

WHAT WE LEARNED

A free guide by the organisers

Aotearoa's first Virtual Impact Unconference 2020

This guide was co-created by

Steven Moe
Erica Austin
Hannah Smith
Natasha Zimmerman
Camia Young
Jessie Cross
Barry Grehan
Dennis Parker
Libby Paulin

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Introduction

Kia Ora!

Welcome to this overview of what we learned running a virtual Impact Unconference. I had an amazing time as the facilitator of this event which was held on Friday 24th April 2020. It was a really energising time - over a 4 hour period we had more than 350 people involved in 6 Zoom Rooms, a total of 32 sessions and over 40 presenters.

It was a massive team effort – none of us could have done it on our own. We always viewed it as an experiment - an opportunity to learn about what might be possible taking an event like this online. Part of our kaupapa is collaboration and learning so we want to share with you our reflections on the process and what we might have done differently. In this document you'll find an outline of some of the key issues we faced, the decisions we made and subsequent thoughts from members of the core organising team.

We cover core principles, inclusiveness, technical issues and thoughts on pace and timing. There are annexures for longer notes, guides, samples of feedback received and other information too. All 32 videos recorded at the event and further information can be found at www.impactunconference.nz.

Thanks to everyone listed below who took the time to write and edit this document - another fantastic example of collaboration! We hope you find it helpful! Am happy to chat about our experiences and connect you with the right person from our team if you have any questions.

Steven Moe

Facilitator

steven@theseeds.nz

Contributors

As with organising the Unconference it was a true team effort compiling this document. While a large number of people offered thoughts and gave feedback, the principal contributors were the following:

Erica Austin - Chief Experience Curator at [E.A.Curation](#). As a multipotentialite - person with multiple passions - she works with nonprofits, government agencies, businesses and education providers across New Zealand to encourage cross sector conversation and contributes to opportunities for collective impact. A Global Shaper with the World Economic Forum, Erica is also connected with many other global communities such as PechaKucha, TEDx and is a member of Asia New Zealand Foundation Leadership Network. She played the role of Curation Lead, Project Management Lead and Weaver for the Unconference.

Hannah Smith - With a background in social enterprise, [Hannah](#) specialises in developing people, relationships and systems for social change. An [Edmund Hillary Fellow](#) and international Associate with the [Social Enterprise Academy](#) she is a coach, facilitator and experience designer with a particular passion for being outdoors. For the Unconference she hosted the Wairua Room and brought an eye for detail to many elements of the participant experience.

Natasha Zimmerman - Natasha is the creative force behind [Unchatter](#), an organisation focused on bringing meaningful connection to the world with thoughtfully curated experiences. Natasha is originally from the US, where she was a healthcare executive before coming to New Zealand to pursue her PhD in Psychology at the University of Canterbury. Her current research is centered on belonging and connection in organisations, and she loves finding the juicy intersection of science, humanism, and practical application. Natasha curated the connection stream for the Unconference as the Participant Connection Lead.

Camia Young - Camia is passionate about building 21st Century cities. Since moving to Christchurch she has been involved in several community minded initiatives including Ohu (Office for Holistic Urbanism), Exchange Christchurch (XCHC), Te Pūtahi: Christchurch Centre for Architecture and City Making, the Gap Filler Pallet Pavilion, and Studio Christchurch. Before moving to New Zealand, Camia practiced as an Architect in Europe with OMA in Holland and Herzog & de Meuron in Switzerland and worked on several large scale civic projects and urban master plans. Today Camia serves as a Trustee on the Hillary Institute board, the Ohu Foundation board, and she is the Founding Director of Ohu, Founding Director of Collett's Corner and Founding Director XCHC.

Jessie Cross - Jessie is passionate about unlocking the potential we all hold to have a positive impact on our communities and our environment. She is a strong believer in the power of grassroots action. Jessie started her career as a Resource Management solicitor, before delving into the world of social enterprise as Community and Programme

Manager for [Limited Resource Teacher Training \(LRTT\)](#). She is the incoming Vice-Curator of the [Global Shapers Christchurch Hub](#). She managed communications and copywriting and was a Weaver for the Unconference.

Barry Grehan - proud Irishman nestled up against the rolling hills of Wānaka. Community builder at [Urban Village](#), facilitator at [Sticks 'n Stones](#) and seeder at Cecil (Social Enterprise Southern Lakes). Played the role of Weaver & Technician coordinator for the Unconference.

Dennis Parker - Dennis is interested in how organisations work, in understanding what's going on, and in how people engage and collaborate to achieve aspirations. Following wide governance and management experience in the sectors of business (Macpac), tertiary education (University of Canterbury), central government (Energy Efficiency & Conservation Authority) and NGO (Sustainable Business Network, and others), he is now self-employed supporting governance and management in social enterprise and NFP organisations. He is a Director of Trade Aid Importers and the Chair of Cycling Canterbury. His interests include social justice, bottom-up change, agency & empowerment, managing disruption, sporting performance & nutrition, and lifelong learning. He was one of our Unconference Technicians.

