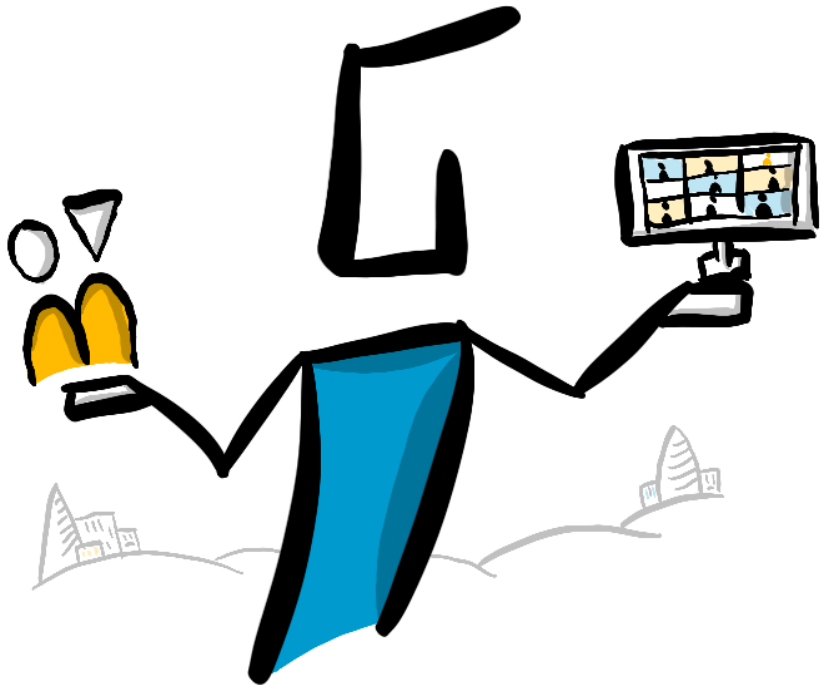


# Face to Face or Online?

Are we asking the right question(s)?



Andi Roberts

# The start of my thinking

## ARGUMENTS FOR REMOTE VS. FACE 2 FACE FACILITATION

### **Virtually because:**

- most topics can be digitalised or discussed in the virtual space, especially trainings containing a lot of knowledge transfer (hard facts)
- it is good for our environment/climate
- it is preferable to work in groups online than with Corona conditions (breaks with masks, 2m distance in the room etc.)

