



POWERPOOR

Empowering Energy Poor Citizens through Energy Cooperative Initiatives

POWERPOOR Facilitation and Soft Skills Development Material

By: ICLEI Europe



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Content and structure



- 👤 Facilitation tips and tricks
 - 👤 Welcome and warm up
 - 👤 Designing an agenda and script
 - 👤 Asking meaningful questions
 - 👤 Posture and presence
 - 👤 Closing

- 👤 Tools for online engagement



PART I: Facilitation and Soft Skills

Welcome and Warm Up

- 🌱 It is always important to know the context, audience and participants profile. (GDPR)
- 🌱 **Always prepare an agenda** and meeting goals, and share it with participants.
- 🌱 Interact with participants: via surveys, short exercises, warm ups, etc.
- 🌱 This will give the facilitator and impression where the group is.

What's your current mood regarding this training day?

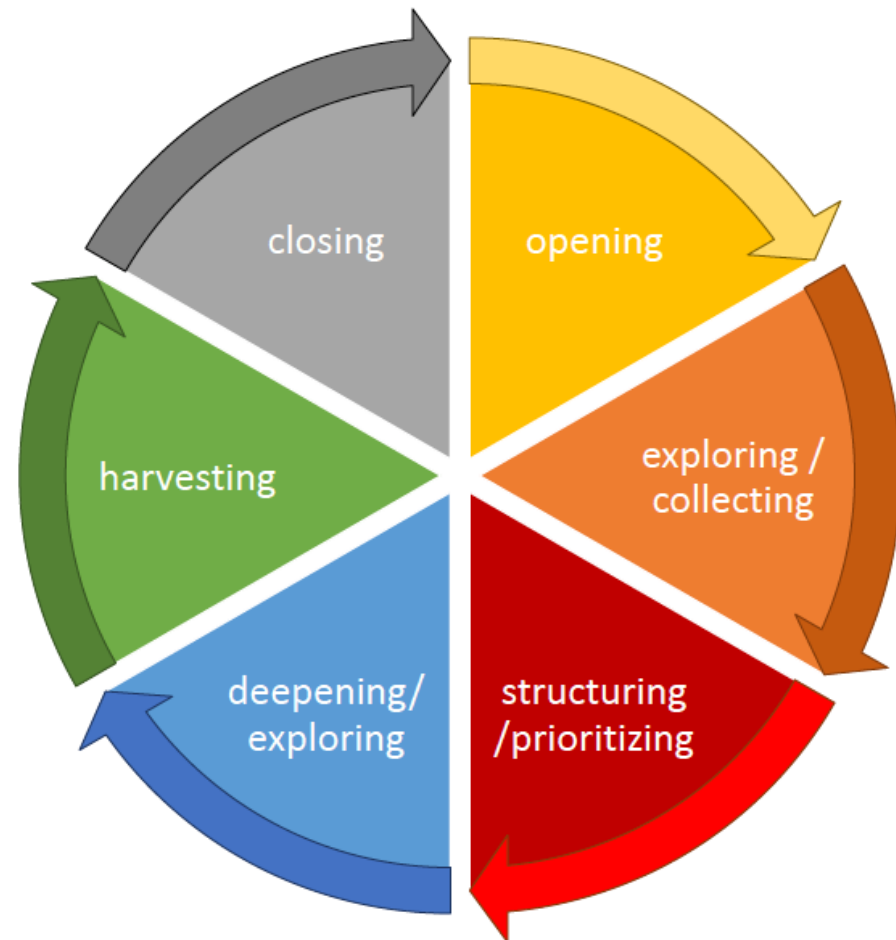
What do you expect from this training?

Anything else to include in the agenda?



Preparing an agenda and script

- 🌱 Define your meeting/session goals
- 🌱 Prepare and manage time properly
- 🌱 Practice and rehearse (online tools)



Prototype of a facilitation cycle / suedlicht

(1) Suedlicht- Facilitation Training. 2020



Working Questions – Asking useful questions

What is the aim/desired result of your event?

- Gathering information?
- Spreading information?
- Retaining information (participants)?

- Facilitating discussion?
- Facilitating change of perspective?
- Facilitating networking, connection?

