

***Facilitator***



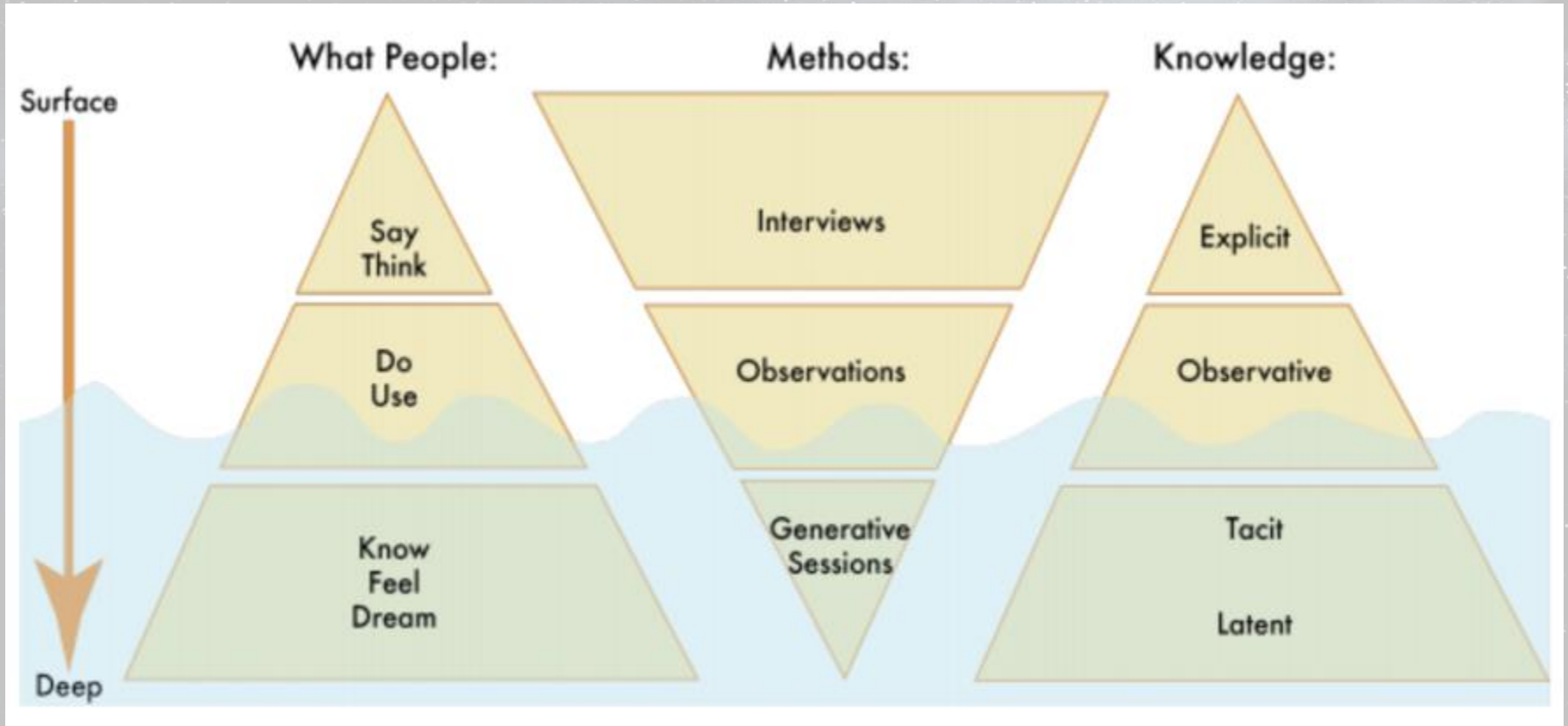
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# Challenging how we inhibit engagement

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*Thinking critically about  
hospitality and our roles  
as facilitators*

