Leading Remotely: Tips for Engaging and Managing Over Zoom

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Today's Objectives:

- How to engage people in Zoom
  - o making meaningful connections
  - o ideas for starting online meetings

- Coaching, mentoring, or managing remotely
  - o Connections first
  - o Setting expectations *(coaching)*
  - o Defining action and follow-up

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To begin… we must consider:
How are WE doing? How are those we supervise doing?
How are our colleagues and audiences doing?

Can online managing of projects and people work? Can online teaching replace our normal approach?

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"Our 'what and why' of Extension has not changed. It is the 'how' we are delivering those programs and creating space for those critical community conversations."

– Tara Markley, K-State Extension

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Creativity abounds in Extension.

Responding to COVID-19 has inspired us.

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Take a Virtual Fieldtrip!

Every Friday

http://go.osu.edu/vrfieldtrip

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4-H Virtual Programming:

Field trips; online camp counselor training; etc.

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Agriculture Virtual Programming

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No "March Madness"?
How about "Ag Madness"?
65 programs. Over 16,000 views.

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Engagement Tips:

How did I start this class?

I asked an introductory question while folks were logging in.
I then shared actual photos of programs… context… and then asked if "going online" could replace "normal" programing and achieve similar results.

Then, we jumped right into a quick BREAKOUT room.

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Engagement Tips:

Did you like the "Quick Breakout"?

Some folks do 10-30 minute in-depth breakout rooms in Zoom.

But… I've found that doing several shorter ones can bring folks back to the conversation more effectively.

NOTE: If you have a complex question or topic, longer discussions are fine.

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Engagement Tips:

Do what you would do in person

Explain how learning materials and courses activities achieve your learning **objectives**.

[In class, you introduce and contextualize materials… so do that online.]

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Engagement Tips:

Facilitate active learning and engagement

Create interactions for students with the content, with you, and with each other.

*[Keep active learning going by bringing discussion **and collaboration** online.]*

Right now, I could break you into groups… etc.

My online grad classes:
- I divided a 22-student course in half for discussion boards.
- I assigned GROUP PROJECTS **and presentations**.

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Engagement Tips:

Challenge yourself and your students.

Have your students record video posts in discussion board chats. (but limit them to 3 or 4 minutes!)

Ask them for ideas on "interaction" that they've seen in other classes!

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Engagement Tips:

Have some fun.

Big Bang Theory: (4:53) – Training Penny
https://www.youtube.com/watch?v=JA96Fba-WHk

So what just happened?

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Engagement Tips:

Use props:
At any time, you can…

STOP.
Go analog.

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Safety:
Do we really need to make our students (audience) feel safe in class?

Caution!
Cliff Erosion

Prudence!
Danger d'érosion

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Maslow's hierarchy can shift.

First, remember that some of your folks do not have base needs met. *(This is more difficult to see / notice when distancing.)*

You may be trying to teach someone struggling to pay their cell phone bill.

Recognize the shift:
When your physiological needs have been met, they no longer dominate… and no longer DRIVE behavior. *Other higher-order needs grow.*

Self-Actualization

Esteem

Social

Online socialization of class / team / etc. →

Safety in online participation → Safety

Physiological

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Please…

- Be intentional about diversity.

- Use photos in PPT slides that represent ALL of our students.

- Use language that's **inclusive**.

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WHAT PEOPLE SEE

- Conscious Needs
- Cognitive factors

BEHAVIOR

VALUES

- Emotional Factors
- Deeper Needs
- Problems
- Sub-conscious
- Assumptions
- Personality
- DNA

BELIEFS

WORLDVIEW

Distance makes this more difficult.

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WHAT IS HIDDEN

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Part 2

Leading Remotely: Tips for Engaging and Managing Over Zoom

Today:
- How to engage people in Zoom
  o making meaningful connections
  o ideas for starting online meetings

- **Coaching, mentoring, or managing remotely**
(This is more about keeping programs going… keeping volunteers active… maintaining energy and output.)
  o Connections first
  o Setting expectations *(coaching)*
  o Defining action and follow-up

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Coaching During COVID

Whether you're running a business, a classroom, or a family, or a VOLUNTEER team… in times of distress people need reassurance.

Source: Free license https://pixabay.com/photos/students-mouth-guard-corona-virus-5261719

More than ever, you need to:
- Make connections first
- Set expectations *(coach)*
- Define action and follow-up

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Engagement Tips:

Keeping projects on track

Even though you're working online… follow-up is critical.

- Try to be encouraging to your groups / teams.
- Find new ways to track progress:
  - Could your folks supply photographs (in an online check-in meeting)?
- And note: You may need to take the lead.

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Engagement Tips:

Zoom tech tips (breakout room settings; music; polls)

- Use breakout rooms.
- Click "send automatically"
- Click "end after ___ minutes"
- Click "give 30 second warning"
- New: allow participants to choose Breakout Rooms (by topic for example)

On entry, play music!

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Engagement Tips:

Are you doing planning (brainstorming work projects, etc.)?

Using Breakouts and Capturing "chat box" for action items

- Your breakout rooms (assuming you use good questions) can result in fantastic data / information.
- Capture the chat! (ask one person in each breakout to take notes… then share it in Chat)

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Engagement Tips:

Follow up techniques (asynchronous)

Again. Reach out via email or phone, etc.

Remember that YOU may need to drive the action / follow-up items.

Think of yourself as a "coach".

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What are 3 points you learned?
What's definitely squared away?
What' still circling in your mind?

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