- Creating ideas, visions?
- Developing ideas, solutions?



(1) Suedlicht- Facilitation Training. 2020

Working Questions – Asking useful questions

Types of Questions

- Closed questions -> polarisation/differentiation e.g.: citizen's referendum (simplified): Shall area „xy“ be restored?
- Open ended questions -> exploration e.g.: how much change are we willing to accept?
- Circular/systemic -> change of perspectives e.g.: redesigning the riverbed: What would the Dreisam recommend we do?

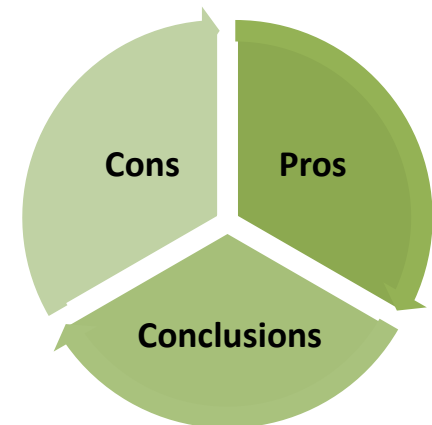
Exploring answers and pre-structuring results

Finishing sentences

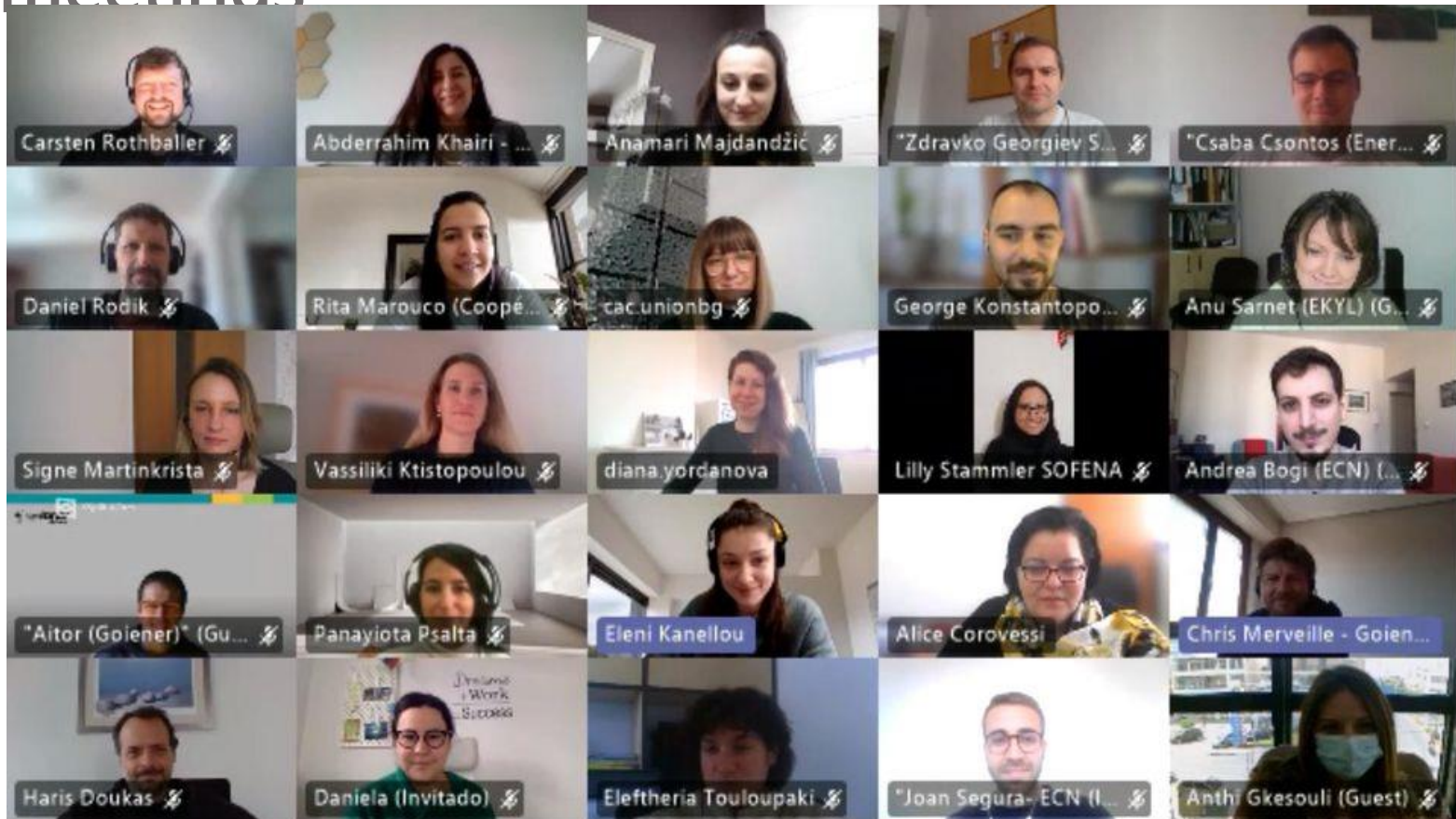
„We will have reached our goal if/when...“

