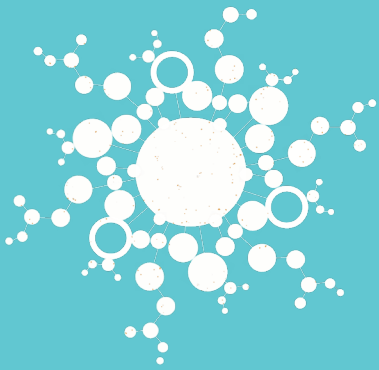




# Inclusion and online dynamics









# Inclusion and online dynamics

Connecting the world by non-formal digital education.

the 6th edition of Connector aims to create the virtual space and context in which people involved in learning can become familiar with and put in practice different non-formal learning methods. Even though it takes place online, the event will keep its participative and interactive approach, with a focus on direct experience.

## CONNECTOR 2021 workshop

The aim of the workshop is to explore how to address different learning styles, how to take care to get everyone on board and include everybody in the process of the online settings. It will be a common space of exploration on the importance of a safe learning space; different tools to engage people from different backgrounds; inclusive methodologies; Zoom functionalities; Gamification of learning process online.



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Skilled in Social Responsibility, Participatory processes, Youth Work, Training methodologies, Youth Leadership and International Relations.



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Jaka Kovac is a trainer, facilitator and youth worker, working in various fields, from NGO sector and youth work to the educational system and business sector. He is a member of the pool of trainers of Slovenian National Agency for E+ programme and active member of Art of hosting and nonviolent communication communities.

He enjoys exploring how to create safe and supportive space in which participants can connect, with themselves and others. Other fields of his exploration are nature and movement, he tries to bring both in his work as a trainer.



# Content

Introduction	4
Creating a safe and inclusive online space	5
Addressing participants from different backgrounds	7
Addressing different learning types	7
Participatory method World cafe	9
Online tools	16
Zoom and its functionalities	17
Canva	18
Jamboard	18
Mentimeter	19
Wordwall	19
Paddlet	19
Miro	19
List of other tools	20
Conclusion	21

# Introduction

Covid 19 has significantly changed the space of education. The online environment has brought a lot of challenges and also lots of opportunities. Educators started to discuss how to approach a new reality and how to transfer the educational activities in the online environment but still keep the participatory aspect, how to make students engaged in the process and how to create the space where everybody will feel seen and heard, even though sometimes not ready to show up on the camera and speak loudly in front of the others.

These next few pages are dedicated to rethinking the concepts of how we include people in the educational process, and what we can do.

*How can we as educators think on certain aspects of the process we are proposing and how to take care, that no one feels unseen?*

*How can we as well bring some physical activities in front of the screen and how we can send people out and use nature to learn from it and breathe fresh air, even though staying in an online environment?*

*What can we do, when we have participants from different backgrounds and how can we address them?*

*What tools can we use?*

All these questions and more will be addressed in this chapter.

## Creating a safe and inclusive online space

### *How do we start to create a safe and inclusive online space?*

#### **1. Structure a programme that breathes.**

It is very clear that participants do not have the same attention span online, as they have it in the live settings.

Therefore a programme online needs to breathe, needs to be broken in smaller pieces and addressed to the specific target groups that the programme is dedicated to. The longest period participants can stay online is 90 minutes without a break, but there needs to be some group work included also in this period, as otherwise this can be a very long period without active participation.

#### **2. Invitations for online hosting**

As the online setting is a bit different - we shall always create a safe space online.

We can do that with some invitations such as explaining this is a group space, where each of us is responsible for the well-being of ourselves and others as well.

There is a need to explain, that as well everyone can take care of their own needs - people having children at home might be called, toilet breaks, postmen on the door - this all shall be addressed in the start, that people can freely turn off their cameras and microphone off and deal with whatever they need to deal with.

Microphone off is an important thing as well, as there are so many sounds that are all around. So we kindly ask participants to have their microphone off, when they are not speaking. Camera on is another important feature. As we cannot sit together in the circle it is at least nice to see everybody on the camera. However, with this invitation, there also needs to be an explanation, that if someone does not want to participate with camera on, this is acceptable, as long as they communicate with us via microphone or chat. Give them as well the possibility to communicate with you in private, so they are not exposed to everyone in case of challenges they face. At this point there is also the possibility to open the space if someone wants to point out something else that is important to them.

#### **3. Less is more**

This one is important, when we are structuring the online experiences. It can be overwhelming for participants to use too many tools at one time, especially the ones, where they need to log in. So keep in mind that 3 tools are the biggest amount that you can use in one session, as people, especially the ones who are not used to the tools, need the time to adjust.

