



## Challenges from the **FACILITATOR'S** perspective

**multi  
tasking**

**Additional  
planning  
required**

additional risk  
of tech failing  
unless you  
have an  
assistant

being  
'present' for  
both the  
people in the  
room and the  
people online

managing the  
different  
levels of  
energy

**Sound  
issues and  
feedback?**

Managing breaks -  
on zoom people  
need more freq  
short breaks but  
would be hard  
getting the in  
person people back  
in

**Keeping  
an eye on  
the virtual  
group**

Harder to spot  
people who  
are upset or  
disengaged

chasing the last min  
delegates and  
letting the last few  
people in on zoom-  
**AT THE SAME TIME!**

**not being  
able to  
move  
around**

frustrations of  
the different  
delegates

**managing  
group  
dynamics**

spotting late  
joiners on line  
is harder than  
in person

**Break  
out/sydicate  
work mixing  
groups**

**last  
arrivals  
?**

Type of  
interactions  
are restricted

Level of interaction  
for different group -  
same activity may  
be different for each  
group

**Microphone  
setup and  
speakers**

if poor wifi or sound  
quality, risk of  
people in the room  
not hearing those  
online, or vice versa,  
which will cause  
frustration

What tools. e.g  
online people might  
use miro/mural and  
in room might be  
paper post-its. How  
do you bring all that  
together as a  
facilitator?

**mobile apps  
such as  
mentimeter ?**





## Challenges from the IN-PERSON DELEGATES' perspective

**Feeling of it being slowed down to allow others to participate**

**repeating conversations so all can hear**

**Sound Projection**

**Networking - opportunity to chat to others**

**Keeping virtual colleagues involved**

**Group activities ? Mix ?**

**what if the trainer is virtual ?**

**frustration of being 'in the room' and wanting to speak to someone I know who's online instead**

**resentment of being 'made' to be 'in the room' instead of being allowed to be online**

**Facilitator - activities around the room ? being able to see all and not move around so much**

**masks on some people in the room? can't read expressions**

**opp to socially interact in breaks difficult with full cohort**

**Engaging all**

**dealing with the anxiety of people who are F2F for the first time**

**having the windows/ doors open for ventilation- cold and external noise**

**Lack of being able to mix people**





## Challenges from the VIRTUAL DELEGATES' perspective

Sense of belonging

printing/  
referring  
to  
materials

Distractions  
Attention  
Focus

Use of  
technology

Being able to  
get support  
when needed  
(ask  
questions).

being able to  
see other  
people in the  
room, inc the  
facilitator

Not able  
to chat in  
the same  
way

Coffee time  
connecting

harder to  
get  
involved

Break-out  
groups

FOMO

Tech  
connection  
issues

Might  
check  
out?

Getting  
involved in  
particular  
activities

Missing out on  
side  
conversations





