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My name is Lowell. I'm a product manager at a political, you know.

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I help us kind of build things that help public servants I'll be moderating this panel, and we have a we have a few speakers.

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Well, I'll tell you about in just a minute but but before we get to that.

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I'm just going to go over kind of the legitimate unfund stuff, really quick.

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So yeah, once again, just as people filter in feel free to tell us where you're joining from, and kind of what you do and what government you work for.

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But I'm delighted to be part of today's workshop about how to master virtual presentations in public speaking.

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You know, from having virtual body language to planning what tech and tools to use, will kind of go step by step in the process of planning and executing a virtual presentation, or talk for those of you who may be joining us

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for the first time. a political is a network and learning platform used by over 160,000 public servants and policymakers from 170 plus countries.

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Our mission is to just build 20 first century governments that work for people and the planet by putting the best knowledge and skills at the fingertips of public servants around the world.

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We do this through events like this one courses, and you know knowledge sharing platform, and in our network.

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So just a few more technical notes we're going to be recording this session, and we'll host it online on the apolitical website via Vimeo.

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We're doing this so that the participants and a political members can review the content on demand to further their learning.

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It'll also enable us to share the content with any participants who are unable to make it to this session.

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So just please be aware that you know viewers of the recording may be able to see your Zoom username.

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If you come up mute, or if you have your camera on you know they would see your face, and and you know anything in your background.

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Any any silly books you have. so please let me, or one of my colleagues know if you have any questions or concerns about a political making, the recording available in the manner described.

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If you have any further questions, you can find the contact needles of our data protection officer at the footer of our home page at a political Co.

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We have live transcription available on this call that you will see on your screens.

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If you would like to turn this off, then you can kind of locate the setting at the bottom of your screen by clicking on live transcription and selecting hide.

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Today we are very fortunate to have 3 incredible presentees.

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We have Marius Molar. we have Charmilla Casper and Robbie Cross joining us for this conversation, but really quick, before we, you know, introduce everyone formally. Just it would be great to see who else is in

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the room. I know we've gotten a few more people since about a minute ago, you know.

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Keep introducing yourself in the chat and if really quickly if you're comfortable.

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Feel free to turn your camera on for a second. We can all give a give a quick wave, bit a little bit of community click the gallery view.

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If you if you want in the corner hi everyone it's actually it's very fun to see people's faces from all around the world.

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Awesome. very cool. Okay. So once again start off with a couple of poll questions.

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As the last Few people shuffle in to get a sense of how everyone is approaching this workshop.

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So if you join Zoom using your web browser, it may be a little bit tough to see the poor question, so i'll read them out as well. and if you want you can respond using the chat So this first question should pop up

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Now, how often do you currently give virtual presentations all the time?

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Multiple times a day is the first option, often a few times a week, sometimes a few times a month, rarely a few times a year, or basically never.

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And if you have a more detailed response, feel free to share it in the chat, so we can all take a look as well.

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I think I virtual presentations Sometimes, often, I would say and that should pop up in a minute when a bunch of us have responded.

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And Helen has put that question down here. so this will just kind of give us a sense of where we're all that coming coming into this rarely, I'm.

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A communications advisor speechwriter, so I do, much less presenting myself.

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But a lot more of writing marks for other people who give presentations.

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Yeah, that's really interesting point Andrew a lot of This might be super useful in the context of helping others create presentations. or you can just write in.

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So here are the results Now, the kind of the The biggest response is sometimes a few times a month, and then kind of with about 76% of people saying between sometimes and rarely, 1617, 1819% are more than a few, times a

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week. So between a few times a week, and multiple times a day and we have 5% of people basically never hopefully, you'll still get something out of this.

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Maybe you're helping other people with presentations or something like that we're gonna have one more one more intro question as people shuffle in.

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What do you think is most difficult about giving virtual presentations?

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This is a super useful one, for maybe framing some of the conversation.

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Getting getting more people are at the first option keeping the audience engaged.

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The second option, knowing what kind of tech or tools to use.

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The third option, balancing, looking at notes with looking at the camera.

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Fourth option, being aware of body language, fifth option overcoming nerves, or if you have something else, feel free to share it in the chat and overcoming nerves, all of the above I think that's a

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very. That's a very fair answer. a lot of these things are difficult. I'm going to go with balancing looking at notes and looking at the camera.

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That kind of more multi-taxing multitasking is no fun.

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Yeah. knowing what what, knowing, what the audience wants audience wants from the presentation.

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That's a really really good point. keep it a good pace That's a good point.

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I sometimes struggle with that can be a fast talker.

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All of the above body language and nerves multiple answers, mix of keeping engaged and redirect things are not on track.

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That's a really good point it can be hard especially When you have multiple people participating and responding to a presentation to kind of keep it in the place that you want to, that You want it to be okay here.

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We go. So the number one answer with almost half of people saying, Keep the audience keeping the audience engaged.

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So that's really interesting, and useful the second highest answer being overcoming nerves.

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22% very fair, and then the third is balancing, looking at notes with looking at the camera, and then tech tools and body language and something else.

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So very interesting. it's not easy to keep people in engaged on a virtual presentation.

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I think that's true, and we will do our best on this one in in your hearing you're hearing from some experts, too, so so they should. they should they should be able to keep you guys engaged So now just

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on to our speakers. We have 3 fantastic speakers.

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Get, I will introduce them all, and then, after I introduce all 3 of you, will one by one kind of go into, go into little presentations, just to try to keep to pace.