Libby Paulin - Libby has done many things in her life, the most recent of which is the [Bachelor of Leadership for Change](#). She is a Connector of people - individually and collectively. Her role was evaluating the impact of the Unconference.

Steven Moe - Steven is a Partner at [Parry Field Lawyer](#). He shared some of his journey [here](#). He has worked as a lawyer since 2001 - in Wellington, London, Tokyo and Sydney - and has been based in Christchurch since 2016. He is the host of the weekly podcast [seeds](#) (180+ interviews of inspiring people) and works across the country, helping empower those seeking to have impact by finding legal solutions. He has published a book - "[Social Enterprises in NZ: A Legal Handbook](#)", is the Chair of [Community Finance](#) (impact investing company for social housing), hosts regular Impact Lunches and is father to four young children. Steven was the instigator and lead facilitator of the Unconference as well as Technician for the Aroha room on the day.

Background

We had a head start. We had already assembled an impressive team to run an in-person Unconference for 300 people in May 2020 in Christchurch. Many hours of work had gone into venues, food, format etc. before it had to be postponed due to the Covid19 lockdown. Almost immediately, we wondered – could we go virtual with this? The answer was ‘yes’ and within days, an email had gone out (see Annex 1) to pitch a new vision.

We were lucky enough to have some plans and key infrastructure in place (primarily a great volunteer team) for the postponed in-person event. Several members of the team were willing to join the pivot to the idea of a virtual event - as were the 70 organisations already showing their support. The circumstances of lockdown meant that new volunteers also emerged who were keen to get involved.

From proposing a Virtual Unconference on 2 April to holding it on 24 April was only about 3 weeks. Not only was this very compressed timing but the country was in lockdown - quite extraordinary circumstances. However, this also gave the team real momentum and energy, in strange times for many of us. We were fortunate to be able to lean on all the thinking and planning that had gone before - it was a case of pivoting, learning what technology allowed, and then sprinting to make it happen.

Design Principles

There were a few principles which ran through all our planning.

Principle 1: Simplicity

When making decisions we always looked through the lens of “keep it simple”. It helped a lot when assessing ideas. Were we keeping things simple? If not, we found it easy to put suggestions aside to try another time.

Principle 2: Inclusiveness

We wanted to ensure that this event would be inclusive and accessible. We worked hard at this and came up with some good strategies. Having this as a goal helped direct our decision making when it came to how we would run the Unconference.

Principle 3: Connection and community

We really wanted to promote connection and community - throughout the Unconference and beyond. The virtual dimension made it even more of a focus. Our approach is outlined in more detail below. Some highlights include creating collaborative documents for each session, and a specific room with a focus on connection - Wairua.

Principle 4: Arts

Our Unconference was an experiment in many ways, so we gave ourselves permission to go ahead and be different. This included scheduling in Activation sessions to celebrate music and poetry. To model the value we place on the arts we paid all our performers.

Principle 5: Challenge

We would not be afraid of hard conversations that challenge paradigms of thinking.

Working in partnership

Our ambition was always that this should be a grassroots event with many organisations involved. We invited organisations keen to be associated with the event to provide their logos in support - without asking for sponsorship or other financial contribution. Steven had worked on that for 9 months or so and as a result, we had 89 organisations share their logo in alignment with our efforts. Many of these were already behind our original 'real-world' event - and we found no resistance when we had to pivot to a virtual version. They became our advocates, sharing with their networks - a great example of the collaboration and cross sector cooperation that we wanted to promote with the Unconference.

Team

We were fortunate enough to begin with a small team who had already been working together on plans for the 'real world' Unconference. In this group, levels of trust were high due to prior acquaintance and collaboration. Once the pivot to a virtual event was confirmed, we were joined by additional volunteers bringing new threads of expertise and experience. With regular Zoom planning meetings, a Slack workspace for in-between communication and a clear, time-bound goal we found ourselves quickly working well together. In preparing for the Unconference, a few loose sub-teams formed - as outlined below.