Structured Charts

What are the challenges	How could we overcome them?
-	-



Body language for face to face and online meetings



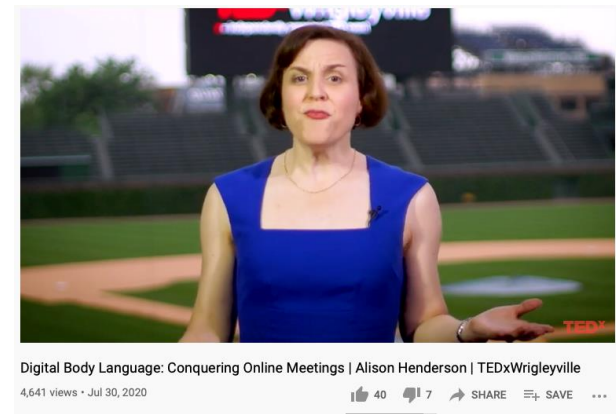
Body language for face to face and online meetings

- 🌱 Power Poses: by Amy Cuddy



https://youtu.be/phcDQ0H_LnY

- 🌱 Digital Body language – conquering Online Meetings



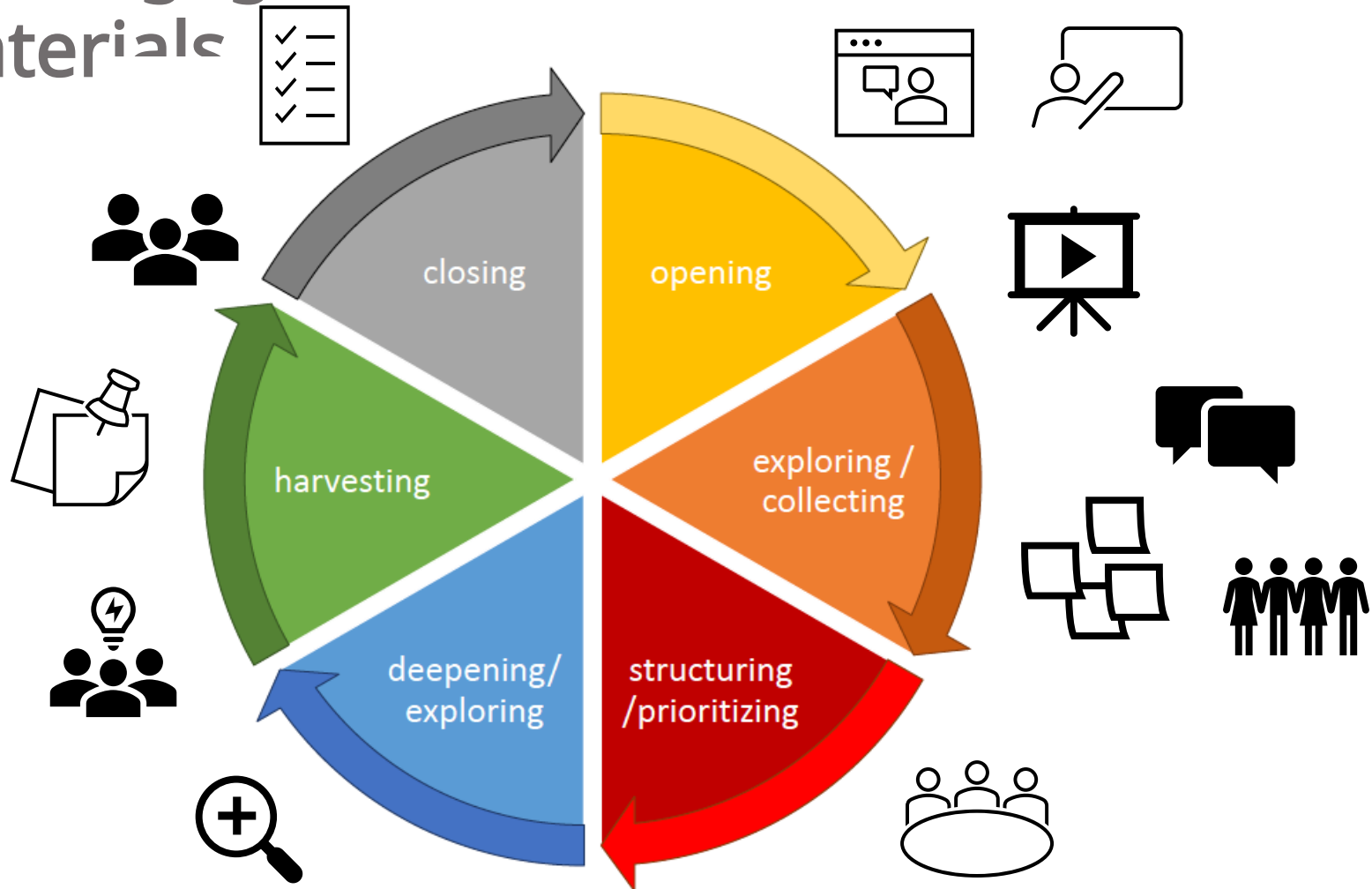
<https://youtu.be/6FLjrA5Slks>

- 🌱 Using ZOOM for Medium / Large Groups.

- 🌱 Intro, Waiting Room, Camera/Mic, Co-Host, Time Lines, Back-up Plans, Use Breakout Rooms, Use chatbox, include Videos, Recap



Use engagement tools and materials



Prototype of a facilitation cycle / suedlicht



Closing

- 🌱 Design questions you would like to explore with the group.
- 🌱 Wrap up and describe next steps.
- 🌱 Keep a attendance List

Your learning
journey?

Which part of the
training you like the
most?

How satisfied are
you?