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So our first speaker, Robbie Cross, has been a proud civil servant for nearly 13 years, working in 2 of the biggest UK Civil Service departments.

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The Dwp. and Hmrc. he has a background in operational delivery, leading large teams, and is now the head of operational architecture At Hmrc's customer service.

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Group. Rabi is passionate about demystifying public speaking, and likes to talk about how his first presentations led to sweating, blushing, and shaking.

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But, thanks to practice and research, the shaking is gone, and the blushing and sweating are under control.

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Give away Fromby Our second speaker, Tramilla Casper, made the transition from service advocating for victims of crime and investigating child welfare to the dynamic world of Tech, where virtual connection is the

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given. She draws on her participatory social work practice to engage and connect with audiences, whether it is for educational purposes or to influence aligned folks who need to make decisions together.

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She's keen to also learn about the current experience of public servants, and how our multidisciplinary approaches can lead to new ways of bridging communication across context her current focus is on organizational development at

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Babel, and on coaching systematically, systemically underrepresented communities in tech, give away of Tramilla.

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Thank you for joining us. Our third speaker, Marius Muller, is an independent change.

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Management, consultant, facilitator and trainer, based in Berlin, Germany.

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Marius supports individuals, teams, and organizations to develop their own capacity, to productively adapt to and provoke change.

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As part of his work he regularly facilitates team meetings, activation workshops and webinars with 500 plus participants, especially since organizations have faced a sudden challenge to keep their You know global staff connected during the

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pandemic or it's just witnessed and promoted to the power of engaging online workshops to facilitate cohesion and alignment between people We have a you know, we have rock star presenters.

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We have a big, we have over 400, and we have 429 participants right now.

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So really great great crowd. So with that I will kick us off to Robbie to start with a few minutes of opening remarks.

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Thank you very much. Lar. Can I just get a thumbs up that you can hear me?

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Okay, super Excellent. Thank you very much so. And for the for the 22% of people in the poll who talked about nerves and that, and and the little bios that laurel gave at the start, is probably a good place to

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start, so I might have given too much away. but when I first started thinking about presenting of any kind or public speaking of any kind.

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It felt like some sort of wild magic trick that's these other people could do, and I couldn't it was it was something, for you know, Martin Luther King, to do our steve jobs to stand up on a stage and launch a new

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product. The thought of little old Robbie from you know, from the northeast of England being able to do that.

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Even the mere thought of it led to me, starting to blush and worry and shake and think.

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That is something I can never do for any of those blushes out there.

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It wasn't that cute red so I like pikachu red blush on the top of the cheeks, and nothing else.

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It was that deep blushing that you get when you when you realize you're blushing, and so you blush even more.

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And then you realize that everyone must now be able to see you blushing.

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And so the blush spreads down the neck and over the chest and shoulders, and then the sweating starts, and all of a sudden you're wearing a blue shirt.

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And now you're thinking everyone can see the swat now, my hands are shaking, and my voices shaken.

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And oh, my God! how would I ever ever get up on stage, or make a presentation, or speak up in a meeting, or ever put my hand up?

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It felt like a total magic trick to me. it felt like something that other people did, and it just wasn't for me.

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And I think the most important thing I have learn over the past.

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Cracky 1516 years, while i've been trying to get better At this, the first, the first thing that I learned was the first thought that broke through to me is was this thing of Well, Mountain Luther King wasn't giving the

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eye half a dream speech at age 2 you know while he was walking around in nappies, you know, and demanding milk.

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He wasn't able to deliver that speech was he so, it must have been something that he learned over time.

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And so if it's something that other people can learn over time maybe maybe there's something something I can do about that.

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So for me. I had this whole thing of if if you'd asked me to rate myself out of 10.

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I would have said I was a one out of 10 up public speaking, and so I wanted to be somewhere higher up that.

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So what I had to do was start thinking about. Well, where can I start?

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And the best place for me to start was me and so I started looking into things so so blushing. What can I do about the fact that I blush?

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Well, there's a there's a very expensive elective surgery that you can take it's called endoscopic thoracic sympathy.

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It can, however, so it gets rid of blushing nights at the time.

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It can lead to your eyelids. drooping and profuse sweating in your legs, and shins that's didn't sound like something I wanted to do, but I did when I was looking at that discovered that if you were

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green green takes away the redness from your face so that's why i'm wearing a green shirt today. So if I blush, the green will take that away the sweating there's antiperspirant

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deodorants, and and actually green shirts don't show up sweat patches by so bad either.

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So now i'm starting to take control my hands used to shake.

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So then I learned that if you hold a heavy book in your hand and present off that your hands can't shake as easily.

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And so suddenly I started to feel more confident because I was doing something about the blushing.

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I was doing something about the sway. One of the big things was that my voice used to shake in my hat.

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And then one day a friend of mine, who did amateur dramatics, told me that the voice you hear in your head is not the same voice that comes out of your lips, your cheeks and your tongue and your teeth,

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soothe that voice. So what I heard as a shaky, panicked vice that only made me feel more shaky and panicked, was actually not coming out like that at all.

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It was coming out really nice and smoothly you know couldn't do anything about my accent can do anything about the fact that i'm a little bit pitchy, but it wasn't shaky and the shaky bit

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was the thing that made me nervous, and the nerves drove.

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Tomorrow, And so that helped me get from a place where I was a one out of 10.

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So maybe somewhere like a 5 out of 10 but because i'd made those steps. And because I think everyone can make those steps that allowed me to then start thinking about Well, actually, what are some of the things that I can do to home that

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craft. What are the things that I can do to get better?

