



ONLINE FACILITATION CARDS



unitar

United Nations Institute for Training and Research



Division for Peace

HOW TO USE THE CARDS ON YOUR MOBILE DEVICE

Sign cards

Click/tap on the images to go to the cards.

Click/tap on the icons to come back here.

Scroll to next page for number cards.



Number cards

Click/tap on the images to go to the cards.

Click/tap on the icons to come back here.

Scroll to previous page for cards with signs.



User-Guide

What?

These facilitation cards are a set of printable and digital images that can be used to visually facilitate meetings, workshops and learning events taking place online. There are three versions that can be used separately or combined, depending on the context:

- **Smartphone version** (people show their phone screens to their webcams).
- **Print-out version** (Printing the cards to use instead of phones)
- **Hand Signals** (People use their hands to communicate).

Why?

Facilitation and participation in online events can often be challenging. Technical difficulties, participants interrupting each other as well as the challenges to make learning interactive, meaningful and engaging all result in the online space being somewhat tricky to manoeuvre.

Some of the most common issues faced during online events are:

- Being uncomfortable to speak up in online meetings;
- Losing time to communicating technical issues such as asking everyone to mute themselves or asking someone to speak louder;
- Being able to 'feel the room' and feel people's reactions;
- Making necessary interjections while people are talking, such as to remind them of how much time is left, or agreeing / disagreeing;
- Giving effective feedback without losing time;
- People not being seen or given the space to speak when they need;
- Speaking and not being sure if it is clear or if people can understand well;
- Creating a safe and trustful group dynamic;
- Having fun!

These cards were created to allow for more effective communication and smoother online meetings for both facilitators and participants, as well as enhancing interactivity and engagement. They also allow for more inclusion within discussions making sure that everyone is heard.

Familiarizing yourself with the cards

Before starting to use the cards, we recommend taking a few minutes to familiarize yourself and your participants with the cards.

Here's a brief overview:

- The **light blue cards** can be used to provide quick and instant feedback to the speaker (I agree; I disagree; Love; Please clarify; It's clear) without having to engage in deeper discussion or having to ask everyone one by one.
- The **orange cards** can be used for people to ask to speak. (I want to say something; I have a question)
- The **red cards** can be used to communicate technical or audio issues visually. (Please repeat; Can't hear you; Please mute yourself)
- The **green cards** are there to assist with procedural and facilitation matters. (Time is almost up; ... minutes left; Procedural point) The '... minutes left' card can be used in combination with your hands to express how much time is left, unless they are printed whereby you can use the number cards. The procedural point can be used when a meta-issue needs to be urgently brought up which is outside of the current discussion, such as "The video call will end in 5 minutes!"
- The **purple cards** can be used to express needing to be away from the screen. (I need a break; Be right back)
- The **dark blue**, numbered cards can be used in a wide variety of ways, such as ranking, voting, and indicating how much time is left.

How to use the cards

1. You can download the cards as a PDF (You may need Adobe or a PDF viewer to open them).
2. Open the file and touch any of the icons on the home page and it will take you automatically to that card.
3. Show your symbol to the webcam for other participants to see.
4. Touch the card once again to go back to the home screen.

(Note: If your smartphone screen is too bright, the cards appear so clearly on the webcam. Try lowering the screen brightness to have sharper images.)

Either before or at the beginning of your online meeting, communicate to the participants how you would like them to use the cards during the meeting. Explain:

- For which activities you will use them;
- Whether you will use the whole set or just a selected few;
- The specific meaning you give to certain cards.

Also, make sure that people have the cards at hand and understand how they are used before you start. If your group is large, we recommend having a co-facilitator who can also keep an eye on what the participants are signalling.

Please note that an unframed use of the cards can be appropriate in some contexts (to bring elements of interactivity, spontaneity and playfulness) but can also be disruptive in times where concentration and seriousness should be observed. For this reason, make sure that their use suits your objectives and needs.

