

# Virtual Diversity Icebreaker workshops

## – facilitation in ZOOM



The Diversity Icebreaker is an excellent tool to introduce trust, positivity and improve communication skills of any team or organization. Overview below provides a step-by-step introduction to facilitating workshops using online collaboration platforms.

### Getting started: Preparations and Practicalities

- Set up your Zoom account so that it enables you to use breakout room function. You need to do it from your Zoom account – learn how [here](#).
  - o Once enabled, you should see this icon in your Zoom panel:



- Schedule a new meeting in Zoom – learn how [here](#).
  - o Use the “registration required” option when creating the meeting:

Registration  Required

- o By default, a new meeting you create in Zoom will require a password to join. You can change the automatically generated password to one of your choosing. You can also enable the “Waiting room” option or “Require authentication to join” option, which requires that your participants have a Zoom-account.
 

We recommend choosing “Passcode required” or “Waiting room” – both enable participants to join either via web or Zoom-app without the need to set up an account. “Waiting room” is not recommended with many attendees.

- Invite participants:
  - o Copy the invitation or invitation link and send it manually to the participants, e.g. via e-mail.
 

**Important:** if you wish to create breakout rooms and pre-assign participants to them before the workshop (more on page 4), you *must* create a meeting with registration required. Participants register using e-mail addresses and are added to list of attendees which allows you to pre-assign them to specific breakout rooms. You also need to select this option when enabling breakout-rooms in your Zoom-account:

Allow host to assign participants to breakout rooms when scheduling

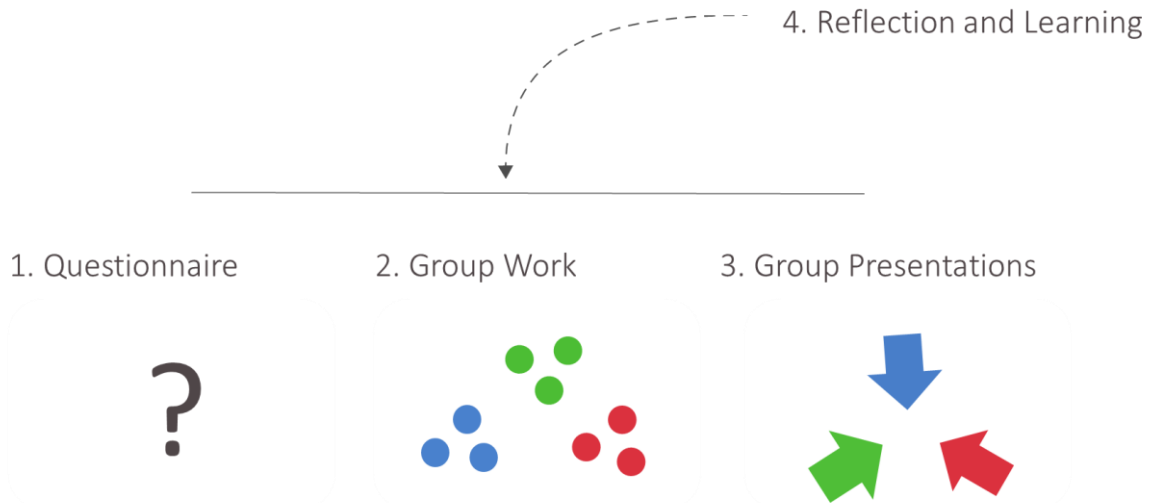
Furthermore, you also need to update your Zoom-app – this feature requires ver. 4.5.0 or later.

- Start the meeting some time before the workshop begins and create the necessary number of breakout-rooms (unless you are using the breakout pre-assign option – more about it later). You can also rename them so that you have an equal number of Red, Blue and Green breakout-rooms (you can change it later should need fewer/more rooms of one color, e.g. Red 1, Red 2, etc.)
- Plan and **practice** before you *execute*! Once you set up your meeting, and before you share the registration/invitation link with participants, start the meeting and practice opening and closing breakout rooms, navigating to chat, list of participants, etc.
- If possible, have a co-facilitator who can take care of the questions coming in via chat, technical trouble-shooting and assigning participants to break-out groups. Human Factors AS provides [this service if needed](#).
- Remember to order the Diversity Icebreaker questionnaires ([online version](#)) for the right amount of participants.

## The Diversity Icebreaker process – overview

The DI workshops is a process where participants learn about themselves, others and about how others perceive them from their perspective – given that we are all different in our preferences for interaction and communication.

