



# Top tips for virtual presenting, training and facilitation

- **Show your face whenever possible:** turning your camera on when speaking simulates a face-to-face meeting experience, allowing participants to read your face and body language to facilitate a more meaningful interaction.
- **Set the scene:** at the start of meeting, acknowledge all online participants and set ground rules on when and how to ask questions.
- **Be methodical and deliberate:** participants are digesting information virtually so they cannot rely as heavily on the visual, body language and voice cues that are available in-person. Slowing down and being more precise than usual about instructions, processes and timing is a prerequisite for audience understanding.
- **Keep participants attentive by varying the way you present frequently:** in face-to-face presentations, best practice suggests varying the way you are presenting every five minutes or so. In virtual meetings, everyone's attention span is even shorter. Incorporate variety within the session/presentation by using different means of delivering your messages (e.g., analogy, case study, video, discussion).
- **Tone of voice is important:** for virtual meetings, voice becomes your primary asset and the thing that commands the most attention. Whenever possible, modulate your voice, slowing down and pausing for emphasis and clarity.
- **Do not overload participants with information:** during face-to-face meetings, most people can only remember 3-7 items of information in under 40 minutes. It's even less virtually, so avoid having too much information in a presentation or slide. Think about creating meaning for participants (i.e., what does this mean for them?) rather than overloading them with detail.
- **Get them involved:** ensure regular opportunities for engagement to keep participants connected to the meeting (e.g., live polling, Q&As, breakout sessions).
- **Call out people by name if you want them to participate in discussion:** building some personal touches into virtual meetings is key. People will respond much more quickly and more actively if they are called by name.
- **Check-in frequently with your audience to ensure things are working for them:** during virtual meetings, process is equally as important as content. Participants need to be clear on what you want to happen next, how much time you are allotting and when you want them to move on (e.g., during a discussion).
- **Test and be familiar with the technology:** ensure your WIFI is strong enough and check that your microphone and speakers are working by joining the virtual meeting early to test everything out. Lean on your meeting support team to troubleshoot as needed.