Global Insight Conferences
Guidance On Chairing Virtual Events

In order to chair a virtual event effectively and without technical glitches, please ensure that you have a reliable internet connection, access to a webcam and a microphone – as with any normal Zoom or Teams call. Please try to use a Google Chrome browser wherever possible and we recommend using a headset with a microphone piece attached for the best possible sound quality.

When you receive your log-in details closer to the event, if you experience any difficulties with logging on, or with the platform itself, please drop us an email, or contact support@allintheloop.com. Alternatively, your issue may be solved by referring to the information below.

Important Access Information

Please check the following BEFORE the virtual event starts to ensure a smooth experience on the day. Please also book in a 'dress-rehearsal' with the conference producer, who shall be in touch in the run up to the event, to make sure you are comfortable with using the platform and to check your connection.

VPN & Privacy

If you are using a work device with a VPN (Virtual Private Network) on your browser, please disable it to access the virtual event or use a different device. Click **Start – Settings – Network & Internet – VPN** (on the left-hand menu). You can then turn this function off from here. You can also visit a What's my IP? website such as here and if it shows your actual location, you are not connected to a VPN.

If you are still having issues accessing the platform, please contact your IT department in advance of the virtual event and ask them to whitelist the IP addresses and Port numbers (which we can provide). If you need the IP addresses, please call our team on 0203 479 2299.

Work Devices/WIFI

If you are using an internet connection or device provided by your place of work and cannot view the presentations, please try connecting using a home internet connection as your work may have a firewall in place blocking you. We recommend a WIFI speed no lower than 10mbps, check your Broadband speed here.

Ad-Blocking

If you use an ad-blocking plug-in on your browser, this may affect your ability to view the presentations. To disable, please go to "Settings" on the homepage of your browser, go to the tab "Extensions" on the left side of the screen which will open the extension window of Google Chrome, where you can remove Adblock Plus.

Video Feeds

The presentations will either be live or pre-recorded. Each session will only start at the allocated time and will not display anything before then. If there is a delay with a particular session starting, it may just be that the previous speaker is wrapping up instead of a tech issue on your end! If unsure, please do refresh the page or click out and back in again as there may be a slight delay as the live stream loads up and connects.

Preparation Prior To The Event:

The conference producer shall be in touch before the event via phone, in order to discuss the programme with you and how the day shall run. Around a week before the event, we will arrange a time with you to virtually guide you through the platform, check your connection and ensure you are comfortable with entering and leaving the sessions. On the day itself, we will continue to communicate with you throughout the programme, to highlight any changes or messages that we would like you to relay to the delegates.

On the morning of the conference, if you could kindly be available around half an hour before the event begins (approximately 8:30am), so we can sort out any last minute changes and prevent any technical issues occurring, that would be much appreciated.

Chair's Opening Remarks:

There will be a pre-recorded welcome speech from GIC, available for the delegates to watch when they initially log in to the event, which will run over the main features and how to use the platform - they will then be pointed in the direction of your live opening remarks which will begin promptly.

Please begin the conference strongly, energetically and with passion! The chairing style you chose is completely up to you. You may wish to begin by introducing yourself or by introducing the topics that shall be addressed throughout the morning. Please ensure you know how to pronounce the speakers' and company names (please ask if there are any tricky ones!) and perhaps even introduce them with brief summaries of their biographies that you shall be given prior to the event. Chairing of the event is so very key to the success of the day and energy, humour, challenging questions and setting pace are all useful tools.

Main Presentations:

We shall have explained and demonstrated how the platform works prior to the event to all speakers. Main-session speakers can either present live, or pre-record their presentations and we shall let you know which speaker has chosen which option.

When a new presentation commences, you shall have to log into that specific session on the platform and introduce each speaker. The speaker will then take over the screen, either to present live or to play their pre-recorded presentation. Once a speaker begins their presentation, your image shall appear in a small square at the bottom of the screen. If you wish, you can mute your microphone and turn off your camera during these times, meaning you shall no longer be seen or heard. You can then watch the presentation and appear back once the speaker has concluded, in order to facilitate their questions from the delegation which appear in a Q&A side bar.

Taking Questions After Presentations:

In most cases, we shall have time for 2 questions after each presentation. Please select these questions from the Q&A section on your screen. Please say the name of the delegate and read the question out clearly for the presenter to answer.