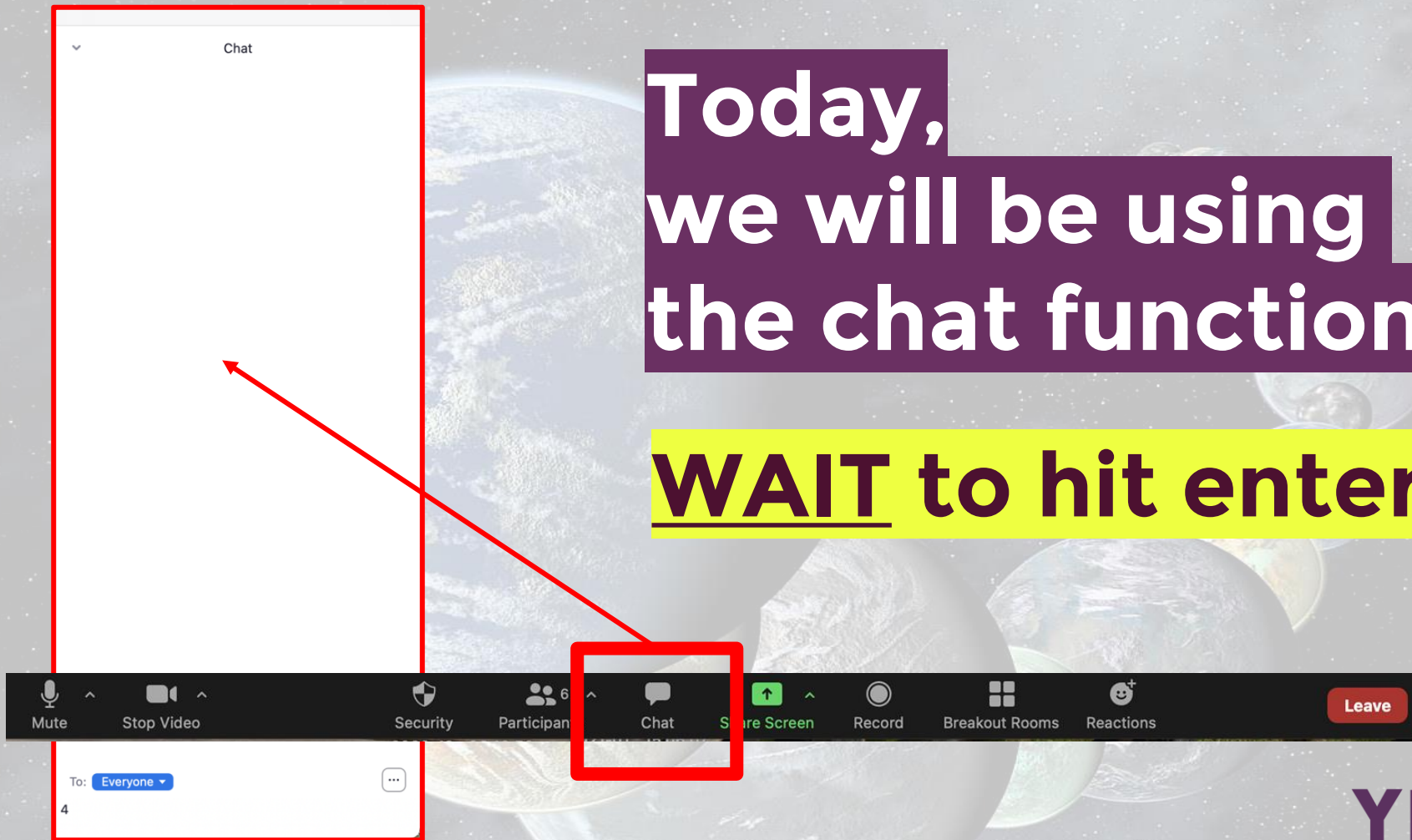


**Source**

The Convivial Toolbox: Generative Research for the Front End of Design  
(Saunders et al 2012)

Today,  
we will be using  
the chat function

WAIT to hit enter



# Step 1

**What could you do to make the most oppressive, inhospitable virtual environment that made participants feel un-welcomed, demoralised and utterly disengaged?**

**Free list everything you could do to achieve this unwanted result**

## Step 2

Create a second list

**Be honest - do any of your current actions and ways of working in any way resemble anything on that list?**



## Step 3

Go through your second list

What first steps can you take?

What can you begin to do tomorrow/this week to STOP you from achieving this undesirable result?

## Step 3

*Please share in the chat*

**Given what you quickly discovered today, what can you begin to do now with the capacity you have?**

**This is without additional permission/resource**

# Just a quick checklist

- The **question** you ask and how you ask it matters... a lot.
- Time** matters.
- Think about how students will **participate**.
- Materials are extremely important.** Tools help us to communicate things more clearly and can help us to listen as well as participate.
- Think about **configuration**. How intimate or large should a discussion be?
- Think about how you can **arrange a space**? How will students interact with that space?