

This Project is funded by the European Union and implemented by the consortium led by GDSI Limited

Online Meetings & Live Streaming

Webinar #3 in the Embracing Remote Work for Civil Society series

Vladimir Ivanov & Iryna Velska, experts of the EaP Civil Society Facility – Regional Actions project





8 May 2020 Webinar

Online Meetings & Live Streaming

Welcome at our Webinar #3 in the Embracing Remote Work for Civil Society series of webinars! While we are waiting for other participants to join, let's meet each other.

In the common chat, please write:

- 1. your name, the organisation you represent, and what country(-ies) you work at, and
- 2. if you attended our Webinar #1 on April 10, or watched the recording /read the presentation at https://elearning.eapcivilsociety.eu/.

You are welcome to ask your questions in the Q&A or in the chat any time during the webinar; however, we are kindly asking you to mute your mics when you are not talking. If you want to ask your question audibly, let us know by using 'Raise the hand' button. The recoding of the webinar and the presentation will be emailed to you







Eastern Partnership Civil Society Facility – Regional Actions

Goal: to promote the role of civil society actors in the six EaP countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine) in reforms taking place in their countries

Funded by the European Union

Implemented by a consortium led by GDSI Limited (Ireland)

Duration: 2017-2020

Details: http://eapcivilsociety.eu/



Mapping studies and research

for a better understanding of civil society organisations in the partner countries and their problems

E-learning courses and webinars

to strengthen civil society capacity and local impact



Hackathons to develop new ICT tools

to enable broader participation of civil society in decision making processes

Better communication

for high-impact civil society work to improve the image of civil society work and learn how to communicate it better

05

Civil Society Fellowships

for future leaders in key sectors to enable them to drive changes







Embracing Remote Work Series of Webinars

Why: to help you learn more about some of the most used tools and solutions for distant work, online communication and collaboration

Webinar #1 on 10/04: Transferring your team to remote work: main principles and steps, good practices and tools for communication

Webinar #2 on 24/04: online project management solutions (MS To Do, Trello, Asana, OpenProject)

Webinar #3 on 08/05: digital solutions for online meetings & webinars (Jitsi, Zoom, WebEx) and streaming (YouTube)

Webinar #4 on 22/05: other goodies and addressing your requests and questions

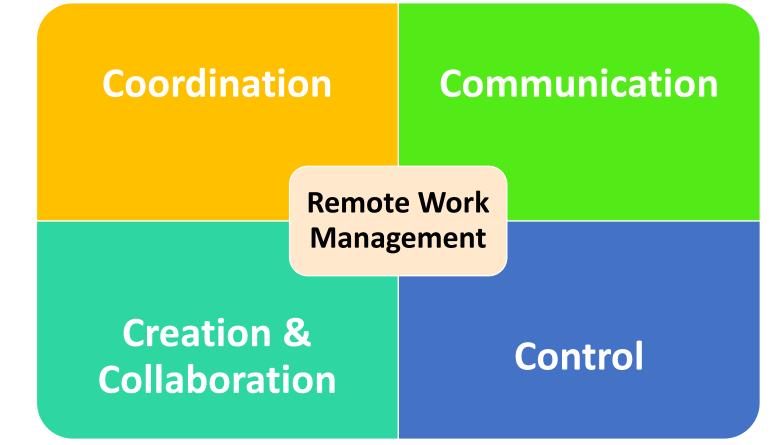








Recap: Elements of remote work for managers







Please watch Webinar

#1 for MS Teams and

communication tools

https://elearning.eapci

vilsociety.eu/2020/04/

work-for-civil-society/

And Webinar #2 covers online project management tools: https://elearning.eapcivilsocie

ty.eu/2020/04/online-project-

management-tools/

embracing-remote-

Slack as team

and more:



Webinar #3

What Do I Need?

Short introduction to the key options for remote communication and overview of the main features



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Online meeting, webinar or live streaming?