So use the tools that don't need that much IT knowledge and also no logins.



## Invitations



# Addressing participants from different backgrounds

Participants are coming from various backgrounds, so we need to take into consideration certain aspects of the programme in order to include them into the educational process.

We can take care of this in a variety of ways.

**Choose activities where everyone speaks** - when choosing the icebreakers choose the methodologies where you hear everyone. A simple appreciative inquiry question (*what has happened that made them feel grateful/happy, etc.*) and an invitation for inviting the next person to speak can create a nice atmosphere and everyone is included in it equally.

**Put people in smaller groups** - when using the breakout groups, people can relax and get closer to each other as it is always easier to speak in smaller groups, so create the environment when you switch between the group work and plenaries.

**Create a safe space** - people will open up more, where they feel that this is a safe and supportive space. You should address it and also encourage participants to co-create and respect it.

# Addressing different learning types

We all know the definition of VAKOG.

Some people rather learn by listening, others by seeing, and third by trying to feel and do something with their hands. That is why it is really important to create activities, that are addressing these different types of learners.

Few tips:

**Create visualisations to support learning** - it always helps, if you put your main points on nice visualisations (*Canva is a great tool*)

**Create the structure of the session**, that is a mixture of panel and group discussions, by keeping and involving people in the process, you will keep them interested and also they will follow the learning process.

**Involve the elements of the programme**, where they need to - go to the nature and create something and afterward discuss it. Grab a subject from their home and do something with it. Do something in between with hands – cook, cut, draw. Be mindful that also all of this can be part of online learning.