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So hopefully have helped those 22% who get the nervous stuff think of themselves.

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Maybe not as a one, but maybe as a 5. And then hopefully, Charmila and Marius will help you get some tips to take you even closer and up to that tent.

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So back to you long thank you ravi I think that's Yeah, that's a really good place to start with this of just you know, kind of internalizing the fact.

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That this is a skill. This is a skill that you can learn, and you know, thinking about it in that context already. you can.

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It's kind of half the battle so from There let's give it over to Shrubila, hey?

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Everyone. Thanks so much, Robby, for kicking us off of the yeah.

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Some really nice practical tips i'm going to share my screen, because I would like to also practice what i'm preaching, which is to give you a bit of a visual to a company my content.

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So give me one moment. Well, i'll switch over there and please give me a thumbs up if you can see my screen.

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That would be great, Super: Okay, cool. So I put together something for you today to yeah, to show you what it also feels like to present something visual, whilst being aware that there's an audience here virtually joining us as well, and i'm

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just gonna switch my views so that I can see but more of you.

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Here we go cool. So I wanted to Yeah, I was covering a part of the preparation piece. So it's kind of going a little bit to the Meta side of what Robbie was covering, which is really about developing your

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mindset. so really starting with you, and where you're at and having a go, this Meta cognition that's kind of what Robbie was also describing, like thinking about your own thinking and having a really clear purpose for Why,

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you hear why? you're presenting can also really help you get over the performance side of things. Because it can feel like, Oh, I'm, everyone's just gonna be watching me, and we can forget about why we're actually doing this in the first

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place right, and it can also really help you to think about.

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Think outside of the box and get creative with some fresh ideas.

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For what could really set this particular presentation apart, and I wanted to introduce you to the growth mindset, which was something in tech that we like to rave about.

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And I think when I was also working in the public sector it would have helped me as well to have a way to think about the direction that I'd like to go with my thinking.

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So on the left hand side here you see a growth mindset is something that's freeing that takes you outside of these things that yeah can kind of hold you back from doing the things that you really want to do.

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So it's about persevering when things get tricky knowing that learning skills can take effort that challenges a part of lifelong learning, and also sometimes really related to presenting is this idea that we might get feedback

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that's critical. We might hear things about our performance or presentation that we don't like.

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So the point here of the growth mindset is to try and set yourself a little bit of a different perspective on.

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On. What does this feel like, and even though those negative things might come along? It's part of my process, and we would then compare that to what might have fixed mindset look like and that's something that's a little bit more limiting

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so giving up when things get tricky for example today. we Robbie and I might have said, you know this is a bit much, and i'm just gonna say that I can't make it So it's about getting over that in those

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initial nerves, thinking about how critical feedback can be scary.

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And so I ignore it, and that also sometimes a fixed mindset can mean that we want the reward immediately.

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We want to see that we've done good immediately whereas we know that getting good at things takes a bit of time and practice as well.

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So point here is to mind your mindset think about how you're developing your mindset.

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So that the focus of presenting is really about sharing knowledge it's about developing an open communication culture like, How do you want the culture around you to develop based on your contribution and to also learn from your own process this Can really help

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you to approach it more with curiosity and openness, then approaching it with like, Oh, wow!

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This is big and scary and there's 400 plus people listening right now, wanted to move on to sharing a little bit more about how you can develop your inclusive practice.

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So right now, diversity, inclusion, equity, and belonging are really trending across multiple industries.

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And sometimes we forget, like, What does this actually look like in practice?

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So I want to link it to having a growth mindset and developing an inclusive practice out of that is approaching challenging topics or contexts with curiosity. The aim to understand whether you're someone that's listening to

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the presenter or someone that's presenting themselves it's about looking at the interconnectedness of your audience and their learning needs.

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So today I was really yeah curious about what? for all of you listening here?

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What are the types of context you're coming from and How might my own expectations play into that or map to the needs that you have.

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It's also about inviting and expecting questions. so again this curiosity, wanting to know what other people think what their perspectives are, and knowing that this can help me to develop my own.

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And then also reflecting on your role as a presenter right, because it is a position of power.

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If the chance to take space is the chance to share what you think is important, and to understand where this responsibility sits, and how you're influencing the overall dynamic that might be in the room or in this case and in our virtual world right

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now, and I also wanted to touch a little bit on how an outcome of being inclusive can be this feeling of belonging so belonging starts to also find its place within industry and within working world, where if we're inclusive we

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means that we understand how it feels to belong and so I want to give you a little bit of a closer. Look at this, and also allow you can also give me a point of timing as the topics as well so let's have

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a look at what inclusion is and i'll be really curious to hear also from those of you who have joined us today, how this looks in your world in my world it's about having systems and norms.

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So in this case i'll the norm that I would talk to you with, or you're sitting in front of me, and these are the things that help to encourage participation.

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I think, especially in the public sector this is something that ideally, we all have at the top of our kids right that we would like people to be able to participate in things that are meaningful and have an impact on them So one thing

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that's really important to point out is even though we might have diversity in the room.

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This doesn't. always guarantee that there is inclusion because of lots of different things, and we'll look a little bit closer at that.

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But I want to point it out because I see we're all from all over the world, and pointing out that yeah, our differences sometimes are welcome, but it doesn't always mean we get to share them openly.

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So I think that's one important thing and so when we look at inclusion.

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It's something, where we look at measuring it based on the cultural norms and the types of behaviors that exist at the systemic level.

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So, for example, the fact that this event that you're joining is free.