In case that it is not practical to use the digital version, please refer to the **Hand Signals** section. These signals can be used without a smartphone.

Other Uses of the Cards

In addition to using the cards to facilitate discussions and activities, here are some tips on how to use them in other ways:

Icebreakers and Energisers

- Ask questions and have people use the cards to answer them. Depending on the audience you may want to ask personal or professional questions, funny or serious ones. For example:
 - On a scale from 1-5 how much do you like X?
 - How many hours a day do you spend doing X?
 - On a scale from 1-10 how would you rate your energy today?
 - Do you agree or disagree with the following statement?

Feedback and Evaluation

The cards can be easily used to get the temperature of the room and to receive immediate feedback from participants. Here are some examples:

- Use the numbered cards for rating scale type questions.
- Use the agree/disagree cards with close ended questions.
- Use the clarity questions for a quick clarity feedback.
- Use the break card to quickly check who would need to take a break.

Example: Ask participants at the beginning of the meeting to pick a number to rank their level of knowledge or confidence in the topic at hand. Once they show the number to the screen, take a screenshot and save the image. At the end of the session, ask the same question to see if their knowledge or confidence levels have changed over the course of the session. Again take a screenshot and save to compare with the initial one. This is a simple and easy way to monitor and evaluate your online sessions.

We hope you enjoy the cards!

LEARNING SOLUTIONS

HAND SIGNALS

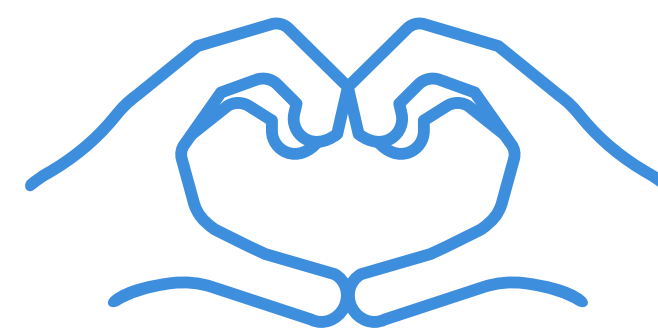
The following symbols can be used with your hands instead of using your smartphone.