**Be brave - the magic happens, once first volunteer comes**

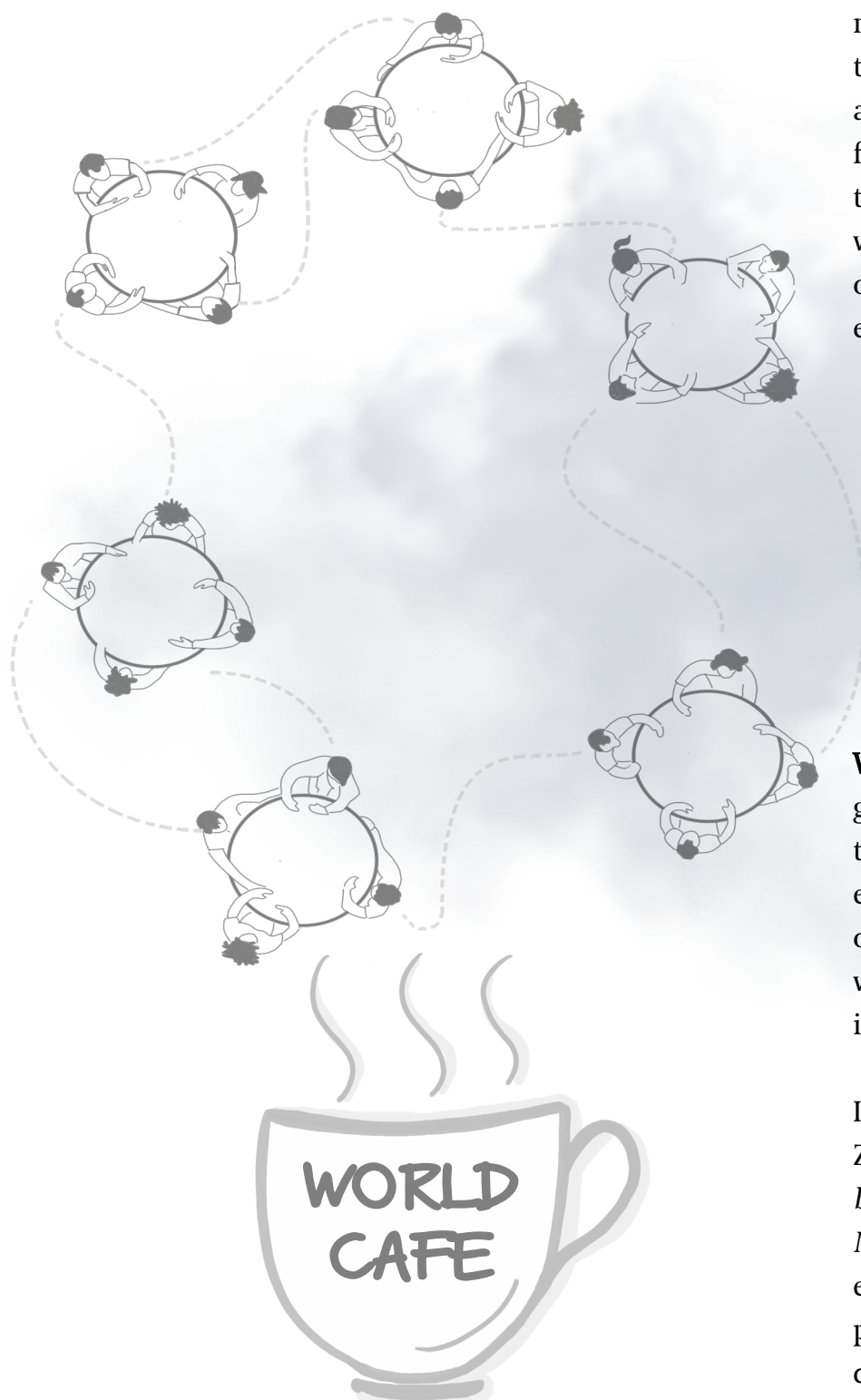


Monitor the impact and observe the change





## Participatory method. World cafe



**World cafe** is a simple, yet effective and inclusive facilitation method that enables participation of all, no matter how big the group is. It is a way of engaging people in conversations and collaboration, offering an effective antidote to the (too) fast pace of living, individualism and lack of connection in today's world. It helps us to hear every voice in the group we work with and to consider and include the whole variety of ideas participants brought to the meeting and/or they emerged through the conversations.

**World cafe** consists of several rounds of dialogues in small groups, each time with different people, with a harvest of the main ideas after each round. It was primarily used for live events – people would sit around small tables, talking to each other and harvesting insights and ideas on a blank paper that was set on each table, the summarise the main ideas on post-its and present it to whole group.

In corona times it was successfully adapted also for online use. Zoom functionalities (*breakout rooms, screen sharing, white board ...*) in combination with other online tools (*Jamboard, Mural, Padlet ...*) offer a decent use of the method in online environment, it offers a much more vibrant and participatory way of involving participants then a plenary discussion or lecture.

**World cafe** can be used in a variety of settings for different purposes. You can use it for:

- a participatory way of leading a conference or any other event with bigger number of participants;
- a facilitation of weekly or monthly meetings of a team or school collective;
- collaborative way of teaching in a classroom (introducing a new topic, learning together before the exam, discussing how to support each other through the hard times of pandemia ...);
- facilitating parent-teacher meetings;
- leading a local community discussion;
- facilitating a panel of experts;
- running parts of trainings or seminars



## Assumptions of World cafe

THE KNOWLEDGE AND WISDOM ARE IN THE GROUP,  
WE JUST HAVE TO CREATE AND HOLD SPACE TO LET  
IT REVEAL ITSELF.

COLLECTIVE INSIGHT EVOLVES FROM HONORING  
UNIQUE CONTRIBUTIONS; CONNECTING IDEAS;  
ATTENTIVE LISTENING; NOTICING DEEPER THEMES  
AND QUESTIONS.

THE INTELLIGENCE OF THE GROUP EMERGES AS  
THE INDIVIDUALS CONNECT TO EACH OTHER  
PERSONALLY AS WELL AS TO THE DIVERSE IDEAS OF  
THEIR CONVERSATION PARTNERS ARE EXPRESSING.



## 7 Operating Principles of World Cafe

### 1. Create hospitable and welcoming space

in which people will feel safe to speak up and connect to each other.

Take some time for introduction and warming up, invite participants to share and talk to each other in relaxed atmosphere in small groups, make an agreement with participants about how to work together by asking what helps them to feel good in an online environment, play some relaxed music, listen to their concerns and questions, connect with participants, do not hurry.

### 2. Explore questions that matter

choose questions that are relevant to participants' reality/ work, so they can connect with them and find them interesting and inspiring. Craft them in a way that they ignite the spark of curiosity and open space for vibrant discussions.

### 3. Encourage each person's contribution

continually invite (not force) all participants to contribute to the conversation.

### 4. Connect diverse people, diverse insights, and diverse ideas

diversity brings richness and depth to every conversation.

### 5. Make sure the ideas and insights are visible

use different online tools to put the outcomes together and make them visible. Seeing the connections is crucial to sustaining learning.

### 6. Listen together for patterns, insights and deeper questions that emerge from the conversations

be attentive to what is coming up in a group and needs to be articulated.

### 7. Make collective knowledge visible and easy to harvest

and share by creating graphic organizers, mind maps or webs.





# General Flow of an online World Café

## Preparation

- Enable breakout rooms in Zoom settings and try them out before hand;
- Craft questions you want participants to explore and discuss;
- Prepare Jamboard (or some other online tool that enables visual harvesting) with some basic instructions, invitations and questions you want to explore through World cafe.