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This is something systemic that means we're kind of making a statement that it's normal to come together and share in these types of forums, and we make it accessible and open to anyone who has an Internet connection And can join

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us. So it's also asking the question what is already in place or what needs updating to help make this experience a bit more inclusive.

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For example, closed captions mentioned at the beginning of the session as well.

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It's also thinking about where decisions are made and how resources are allocated, using an approach that's participatory.

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So before we, before we before Robbie, myself, and Marius came together.

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For this. We had a session before we really talked about.

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How do we make sure everybody has their role that everybody feels they can participate in that.

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And of course, having allowed to help us moderate as well.

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And that having the space where sharing your perspective is expected and it's encouraged, can also be the sign of having a really inclusive culture that it's not just us talking at you so I hope there's stuff happening in

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the Chad with that afterwards. you feel like you also want to share your perspectives. Here it's that yeah, people have access to spaces, to conversations, to information, and also access to those in power to really share their perspectives and contribute

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to how culture or our conversation is shaped and here it's about online meetings or workshops, and presentations.

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How these are put together can also give you kind of clues about the unspoken cultural rules and norms that might exist.

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For example, if you're going to a presentation where and this is not a judgment call just an example of all the cameras are often there's one person speaking, and nothing else happens in the background, Sometimes this can give you a bit of

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a feeling for how inclusive, how participatory is this culture Our people used to just sitting back and not participating.

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And there you can like start to look a little bit closer at what you might want to change. And I would also like to encourage that.

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We Yeah, keep thinking about the outcome of belonging, how to improve and reflect and make changes, to make it more equitable and inclusive.

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One last thing here that usually belonging is ideally measured by how the people who are the most marginalized or the most systemically marginalized, assess their experience of being valued of being employed and consulted

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and included in decisions that impact them. So I think for this group That's also very interesting to think.

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So how do you measure if you're creating a space of belonging?

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Is it because I know, for example, in tech, it was a lot that you would have metrics that you could just take off and say, Yeah, we did it.

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But a better way to think about it and and ask yourself if you're on the right path is to ask those who might otherwise normally not have a voice.

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How they feel, and if they feel that it's it's possible for them to participate, and be involved.

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I pause there for a second, and just see how we are for time. How are we doing?

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Well, yeah, no, thank you so much shot miller I think we should move on.

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But then we'll have a lot of room in the Q. and A.

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To to keep these conversations going in the spirit of being a participatory as well.

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But no, thank you so much. I mean super useful stuff, both on mindset.

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And I mean, really, really, you know deep questions to ask about how we relate to our audience, and how we kind of you know, create the meeting off of that, or create the presentation off of that.

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I will now kick it over to Marius our third speaker.

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It's all yours. Oh, thanks, thanks, low. Hi my name is Maurice, and I just wanted to check in quickly with Janet, because he said that your audience might work, and just want to see whether this works for you now I know that

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Christine she proposed to turn off camera which for zoom doesn't make an impact doesn't make a difference, so you can feel free to leave it on zoom compresses.

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Really well, the the the data quality. So everything should be fine.

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So. Hi! My name is Marius Jennifer.

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Again, as I said, let me know if things are not working.

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But there is a recording that can be watched afterwards. so I wanted to quickly talk about one topic that you ranked pretty high.

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I think it wasn't even the highest which was engagement of audience.

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And yeah, Nora, you have a question. Is that question up?

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Sorry I was trying to send you a tongue, so that my audio is working now.

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Thank you. And so I want to talk about audience engagement because as I said before, disappointment is something that's that's been quite a kind of a though i'm not sure whether this is always actually a pinpoint many of you also said that

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It's people are quite nervous when they present and so I had at least one person who said actually this might not always be true.

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So Ellen Ellen Nimitz, I think you posted in the chat and said, actually, sometimes being an online meeting actually works better, or some who curious on on.

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Maybe you want to share briefly here. what's what piece kind of helps you in in.

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So what I was saying is that sometimes it's easier because you're not in front of the room, So you don't see the 100 people who are looking at their phones or whatever it is that they're doing and that

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it's easier to have things off screen. I find this particularly useful in a job interview which I now do remotely, and instead of feeling like I have to remember everything by heart, I can have my notes in front of me, I can have a

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squeezy ball or a glass of water took the side and that sort of thing.

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So the fact that you can't see everyone can also be in advantages.

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I guess what I'm saying? Yeah, thanks thanks thanks thanks for sharing Ellen graceful.

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So. I wanted to briefly, just kind. of show us. a few like things you can do to further engage with the audience, and I want to do so by role modeling in one way.

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So I've just done done one thing right so kind of capturing one thing in the chat, so I was cold calling Ellen.

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I sent her a little chat, a little chat message and said, Hey, can tell me more about it.

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And do you feel confident about talking about this in this whole week?

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So this is already, I think I a wonderful opportunity to actually engage with the audience.

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A second piece. That, I think is quite important is to really acknowledge that everyone is quite nervous.

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So. I have to say I was pretty pumped and positive right before the meeting.

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Then Robbie came in with a story and I was like I was also feeding, and I got like, okay.

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Now it's, I was counting. the number of people who were joining for one of 15 looking down there was like really, really, really really nervous. I think like if I was to to measure it, I think that's kind of my level.

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Of nervouses. I don't know rocky how would How would you describe your level of nervousness like on the scale from yeah, Okay, similar.

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What I want you as you can you can show me what's your level of quite low, really curious.

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And yeah, really wanted to see who was joining. And also, yeah, I think the topic is so interesting.

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Cool shit. How about you you? have your camera? on if I'm? Seeing what's your level of nervousness?