Agree



Disagree



I love it



Want to say something



Mute yourself



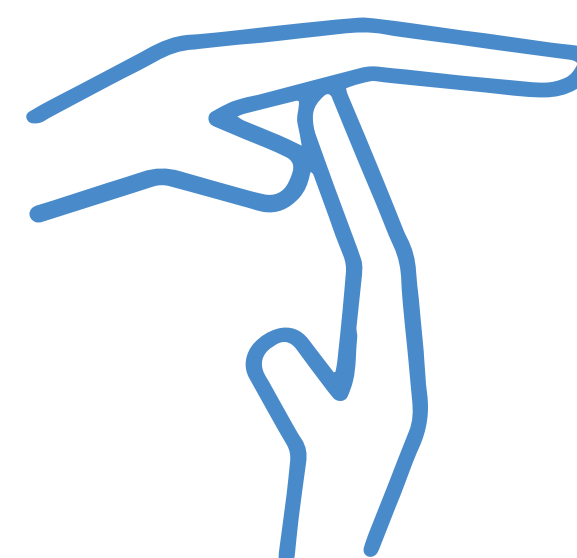
Can't hear you



Point of order



Time's almost up



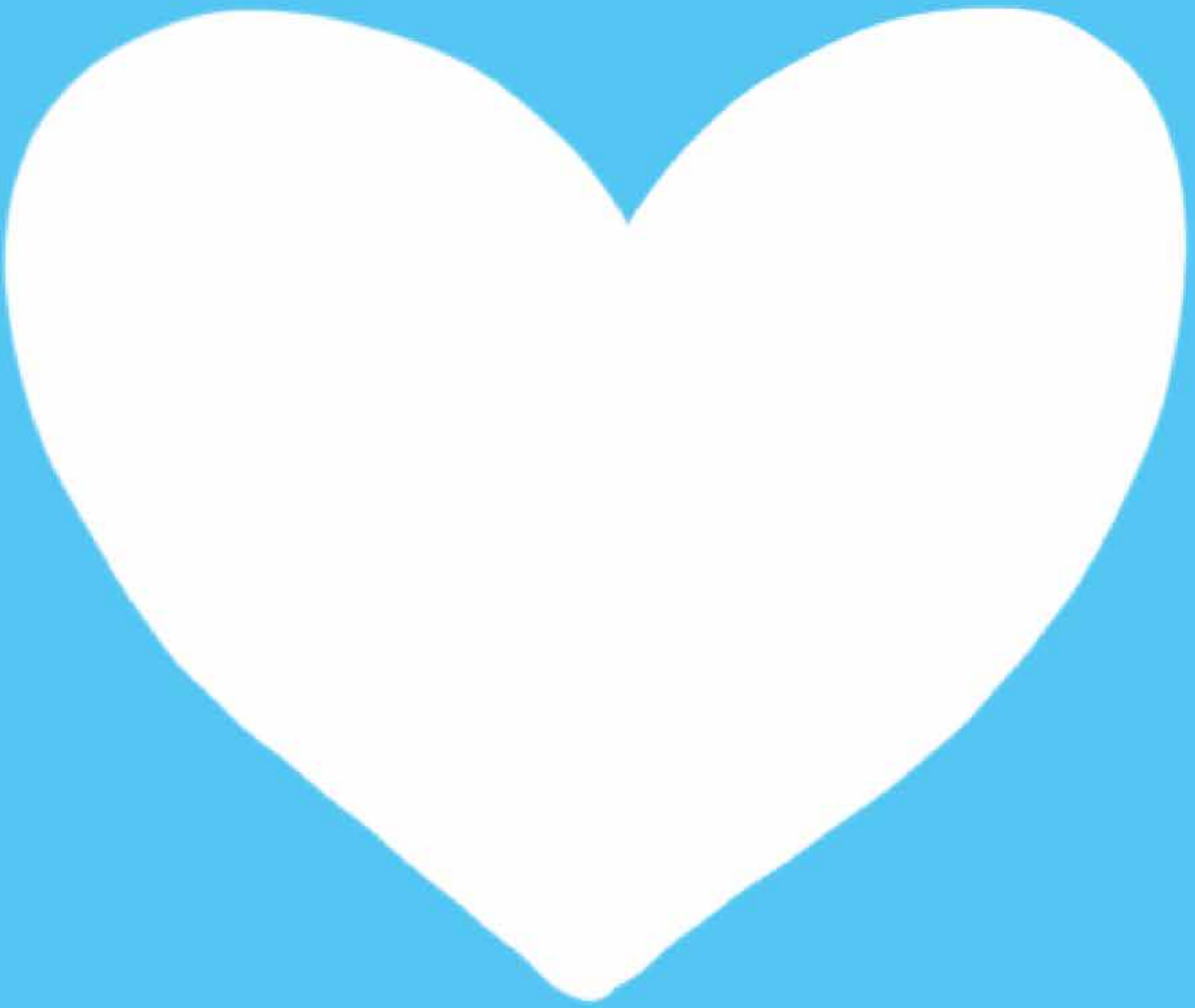
I need a break

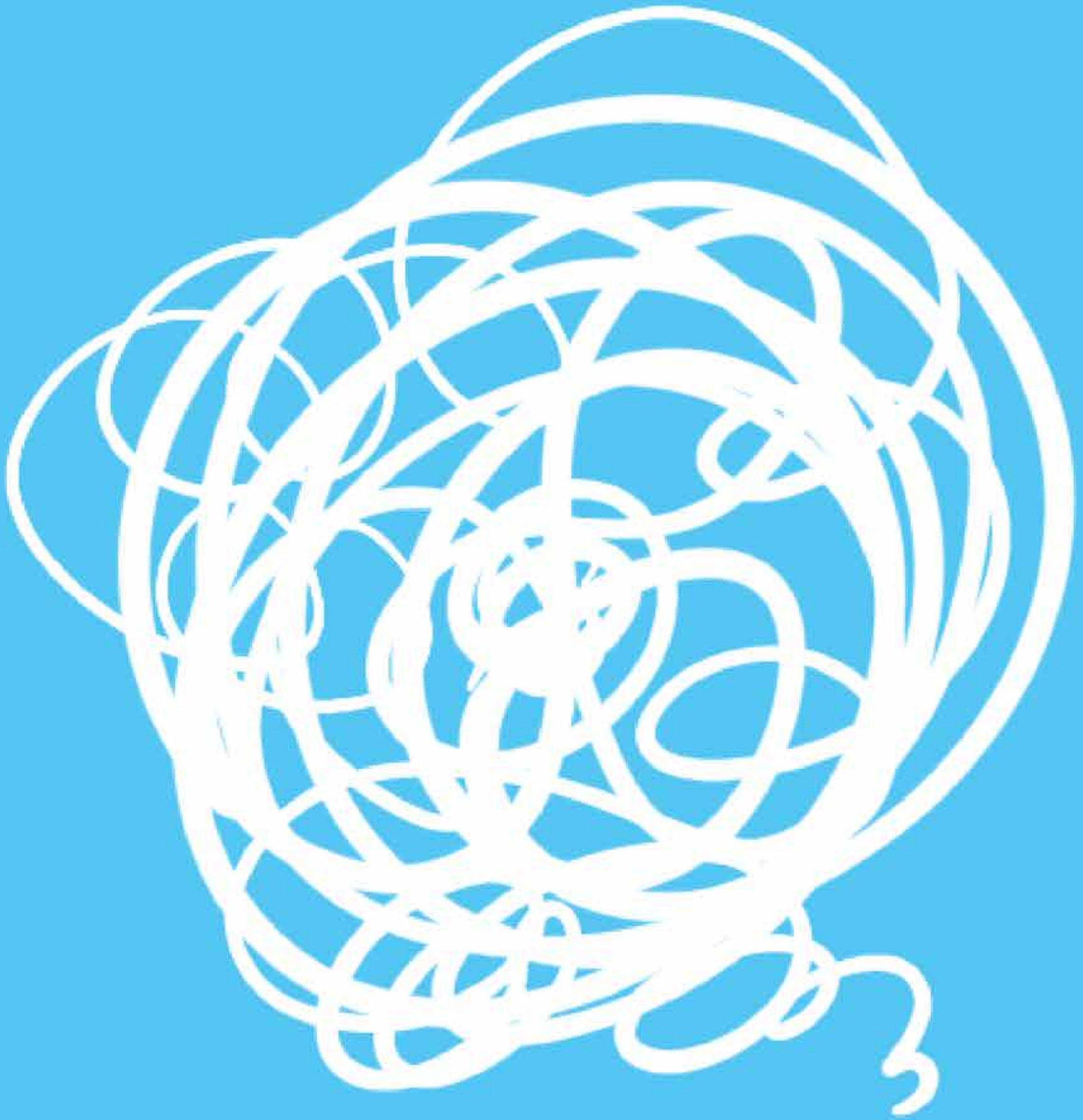


AGREE

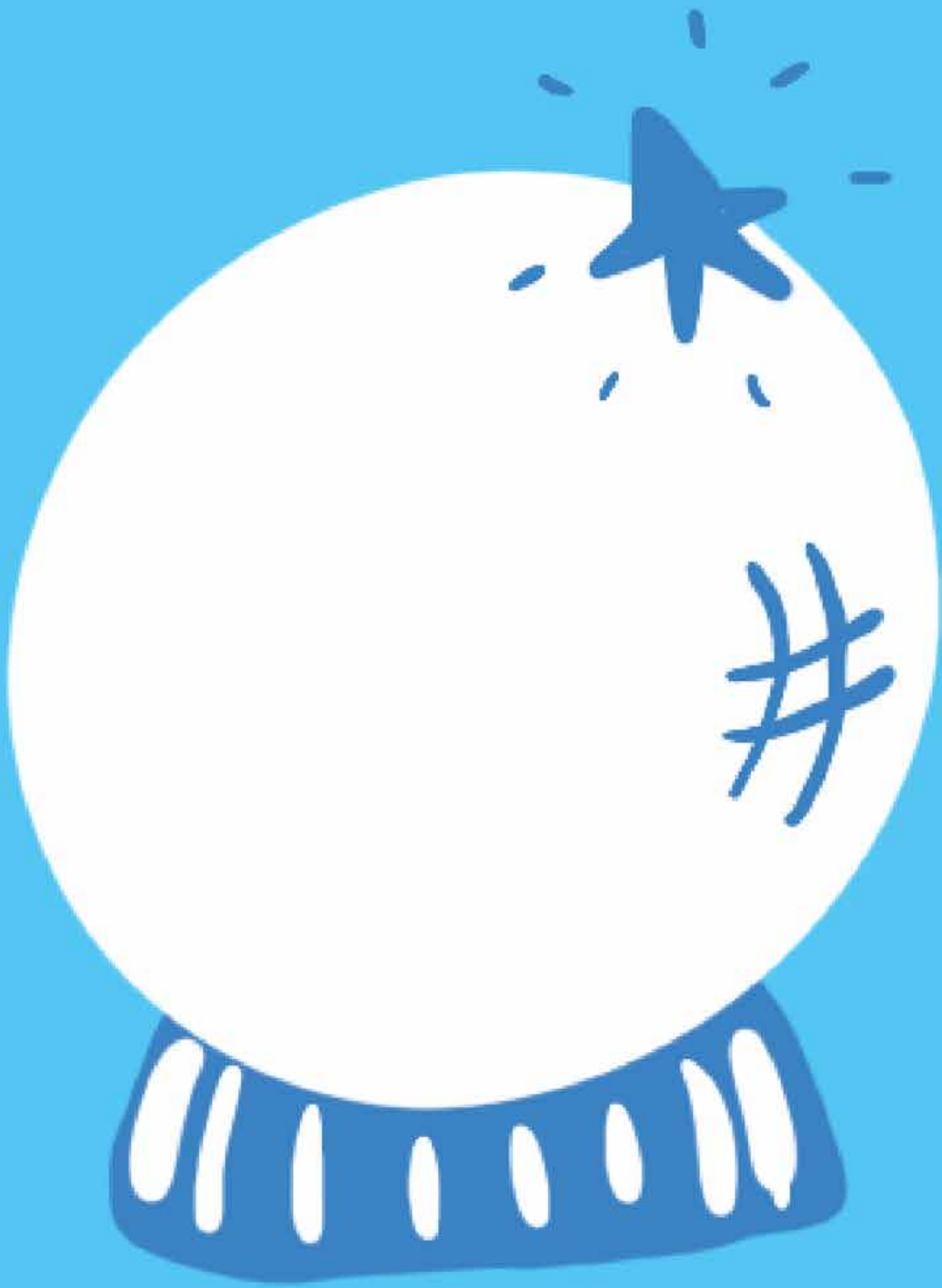


DISAGREE