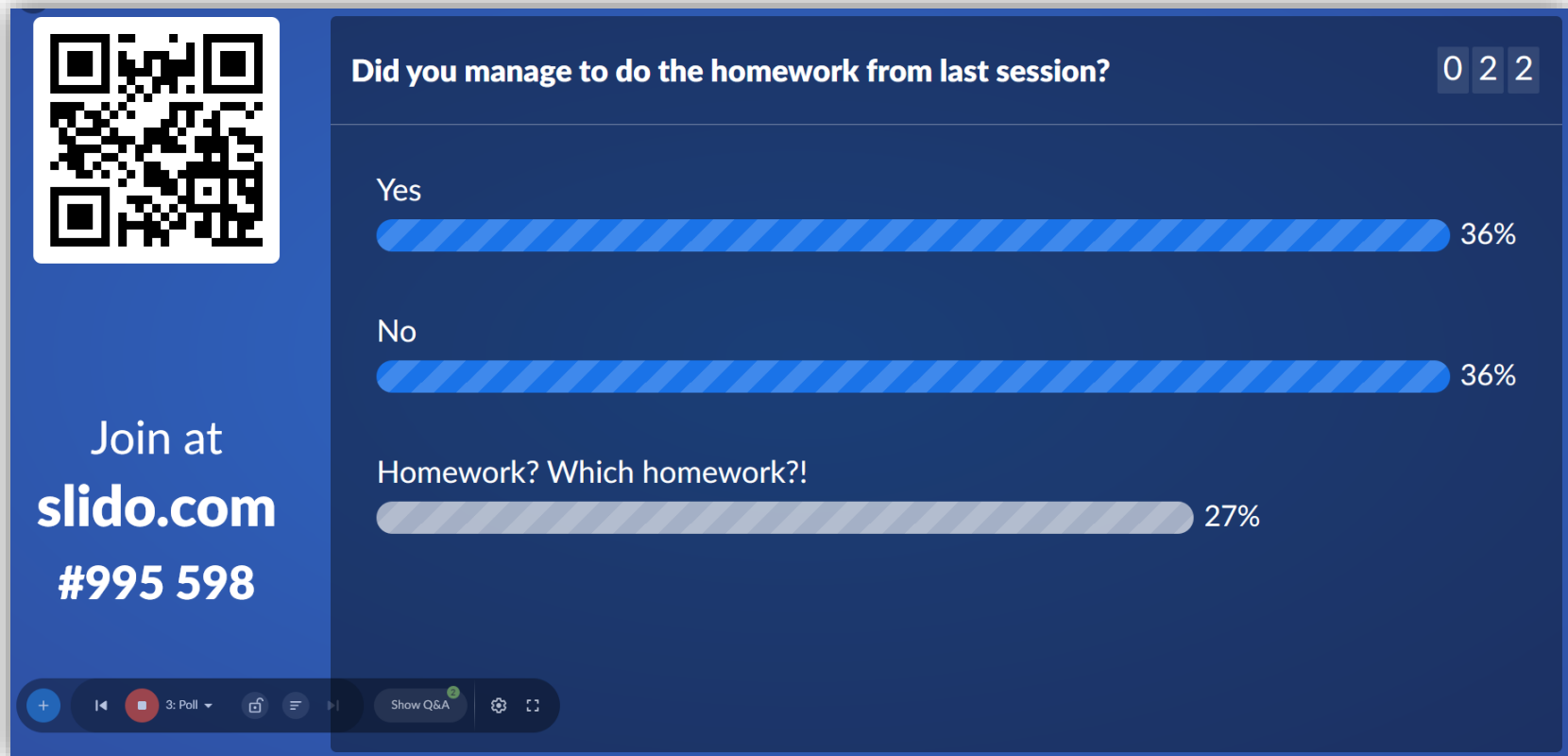
PART II: Tools for online engagement.

Online Engagement Tools

Tool	Main Use	Free Version Features	Paid Versions Feature
Slido	Q&A and polling	Up to 100 participants, 5 polls per event	Adding participants, unlimited polls, branding, etc.
Mentimeter	Q&A and polling	Unlimited audience, 2 question slides, 5 quiz slides	Unlimited questions, import presentations, branding, etc.
Kahoot!	Quizzes/ Competitions	Up to 10 players, only multiple-choice questions	Adding players, adding question types, etc.
MURAL	Visual collaboration	Only 30 day free trial	Price per membership, unlimited visitors



Slido



Did you manage to do the homework from last session? 0 2 2

Yes 36%

No 36%

Homework? Which homework?! 27%

Join at **slido.com**
#995 598

3: Poll Show Q&A

Response	Percentage
Yes	36%
No	36%
Homework? Which homework?!	27%



Mentimeter

What do you remember from last time?

