Exchange of experience: online project activities

30 September 2021 | Online workshop

Agenda

9:30	**Welcome and introduction**
9:45	**Taking your project events and study visits online**
10:15	**Group discussions (round 1)**
10:45	*Break*
11:00	**Vote on key insights**
11:15	**Going further with online opportunities**
11:45	**Group discussions (round 2)**
12:15	**Wrap-up and conclusion**

Taking your study visits online

Virtual study visits by SinCE-AFC

Lamprini Tsoli

Regional Development Fund of Central Macedonia

Online study visits by EU CYCLE

Zsombor Aradszki and Delinke Bejczy

West Pannon Nonprofit Ltd.

Going further with online opportunities

Online trainings by e-smartec

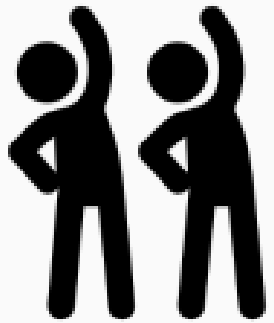**Maria Chatziathanasiou**

CERTH

Virtual staff exchange by DEVISE

Jose Manuel San Emeterio

Ernact

1 WELCOME!

Let's start with a little warm-up exercise.
Which **project(s)** do you represent?

Bonus: what are your **expectations** for today?

Which project do you represent?

What do you expect from today's workshop?

- Any expectations?
- Any particular issues to discuss?
- Add comments here!
- How can online activities help stakeholders to adopt GP's?
- Find more tips and tricks with online workshop
- Good practices how we can do more interesting online meetings
- Maybe it would work out equally well to have online workshops even after covid pandemic
- Learn about the formulas that are being used
- How to map and reach relevant target groups and stakeholders?
- improving current knowledge and skill

- tips for engaging stakeholders
- Learn from other projects colleagues and exchange experiences
- How much time do you plan for planning?
- Sustainable and long tern lessons learned
- How many people do you need for carrying out a webinar like this (back office)?
- Inspiration for more interactive online meetings
- Knowledge on teqchniques besides regular online meeting tools (Zoom etc)
- Discuss about the "future" of this kind of event for next years (not only thinking about COVID-19 pandemic and restrictions)
- Learn more about keeping partners and stakeholder engagement with our online event

- Learn about additional value of going online
- How to organize Interregional Events in this pandemic situation. How to engage them
- Learn about new tools used in online meetings
- Learn how to organise exchange of experiences online
- New tools, tips, inspiration
- Good tips to make study visits more efficient
- To hear about experience of others
- Inspiration
- Concrete examples

- LEARN FROM OTHERS
- Learn about valuable tools
- Exchange with other projects
- Tools, suggestions, inspiration
- Tips for interactive events, even if online
- Inspiration! (and new tools to boost online exchange)
- To know new tools to be used during meetings
- Recommendations to make our online events more fruitful

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DISCUSSIONS - ROUND 1

Your online experiences:
What has worked for your project? **What hasn't**?

Note down your **tips and tricks**, as well as the **challenges** or **questions** you have come across when working online.

Add one highlight from your group to both the 'selected tips' box and the 'challenges / questions' box.

Selected tips

Hybrid visit
- livestreaming with phone
- can be more dynamic

preparation phase of outmost importance

hybrid event for study visit ??

good moderators use videos

tip: wear go pro camera for online site visit

have relaxing breaks/ music- yoga exercises- raise glasses

use videos

Split the study visit in different online workshops - keep it focused

Short, interesting interactions to keep people engaged

Send a (chocolate) catering to people's (home) office prior to an online event or plan to have a drink together.

Keep in contact afterwards. Dynamic approach.

Challenges / questions

Overwhelming amount of online events

challenge: need to keep online events short makes it hard to go in depth

Internet connection can still be a challenge for stakeholders (especially rural actors)

create the conditions for hybrid events

Challenge: how to help stakeholders to adopt GPs?

Challenge: the first online meetings have been a succes but after a large amount of these events the interest went down. Less participants and less interaction.

too many online "offers": how to sell your "product"

Challenge: Involvement of stakeholders in the EE activities

personal component messing

GROUP 1 - round 1

use interactive tools for discussion and brain storming

Promote active participation

have a good scenario for the videos

Conciously choose between marketing video and hand-made ones.

Visual cues (videos, photos) help in making an online study visit more interactive

the language limitation is a challenge

Important to give it more time and make it more dynamic.

Promote interactivity with tools (mural is a good example)

GROUP 2 - round 1

Visual cues (videos, photos) help in making an online study visit more interactive

Thorough preparation is essential

Important to give it more time and make it more dynamic.