## World cafe

- Introduce the World cafe method and a general flow.
- Introduce the invitations to create an atmosphere for a pleasant and efficient conversations (see below).
- Introduce the Jamboard (or some other online tool that enables visual harvesting of ideas) and put the link to it in a chat, so everyone can access it.
- Ask the question for the café groups to discuss, invite participants to write the main ideas in the Jamboard at the end of discussion.
- Arrange the breakout rooms with 3-5 participants in each room.
- Let the dialogue continue for 15 – 30 minutes, send them a time reminder in the middle and 5 min before end;
- Close the rooms, share your screen with Jamboard and ask groups to shortly report and read what they have noted in Jamboard. Allow some time for discussion. If you are using it in a classroom, you can add some theoretical input here (as an addition to a previous question or a starting point for the next conversation).
- Create new groups and repeat the procedure with second (and maybe third) question.
- Take some time at the end and ask participants what are they taking out of the World cafe, what are the main insights or just how was it for them.

The methodology of World cafe is just one part of the approach.

The second, maybe even more important, is the attitude of the facilitator. To create really supportive, creative and vibrant atmosphere take care to:

- Be appreciative to all contributions and contributors.
- Listen more, talk less.
- Suspend your judgment, assumptions, criticism.
- Invite, yet not force participants to participate - be aware that not all like (or have the capacity) to talk in front of the group.
- Nurture trust (in the process, in the group).
- Do not try to control the process too much, rather let it happen.
- Do not give up if it doesn't go well for the first time- people have to learn how to cooperate, really listen to each other and have good dialogues.

## Invitations

You are invited to:

- Listen with attention
- Talk with intention
- Respect and appreciate the diversity of ideas
- Take care that all voices are heard
- Connect and interlace ideas
- Take over the responsibility for the quality of the dialogue
- Nurture a positive attitude

## Social Capital Skills (Social and Emotional Learning) practiced with World Café

If you work with kids and youngsters you might be interested also in what they are gaining through practicing World cafe method.

The Social Capital skills practiced in café include:

- Collaboration
- Working in a team
- Listening and discussing diverse ideas or opinions
- Managing time
- Taking a leadership role and initiative
- Self advocacy
- Articulation, talking with intention
- Empathy, understanding other points of view
- Active listening
- Self expression
- Creativity
- Framing powerful learning questions
- Peer learning and coaching, etc.



## Communities of practices and resources

1. [World Cafe](#)
2. [Art of Hosting](#)
3. [video 1](#)
4. [video 2](#)



## Online tools



The online events have become our reality. There are plenty of tools, how can we structure and create a participatory event online.

*Why is it important to include people in the structure of meetings and events?*

Because we know how exhausting it can be, if we are online and do not have a chance to speak for more than 30 minutes. Our mind starts to wander, we start to reply to emails, and we switch off. If there is one lesson we took from the pandemics, it is the importance of involving people in the learning and giving them the time, space and tools to participate and contribute to the processes as well as being really mindful about the different learning types and inclusivity as such.

One basic rule: Less is more.

# Online tools to use, when implementing participatory online events



## **Zoom and its functionalities**

Zoom is a very widespread tool, but not everybody knows it due to the safety and protection that some countries are limiting them. It has significantly improved since the beginning of the pandemics and now offers a variety of interesting functions, which also serve as inclusion tools.

## **CC – Closed captions**

When you are hosting an event in English, you can use the closed captions functionality and automatically, there are subtitles, when you speak. This can significantly improve the experience for hearing impairment and also some participants, who maybe have other limitations and can follow easier, if they have subtitles.

## **Interpretation**

Zoom is offering as well the possibility to mark at the start of the session one person as the interpreter and then – according to the language abilities, participants can follow whichever language they choose.

## **Reactions and raising hands**

Reactions can be helpful, if you want to include the participants in the debate or get an agreement about certain things. Also, when people want to speak, they can use the »raise hands« function and it is really helpful to see, who wants to have the word next.

## **Chat**

Is a really useful function. You can rather send messages to the host or to other people. There is also the »Everybody« option that can be helpful for an icebreaker or closing sessions as well as waterfall for example – a proposed question and then everybody pressing enter at the same time. It is also helpful to raise questions, when somebody has an input or sometimes to send the messages to the host, when people are not willing to speak or being able to be presented on camera. Chat can really be a tool for inclusion. Also for people with hearing impairment, to be able to express themselves.

## **Spotlight**

When somebody is speaking, put them in the spotlight, this is especially helpful as well. If you have interpreters, then you can put the speaker and interpreter in the spotlight and people with hearing impairments can follow what is going on.

