Macc webinar: Beyond Zoom – Virtual Collaboration and Engagement
Date of webinar: 27 May 2020
Summary

It's hard to think how we could have got through lockdown without video calls! We can meet with our colleagues (and service users), and see their faces at the click of button. Video is great for progress update meetings, 1:1s and team check ins, but it's much more difficult to be collaborative.

At Reason Digital, our mission is to use digital to solve problems that actually matter. My role, since the lockdown has been focused on finding new ways to collaborate and build alignment with clients.

If you find yourself missing flip charts and post its or need something a bit more visual for team meetings, this Miro tool should help

Speaker: Helen Stevenson - Helen is the Head of Partnerships at Reason Digital, and supports their clients to maximise their social impact using digital. She has a background in professional services, and was previously a management consultant. Since Covid, she has been supporting charities of all sizes to deliver their services in a new way and continue collaborating online. She has run a variety of online workshops since lockdown, using creative methods and tools. Helen loves discovering new charities and community groups, and is constantly amazed by the amount of groups committed to making a difference!

Q&A

Miro

How do I zoom in to read other people's comments? Is it possible to make the screen bigger so I can see other post it comments? or is it my screen +/- where I do this?

Zooming in and out on Miro can be done by using the +/- buttons in the toolbar on the bottom right hand side.

If you are using a laptop mouse trackpad, you can zoom in and out the way you would for other websites and documents.

How would you compare Miro to Padlet?

Padlet is similar and is like a notice board that you can add links and images. This is a free resource for a certain amount of boards

https://en-gb.padlet.com/

Can you export the charts in Miro?

Yes - on all of the different boards on Miro, you can take a screen shot of this and export this as a picture or as a pdf. Although, my experience of running virtual online workshops is about needing to do a lot of pre-planning but saves time writing stuff up at the end.

I work with service users and we would all need to be able to post stuff onto the board which is better Miro or Google slides?

Either could work. The benefit of google slides is that it is free

The benefit of Miro is that it is set up to do this.

Do a trial run with your team, to see what you as the facilitator find easier to use. You need to be as comfortable as possible with whatever tool you use, as you might need to troubleshoot and support workshop participants.

Can you export post-its as text?

You can export post it notes to text. This converts into a .csv file, which is like an excel spreadsheet.

Miro also allows you to convert pictures of handwritten post it notes to text if you're ever in the situation of running face to face workshops!

Does Miro have accessibility features e.g for people with limited sight?

In terms of accessibility, miro have done a lot of updates in the last two months for new. It is definitely on their road map for future releases, but not quite there yet.

There are things you can do as a facilitator to support people with limited sight, including using post it colours that have better colour contrast and making boards and post its as big as possible for exercises.

Is there a maximum number of participants when Miro becomes unwieldy? I've got an event coming up, 30 people. Might get messy?

It depends on how you set this up, and the exercises you want to run.

For a large group of people, simple exercises work well if you want them to engage directly with the boards. Or, you could split a large group into smaller ones and use Zoom break out rooms and multiple boards.

Another option is to screen share the board, and have a colleague scribe whilst participants discuss.

Supporting our
Voluntary and Community Sector

Are there any plans to integrate Miro with zoom so you don't need to have miro in your browser. Any other tools that are integrated with zoom?

Miro actually has a feature that has video calling. From past experience, the quality isn't brilliant and it can make your laptop very slow because it requires a large amount of processing power.

I would advise to use zoom for video conferencing with a Miro board.

Zoom itself has a whiteboard, but this works more like a flipchart. It doesn't have the same amount of shapes or post its, and can be tricky to use.

Can you explain the pick up and drag elements on Miro?

There's a few ways you can do this:

- Frames tool
- Bring everyone to me function
- Use your cursor
- Switching between hand grab and arrow

How many guests can one have at a time if you only have one license?

One person can log in as admin
You can share an editable link with external participants

Can you limit people's access to particular parts of Miro if you have lots of workshops?

You could potentially have different boards, with different exercises. You would need to send the new link with participants each time you move onto a new exercise, which could cause people to get lost.

You could prepare exercises that you don't want people to see on a separate. During a break, you could copy the new exercise frame onto the existing board, so people aren't wandering around.

How to hide other people's cursors

You can see this next to the list of collaborators and hide the cursors

You can work offline

Asking people to add to a board in preparation and use dots to vote on best ideas is a great way of encouraging people to get off Zoom calls and think about things individually.

Are there examples somewhere of the many ways of using MIRO.

Their website is really useful and breaks down all the features really well

https://miro.com/templates/ this link shows all the different templates that are created within Miro. This gives you an indication of different ways you can use it.

Resources

Link to the existing board used during the demonstration will remain live until 10 June 2020
https://miro.com/app/board/o9J_ksMIXE0=/

Further training
https://reasondigital.com/insights/how-to-run-virtual-workshops/ - this article gives some tips on how to facilitate a remote session