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And what do you think? just listening in as in this moment?

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And being being asked if you could show like this being super high and this being super low, what's your level of nervousness, She Andrea blossoms instead of from chronic wondering i'm sorry exactly, Well, since

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I'm not speaking. I mean I do not expect to be speaking so I was not nervous.

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I was very interested, and now that you asked me, I got a bit nervous earlier, but now not really so.

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When we talk I mean now it's just like pretty low I don't. I don't see myself, so I don't know if you can see much.

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There is, we know , yeah, I think that.

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So I cool. Thank you. Thank you for sharing. So this is just wanted to show up kind of another kind of tip for engaging your audience is actually you can also, instead of using high-tech tools and polls and so forth,

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you can also simply use the camera. So by asking your p participants to kind of show the level of Xyz. This is usually also quite effective in order to have people turn on the video.

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So that's that's for larger for groups up to 5080 persons actually quite effective.

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Then i'm just gonna share like 5 of 4 or 5 other tips and tricks that I I think is helpful.

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One is about responsiveness. So responsiveness is basic that's ground research.

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The more responsive someone seems to be, the more you actually feel a connection.

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This is taken up by tech i'm just for example you see the currently typing right?

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I mean I messages on what's up there's always the sign of currently typing, because you want to see that.

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Okay, someone is about to respond, and that can creates a few feeling of connection.

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And so how can you translate this into your into workshops?

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Is basically people asking a question, and immediately you want to answer It's, you're following the chat, and immediately say, Ok.

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Janet. Apparently the audio didn't work out how is it going for you?

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And so you you try to try to be responsive so That's That's one piece I like to share the next one also based on on research is at least on zoom that's this fantastic feature.

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That's called height cell view so you can you can unhappy.

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You can hide your your own video, and that's simply because there's also research that if you look at yourself basically in the mirror, you are kind of

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You are kind of magnifying your own emotions so if you're nervous, and you look at yourself.

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You get even more nervous, if you're afraid to get even more afraid.

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So pro tip like, if you're super excited and super happy, just like Robbies at the moment she was like constantly smiling.

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Leave yourself to you on. So now it gets even more, even happier.

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And the third piece, which is more about facilitation, I mean similar to what? what?

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And Kerry. Here she talks about facilitating a meeting.

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What is quite crucial, for here is Norm setting. So the first 5 min of any any engagement are really really crucial, because they will be basically like anchors setting the norms for the rest of the conversations and there are to

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pull in people right at the beginning. socuses again that's research. Once a person has spoken once, or interacted once, there's so much higher likelihood that this person will engage again.

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So your goal, for kind of an engaging presentation or engaging workshop is, Ask people any question: How do I pronounce him correctly?

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Well you based at and so forth. So Lao just I mean he just did it in the chat right.

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Send send your location and suddenly enormous sets that people use the chat function.

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So that's that's one example and similar if you have very engaging presentations.

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Norm is also about pacing, so you will know the 6.

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You will know this you know this, the setup where someone asks a question, and it's actually not a question, because it first it doesn't end with a question Mark, and it's lengthy for like for 4 min so you as a

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facilitator, you should already, for the first one sets the norm of what pacing, what speed do you want to have?

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So you would come in and say, okay, I got your point let's move on.

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Let's move on, boys. you would relax and say Ok. tell me more about it.

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So you would give more space, more time to the persons.

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Again. This is really critical in the first 5 min and last but not least i'm going to share one more tip, and that's about the about screen share screen share is a wonderful tool for pacing for example, just now we

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witnessed. so I got a little bit nervous as Robbie was speaking, and he talked about it.

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And then Chamberlain, she showed a presentation and that's actually quite good for lowering the temperature of the same room.

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You can sit back, you can listen in. She actually did a great job, and finally exactly the right pace, because you might have noticed that she doesn't have one slide that she shows for a 4 min Instead, she she kind of distributes information over several

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slides, and moves on every 30 s. so there's still some dynamic interaction happening.

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But it's at the right level for me to calm down and so forth.

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Equally one of the most effective thing you can do in order to engage and activate your audience again.

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Stop sharing the screen. You will see once it stops, people will always see them moving up.

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You always see them literally being sucked into the into the display.

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So so use your screen share as a strategic tool, especially during presentations.

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When you quickly show it, you stop back, and you show again.

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You stop again. So whenever I present and I want to present in an engaging form within, let's say 10 slides sometimes stop 20 times my screen, because it's it's off and on, and on and that is usually also quite effective

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for engaging the audience, and that's where stop derek you're late.

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No, I know, worries. the recording will be shared that I know from experience.

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And so hopefully, you can now engage even further on in the next Q. and A.

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Session is coming out. Yeah, right? No? What do you think?

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Yes, yes, the and thank you so much more Yes, I feel like I got a lot of practical tips there as a facilitator, and I've never heard that last to be there I've actually never heard of anyone just you know stopping the

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presentation a lot, but I think that makes so much sense.

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Okay, I can so relate to that feeling of like Oh, but Blank, step back in.

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So that is incredibly useful. we've we've had a bunch of great questions coming in here. and the goal of this section is to kind of create a bit of a conversation, especially between presenters.

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So all I'll throw you know I'll throw these questions either open or between the 3 presenters.

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But please, Trumelia, Morius, and robbie feel free to respond to each other and kind of go off.

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I'll start from some of the earlier questions but you know keep them coming in the chat.

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We still have a good 20 min left, so 1 one from Sasha.