Online meeting

- Collaboration among a relatively small group of people
- Most active attendees
- Participants are directly invited by the host
- Everyone can listen to, speak with each other and use demonstration tools (screen / app sharing / whiteboard)
- Chat option only

Webinar

- Presentation to a larger group
- Interaction with attendees is foreseen
- Open for registration
- Two groups: speakers and attendees
- Only speakers can speak and use demonstration tools
- The attendees remain in listen-only mode (unless allowed by the host)
- Q&A and chat

Live Stream

- Online streaming media simultaneously recorded and broadcast in real time
- Very little or no interaction with attendees is foreseen
- Very larger audience
- 'One-man show' (one streaming spot)
- Offline and online events
- Viewers can only watch and comment / react on what they see (only some platforms have live Q&A features)

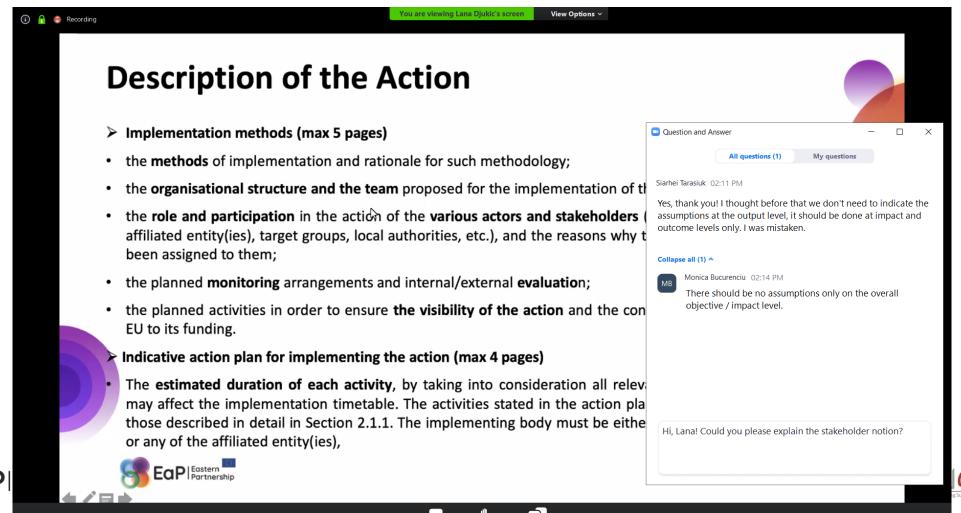




Illustrating the difference: Online meeting



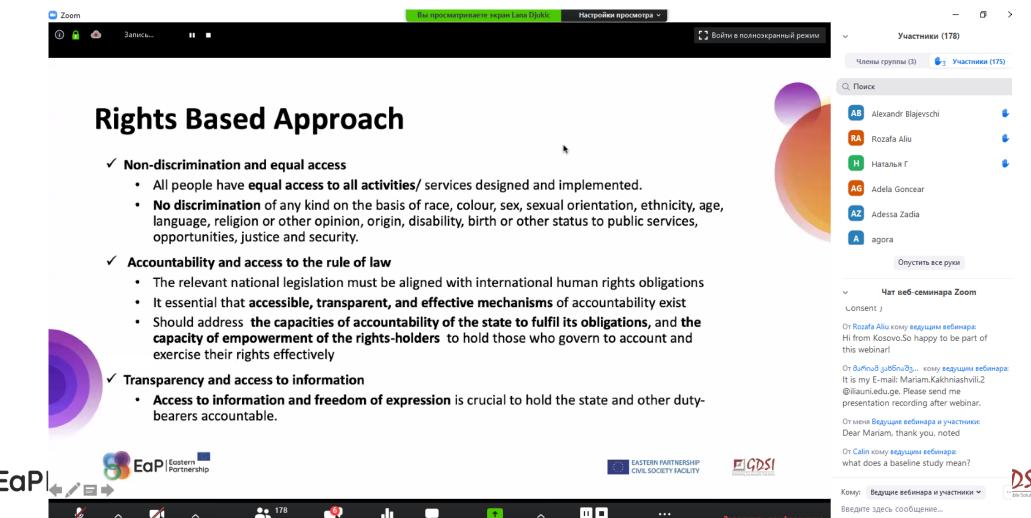
Illustrating the difference: Webinar (user view)