Mentimeter



 17



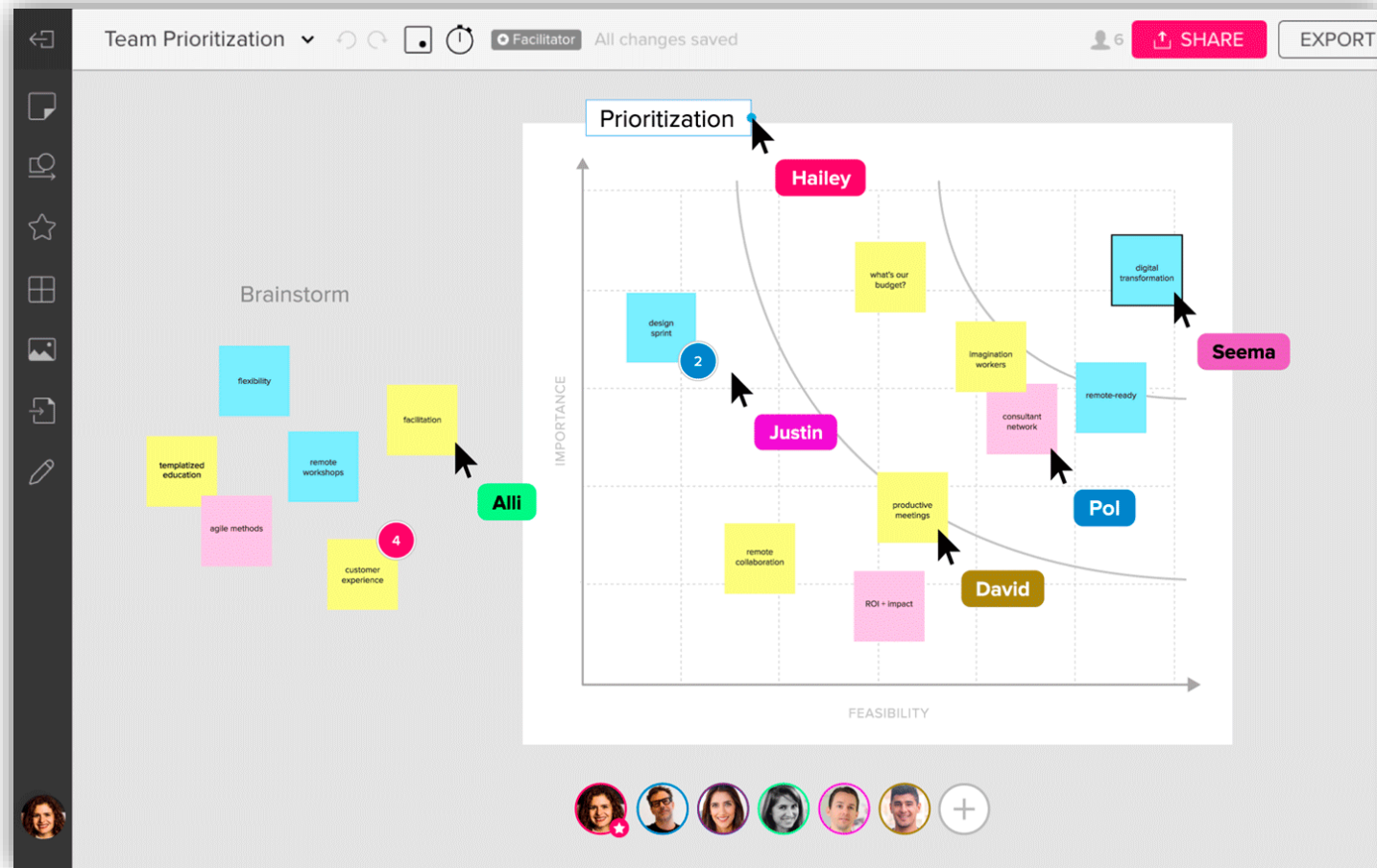
Kahoot!



kahoot.com



MURAL



mural.co



Online Training and Session Tools

Tool	Main Use	Free Version Features	Paid Versions Feature
GoToWebinar	Online Meetings	Only free trial	Nr. of participants and features depend on plan
Zoom	Online Meetings	100 participants and 40 minutes	Adding participants, time, transcripts, etc.
Webex	Online Meetings	100 participants and 50 minutes	Adding participants, time, storage, etc.
Google Meet	Online Meetings	100 participants and 1 hour when 3+ participants	Adding participants, time, polls, etc.
Google Classroom	Create/manage class, assignments	Always free	
EasyClass	Create/manage class, assignments	Always free	
Google Forms	Creating forms	Always free	



References and further reading

- Slido: www.sli.do
- Mentimeter: www.mentimeter.com
- Kahoot!: www.kahoot.com
- MURAL: www.mural.co
- GoToWebinar: www.gotomeeting.com
- Zoom: <https://zoom.us/>
- Webex: www.webex.com
- Google Meet: meet.google.com/
- Google classroom: <https://classroom.google.com>
- Easyclass: www.easyclass.com
- Google Forms: <https://docs.google.com/forms>