If there are many more questions than there is time for, please ask the presenter if they would be happy for delegates to either message them on the platform, or to email them after the event.

Panel Discussions:

All panel participants will be presenting live. During these discussions, please remain on the screen to share the space with the other panelists (they will not have presentations to show, so no screen sharing necessary). Please introduce each panelist before beginning the discussion.

Your main role is to facilitate the flow of the debate and to select questions from the Q&A section visible on your screen – if there are no questions at any stage, please ask one of your own to keep the conversation flowing (you may wish to prepare a few beforehand).

Facilitated Peer-To-Peer Discussions:

These discussions shall take place during the scheduled breaks throughout the day and you do not need to be involved in a chairing capacity (although you are of course welcome to attend a discussion as a delegate if you wish!).

Please just be aware of the topics being debated and keep reminding delegates of how to access these discussions and what time they shall be commencing (all this information shall be relayed to you well in advance of the event).

Other Aspects Of Your Chairing Role

Important Features To Mention Throughout The Day:

Along with mentioning the times and access points of the peer-to-peer discussion as alluded to above, please also keep reminding delegates of the following features of the platform:

1. Encourage delegates to use the discussion section at the side of each presentation to express their ideas and also to type their questions in the separate Q&A section, to be answered by the presenters
2. Our sponsors shall each have a page outlining the services they provide and how the delegates can get in touch – please continue to promote these areas and encourage delegates to visit them and set up meetings if they wish
3. We shall have an evaluation form posted onto the platform and it would be much appreciated if delegates could leave us their feedback via this means – please remind them to fill it in when they can

Content Is Key:

The number one delegate complaint is speakers not sticking to the advertised bullet points. A very effective technique used by our chairs is to tick the programme bullet points as they are discussed and then to ask questions around any areas that have been overlooked by the speakers. Pre-preparing questions for each speaker is highly recommended.

Time Keeping:

Our production team will be in charge of keeping to tight timeframes and will work closely with you on the day in order to make sure we do not run over. Please do feel free to interrupt a speaker in order to keep to time, as it is of the utmost importance that sessions do not overrun – especially with shorter attention spans for a virtual event!

Please note, sponsor sessions usually have a contracted time allotment, so please do not cut these particular sessions short - these shall be highlighted to you by the conference producer. Refreshments breaks also cannot be cut short, as they are invaluable networking times (even on a virtual event) that have been promised to the delegates.

Chair's Closing Remarks:
Some Chairs like to close the conference with a summary of each speakers' session and by offering clear statements and tips for delegates to take away. Some prepare 10 take-back-to-the-office tips. Others like to summarise their personal highlights and some simply wrap up the day with a single sentence or two.

Please remind the delegates to fill in their online evaluation forms, thank them for attending and thank the speakers for taking the time to prepare and present.

Co-Chairs – How They Can Work In Practice:
You may be chairing a morning, afternoon or a whole day event on your own, or you may have another chair joining you – the producer shall let you know if this is the case, but please feel free to check with us if you are unsure.

If you are a co-chair, we suggest that you get in contact a few days before the conference to discuss how you wish to run the day. You can, for example, take turns in introducing speakers and taking questions from the delegates, or one of you could be responsible for the introductions and the other for choosing the questions and asking your own if the discussion is quiet.

Generally, the co-chairs will join any panel discussions as well. Please discuss with your fellow chair how you'd prefer to proceed.

What Happens If There Is A Technical Problem?
As with any sort of live event, a virtual conference is bound to have the odd technical issue here and there. We will have a full team at the back end contacting the technical support staff of the virtual platform and most issues are rectified within a few minutes – we will post on the discussion board and communicate with you separately to keep you informed if there is an issue. A few minutes of silence can feel like a long time however, so please have a few comments ready in case we need to buy some time to get things back up and running!

AudioVisual Quality
To ensure the best possible audiovisual quality on the day, please ensure you have adequate lighting, a good quality microphone and camera and check your camera angle and background. Dressing for the occasion, shorter talks and speaking with energy and passion go just as far in maximising your impact! Please also try to make sure that background noises or disturbances are kept to a minimum, so your words can be clearly heard.

Any Other Questions?
Please do not hesitate to contact us should you wish to discuss any aspect of your participation at the conference, give us a call on **+44 (0)20 3479 2299** or to drop an email to the Conference Producer.