Online facilitation tutorial - Unit 2 ‘Moving events online’

Handout ‘Guiding questions – Participants’ needs’

When planning an online event, you can use the following guiding questions to identify the participants’ needs. Add your own questions that are relevant to you and your stakeholders.

Please note that two aspects need particular attention: The participants’ access to the online environment and their communication needs.

1. How familiar are the event participants with working and communicating online? What tools are they familiar with?
2. Are there any participants who may need special support?
3. How often do the participants face electricity and/or internet disruptions? How big is the risk that this will happen during the event? How much disruption could this cause for the event overall?
4. What are the participants’ communication preferences?
5. Are there any barriers that may prevent some participants from actively participating in the event?