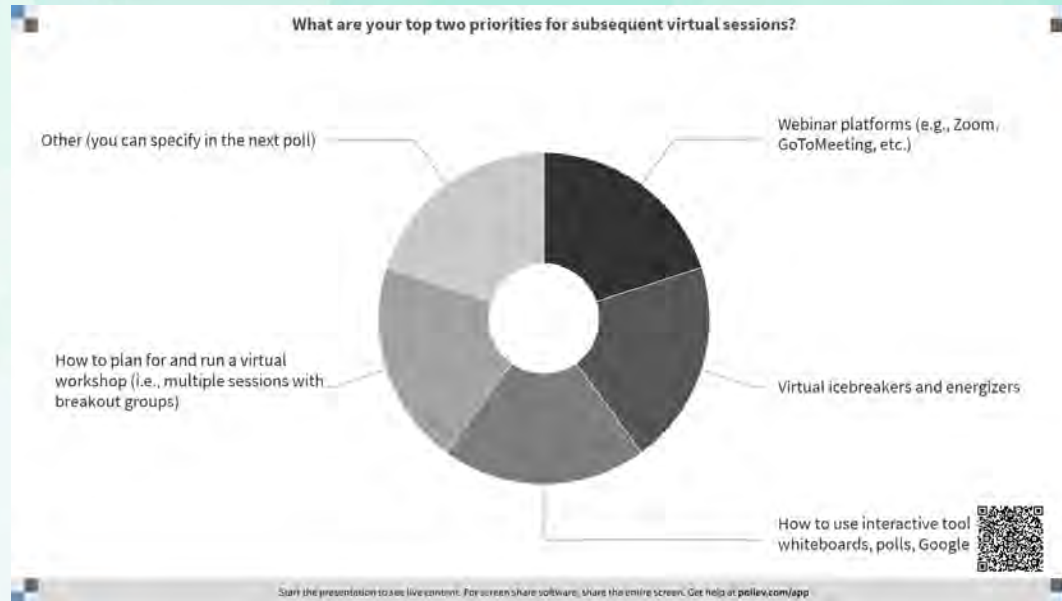
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Closing Remarks: A Few Recommended Resources

- Mural's [Definitive Guide to Facilitating Remote Workshops](#)
- [Lessons Learned From Hosting a Virtual Conference](#)
- [Online Meeting Resources Toolkit for Facilitators](#)
- [A table comparing a few virtual platforms](#) (help us add content)
- [Possible Solutions to Common Challenges in Virtual Coaching - CCNet & CMP](#) (help us add challenges & solutions)

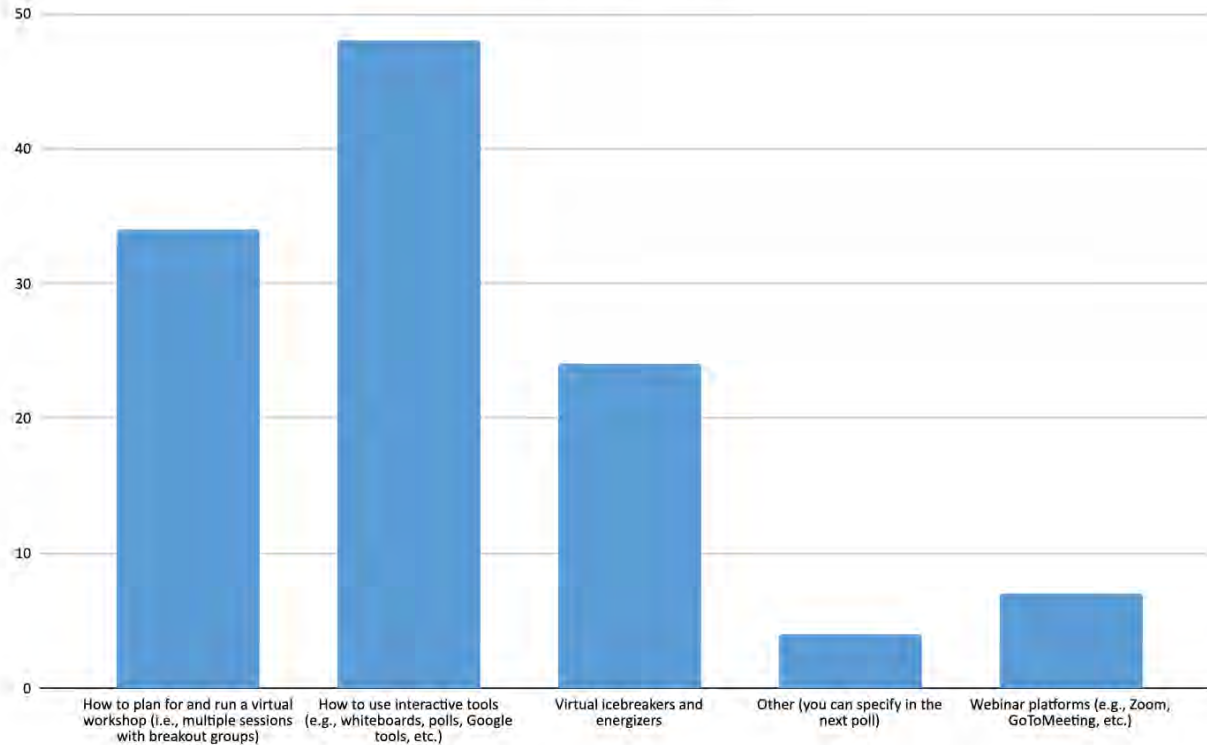
Closing Remarks: Topics of Interest to You?

Please click again on pollev.com/fierybird743



Priorities - Both Sessions

Top Priorities for Webinars



Priorities - Session 2

If you chose "other," please describe the virtual coaching topic about which you would like to learn more.

Top

- 11 Use Miradi itself with this platforms.
- 9 Case study of a facilitated session, from start to end. What worked and what didn't work
- 6 using smartphones for virtual facilitation
- 3 Troubleshooting with virtual sessions
- 2 Energisers for use during a virtual meeting
- 1 how to troubleshoot common problems
- 1 other online participatory methods such as polls or surveys rather than just facilitated workshops



Session 1: Topics of Interest to You?

If you have virtual coaching experience you'd like to share, please grab a sticky and provide your name, email and the skills you could share.

Name:
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Skill:

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Thanks for joining us!

Gracias!!
thank you!!!!!!
we need
more!!!!

Great job
and
resources!!





Group Photo - Session 1



Group Photo - Session 2