The overall process has four stages (refer to the Diversity Icebreaker User Manual for more information).



## Two alternative workshop-flows

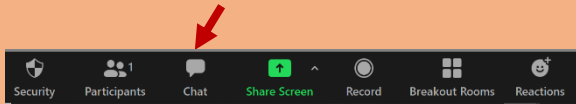
**OPTION 1:** participants fill out the questionnaire at the beginning of the virtual workshop; consequently, you divide them into one-colour groups and proceed with steps 2, 3 and 4.

**OPTION 2:** participants score the DI questionnaire beforehand; you may then either create the one-colour groups beforehand (more information below) or in the workshop.

## Stage 1: the questionnaire

### Scoring during workshop

- You share one and same link with all participants during the workshop, e.g. via Zoom's chat – Alt+H, or:



- The link is limited to the number of responses you ordered
- Before sharing the link, remember to explain that:
- *DI is not a competence test but a preference questionnaire: there are no right/wrong answers, no good/bad results*

**Pros:** you make sure that everybody attending the workshop answers the questionnaire.

**Cons:** extra 8-10 minutes of time, you cannot prepare yourself in relation to how Red, Blue, or Green the group is beforehand (e.g. how many breakout groups of which colour you should have).

### Scoring beforehand

- You share one and same link with participants before the workshop (e.g. via e-mail)
- The link is limited to the number of responses you ordered
- When sharing the link, e.g., via mail, inform participants that:
  - ✓ *DI is not a competence test but a preference questionnaire: there are no right/wrong answers, good/bad results*
  - ✓ *the link is not to be shared!*
  - ✓ *they should have their scores available for the workshop later (they can send their scores to themselves via mail/SMS at the end)*
  - ✓ *they should read about Red, Blue, and Green following the links below their scores*
- **NOTE:** If you would like to create breakout-groups before the workshop, i.e. divide participants into one-colour groups, you will have to ask them to send you back their Red, Blue and Green scores. You can then decide on the most optimal break-up of the entire group and use the Zoom breakout pre-assign feature (more on the next page).

**Pros:** you save time in the workshop, you know how Red, Blue, or Green the group is; you also have an option to create the groups beforehand.

**Cons:** not everybody remembers to fill out the questionnaire - sending reminders is often a must.

## Stage 2: Group work

### Creating break-out groups

- In the DI workshop, the participants work in break-out groups with others who also score high on the same colour.
- The recommended size of a group in a virtual workshop is 3-5 participants
  - o Sometimes, the group is “skewed”, i.e. dominant on one colour. In such cases, you will need to ask some participants to work in groups representing their second preference.
  - o Alternatively, you can create two or more groups of the same colour or forego one of the colour groups if there are no participants with this colour as primary preference.

### Creating groups when scoring in the beginning of the workshop

1. Open the group-profile on the Hexagon page ([example](#)) and share the screen/app with participants.

Seeing the group-profile helps the participants to understand the process of assigning them into one-colour groups.

2. Start with the colour that seems to be least represented and decide on a approx. “cut-off-value” – i.e. participants scoring above it will be selected in to that colour group.

In the [example](#), Blue is the colour to focus on and the cut-off score could be 50. NB: you do not have to be very precise here – the goal here is to select a manageable number of participants in the first try.

3. Ask the participants who scored above that cut-off score to raise their hands (if they have the video enabled), use the “raise hand”-indicator or write in chat. (Using chat can be esp. useful with bigger groups.)

If there are too many – go above the cut-off score and try again; if there are too few – do the opposite. Remember: you don’t need to divide the whole group in three equal parts – you may have two Blue groups, one Red and one Green, e.g.

4. Once you have identified which participants belong to the first colour (e.g. Blue), you assign them manually to break-out rooms. See how to assign participants manually [here](#) (under “Assigning participants to rooms”). **Note:** you can always create additional break-out rooms in Zoom or change break-out room’s name if, for example, you end up with two or more groups of same colour.

5. You repeat steps 2-4 with the remaining two colours.

**NOTE:** If you have a co-facilitator, at this stage they can take care of the technical part of manually adding participants to break-out rooms while you focus on moderating the process. **IMPORTANT:** for them to be able to do so they need to have the “Host” role – while you yourself have a “Co-host” role.

### Creating groups when scoring beforehand

When the participants score the questionnaire beforehand, you can follow the exact same steps as described to the left – i.e. asking them to recall their scores in workshop.