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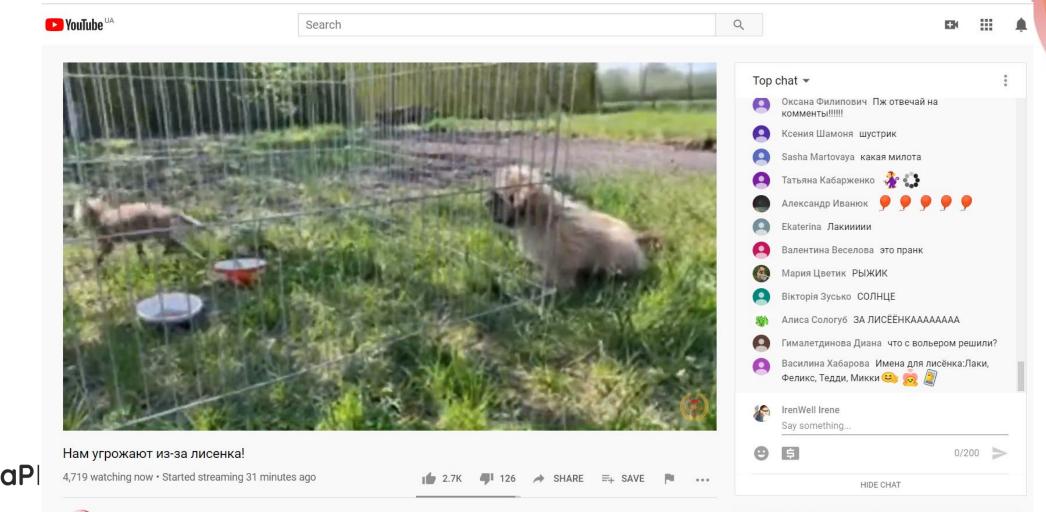
Illustrating the difference: Webinar (host view)



...

Введите здесь сообщение..

Illustrating the difference: Streaming on YouTube

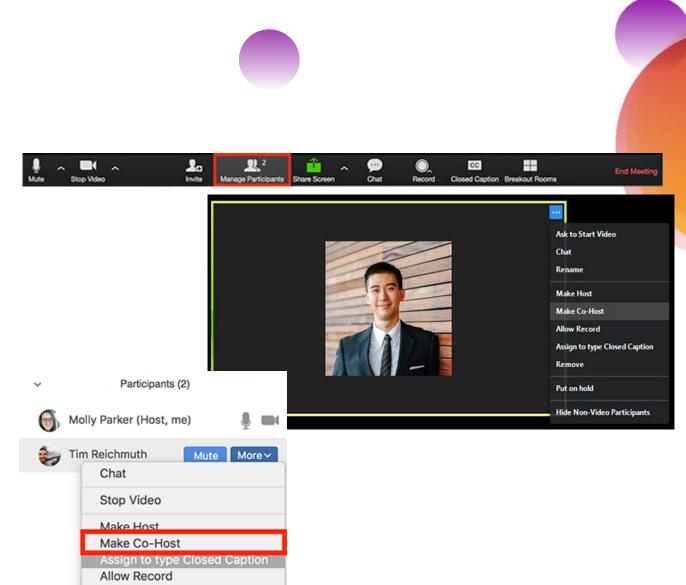




CURCOURE

Who is who (I)

- Host is an organiser of a meeting. Often (s)he is the account owner, at least technically. Except good knowledge of the platform and its features, no special technical skills are required. The only one who must be at a meeting / webinar. 1 host = meeting /webinar.
- Alternative Host is a person assigned by the host / account owner in advance, normally for the account in general. This option allows starting a meeting / webinar when the main host is not available (sometimes planning, too).
- Co-host is a co-organiser of a specific meeting/webinar, appointed by the host during the meeting/webinar. Has fewer technical controls than a host. Mostly needed for large and long meetings / webinars.