Attention spans are shorter online!

Keep presentations short

Interaction is the most difficult part

Split the study visit in different online workshops - keep it focused

any challenges? Interaction - comments - questions from participants

Bilateral visits easier for coming back to physical meetings

Hybrid visit - livestreaming with phone - can be more dynamic

Tools like miro and mural help with interaction & engagement

Internet connection can still be a challenge for stakeholders (especially rural actors)

Overwhelming amount of online events

GROUP 3 - round 1

Challenge: How to make the interaction more attractive between participants in the online events ?

The stakeholder attendance has been higher than other projects we were running before the pandemic.

Online events are more tiring than in person events

Because online is more impersonal and the stakeholders don't tend to speak on their own at least duing the initial meetings, we tend to ask spefically each stakeholder

Concerning online events: is key a balance interventions and key questions and differents working sessions

Challenge: How to engage stakeholders which do not have any equipment or skills to log on into an online event?

Challenge: how to organise a study visit by achieving the same knowledge transfer as if it was face to face

Challenging to learn from videos instead of sites visits

Challenge: how to make them more interactive

Challenge; even more difficult to arrange a hybrid event

Hybrid is more challenging but the really challenge is go forward the event and the project period

online events are not as much interactive as in person EE

Communications tools are key and sustainable contacts with the partners and stakeholders

GROUP 4 - round 1

reminders are very important

language might be a barrier: you need to take care of this (interpreters)

organize small, tailor-made meetings with clear focus on topics

online events offering greater opportunities for participation - selling becomes easier when highlighting these opportunities

preparation phase of outmost importance

too many online "offers": how to sell your "product"

some partners (owning efficient communication channels) can facilitate the attractiveness of your event

"Headliner" good practice that can attract more people

Lack of geographic fixity: wider range of possible GPs, as well as wider acces to knowledge

GROUP 5 - round 1

online not long / opposite study visit mision

to stay focused during online event

people don't leave the online event

Different quality of interaction

Involve external experts

GROUP 6 - round 1

how to improve the personal component/ social connection

hybrid event for study visit ??

personal component messing

budget + equipment

the interaction between stakeholders

duration of the event

1 SME to present with 2-3 representatives from other departments

GROUP 7 - round 1

10 hours preparation for 1 hour online event

challenge: too boring content/ presentations

challenge: keeping participants engaged

Challenge: Difficult to switch from emails to other communication platforms (Teams etc)

Tip: more phone calls/ zoom calls instead of emails

Quick 1:1 onlines instead of writing emails

Tip:Variation in the program: videos, polls, short breakout-dicussions etc.

TIP: keep key documentation in one place, one version

GROUP 8 - round 1

+ more people can participate at one time

Online tools work well for coordination meetings, but not for study visits.

Physical meetings are important for building trust and team spirit among project partners.

Only advantage of online study visits is possibility to have high number of participants.

- interactivity is challenging

- networking with & between stakeholders is minimal

Having cameras on makes the event more personal. Also it gives an idea to the presenter what is going on in the meeting and make necessary changes if possible to make it more attractive.

GROUP 9 - round 1

Live walkthroughs and demonstrations

Short meetings / sessions, session series instead of long meetings

How to make it more interesting to Stakeholders the online meetings?

Using and understanding English is worry for stakeholders

GROUP 10 - round 1

Good to reach a broad audiance

Tip: hybrid meetings when possible. Make sure the technical part is sorted out very well

In general: the first online meetings have been a succes but after a large amount of these events the interest went down.

Tip: be fancy and to the point - to keep the interaction and the interest

You need strong technicians and moderators

Tip:short speeches held by "strong" experts

Challenge: bring the team together regarding the collaboration. Teambuilding

Challenge: how to help stakeholders to adopt GPs?Tip: let stakeholders participate in online meetings and prepare them beforehand regarding the content.

Keep in contact afterwards. Dynamic approach.

Challenge: keep the stakeholders involved

Tip: organise a Politon / Hackaton for policies.

Let's vote: what are the key issues?
Take a moment to go through the tips, challenges and questions collected from the groups (above).

You will get 5 votes. Click on the notes that you find the most relevant to allocate your points. (Note: you can give several points to a single note, one click = one vote).

Voting results

34 votes

Send a (chocolate) catering to people's (home) office prior to an online event or plan to have a drink together.

Unique voters 24

20 votes

Challenge: Involvement of stakeholders in the EE activities

Unique voters 16

19 votes

Short, interesting interactions to keep people engaged

Unique voters 18

17 votes

Keep in contact afterwards. Dynamic approach.