**PLEASE
CLARIFY**



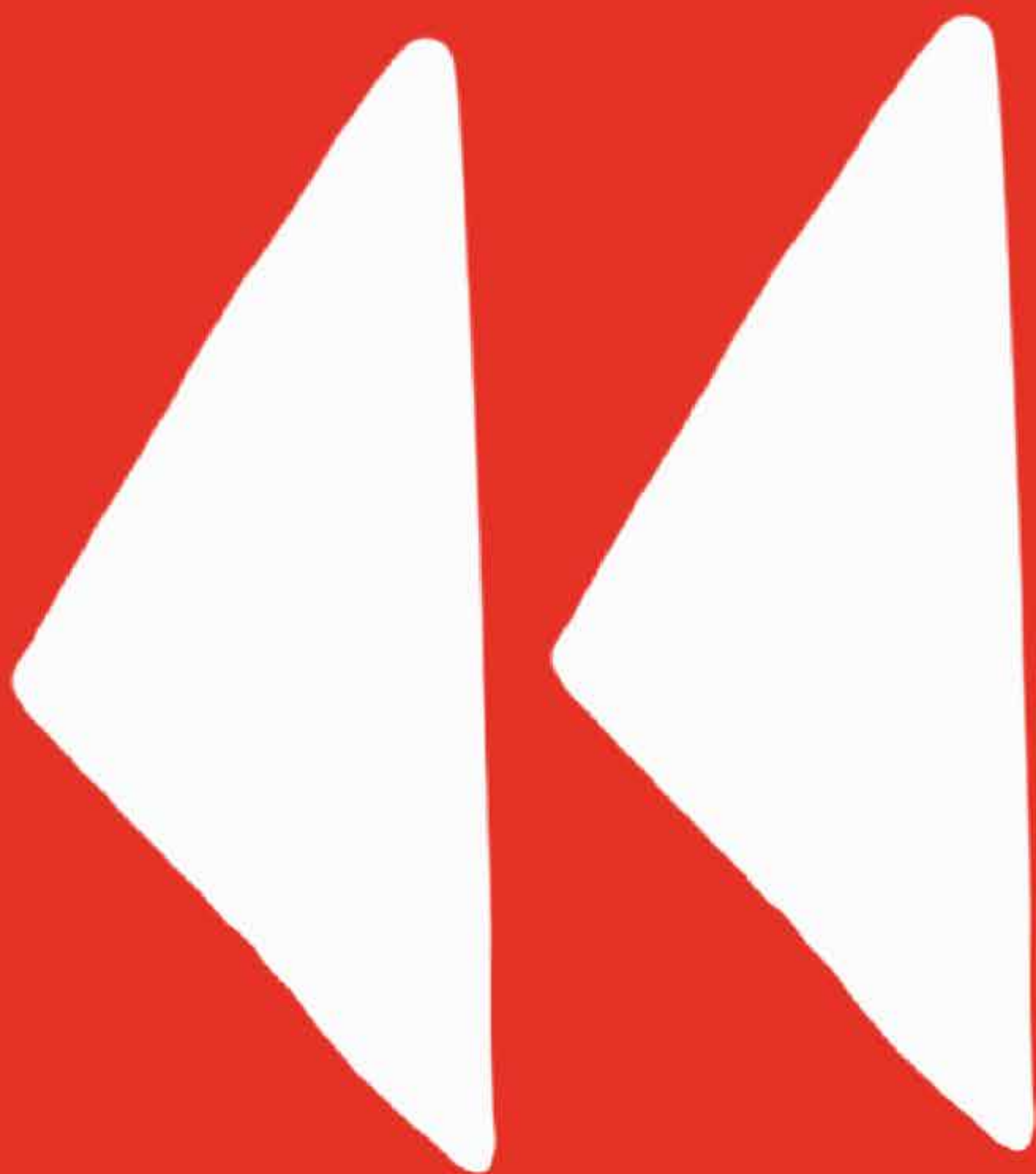
**IT'S
CLEAR!**



**I WANT
TO SPEAK**



**I HAVE A
QUESTION**



**REPEAT
PLEASE**



**CAN'T
HEAR YOU**