## **Sharing screen or Portion of the screen**

Sharing screen option is also really popular and can very well support learning. We can use it for nice visualisations, presentations and also sharing videos (for this use the functions optimize for sharing the video on the lower part of the sharing screen option). It is very important to support the speaking part with the visualisations as well, as it is supporting people, who are more visual types and summing things up in an easy language can really make things more understandable and easier to accept and learn.

## 6 of the most useful tools in youth and group settings



Is a very easy-to-use tool to create very nice visualisations that can support your messages, you can as well use it as a tool, that participants to create a variety of things. You have lots of pre-ready presentations that you can use regarding the topics you are talking about. You can as well use it to create the background for the Jamboard, as it is very useful to make it more interesting and related to the topic of discussions.

Very good functionality is as well, that you can share it and various people can edit it at the same time and create a common picture, whiteboard or something else. The downside of the tool is that you need to log in order to use it.

When do we use it?

For the preparation of specific topics to create presentations

- To prepare the Jamboards
- To prepare the Facebook and other posts
- To spark creativity with participants and invite them to create storyboards or something else



Jamboard is a digital interactive whiteboard developed by Google to work with Google Workspace, formerly known as G Suite. You can easily open a new one if you go to your drive, open a line that would go in the same space as the Google doc word documents, but open an additional line, where you will find a Jamboard sign. It is the easiest tool to use and can be used for online collaboration using Google Workspace.

It can be moderated to a certain extent and can help to harvest the conversations in order for very simple activities. Works with post it-s and short texts. You can use it to harvest the discussions and to make the processes easier to follow and it is a really participatory tool. There is no login required, nor google account, what you need to be mindful of, is that once you have created it, when you share it, mark, that you want to share it with everyone, who has the link to the jamboard.

In addition, you can help yourself with Canva, to create Jamboards that are functional and as well have the backgrounds, tackling the topics, we are discussing. You can very easily import that in the Jamboard in the background. It is as well supporting people with hearing or visual impairment to more easily follow the process, as things are written down and have a nice visual support.

When do we use it?

- Meetings
- Debates, that have outcomes
- Workshops
- Group work
- Exploration of new topics



## Mentimeter

Mentimeter is an easy-to-use presentation software used by more than 25 million people. With Mentimeter you can create fun and interactive presentations. The tool helps you to make your events, presentations, lectures, and workshops innovative and memorable. It is also very useful for complex presentations, where larger amounts of the lecture are needed and you in between post questions or open answers, so participants can contribute as well to the process.

When to use it?

- As a check in
- As “in between questions” to open specific topics
- For evaluations
- For smaller or bigger crowds (up to 5000 participants)

## Wordwall

Wordwall is a tool, where you can create interesting activities, that in a participatory manner involve people in the processes and connecting them in different manners. It is a very easy tool to structure and help with the difficult topics to address in a participatory way.

When do we use it?

- For getting to know strategic documents in a participatory manner
- To get to know each other
- To create a Quiz on the different topics

## padlet

Padlet is a free online tool that is best described as an online notice board. Padlet can be used by participants of the events to post notes on a common page. The notes posted by participants can contain links, videos, images and document files. It is as well possible to map where different participants are coming from.

When to use it ?

- To present the schedule
- To map where participants are coming from
- For harvesting
- To present the participants of the event
- To gather all that is happening on the event in one place

## miro

Miro is the online collaborative whiteboard platform that enables distributed teams to work effectively together, from running brainstorming sessions and workshops to planning projects, from designing new products and services to facilitating agile ceremonies.

When do we use it?

- Complex Meetings
- Debates, that have outcomes
- Group work
- Exploration of new topics
- Planning of new project
- Strategic planning
- Design thinking processes

# List of other tools

## Icebreakers

- Find out something new about your colleagues  
<https://wordwall.net/resource/2134827/questions>
- Dare I say: <https://checkin.daresay.io/>
- Virtual storytelling cubes: <https://rpg.nathanhare.net/storygen/>
- Cards - <https://www.leadership.ventures/visualexplorer>
- Other: <http://tscheck.in/>

## Collaborative tools

- Miro - <https://miro.com/>
- Mural - <https://www.mural.co/>
- Group map - <https://maps.groupmap.com/create-map>

## Free-time activities

- Puzzles
  1. <https://www.jigsawplanet.com/>
  2. <https://jigsawpuzzles.io/g/bfef1a94-06aa-41b8-80bb-2cd3e46aged4>
- Catan - <https://colonist.io/>
- Codenames - <https://codenames.game/>
- Mutual drawing - <https://skribbl.io/>
- Cards against humanity - <https://lab.cardsagainsthumanity.com/>
- Coding <https://eraseallkittens.com/>