Rename Put on hold

Remove







Host vs co-host (ZOOM example)

Host

- Schedule and start a meeting / webinar;
- Mute/unmute a participant;
- Request a participant to enable the video;
- Stop a participant's video;
- Prevent participants from accessing screen share;
- Rename participants;
- Put active participants on hold;
- Lock the meeting to prevent anyone new from joining;
- Enable the sound signal when a participant enters or leaves the meeting (an enter or exit chime);
- Admit / remove participants from the waiting room (waiting room option can be enabled by host only);
- Allows participants record the meeting locally;
- Promote participant to co-host;
- Enable 'waiting room' and/or 'breakout room' options.

- Mute/unmute a participant;
- Request a participant to enable the video;
- Stop a participant's video;
- Prevent participants from accessing screen share;
- Rename participants;
- Put active participants on hold;
- Lock the meeting to prevent anyone new from joining;

Co-host

- Enable the sound signal when a participant enters or leaves the meeting (an enter or exit chime);
- Admit / remove participants from the waiting room (waiting room option can be enabled by host only).



• Live stream on Facebook, YouTube, etc.

Online Meetings & Live Streaming

Who is who (II)

- **Panelists** (speakers, or presenters) are full participants in a webinar. They can view and send video, screen share, annotate, etc. You must be assigned panelist permissions by the webinar host. The host can also disable some features for panelists, including starting video, sharing your screen, and recording.
- Attendees are view-only participants who can be unmuted if the host chooses. 'Attendees' are typical for webinar. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat.
- Moderator is your 'master of ceremonies' for a meeting / webinar. Knows the agenda the best, can cover for a speaker, and/or acts as a speaker. Well aware of the video conferencing platform being used. Technically can be a full participant / a panelist / speaker / co-cost (have the same controls). Not a must, but very useful participant of an online event.







Some more [strange] terminology

Share screen: Rather than going through the hassle of uploading, sending, and downloading files for others to see, screen sharing provides an easy way to present to your group members in real time during your online meeting. Share your screen when...

- Doing online presentations
- Holding live demonstrations
- Leading web tutorials
- Troubleshooting issues on your computer

Demonstrate a file: similar to sharing your screen, you can select the option of showing only one file, for instance, your presentation.

Files Sharing While screen sharing is certainly a useful tool during online presentations and demos, sometimes it's necessary for your **participants to be able to access documents themselves**. Much like sending a file attachment via email, uploading documents during a web conference allows your meeting participants to download and edit files on their own devices. Share a document when...

- Everyone needs a "hard copy" of the document
- You need to distribute files for a project
- You're submitting your work during a web conference
- Your screen share is too choppy due to a bad internet connection







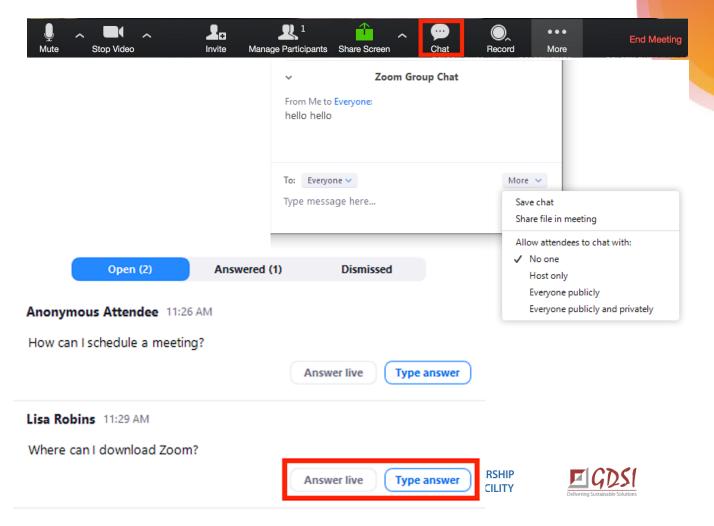
Some more [strange] terminology (II)

Chat (common or personal): Ability to exchange text messages during a webinar or online meeting. Do not mix with Q&A!

Interactive whiteboard: similar to physical flipchart or whiteborad, it allows you to effectively present your ideas and creatively interact with webinar participants

Type of solution: (in-browser vs. desktop / mobile application vs. installed on server): The format in which the software implements the functions of a webinar or online meeting.

Tutorial: A detailed guide on how a particular software solution works.