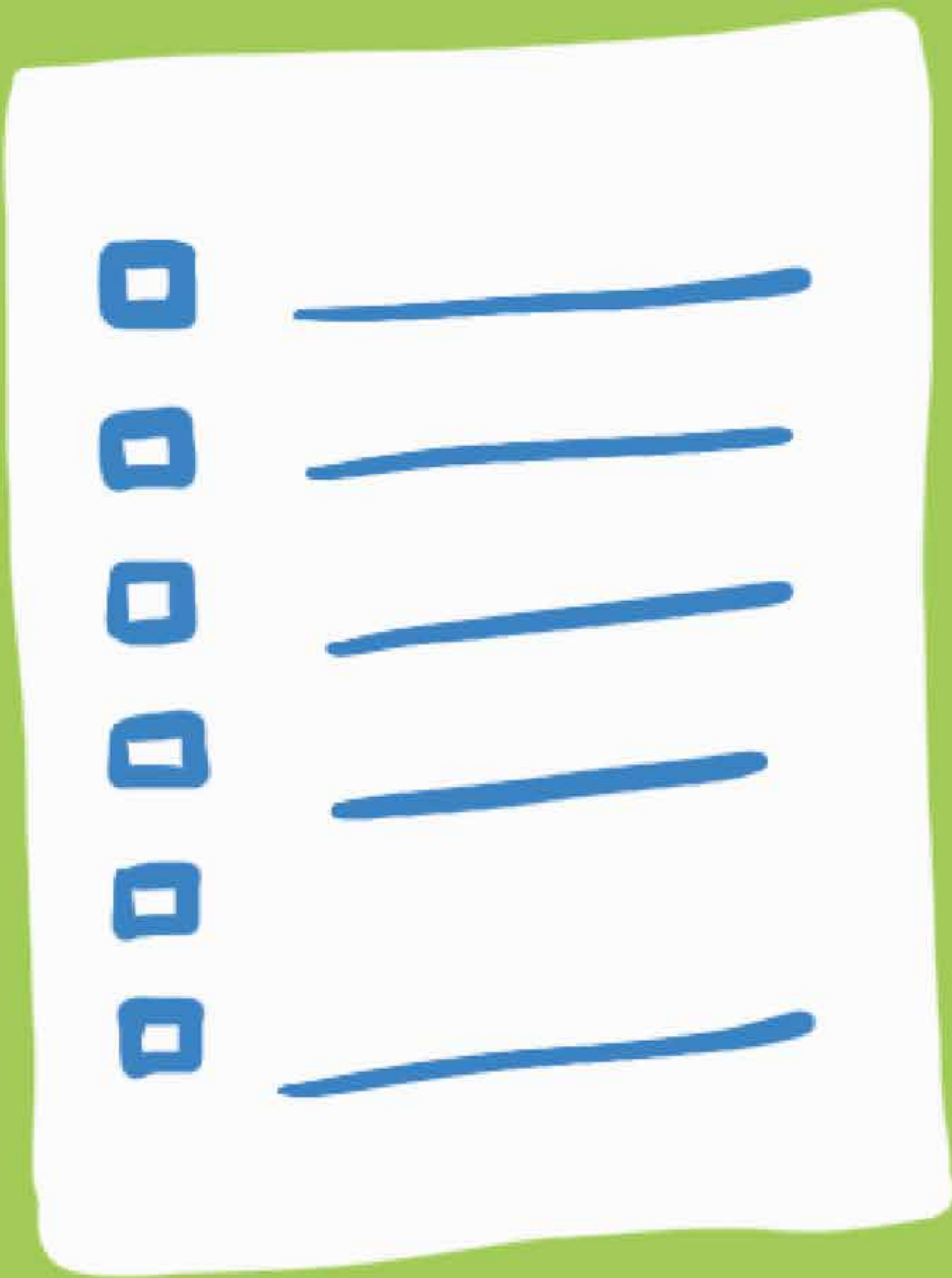
**MUTE
YOURSELF
PLEASE**



**TIME IS
ALMOST
UP**



...MINUTES
LEFT



POINT OF ORDER



**I NEED A
BREAK**

BRRB

**BE RIGHT
BACK**

0

1

2

3

4

5

6

7

88

9

10

15

20

30

445

Coming Soon!

We will soon share more tips related to facilitation, technology, energisers and other tools!

