Online Co-creation Workshop Tips

The C40 City Solutions Platform experience
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General preparation

- Set clear objectives/criteria for success for the workshop with all of the partners/stakeholders
- Agree ways of working, roles and responsibilities with the project partners to meet the project objectives (such as the following)
- Identify the target audience (type, number) with your partners and agree on an outreach and engagement strategy
- Identify what materials and tools will need to be created and purchased, and by whom, with the partners (e.g. project management tools, briefing materials, software)
Designing the workshop agenda

- Factor in time for a **clear introduction** where the agenda, activities, expectations are presented. If using Zoom, breakout rooms can be assigned in this time.
- Suggestion to keep the event to **less than 4 hours per day** and add breaks & energisers throughout. It is possible to host these days consecutively or non-consecutively.
- Start your group activity with an **icebreaker**, possibly on the same tool that you will be using (suggestion: [MURAL warm-ups](#)).
- Have different group activities in **breakout rooms** and have **common sessions** to present group outputs back to the group.
- To wrap up; give thanks, clearly define the next steps & follow-up, share and request responses to a **feedback survey** (suggest using a google form).
- Engage the **team required to execute this agenda** (core team + group facilitators + speakers etc., see slide 9).
Preparing your workshop tools

- Make sure to prepare your workshop tools in advance (such as Mural templates, or on another chosen online collaboration platform like Miro)
- Design different activities to keep participants interested and engaged
- Tailor the tools to the needs and objectives of your workshop (i.e. add KPIs and necessary background information to the boards)
- Study the different functionalities and shortcuts of your tools (voting option, timer etc.)
- Create your meeting (not a Webinar, using software such as Zoom) and make sure to enable breakout rooms, if your workshop involves group activity for multiple groups
- Add some opening (Zoom) polls as icebreakers while participants start to join i.e. “What is your favourite thing about working online?”
- Decide beforehand if dividing participants in groups and prepare group allocation making sure groups are well-balanced (i.e. region, skills, expertise)
Example of CSP Mural boards

Empathy Map

Icebreaker

Images not for commercial use
Example of CSP Mural boards

**Idea Prioritization**

**Concept Posters**

**Going out to bring people in...**

Student & community ambassadors engaging to co-create a shared vision for resilience future in the neighborhood.

**WHAT IS IT?**
- cross-generational student & community ambassador

**WHAT PROBLEM DOES IT SOLVE?**
- Lack of communication
- Increase awareness of all generation about resilience
- Involve stakeholders
  - To reconnect community/neighbourhood thanks school

**WHAT IS THE BIG IDEA?**
School hub + bringing the school into the neighbourhood & the neighbourhood into the school to co-create a common vision for a resilient future.

**ILLUSTRATES HOW IT WORKS**
- Connecting pop-up bikelane Milano with School Pilot and Milano green finger system
- extending space for schoolkids use all space available indoor/outdoor

**Example of CSP Mural boards**

**Concept Posters**

**Idea Bank**

**Connecting pop-up bikelane Milano with School Pilot and Milano green finger system**

**Feasibility**

**Impacts**

**Concept Posters**

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**Feasibility**

**Impacts**

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Resource requirements & logistics

- Consider involving experienced facilitators (1 facilitator is required for each breakout room, a lead facilitator is also recommended), train facilitators, set responsibilities and rehearse the workshop. Prepare a briefing document for facilitators add prompters, activity steps etc. Factor in time for facilitator preparation calls.

- Have 1 main meeting host (to assign people to rooms) plus a supporting co-host that deals with technical support, floats between breakout rooms, launches polls etc. Divide tasks between host and co-host(s).

- Set clear roles: time keeping/ note taking/ facilitator back-up. Create a document shared with the core team (co-hosts, facilitators etc.) highlighting these tasks.

- Consider creating Whatsapp groups for quick communication & technical troubleshooting between hosts/facilitators/speakers during the workshop avoid the Zoom chat for messages relevant to all the core team.
Clear guidance for workshop participants & speakers

- Include a basic training on video conferencing and online collaboration tools e.g. through a video/useful links/tips
- Share workshop agenda beforehand
- Provide clear guidance to download tools or software that will be used
- Provide key readings and preparation material beforehand (i.e. one week prior to the workshop)
- Encourage participants to connect and talk to each other beforehand, e.g. through an online platform or social media
- Follow an outreach & selection process to ensure participation of the target audience
Extra tips

- Suggest keeping cameras on and unmuting only when speaking
- Encourage contributions and give everyone a chance to have their say by asking direct questions
- Explain the purpose of each group activity and how to use the software
- Allow facilitators to gauge the energy and productivity levels of their group and schedule breaks and energisers accordingly
- If using Mural, anonymous links must be sent to participants so they don’t have to create an account
- Minimise your Zoom window when working on Mural or any collaboration tool, so you can see and hear other group members whilst simultaneously working on ideas, together. Alternatively, you could run Zoom on another device
- Make sure there is follow-up with participants
- Take group screenshots during/at the end of the event
Useful Links

We found these links useful when designing the City Solutions Platform workshop agenda:

Manage Zoom breakout rooms & Pre assigning participants on Zoom

Mural tutorial videos

The definitive guide to facilitating remote workshops by Mural

A best-practice guide for how to run more effective digital workshops by Alex Severin

Tools for Remote UX Workshops by Therese Fessenden

Key learnings by The Democratic Society