## Evaluation tools

- Kahoot - <https://kahoot.com/> Quizzes that are topic wise, evaluation
- Slido - Q&A, Pooling <https://www.sli.do/>
- Evaluation forms - Google forms, [typeform.com](https://typeform.com)
- Photos - online Dixit <https://ro.pinterest.com/>

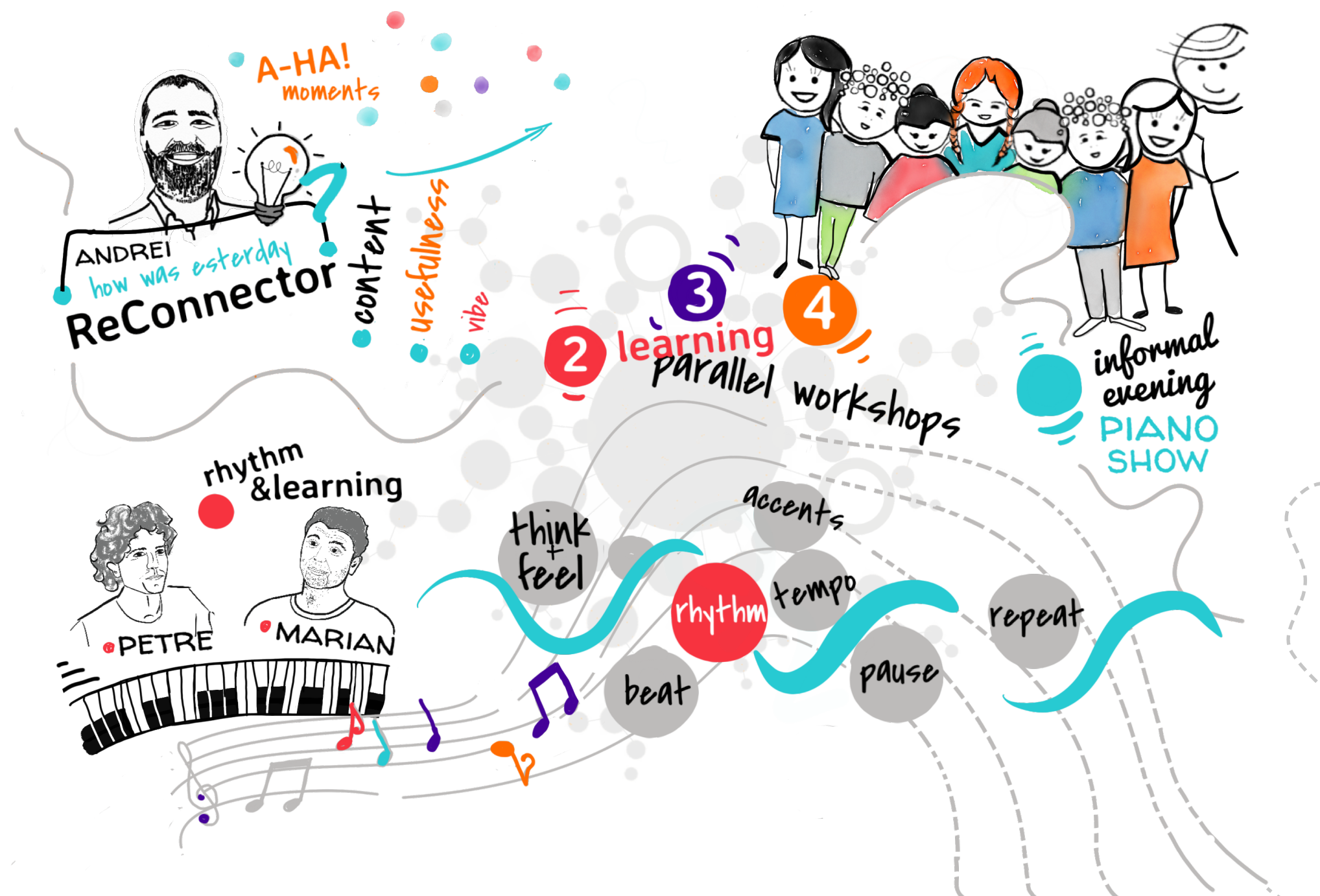
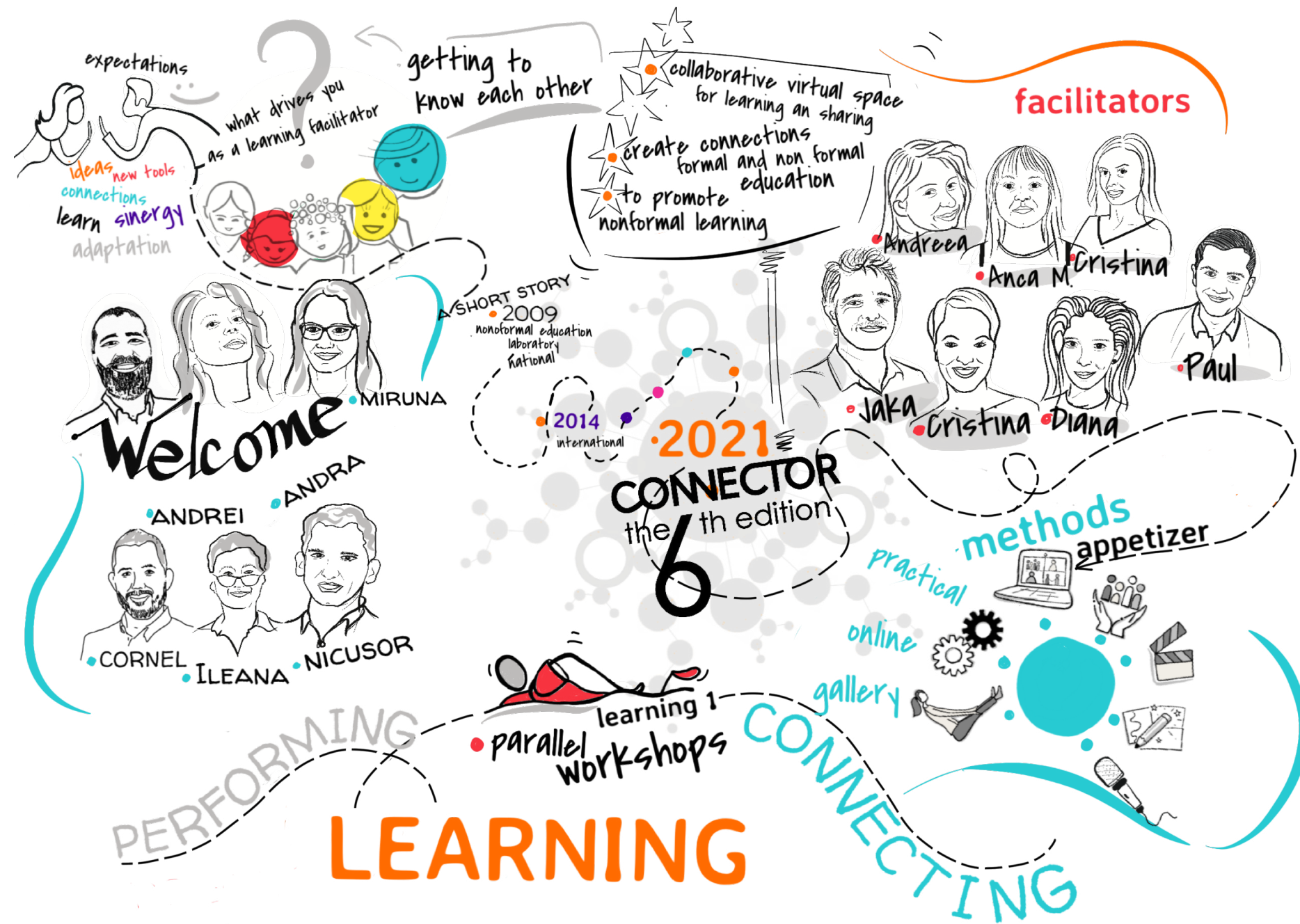
# Conclusion