Solutions for online meeting and webinars (and more)

In March 2020, we put together a list of 20 digital tools that can help you and your organisations move your activities online. The list is available at our website, and compares 8 platforms for holding online meetings and webinars : <u>https://eapcivilsociety.eu/news/elearningnews/digital-tools-for-csos-for-remotecollaboration.html</u>.

If you are interested in how to use MS Teams and/or Slack for communication and collaboration within a team, check our Webinar #1:

https://elearning.eapcivilsociety.eu/2020/04/embracingremote-work-for-civil-society/

Check out <u>Medium</u>, <u>PCMag</u> or <u>Capterra</u> for more tools and their reviews.

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Civil Society Facility

@EaPCivilSociety

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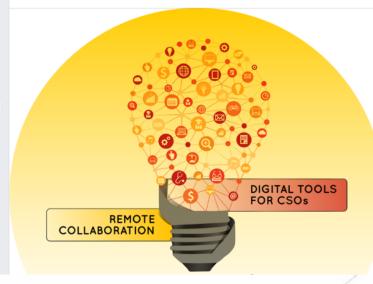
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With the COVID19 pandemic affecting the entire world, we are all faced with changing the ways we work and interact with our teams and our beneficiaries. The So it's time to discover how you can improve your collaboration with the digital tools.

We've put together a list of digital tools that can help you in these difficult times and, on the longer-term, can enable a better transition towards different ways of working. Check it out $\frac{1}{2}$ https://bit.uv/3aeLFJS

BONUS: On 31 March we will have Webinar on Digital Tools for CSOs. Stay tuned for updates!





Webinar #3

How Does It Work?

Live demonstration of three online meeting platforms: Jitsi, Zoom, WebEx



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Online Meetings & Live Streaming

Demonstration of Tools

JITSI: <u>https://jitsi.org/</u>

- What for: video conferencing with a team (or more).
- Open source: can be downloaded, adapted and deployed on a CSO's server free of charge.
- Has its own online platform for free video conferencing Jitsi Meet: <u>https://meet.jit.si/</u>.
- Claims to be the most secure video conferencing solution (fully end-to-end encrypted with new protocol)
- Has desktop and mobile (Android and iOS) applications.
- Features: share screen/applications, toll-free numbers to join, password protection, edit documents together in Etherpad, stream live on YouTube, multi-language, etc.



Start a Call | FAQ | Downloads | Community Forum Home What is Jitsi? Jitsi Projects News The Community Built on Jitsi

BLOG: You can help! Deploy your own Jitsi Meet instance now. Read More

Multi-platform open-source video conferencing

At Jitsi, we believe every video chat should look and sound amazing, between two people or 200. Whether you want to build your own massively multi-user video conference client, or use ours, all our tools are 100% free, open source, and WebRTC compatible.

TART A CALL

Simple how-to video: <u>https://youtu.be/3swcMBTj6mg</u>



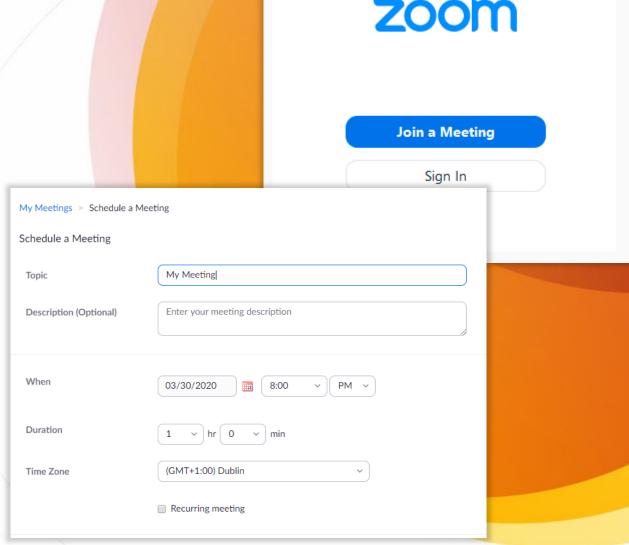


ZOOM: https://zoom.us/

- What for: video conferencing with a team (or more) and webinars.
- Cloud-based solution, with free and paid plans, depending on # of participants and hosts.
- Free account allows only up to 100 users up to 40 min: <u>https://zoom.us/pricing</u>
- Has in-browser, desktop and mobile (Android and iOS) applications.
- Zoom Webinar is bought separately (as an addon):