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What kind of energy do you try to put out to an audience i've seen both high enthusiastic energy and calm, slow energy, and I think both can work.

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Should I go with what's natural to me try to artificially amp it up.

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I think all 3 of you have some interesting. stuff Why, don't Robbie, why don't I throw this to you first, and then feel free to jump in?

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Everyone. Yeah, I So So I i'm a i'm a big believer, and particularly given what I was saying earlier about the the start of all of this stuff, I think has to come from you so i'm i'm a big believer.

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In doing what comes naturally to yourself. I think think that makes for a easier ride for yourself.

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It allows you to focus on the content that you're getting across, and generally one of the good things in particularly this this audience that we have today is majority of you are in public service.

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And hopefully, you're in public service because you care about what you're doing.

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But and so that will bring a natural energy to it as well.

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So if I try i've done this in earlier in my career, if I try and portray too much gravitas and seriousness, it doesn't come across as convincing, and it gives me another thing that I have to be doing at

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the same time as I. everything else that I worry about during a presentation.

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So. I am quite naturally smiley, enthusiastic.

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My hands go all over the place, trying to try and quell that too much would would in my experience, end up meaning that I wouldn't give as good a presentation, and it wouldn't be as engaging so I think it's

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it's. it's about my preference is always forever possible to be as true to yourself as you can.

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Yeah. super interesting. Maurice or Chomila.

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Feel free to jump in if you have anything to add on that.

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I just saw there was a question directly to robbie while you're on your floor.

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Did you want to? Oh, yes, sorry. Yes, yes. so so

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The question was about Does you know if i'm trying to present to get a decision which is most of my life these days.

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I'll be honest. Is Does that change so so I think I think it does change how I come across?

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But but it does still in terms of my me being natural.

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So. so if you think i'm trying to think of the best way to explain it.

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But if the decision is an important one, which which most of them are and it's something that I care about, then I will naturally become a bit more serious and and be a bit more thorough, in the words that i'm using because it's serious and

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it matters to me it's still me being me it's still me being true to myself, and I think think it's it's the thing about so I present within a range of my most serious to to my least serious but

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that range, for you might look like that. and the range for someone else might look like that, and that's absolutely fine.

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I think what I tried to do is stay within my range you know it's like It's like a and a comedian wants to be serious.

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They don't. have to be as serious as when a serious person wants to look serious because they're normally laughing and joking and having fun.

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And so It's the it's the juxtaposition between you at your happiest, and you are most serious. that that can be.

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How I think. and so thanks I mean i'd Miss that no no really really interesting and useful show me the one directive directly at you, but sharing some strategy systems, Norms maybe frameworks that you use to make presentations more

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inclusive and encourage participation. we could I share my screen again.

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Yeah, of course, as long. as you as long as you stop sharing it eventually to get us back engaged. I would use Morris's tip here.

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So let's see, a few can see this do you see my screen super cool.

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So yeah, that's like coming off the back of talking about and belonging some of the basics, so we can kind of try, and you can even tread in today, and we've used some of them here in this session as well so

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providing an agenda. so people know what to expect.

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Sometimes the nervous is is like, What am I walking into when it comes to the audience, but also for the presenter right.

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This can help you as well closed captions. Also, we had some people who had to leave a little bit earlier, so recording or sharing a transcript of the content, sharing slides afterwards to help people follow up in their own time having a

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dedicated facilitator, and someone who also has an awareness of group dynamics.

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So this is something we can definitely feel here that there's someone that's able to see what's bouncing around in the background.

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Showing curiosity for who's in the room and something here, especially in these sort of globalized context.

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But really basic. One is to learn how to pronounce the people's names, especially if you know lots of us have very special names.

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Mine's. one of them which has just spouted so it makes it difficult for people to get it right.

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So asking people on this also starts this kind of like engagement that Marius was talking about with these little ways to connect sharing pronouns as well to show your allieship towards people who might yeah want to feel that it's a safe space to really

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be themselves, and also what Marius did before as Well, as seeking kind of quiet, or maybe under rip-ed perspectives, especially if you know the group.

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And you're aware that there are people who might not speak so often to think of a way to include them by encouraging them or inviting them to share.

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I always say that people with systemic powers, or traditionally the ones who are leaders, or who have a title to say that they have the most knowledge or the most important stuff to share should really aim to listen first and and speak

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after, and then checking in regularly, which we also talked about here asking the audience to give you signs that they're still with you, and this can also, for me.

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It feels like I imagining that they're sitting in front of you and just saying like, What do you think or how do you feel?

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And just on the next slide some very practical things I like Sorry are some of the the tools that I use to help.

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So. so all the slides are made in canva for those of you who don't know where I highly recommend it.

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It helps you with really designing it and being creative.

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And how you want to imagine your content and you don't need to be a designer to do that the second one is slider, which is a tool that helps you do interactive polls.

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And you can really check for engagement there. you can look at the data later on, and it gives you some interesting insights.

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And then the last one is session lab which is great and you don't need to pay for this version.

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I hope there's no one working from session I'm not associated with any of these tools.

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By the way, I just think they're great but session lab has a really amazing library of facilitation techniques.

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So icebreakers ways to open and close the session, and these are the 3 that are kind of tinted or on the most

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When i'm Yeah, when I have a big audience or when there's something that I really want to help people feel that they're part of making the experience as well super useful.

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Another. Just I think a follow-up on this almost, that that flows nicely.

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Another practical question about inclusivity, Laura said.

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I prefer to lead meetings and share with camera on.

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But there are colleagues who never seem to share their camera.