Online events have become our reality. There are plenty of tools, how can we structure and create a participatory event online? Why is it important to include people in the structure of meetings and events?

Because we know how exhausting it can be, if we are online and do not having a chance to speak for more than 30 minutes. Our mind starts to wander, we start to reply to emails, and we switch off. If there is one lesson we took from the pandemics, it is the importance of involving people into the learning and giving them the time, space and tools to participate and contribute to the processes as well as being really mindful about the different learning types and inclusivity as such.

One basic rule: Less is more.





# DAY 1

Welcome day and connect to the world by non-formal digital learning. This first day was about: getting to know each other - *digitally, but equally interactive, participative and friendly* - finding out Connector's story, presenting the facilitators & methods, appetizer of the methods, ending with 7 parallel workshops about the Connector methods.

# DAY 2

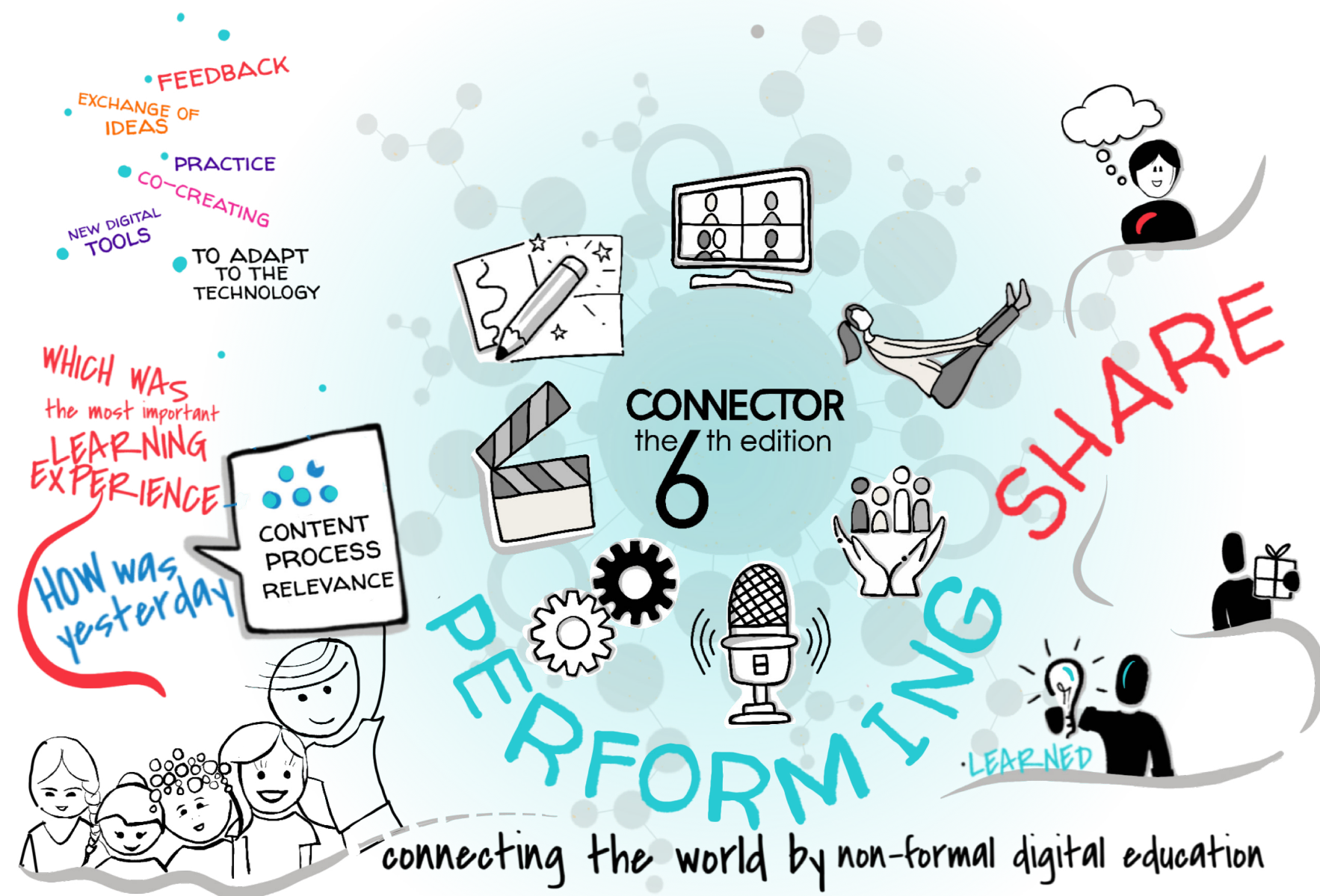
We started reconnecting together in the plenary. Special guests brought some rhythm & learning. And then, together with the facilitators, participants get back to discover Connector methods in the second learning session, dedicated to it. And we enjoyed a nice atmosphere, in the informal evening.





## DAY 3

Reconnected some more in the plenary with a new special guest: this time exercising body and mind together for better learning. The 7 parallel workshops continued.



## DAY 4

Connector 6.0's last day. The best way to start it: together! And since it was a sharing day, it was time to spread nonformal learning methods back to organisations and communities!





## **CONNECTOR**

is an international event focused on nonformal learning  
and organised every year by

## **ANPCDEFP**

National Agency for the Community Programmes in the field of Education and Vocational Training  
(Romanian NA for European Solidarity Corps and Erasmus+)

[www.anpcdefp.ro](http://www.anpcdefp.ro)