### **Hybrid solution because:**

- flipped classroom/blended learning combine the advantages of both worlds

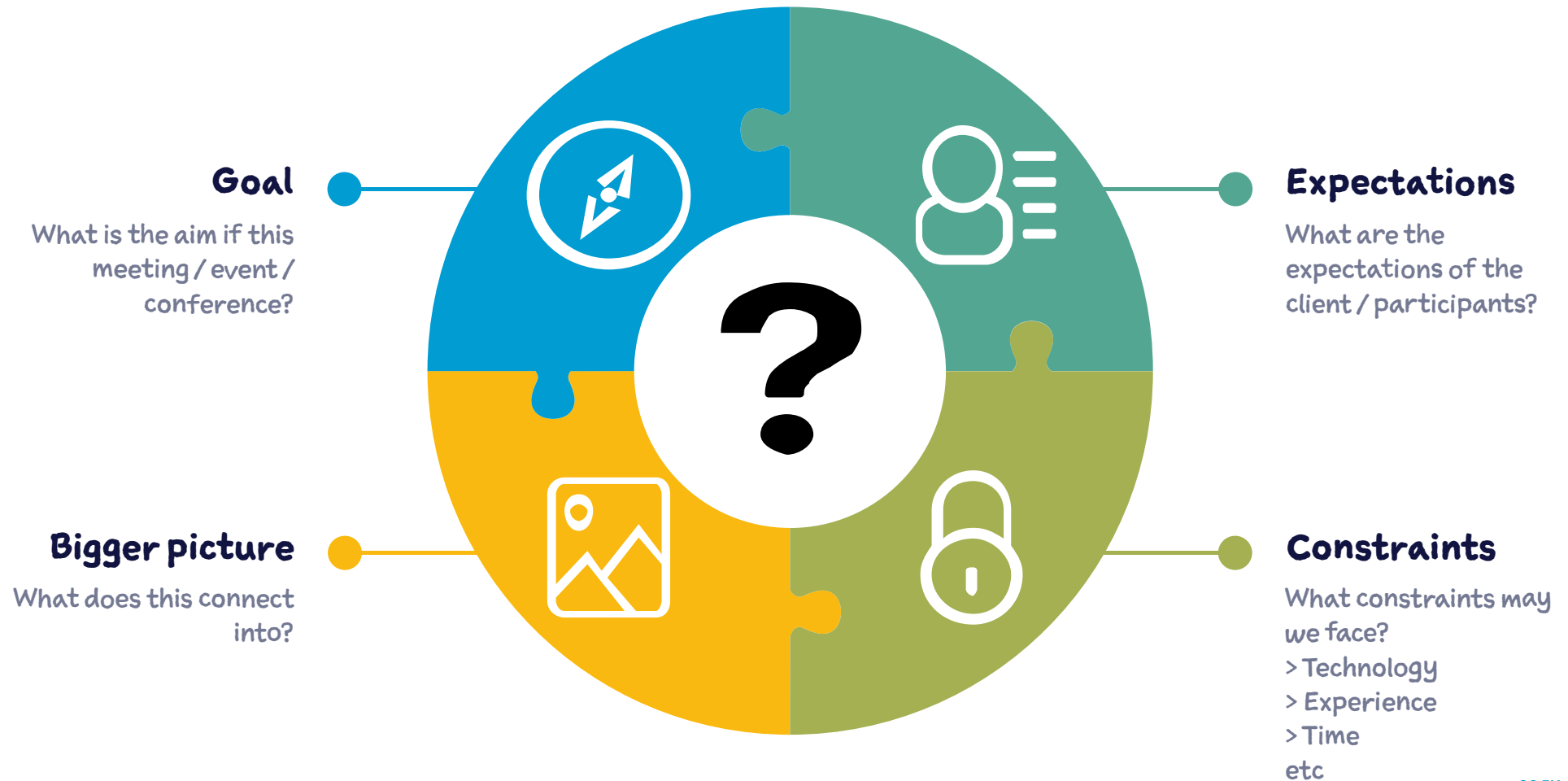


### **Face 2 face because:**

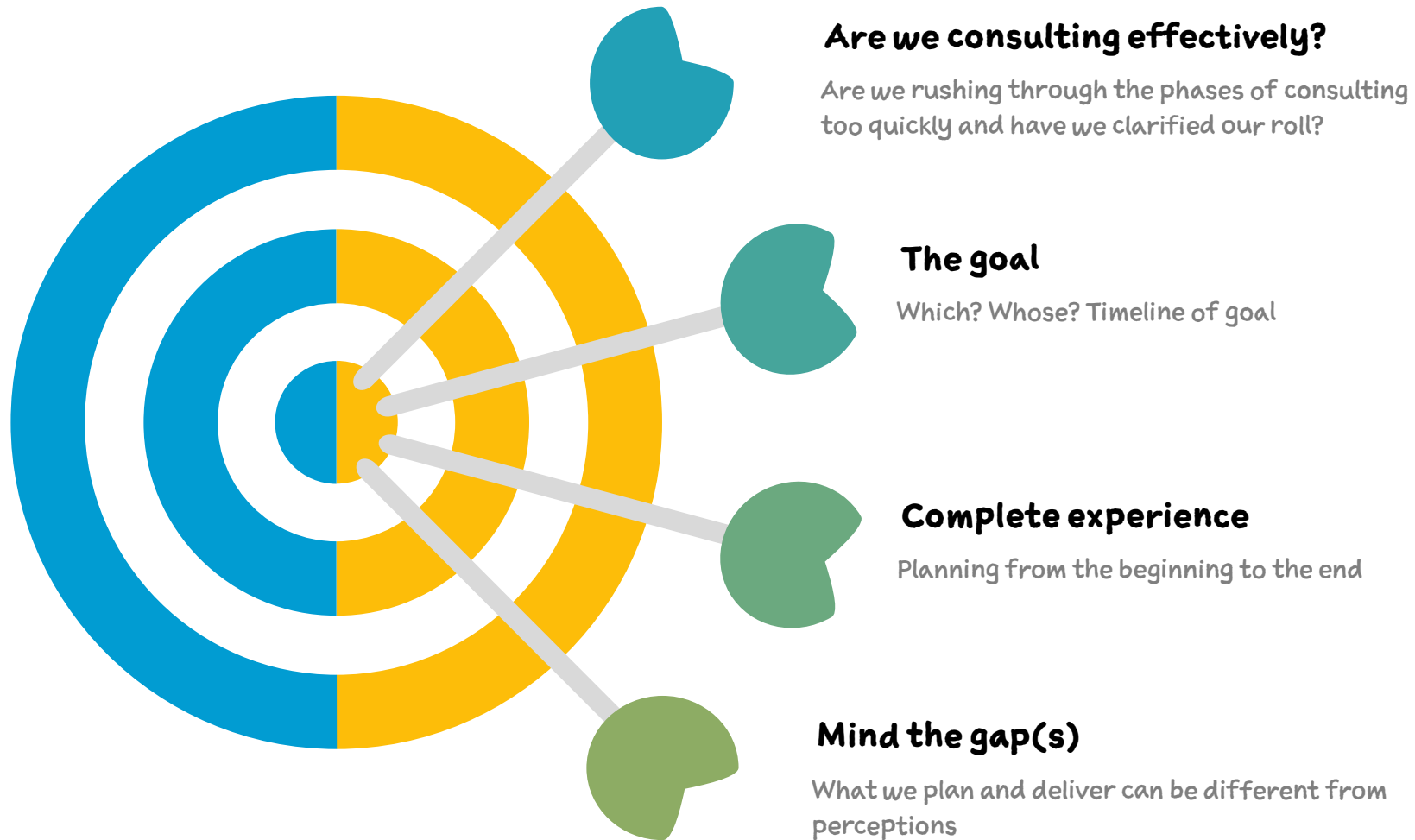
- we as human beings want to feel, to laugh, to be in the moment live
- only face 2 face we can use body language, work with embodiment and experience closeness
- shared sensual experiences (shared soundscapes, meals, light, smells) ensure that we feel truly connected
- bonding can only be done physically
- Building relationships is easier this way
- good energy and creative, positive atmosphere is difficult online

