

Exploring Together: Navigating Hybrid Engagement

Session 2 Workshop: Hybrid Meeting Design

September 29, 2021

Notes

Here is a summary of the conversations from the second session of the MAPC Hybrid Engagement workshop series. This was a virtual workshop that brought together 97 participants over 1.5 hours to discuss hybrid meeting design. The below notes reflect questions and comments that participants shared via the chat throughout the workshop session. **To learn about the content shared, please review the above decks and/or the recording. We have included brief responses to the questions that we were not able to answer during the session.** Please note that these responses are not comprehensive or finite.

To view the full recording, please [click here](#).

To view Amy Livingston's slides on Hybrid Engagement learnings & best practices, please [click here](#).

To view the Hybrid Meeting Design slide deck, please [click here](#).

Participants: 97

Industries/Roles Represented:

- Municipal Staff
- Elected Officials
- Engagement Consultants
- Non-profit staff
- Cable access staff

Hybrid Meeting Design Questions:

- **I have never put together a formal facilitation plan. Any tips/guidelines on that?**
 - Please keep an eye out on our [Hybrid Engagement webpage](#) – we will be sharing a facilitation guide template shortly.
- **I've heard folks say they alternate between the in-person and online group for questions or comments... other ideas on how to fully engage both groups in discussion?**
 - Two suggestions that came up during our conversation:
 - If you are having an intensive conversation, having designated virtual facilitators to communicate directly with the remote participants can be a helpful way to fully engage the remote participants.
 - Swapping the order you engage groups can be useful for creating a sense of inclusion for remote participants (i.e. starting by calling on remote participants first).
- **Based on your experience, what types of meetings are your clients finding best-suited for hybrid? (public hearings, etc.). I can imagine some types of meetings may not be conducive for hybrid.**
 - Questions to consider in determining whether Hybrid is the right approach for your event:
 - What technology & resources do you have access to?
 - How many staff do you have available for the event?
 - How will participants be engaging with the material during the event?

and, if the disruption is too much to handle, reserve the right to end the event and will follow up via email about a makeup event.

- *Alternatively, you could move a disruptive participant to a breakout room (the online version of pulling someone aside) to speak with them one-on-one*
- *You could also message a disruptive participant directly via the chat, however the success of this may depend on **how** disruptive the participant may be.*

- **Time sprawl, how to deal with it? Meetings I have attended have on occasion run into the am's from early evening.**

- *We've found that no meeting time is convenient for everyone. However, some ways to combat this could be:*
 - *Recording your event for people to watch later*
 - *Identifying alternative methods of participation (surveys, phone calls, etc.)*
 - *Staggering events (if you are hosting several discussions on the same topic, for example) so that folks can participate at the time that works for them*

- **When running hybrid meetings have you found that people typically skew towards coming in person or remaining remote?**

- *We have not hosted enough meetings to be able to determine a consistency, anecdotally we have heard from folks within many municipalities that people are interested in staying remote as long as possible and only want to meet in person when that is meaningful for them. As we develop our own hybrid engagement practice, a question we are asking ourselves is "How does hosting this in a hybrid format benefit/expand the participant experience?", and if the answer is that the same effect can be achieved by only remote participation, perhaps Hybrid is not necessary for that instance.*

- **Anyone have any great resources for getting someone trained on how to run Zoom meetings/webinars? Maybe a well-produced video series?**

- *Please see this [Shared Practices for Hybrid Engagement in Virtual Meetings](#) resource.*

Resources & Suggestions Shared via the Chat:

1. Jamboard: <https://jamboard.google.com>
2. PollEverywhere, Sli.do, Mentimeter are other phone-based polling tools!
3. Using assistive listening devices for audio support.