https://zoom.us/buy?plan=pro&from=webinar

- Features: share screen/applications, toll-free numbers to join, password protection, rolebased users, waiting and breakout rooms, cloud storage, branding, stream live on YouTube, Facebook, and more, multi-language, etc.
- TechSoup has discounts for CSOs (USD 200 per year)



Nice how-to video: <u>https://youtu.be/fMUxzrgZvZQ</u>







Online Meetings & Live Streaming

Demonstration of Tools

WEBEX: <u>https://webex.com/</u>

- What for: primarily a video conferencing suite for your team and more that also caters for webinars and other live events.
- Cloud-based solution, with free and paid plans, depending on # of participants and hosts.
- Updated free account allows up to 100 participants, but excludes recording transcriptions, limits cloud storage to 1GB : <u>https://www.webex.com/pricing/</u>
- Has in-browser, desktop and mobile (Android and iOS) applications.
- Designed well for IT companies: Webex Teams, Control Hub, integration with file sharing and PM apps, etc.
- Features: Desktop, application, file & whiteboard sharing, 53 countries wih toll-free numbers to join, password protection, cloud storage, branding, built-in option for live stream (Webcasting), etc.

| | Cisco Webex Meetings | |
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| om/ | Vladimir vladimir.ivanov@eapcivilsociety.eu | |
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| tion for live | 2 апреля 2020 г. | |
| Nice how-to video: https://youtu.be/60IX_A3Inqo | 15:00 Team calls @13.00 UK / 15.00 16:30 monica.bucurenciu@gdsi.ie | ß |
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S Connect to a device



How Do I Go Live?

Live demonstration of live streaming







5 Free Tools to Live Stream

At least according to Capterra:

- Facebook Live from a smartphone with the Facebook app installed or a computer/ laptop with a built-in/add-on webcam
- YouTube Live from a smartphone with the YouTube app installed or a computer/ laptop with a built-in/add-on webcam
- Instagram Live from a smartphone with the Instagram app installed
- <u>Periscope</u> streams to Twitter from a smartphone with the Periscope app installed
- <u>YouNow</u> streams to Facebook, Twitter, Google, or Instagram from a smartphone with the YouNow app installed or a computer/laptop with a builtin/add-on webcam



Live broadcasts are all about the realtime connection. Struggling? Check 30 live streaming content ideas!

https://bit.ly/2ShDEvK





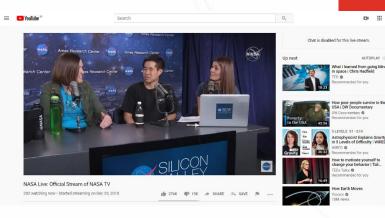
YouTube Live: https://www.youtube.com/live

YouTube Live is a live streaming feature on YouTube.

It offers one benefit that no other platform does — the search potential of being on YouTube (an event can be located simply through Google search)

What do you need to go live?

- A smartphone with the YouTube app or a computer with a built-in/add-on webcam.
- A YouTube account



((•))

YouTube

V

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YouTube Live: https://www.youtube.com/live

Key features

- Add automatic live captions (in English) to event broadcasts to make them more accessible to people with hearing limitations or those watching without audio.
- Interact with the audience in the chat, take questions and receive feedback.
- Advanced live streaming features such as broadcast delay and automatic recording.
- Save event broadcasts as videos on your channel. These can be watched by viewers later on.
- Assess analytical insights such as average live view duration, total view time, concurrent viewer, playbacks, and chat rate through the <u>analytics dashboard</u> and generate reports to analyze and understand the audience.

((•)) YouTube Live







YouTube Live: https://www.youtube.com/live/

- What should you watch out for when using the tool?
- User accounts **must be verified to go live**, which can take up to 24 hours.
- At least 1,000 subscribers are needed to go live from a mobile phone.
- You can go live using third-party software (i.e. zoom)

Who is the tool most suitable for?