Unique voters 16

Hybrid visit - livestreaming with phone - can be more dynamic

Unique voters 9

15 votes

good moderators use videos

Unique voters 13

create the conditions for hybrid events

Unique voters 12

personal component messing

Unique voters 11

13 votes

too many online "offers": how to sell your "product"

Unique voters 12

tip: wear go pro camera for online site visit

Unique voters 10

12 votes

preparation phase of outmost importance

Unique voters 12

use videos

Unique voters 11

Split the study visit in different online workshops - keep it focused

Unique voters 10

10 votes

Challenge: the first online meetings have been a succes but after a large amount of these events the interest went down. Less participants and less interaction.

Unique voters 10

9 votes

have relaxing breaks/music-yoga exercises- raise glasses

Unique voters 9

Challenge: how to help stakeholders to adopt GPs?

Unique voters 8

8 votes

Internet connection can still be a challenge for stakeholders (especially rural actors)

Unique voters 8

7 votes

Overwhelming amount of online events

Unique voters 7

6 votes

challenge: need to keep online events short makes it hard to go in depth

Unique voters 6

5 votes

hybrid event for study visit ??

Unique voters 5

3 DISCUSSIONS - ROUND 2

Key guidelines for online project activities:

Which **ideas and practices** should be kept in future projects?

Post at least **three recommendations** in your group.

Recommendations for the future

keep administrative events online or combine them with i.e. study visits

engage stakeholders physically in key moments of the project

Mixed approach, both online and face to face events

Appoint an embassador (public figure) that can inspire stakeholders to participate at online events

Hybrid mode should continue, we should keep the "good practices" from the online activities

Including the needs for online events expertise in the communication plan of future projects

Team meetings and coordination meetings should be kept online, as it is very efficient.

Hybrid events to be more explored (from technical point of view) as they provide good opportunity for including wider audience.

Study visits need to be done phisically to have full experience exchange.

Have occasional online meeting just to socialise/keep human connections active

More support from the program for the eligibility of hybrid event costs (clear guideline for the FLCs about eligible costs of a hybrid event)

Exchanges activities should be hold on site/in person

Online informal team building possibilities/agile /platforms/tools to be more explored.

Find the proper tool for online meetings

Need enough people to organize the online activities

Keep in mind to have enough breaks and small groups to discuss

participatory tools (like mural) can be used also in in-person meetings

Split interregional meetings (keep study visits in situ

Collaborative tools are key elements to asure "good" online meetings/ events

Online events should also be part of the project implementation activities (depending on the type of participants). Its importante to be able create dynamics with the participants before and during the events

GROUP 1 - round 2

keep administrative events online or combine them with i.e. study visits

engage stakeholders physically in key moments of the project

Ensure a rewarding system for participants (vouchers, certificates, etc)

Mixed approach, both online and face to face events

for Action Plan definition or key moments of the project maybe an online approach is not enough

Showcase the importance of participation (benefits to community)

content/ objective/ target audience related

easier to engage regional stakeholders if the meeting is focused

GROUP 2 - round 2

Plan ice breaking exercise for online meeting

Kick off meetings important to be in person, for partners to get comfortable with each other

Online/hybrid meetings make it easy for more people to take part (especially stakeholders)

Hold online meetings when needed but keep them short. Prepare efficient agendas to keep focused.

VR has been tested by several projects, works but still very premature platforms - Make use of when appropiate and when matured

Identify the meetings needs and use the relevant online tool to get the most of it

Leave a few minutes in the agenda to solve technical problems

GROUP 3 - round 2

Keeping online meetings for steering goups / PP meetings are here to stay.

Hybrid events are a good choice for the future.

Online meetings do not offer opportunities for networking. Bonding with STKs also gets lost.

GROUP 4 - round 2

Hybrid events to be more explored (from technical point of view) as they provide good opportunity for including wider audience.

Team meetings and coordination meetings should be kept online, as it is very efficient.

Online informal team building possibilities/ platforms/ tools to be more explored.

GROUP 6 - round 2

Keep in mind to have enough breaks and small groups to discuss

Find the proper tool for online meetings

Regional meetings physical and interregional meetings on line

Keep stakeholders motivated

Little strech up break!

Give time to stakeholders to promote own work

Necessary tools to keep for the future. Giving the option for online activities

Divide in small groups to discuss

Need people to organize the online activities

Collect information prior the meeting

GROUP 7 - round 2

Clear guideline for the FLCs about eligible costs of a hybrid event

Increase ways to interact with the attendees online, e.g. quick comments, polls

Professional preparation of online events, incl. good moderator(s)