Factsheet

Digital working during the Coronavirus outbreak

When we asked members what sort of support and advice they needed to help deal with the effects of Coronavirus, one clear area was in working digitally, including holding remote meetings and events. There is so much to learn about out there, so as a starter we have pulled together a factsheet with tools and tips on working remotely, running digital meetings and conferences, and live streaming. It also contains some useful links.

This is a live document - please feel free to add your own tips, experience and ideas as we know that the contemporary visual arts community will have as much to share as to learn! Just click here to leave a comment or make a suggestion.

This factsheet was put together by Third Sector Lab.

Digital solutions to deliver your workshops, events, training and content:

Meeting/Workshops

Many organisations who regularly hold networking meetings may suddenly find that they require a digital solution to enable these meetings to still go ahead. Many organisations may find that using Zoom, (video conferencing software), can work for them. Zoom has an embedded chat function, so for meetings where there is a primary speaker you can ensure that delegates can ask questions via the chat function (for example for a Q&A). This could also be suitable for holding a virtual AGM. Free Zoom meetings are limited to 40mins but you can simply restart the call. Paid plans allow much longer, recordable meetings - the Pro and Business plans are available with a 50% discount to registered charities.

If your meetings tend to be more interactive, with ice breakers and group activities, you may wish to consider also utilising a tool such as Miro where teams can collaborate on a virtual whiteboard. The use of digital sticky notes and smart drawing enables your group to respond to your activities as if there is a flipchart paper in the room!

Webinars/Training

For organisations who frequently deliver training, the prospect of your training being cancelled may have serious implications. You may wish to consider how your training session could be delivered online. You could make use of Zoom to deliver this live or upload pre-recorded sessions to your chosen video sharing platform.
Read more about webinars here:

7 Golden rules for hosting webinars: https://copyblogger.com/webinars-engage-convert/

Zoom Meetings vs Zoom Webinars: https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison

Events/Conferences -

If your organisation regularly holds performances for your audience, you may now need to consider using an online method of reaching that audience. Live streaming to your audience via Facebook Live or Instagram TV could be an option in place of holding a live event. Make sure you provide clear communication to those who would have held tickets how they can access these performances online. Your housekeeping and hospitality are really important even though you are delivering it virtually. If your guests have already purchased tickets, you could ask them to donate the cost of their ticket instead of asking for a refund. Similarly, your new audiences who can now view your event online could donate a small amount - again the beauty of digital wallets like Paypal and Venmo mean that your guests can easily donate - without needing to be in attendance.

Conferences can also be delivered entirely online via a mixture of live streaming and pre-recorded sessions, with virtual rooms and speakers - programmed in the same way that a live conference would be held.

Tips for Online Facilitation -

• Facilitate your online workshop or meeting the way you would with a live one - be prepared and share your resources beforehand so that when the time comes to log in you can all be ready to get down to business!
• Set timings against your agenda so that you can keep the business on track and set ground rules for communication in your chat box - just the way you would with a live meeting.
• Include a number of roles in your meeting beyond facilitator and note taker. Consider assigning someone to a technical support role and another as a timekeeper.
• Practice your technology beforehand! If you are going to use online tools for decision making or collaboration, make sure all your participants have had time to practice using them in advance. You can also do an icebreaker using your digital tools so that people are used to using them before you get down to business.

Read more about online facilitation here:

Mastering remote workshops:
https://docs.google.com/document/d/1zL_pkVKR57KO04zqXUwUpfKd0MzPOue3GQ6mUDu_fQ/preview#


A huge Twitter thread of tips full of livestreaming for the arts tips: [https://twitter.com/KATIEHAWTHORNE/status/1239485823634079746](https://twitter.com/KATIEHAWTHORNE/status/1239485823634079746)

**Examples of the arts going digital -**

- **Artichoke**, a visual arts company who specialise in site specific arts, created a piece that went viral in 2016. Read here about their piece, [London 1666](https://artichokevisualarts.co.uk/), and how they used streaming to increase their audience.
- **Complicite**, a theatre company based in London, used live streaming in their production of *The Encounter*, a show which already makes use of technology to engage with audience members on a one to one basis.
- **Theatre Royal Stratford East** wanted to make sure that their Christmas production of *Rapunzel* could be seen by patients at the hospitals and hospices, so that they wouldn’t have to miss on this Christmas treat.
- Read how these twelve museums are now offering virtual tours through [Google Arts and Culture](https://artsandculture.google.com/)

**Remote Working:**

Working remotely may be a challenge for some if they are not used to dividing up their time between home time and work time. Here are some tips for helping teams to communicate effectively and tools for digital communication:

- Use a tool such as [Slack](https://slack.com) to replace email. This is a free app which enables your team to communicate via channels of communication (based on projects, teams, topics etc). These channels allow you to integrate with the other apps and programmes you are already using to manage your work, making sure that it is easy to share and collaborate.
- Your team can also collaborate using tools such as Trello and Miro to create projects and the same pieces of work. It goes without saying that using a cloud based file sharing system is a prerequisite for working remotely (such as Google Drive, One Drive, Box, Dropbox).
- Create structure with your team - whether it’s setting a time in your shared calendar for phone call or check in - to ensure that you are communicating about expectations and goals.
• Make sure you have the right hardware and software - some laptops do not have the best quality of microphone - headsets can be useful to ensure you can be heard/hear your colleagues during meetings.
• Be mindful that your employees will need to have secure systems of working too, at very least a password protected Wifi connection. Tethering to a mobile hotspot may be a solution for this in the short term.

Read more about remote working here:


SCVO Digital guide to remote working: https://medium.com/@johnfitzg/staying-in-touch-while-working-remotely-its-a-people-thing-a6e1360d099d

Advice from Across the Arts and Third Sector:

Arts and third sector intermediary organisations are constantly updating their websites with advice and support, particularly for freelance artists whose livelihoods will be affected by the coronavirus outbreak. Some of the key headlines to note are:

• The UK Government has announced a number of measures to support those who are self employed during this time. You will now be able to apply for Universal Credit or Employment & Support Allowance (only if you have been paying National Insurance contributions for the last 2-3 years).
• In Scotland, the Scottish Welfare Fund provides crisis grants for those experiencing hardship and the Scottish Government has announced that there will be £320M rescue package for businesses.
• SCVO have a dedicated section on their website on supporting your people throughout this crisis which contains links and descriptions of what you can do as an organisation to protect your staff, beneficiaries and volunteers.
• Creative Scotland are offering specific support to grant holders and are dedicated to making funding decisions in the usual timeframe.
• Leapers have compiled this guide for freelance workers who may have concerns about the impact of coronavirus on their work, including tips on buddying up - whereby a trusted colleague in your sector could substitute in for you if you’re unable to work.