Events of any size—from a press conference with a few dozen people to a conference with a few thousand people. For those with personal or business accounts on YouTube, this is the best way to tap into the existing audience as well as attract potential viewers from around the world via Google search auto-integration.

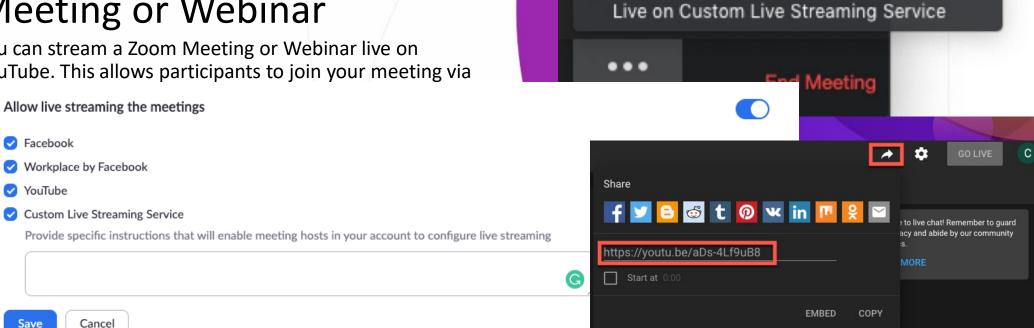






YouTube Live: Streaming a Zoom **Meeting or Webinar**

You can stream a Zoom Meeting or Webinar live on YouTube. This allows participants to join your meeting via



Live on Facebook

Live on YouTube

Live on Workplace by Facebook

https://support.zoom.us/hc/en-us/articles/360028478292-Streaming-a-Meeting-or-Webinar-on-YouTube-Live





Webinar #3

Suggestions & Recommendations

Very personal experience



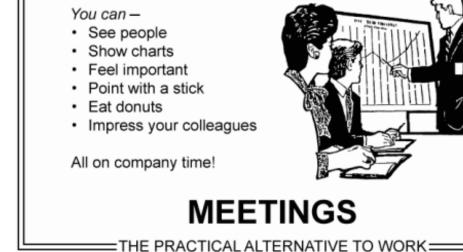






10 Ironclad Ways to Kill Your Online Meetings

- 1. Set up all meetings 5 minutes in advance. 10 min max. Never schedule them in calendars or send reminders.
- 2. Ignore **working hours and even days**. And time zones (if possible). A meeting at 8 pm on Saturday will burst everyone's productivity.
- 3. Skip agendas. Collaborative agendas are the work of the devil.
- 4. Get everyone **participate**. More attendees make your meetings look more important.
- 5. Every time pick a new **online meeting tool**. Especially if you (and others) have no idea how to use it.
- 6. Get late to your own meetings. **Punctuality** is for losers. They won't start without you.
- 7. Mix offline and **online participants**. Ignore your virtual or remote participants entirely.
- 8. Tell people the information they already know.
- 9. Go over the **allotted time**. Especially if it's already EOD. And Friday.
- 10. Never make or share any **meeting notes**. Let others guess what you decided (if you managed to decide anything).



Are you lonely?

Tired of working on your own?

Do you hate making decisions?

HOLD A MEETING!

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Planning a webinar (or a large meeting)

- A webinar or a meeting shall last from 30 to 90 minutes. If you need more time, consider maximum 2 blocks per day, 90 min each, with 30-60 min break between them.
- Our experience has proven a participant can listen (get new information) well for 45 min, then you need to proceed to questions, exercises,..
- The number of speakers depends on the duration of a webinar. It's difficult to 'jump into talking' right away, so at least 5 minutes per speaker + 2 minutes for changing speakers (without changing slides). If you have several speakers with short presentations, consider putting their slides in one.
- Slides may have more text, but you need to change them more often than offline (every 2-3 minutes).
- Avoid the tedium of slides, there is always the opportunity to share a screen, a document, an application or a video (make sure you opened the apps needed in advance)
- A webinar / meeting room shall be opened 15-30 min before the beginning; speakers and moderators need to enter and check the sound and connection 10-15 min before the webinar / meeting.
- Create a cover slide, demonstrate a promo video, a slide with agenda and rules.
- You will never start on time, but do not wait for more than 10 min.