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Should I gently press them to do this or could this actually be at the expense of inclusivity? I think that's kind of an interesting practical one on this feel free to jump in travilla or anyone else as Well,

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I Yeah, for me. it's I like to leave by example so I will have mine on and try to create the environment where I Yeah, as Lauren has just pointed out here I do before the session, I would say the

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preferences to Have cameras, on so we get a feeling like we're in a room together, but for whatever reason whether it's technical or personal. Some people just having a day where they're like I don't want people to see me,

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which is also fine. So I think, it's about giving people the choice but encouraging participation, as well, and just for setting, adding onto this So there's also, of course, also the inclusion perspective when it comes to people with disabilities

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and there's also I think even a question raised by it just come on.

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I think it was Carol Carl you word I hope I print correctly.

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So that's So when it comes to people with disabilities, I've had a few online workshops with participants as such, I think one of the most important thing is you actually do is as a default ask for every meeting

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you meeting invite you send out whether there are any requirements of accessibility, I think.

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Just asking that, and not placing the burn on those on them to kind of highlight, that it's super important.

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Other than this. I I had developed, I think, 2 years ago, kind of a 10 tips on running inclusive meetings for people with disabilities.

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I can share that as a as a document afterwards, and I need to share that now.

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So in the in the follow-up I can. I can send you these.

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Yep. Absolutely. We can include that in our follow-up email which will be fantastic.

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So everyone will receive that, even if you're only watching the recording Another Another question.

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We got just now anonymously Any comments or suggestions on how to manage things.

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Anxiety of presenting in a language other than your native language, even if it is the language I work in, and have, you know, done it for years?

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For some reason virtual presentations. have made me much more aware of my accent and potential mistakes. I feel everyone is thinking about it, and not about what I'm saying.

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Can anyone can any of the speakers speak on that yeah I can And I can speak on that because i'm actually on.

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So first of all, yes, language can be an issue. though often not.

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What I experience is not a question of skills, but more of confidence.

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So so that's, of course Now Okay, now, you should know better. Of course that's That's not the case.

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But I think, more. generally speaking, what i'm what i'm hearing in this, but also in some of the comments in the chat.

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I had Sarah Bell who said her nervousness ruins everything and a moment people were basically i'm nervous, and that will probably destroy my whole presentation.

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I want to seriously challenge that I can tell you from i've done.

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I don't know how many couple of hundreds of hours of workshop facilitation online.

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I can tell you that ever best present ever, best presentations, ever best workshops were the ones where I see seriously screwed up at the beginning.

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I wanted to say something, and I forgot what. my, what I want to say.

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I wanted to show presentation. I didn't find it and I was just like and nervous.

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My apologies. After that the workshop were the best of all that's every single time, simply because you normalize being nervous.

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You as a presenter You are in the position. of authority and you show to people It's just okay, it's just okay to be in a messy room.

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It's just okay to be nervous it's just okay to kind of not know what to say next, and saying out of Ms doing doing this a lot actually, And that's actually a very relieving and especially for the

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for the audience that's super relieving and you rip. Actually, I kind of when I speak to to leaders of organization and tell them this is how you should do your workshops like really big workshops. and start off by just this is being super honest

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and said it too nervous. and that this is the first time, or like this is the first time you're doing this workshop.

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You know the person doing this presentation? or that you have a hard time to be yourself in your non-native language, and people will love you for that.

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That's that I can tell you People are the most graceful and the most patient and online meetings ever because everyone is kind of nervous.

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So That's just being very blunt about that one Yes, super some really interesting responses in the chat as well from Alexandria, Max, and no, it's helpful to realize that everyone has an accent in any

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language, and that's okay from ryan nervousist excitement are very similar reactions in the body.

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Instead of saying i'm nervous say i'm excited about this super super useful from we had a lot more on authenticity.

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Really interesting stuff. a question from earlier from from Donna, you know.

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Thank you for the great strategies. Do you have any tips on how we can get better of letting go of notes?

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I find it clutch on to them even more now that we've moved to online sessions.

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I mean this came up throughout as one that's one of the benefit of online sessions is that maybe in some sense you can kind of have your notes up in your screen.

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But Similarly, that can take you away from what you're doing? Take you to the moment, Robbie, Do you want to maybe kick this one off.

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Yeah, I think I think we we can tell currently whether it's online or not, We can tell when someone's reading 3 nights.

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And and I know someone mentioned interviews before, and and the benefit of being, you know, having having notes ready for it.

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If you're on screen i've recently been doing some interviewing, and you could see where the person had the notes for each of their examples.

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Somewhere, you know. I literally knew it was at the top left, and then the bottom right, and then the notes for the next question were over there and over there, and so I think one of the things I found with moving away it comes with confidence in

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the subject matter so quite often the times i've gone note heavy it's been because I've not been confident in the subject matter, or I feel like I've not had enough time to prepare so my way of moving away was

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to very slowly start to reduce. my notes to a couple of bullet points, and then maybe just one or 2 key words, and then, knowing that I could go through, you know i'll follow that word.

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Then that word. then that word and that will be enough and what that allow me to do, and I think it ties with Marius's point is when I've been overly scripted.

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Those haven't been the best presentations that have given it's where I've maybe gone off slightly tangentially onto something else, or it's being when I forgot what I was going to say But it's given a break in

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the conversation. I allowed other people to speak. so I think I think it's recognizing that notes are far.

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But if you do want to move away from it take don't don't go from don't jump off the cliff in one go, you know, move from move from very structured notes to slightly less structure. notes then move to bullet points

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and then and then move that way. I think this would be my advice. Yeah.