# Are we asking the right questions?

A few to consider

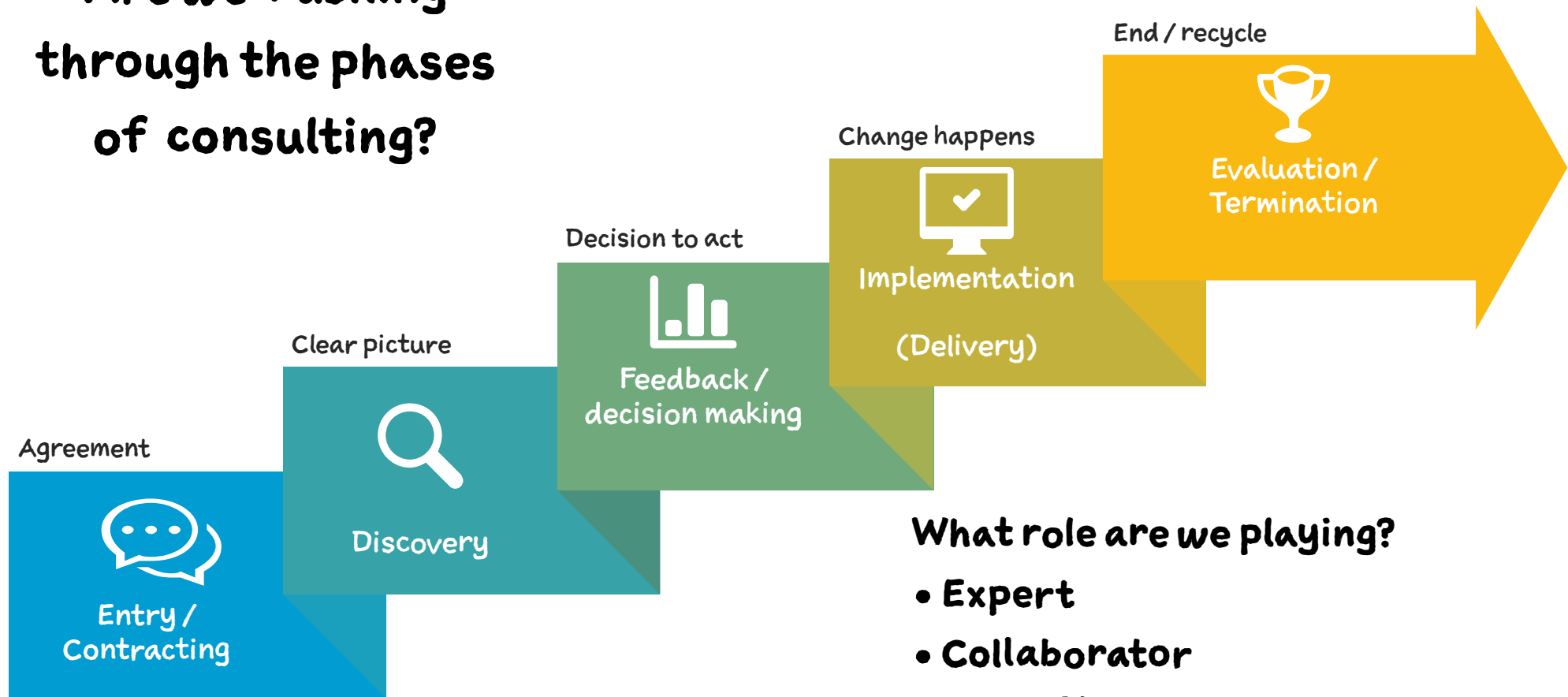


# Some considerations or questions



# Consulting model - Peter Block

**Are we rushing  
through the phases  
of consulting?**

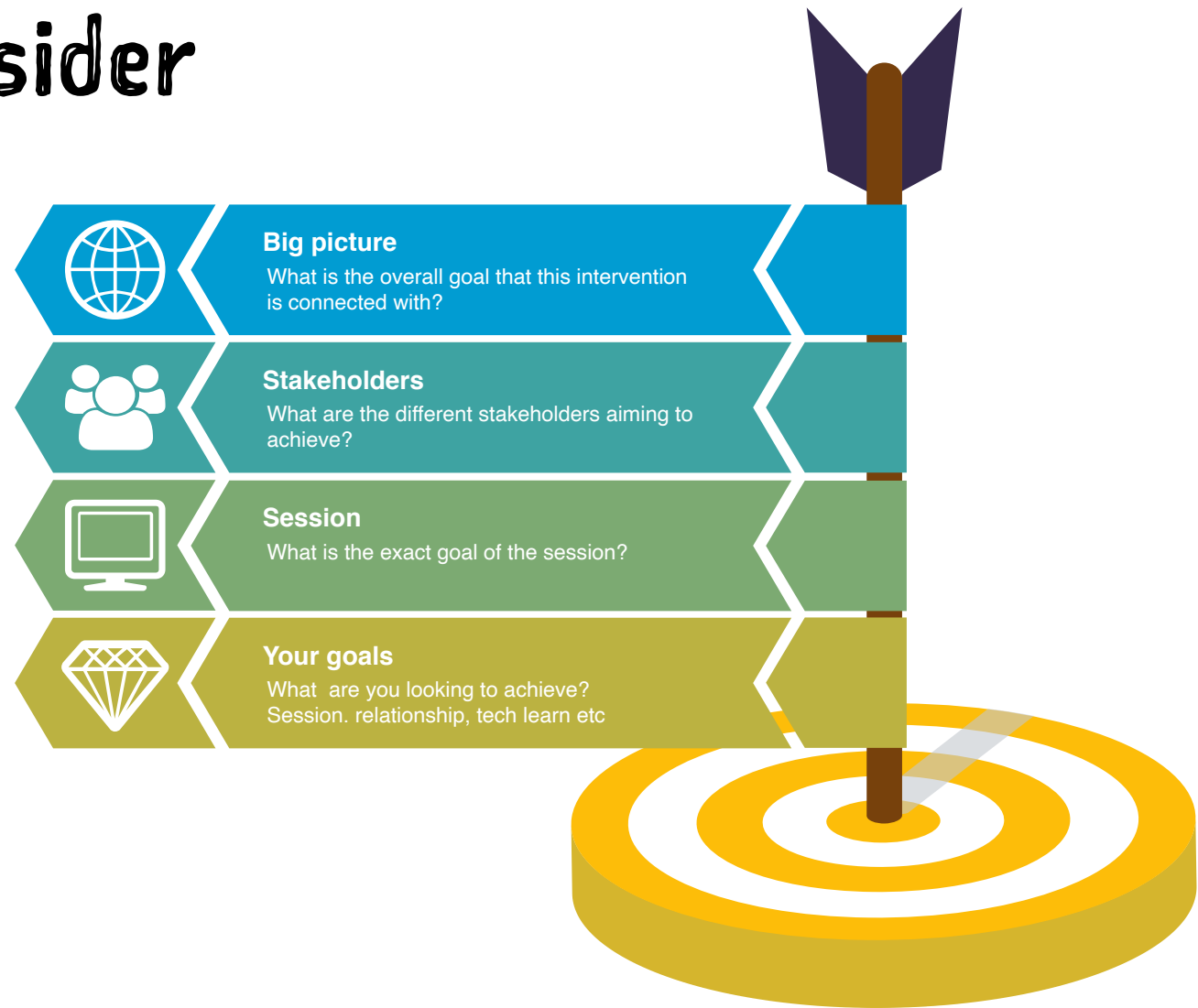


**What role are we playing?**

- Expert
- Collaborator
- Pair of hands

# Goals to consider

Are ALL goals crystal clear?



