

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?

- *This goes back to purpose: are you informing, gathering information, or decision-making?*
 - *Does this event have to happen only once, or could you host an in person and remote event separately?*
 - *If you are collecting feedback – what are ways that you can gather that feedback outside of the event?*
- **For meetings where everyone is looking at some material--maybe a drawing or a rendering--how do you manage that in a hybrid meeting? Multiple cameras?**
 - *Responses from the chat:*
 - *“I’ve seen people accomplish this by using the screen share function to share the document both for virtual and in person participants (with the zoom being projected in the physical space). But also, *requiring* that documentation be digital and be submitted more than 24 hours in advance and then providing a link to it before and during the meeting. One planner we spoke with did this for her Planning Board and, while it required some adjustments on the applicants’ parts, it ended up working well.”*
 - *Talk to your towns community access tv station for help.*
 - *It is helpful to include a TV screen or projector for your in person set up, you can use this to project the material onto the screen, or to show the remote participants, when not projecting that material. While you are projecting the material onto the in-person screen, you can also screenshare that same material via the zoom/remote screen for remote participants.*
- **How do you facilitate a hybrid meeting with interpretation?**
 - *Interpretation is very important to consider for any event – especially as you consider your stakeholders/participants and their need.*
 - *In thinking about interpretation, consider:*
 - *What languages will you need?*
 - *What materials do you need translated? (In advance)*
 - *How many interpreters do you need?*
 - *Keep in mind that interpreters usually switch off every 30 minutes-hour, so if you are hosting a longer event, you may need several interpreters per language.*
 - *How are you engaging with this population and ensuring they feel welcomed and able to participate?*
 - *During the event itself:*
 - *Zoom includes an interpretation channel, which allows participants hear and engage with the interpreter, while still seeing the event/speakers. You could consider, having in-person participants join the zoom interpretation channel via their phones (using headphones) to be able to listen and to have one set of interpreters for both sets of participants.*
 - *If you are hosting a discussion that involves breaking out into small groups, you could consider:*
 - *Having interpreters for in-person participants and remote participants separately*
 - *Having designated facilitators who are native speakers of the language who can facilitate an in-language conversation*
 - *Lastly, we’ll note – if you are hosting an invent that includes a need for interpretation, could you feasibly host an in-language event for folks?*
- **How do you deal with disruptive participants online?**
 - *One way we’ve managed disruptive participants has been by setting expectations in advance. At the start of meetings, we let participants know that we will remove disruptive participants from 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.