Follow our social media accounts



to stay updated.

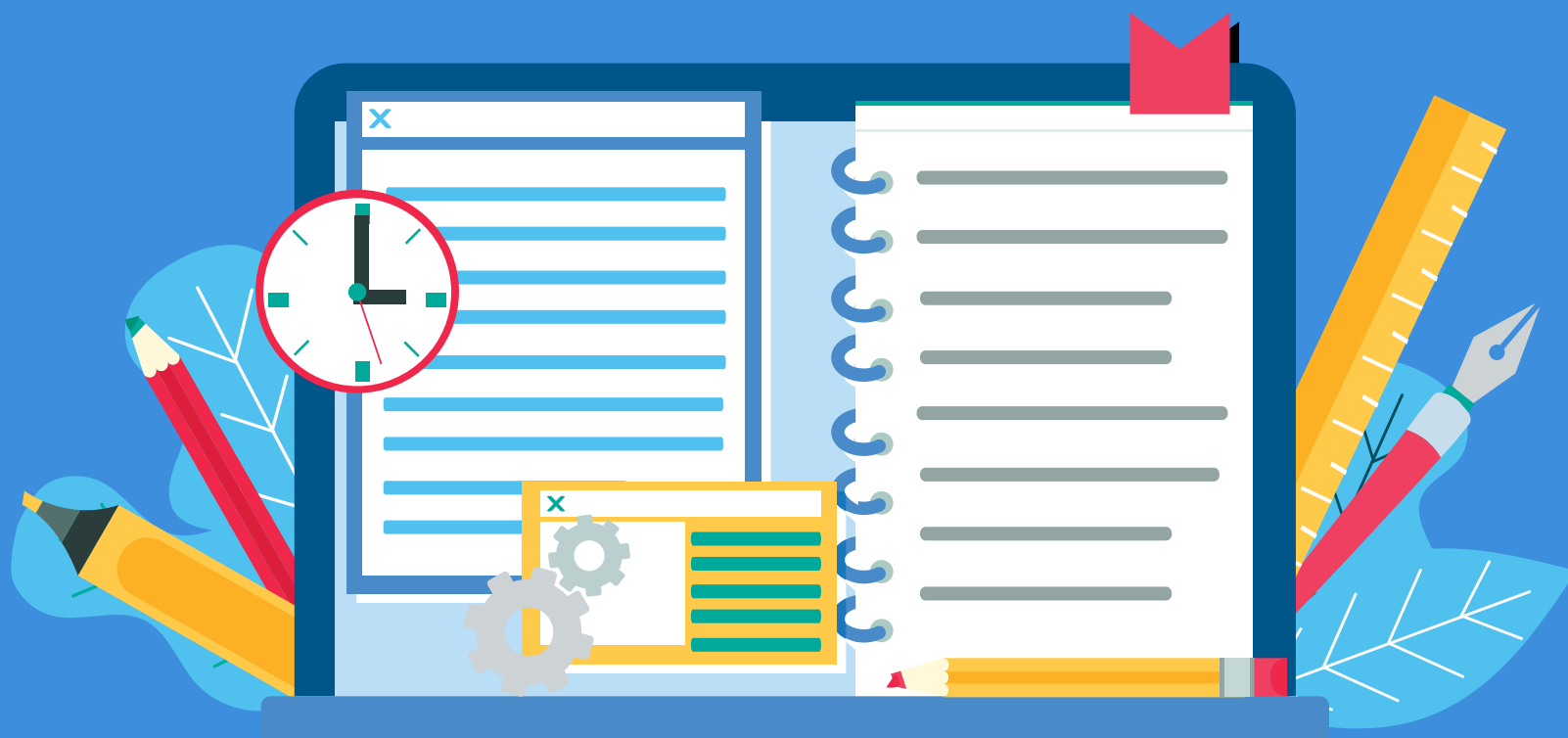


If you would like support in your online trainings and events contact us at

learning.solutions@unitar.org



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