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Super useful any other thoughts on this or doing good. I like to.

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If I am using slides then they can't they kind of act as prompts for me, so ideally I know my content that I I and that's that's also to do with this yeah, that it's

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about sharing knowledge, or being curious to get knowledge from whoever else is joining you in the room.

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And I like to just use the limited content on the slide But it's more like a prompt and a visual that aids the overall message that i'm trying to share.

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Yeah. And again, it depends on the context, right like if you have to deliver a lot of stuff or numbers and metrics and decision making, this can be something else.

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But somehow, if you feel, get familiar with your content, then this can ease the burden of needing notes as well.

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Yeah, absolutely. Another question from earlier. It looks like from Tyrone, James.

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How would you ensure that key? Information is well understood and remembered by your audience, especially during virtual meetings?

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So I think back on this engagement point. Yes, maybe kind of not.

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Just how do we engage the audience initially? But how do we you know, create retention, especially when it's stuff that we want people to retain like in a meeting like this?

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Where you know this stuff? is it's fun to talk about but it would be really great if you know we can bring it back into the practice later on.

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Yeah, So the kind of 2 answers to this first of all it's. I try to implement a norm whereby meeting actually ended a little bit earlier, and people that have time to write down their own notes for reflection, And like the main

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takeaways, especially if you're doing something which is where the purpose is actually about.

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Let's say awareness racing or training and so forth it's really important to give the people the time because otherwise they would jump right into the next meeting and a forget forgot about everything that's one piece and the second is I

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would highly recommend for you to Whenever you design a online meeting.

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Never look only at the time you have together, but the time before and afterwards as well, because so take into account prep.

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Work and sending out question, advance, consider writing up summaries.

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Consider having people team up and say, Look now, we're going to form breakout organizations and these breakouts to it.

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Breakouts with smaller teams, and these teams are actually supposed to meet up again.

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2 weeks after to discuss the learnings and and make what i'm on writing implementation plans.

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So I think that's that's 2 things I would yeah consider for that Yeah, super super useful maurice.

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We're slowing down now, we're getting towards the end of our session.

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And we do want to leave time. I mean I think that's a it's kind of an excellent way to say, you know, at the end of this figure how we can all internalize these things or bring them into our own work

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or, you know, make them really useful in the kinds of sessions. We we we intend to present

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I'll do one last, maybe know this is not the best one for this, but maybe a 1 min.

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1 min answer There was a a question on systemic power that was mentioned by butcher me like, Could you explain more?

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This is from Eleanor. maybe just a very quick response to this, because I think it would be.

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It's it's quite useful to clarify let's talk about systemic power in 1 min.

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Now? No, I. yeah. So the point was. And so systemic power is about the the systems and the norms that exist at a sometimes invisible which dictates?

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Who gets to take up space, who who gets to say how things go?

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Who makes decisions And here, I think, especially because so many of you are working in the public sector where power dynamics and who gets access to resources, and who gets to make decisions.

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It's such an important thing to that these things also play out in meetings.

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They plays out in the genomics that you hear.

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It plays out, and who asks and answers questions.

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And so I think building an awareness about it is probably the first part understanding how it looks and feels in your own context.

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And then deciding what yeah, what's your role and how much do you also want to engage on that level of thinking that it exists?

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And what can I do to shift it? and and maybe just yeah, be aware that it exists, and it's prison in the room as well.

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Yeah super, and not not the best question for 1 min that's an example of bad facilitation.

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But an important one to keep in mind for the future the lovely thing about apolitical is that we are a network. We're online.

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We're a big platform full of government officials we like to keep the conversation going.

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I'll send a link to our Q and a page where you know people who work in government who are members ask and answer each other's questions, and that you know access a resource for for the world that's a incredible place to either go

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ahead and read things, or, you know, ask your leftover questions a massive thank you to our speakers, for you know, leading a brilliant discussion, kind of being exemplars, of presenting and presentations, and sharing so many valuable insights with

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us before we finish to it. It would be lovely to see people's one-word takeaway.

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So what was the you know? if you had to put your takeaway into one word?

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Not a fun exercise always a difficult one. We just love to get a sense of how you felt about the workshop.

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And finally, the last quick poll will put up is just internal it's just, you know, we won't share the results with anyone, but it's just on a scale of one to 10 rank.

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Your agreement with this statement. This workshop was a valuable use of my time. You know.

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This is just important for us to continue to have great stuff for people, and to, you know, not waste public servants incredibly valuable time.

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That is the one insight we get most consistently from talking to people who work in government is that they don't have time. so we like to make good use of it.

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So yeah, we do. we'd love a response on this and yeah, just once again massive.

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Thank you to speakers. thank you to all the participants for really joining in and creating a valuable conversation.

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And so you know. Thank you, Morris speakers, do you?

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Just as we as we wrap up with with 30 s.

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Do you want to give your one word takeaways? one word?

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Thank you, especially a lower for the facilitation and all the organizing in the background as well.

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That wasn't one word, but I needed to say that because it was really well done in such a pleasure to be part of it.

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Thank you very much. thank you. Connection You raised the bar so I can't do it in one way.

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Just is a magic trick, but, like most magic tricks, you can learn it absolutely.

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I think that's a that's a really thing to really great thing to leave us on, because that's the whole point of this trying to help people learn things and we think we can you know do it it's possible to learn

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things. So thank you. Everyone have a great rest of your Thursday wherever you are in the world, whatever time it is.

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And we hope to hear from you soon. join us on another workshop or boot camp.