However, you can also ask them to send you their scores by e-mail (as explained on the previous page). You will then obtain information about participants’ individual scores and be able to pre-assign them to Red, Blue, and Green groups before the workshop.

With Zoom, you have an option to create break-out rooms and pre-assign participants to them before the workshop. Learn more on how to set up and pre-assign participants to break-out rooms [here](#).

**Note:** it is important that you can identify participants by their emails.

**NOTE:** Also here it is advisable to show the participants the Hexagon and explain how you had divided the group and why (e.g. that some of the participants will work in groups representing their secondary preference because the total group is dominant on one colour, etc.).

## Working in groups

Give the participants instructions for group work before you send them to the break-out groups to work on tasks:

- You can ask them to use templates available from [this page](#) (you can share the link to this page with participants in the chat or upload them to a shared online space of your choosing)
  - o Alternatively: you can ask them to use any way they like to document the work (MS Word, notepad, etc.) which will then allow them to present it via screen-sharing
- Explain how much time they will have (15-25 minutes is usually sufficient)
- Ask them to choose a person who will be presenting the results of group work in main session...
- ...as well as a person who will be documenting the work
- Explain that you will be “visiting” the groups as they work
- Then, you can proceed to giving them the tasks...

1. Describe the positive qualities of your colour.
2. Describe the two other colours.

Show participants slide no 9 in the DI virtual workshop PPT (with five core qualities/central words per colour) and provide instructions:

*Use this as a starting point and elaborate: look for synonyms of these words with slightly different meaning – where do they lead you?; how do these qualities manifest when communicating, cooperating with others, etc.?; furthermore, you don't have to agree with everything – there is no one correct answer as to what Red, Blue and Green is.*

(More about facilitating of this stage in the Diversity Icebreaker User Manual for standard, face-to-face workshops – these instructions will be the same for virtual context).

Go between the break-out sessions: check if the participants have understood the task, ask questions, “smuggle” anecdotes between the groups, etc.). Use the “Join” link next to breakout-room's name.

▼ Red	Join
● Eren Vaeger	
▼ Blue	Join
● Jack Barker	

## Stage 3: Group presentations

### Group presentations

- The “designated presenters” are share the results of groupwork in this step.
- The person responsible for documenting the work is sharing the screen.

There are three, short rounds of presentations with focus on one colour per round. For example:

1. The Blue group presents the description of their own colour
2. The Red group reads what they have written about Blue.
3. The Green group presents about Blue.

This round is then repeated for Red and Green.

NOTE: with large number of participants and multiple Blue, Red, and Green groups, you can ask the first group in each colour to present everything and then ask if other groups have something new or different, or other points of view. Thus, you will save time and avoid repetition.

## Stage 4: Reflection and learning

The last stage of the DI workshop is about reflecting on the experiences from stages 1-3 and formulating learning points collectively by the group. As in F2F workshops, also here it is centered around the open question “what can we learn from this?” posed to the participants.

Depending on the available time and scope of the workshop, you can facilitate discussion around this question in different ways:

- a) You can simply ask the question and invite the participants to share their thoughts in the main session. With many participants, you may want to ask to use the “raised hand” indicator before speaking and encourage to share their learning points on chat.
- b) If more time is given, you can send the participants to the Red, Blue, and Green groups again and discuss learning points in break-out calls. Then, share examples in main session.
- c) With limited time, you can ask the participants to individually think about their learning points and share them in chat. You can then read and comment on examples.
- d) With even more limited time and large group, you can prepare a list of learning points beforehand (e.g. “we are not either or”, “colour are complementary”, etc. – see the Diversity Icebreaker User Manual) and present them to the participants.
  - to make this form more interactive, you can launch a poll listing the learning points and asking participants “to what extent did they learn the following during the workshop...”  
Learn how to prepare and manage polls in Zoom [here](#).

## Follow-up work

Virtual work with DI gives an opportunity to work asynchronously using Red, Blue, and Green after the workshop. You can ask the participants to send you the documentation of their work and upload it to a shared cloud account so that they can access it at later time. If you use templates they already filled out in the cloud, these are already available.

You may also create extra templates with questions, case studies, etc. for the participants to access and comment on in this shared space. You can also ask the Red, Blue, and Green groups to gather within a specified timeframe and work on specific tasks, exchange experiences or perspectives synchronously without a facilitator.

## Contact information

Should you have questions, needed help, or required assistance facilitating a virtual DI workshop [read more about how we can help you on this page](#).