# Complete experience



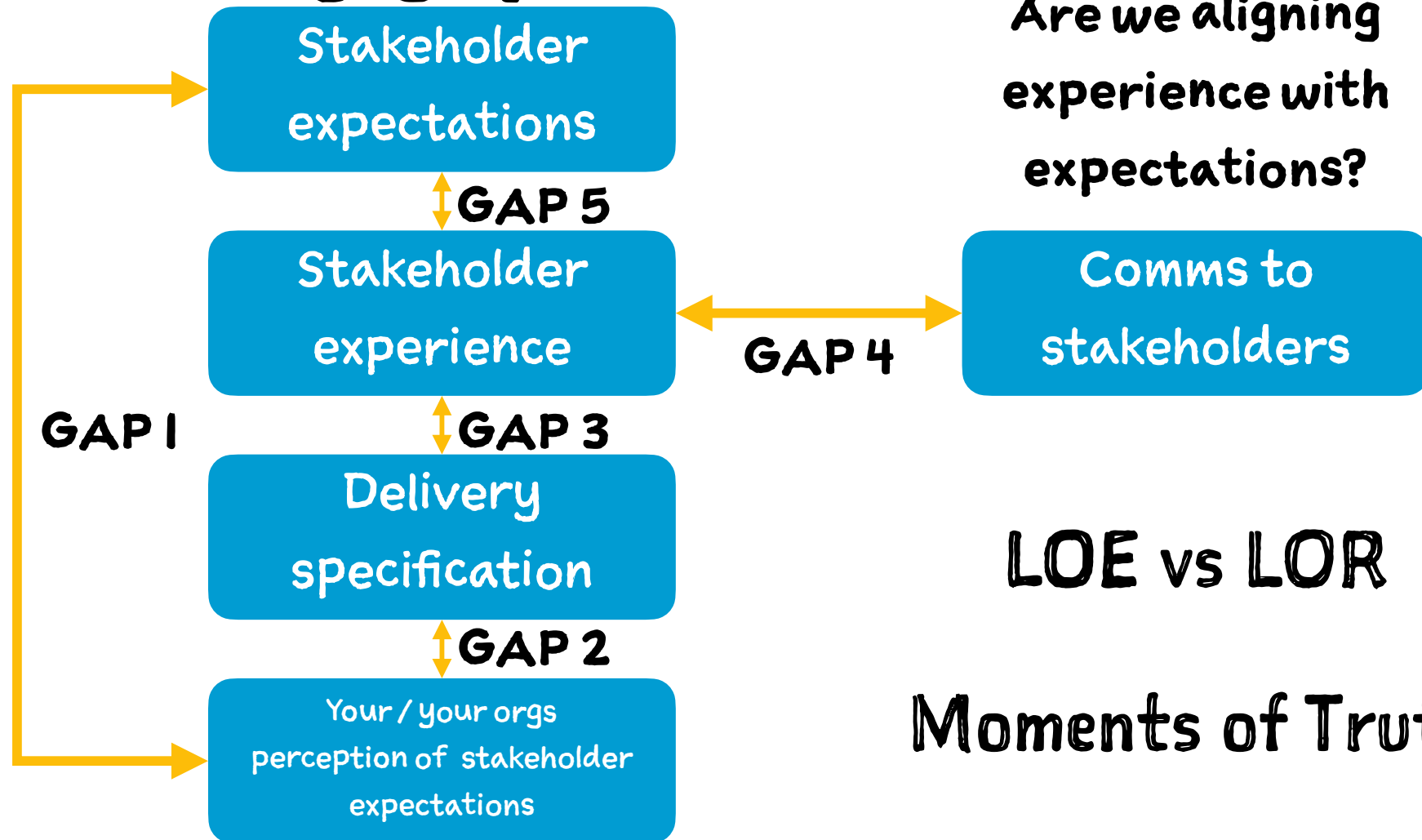
POSITIVE EXPERIENCE

email	Tech check-in	waiting room	supporting events
Social	email	breakouts	feedback process
Videos	meet & greet	presentations	email
Posters	Joining info	moderation	materials forums
live call		sound / video quality	information updates

NEGATIVE EXPERIENCE

Are we considering the complete experience (for ALL stakeholders)?

# Quality gaps - Parasuraman et al





# Thanks for playing

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