Tasks to distribute

- Who starts / ends recording of a meeting / webinar?
- Who mutes / unmutes participants?
- Who promotes attendees to panelsists at a webinar?
- If there is one joint presentation for several speakers, who changes slides?
- Who follows questions at a common chat? Voices them over to a speaker?
- Who follows raised hands?
- Who answers questions in Q&A at a webinar?
- Who creates polls and follows participants' replies?
- Who answers participants' technical questions related to the platform? ("How can I...", "I cannot hear/see the screen", etc)
- Who sends the webinar / meeting recording and other materials?..
- ... and continue $\ensuremath{\textcircled{}}$







Beginning a webinar/meeting: our experience

- Prior to the webinar, greet the participants in the chat, let them know when we start + ask the participants to introduce themselves. Moderator monitors and responds to messages.
- At the set time, the moderator unmutes, welcomes everyone and, depending on how many of the registered/confirmed participants have joined, suggests either start or wait (we usually wait no more than 5 minutes).
- While we are waiting, the moderator is checking with the joined participants what they hear / see / have sound (especially the speakers), solving technical problems, and once again asks the participants to introduce themselves in the chat.
- You can tell something related to the topic of the webinar (storytelling), answer the questions of the first joined participants, general questions about the upcoming webinar/meeting.
- It's always the moderator who starts a webinar or a meeting (even if there is someone higher ranked). At the same time, host / co-host mutes other participants.
- The moderator announces the agenda, the technical protocol (cameras on/off, how to ask questions, when will they be answered, if there are polls how to participate, etc.), recording / materials to be sent afterwards, introduces speakers and gives the floor for opening / presentation to the first speaker. And so on with the rest: introduces the second speaker, passes the floor to him/her, helps with the questions (as agreed) and so on.









Goodies for Remote Teams & All Upon Your Request

Dropbox

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Spaces and folders

Star or drag

Spaces/folders here fo

quick access

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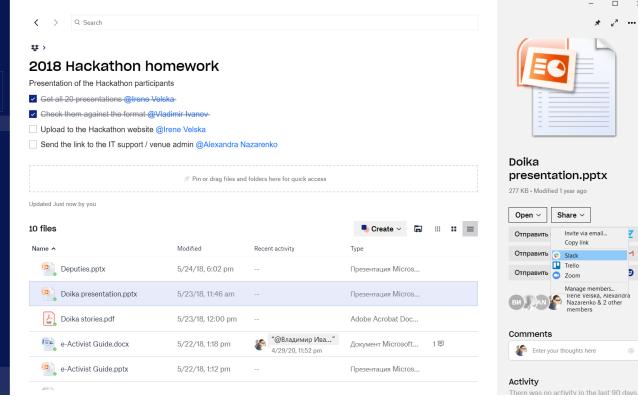
2018 Hackathon J.

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Collaborative Agenda of Webinar #4

All participants of webinars 1-3 will receive a link to the online form to select what topics from Webinar #1, Webinar #2 or Webinar #3 we need to come back to – or to suggest some new things!

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| Ariat 18 B Z L 6 What shall we come back to at Webinar #4? From Webinar #: Agile practices MS Teams Slack Tips & Tricks for transfering teams remotely? From Webinar #2: How to choose a PM tool? Asana? | Share Share Share Share the write URL with collaborators or share the read or publish URLs with readers. Write URL (Collaborators can edit the document with this URL) https://www.writeurt.com/text/4vjkps8ev4linflq3p1s/24eklboe19bvyhbvposq/bcuefp9jc9q4vuq3ts4m Read URL (Readers can view the document and see changes as you type) https://www.writeurt.com/text/4vjkps8ev4linflq3p1s/24eklboe19bvyhbvposq Publish URL (Readers can view the published version of this document) Publish Nor published | |
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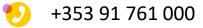
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Naturally, your questions are welcome ©



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