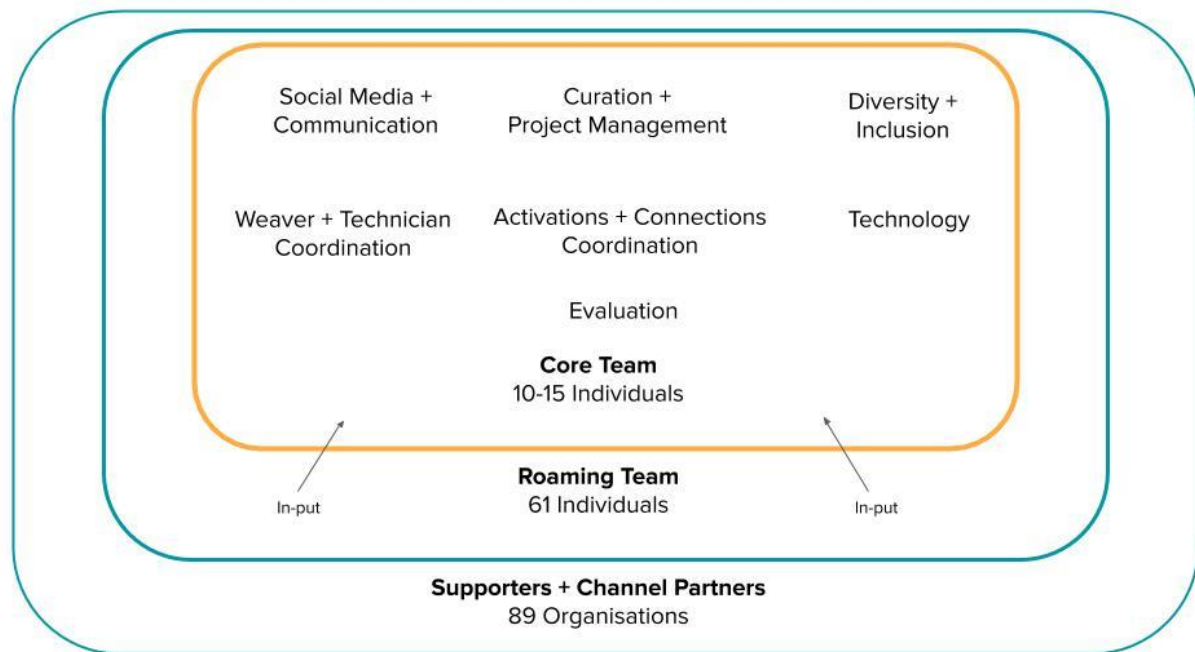


Image by Erica Austin: 2020 Team Structure

What we learned:

- Building trust with people we have never met before in person is possible, and was a key part of what made our team work so well together.
- Taking ownership of actions and following through within quick timeframes was vital to pulling the event together within the tight three-week timeframe.
- Quick, collaborative decision-making via Zoom planning calls and Slack chats worked well. Also keeping to the theme of “keep it simple” and parking great ideas that we didn’t have time to execute this time around.
- Within our organising team, we created the vibe and modelled the collaboration that we wanted to see emulated throughout the Unconference.
- Creating space for people to feel empowered and able to put their hand up to take on actions - big or small, and valuing all input that each team member was able to provide - emoji use on Slack was great for this!

Personal reflection:

Steven: One important lesson I learned in this area as the facilitator was to be receptive and open to the ideas of the group. There were two examples where my own ideas got challenged and we adjusted course.

- **Names and voting:** I thought it was important to put the name of presenters by the topics so people knew who they were voting for. It was suggested to keep that anonymous so the quality of the idea was what won out rather than people voting

based on the person who would present. We went with that.

- Stream topics: I originally had in mind each of the rooms would have a different theme eg technology in one, arts in another. I was challenged on this because one aim is to break down silos of thinking and you might get someone hanging out in one room the entire time. Instead we chose names for rooms that did not reflect a topic and mixed them up so they were very diverse.

Format & Design

Hosting an event in the Unconference format was our original intention, and remained critically important. Core to this concept is that it is co-created by participants - the conversations that happen are the ones that people want to have. As part of this particular experiment however, we also chose to host one room where five thought leaders were invited to present. We thought it might help attract people to the event - but as it happened, most tickets were sold before the names were announced.

Personal Reflections:

Camia: A typical unconference is based on people submitting ideas as opposed to inviting guests to speak. Our original thinking was to invite guest speakers because we wanted to attract an audience and known names would offer that draw. The unique feature of an Unconference is that it gives people a platform to share what they want to talk about and it gives people who may not have the opportunity to share a place to trial public speaking. This is different from other conferences where people are invited to speak on a topic, and people tend to be seasoned public speakers. I think the unintended consequences of inviting 'anchor' speakers pulled energy from the other rooms, and caused an unnecessary competition for attendees. I felt the smaller rooms were under attended as a result of the invited speakers which left some 'participant presenters' feeling disappointed.

Barry: Level-playing field without pre-allocated speakers for next time? Yes!

Natasha: In retrospect, some analysis around attendance at each session would be insightful to see which topics garnered the most interest, and from whom.

Steven: Whilst next time, I might reconsider inviting speakers I also think it did speak to our ambitions to create a high-quality event. Additionally, recording the sessions meant that people could always catch up later on. The fact that the videos have been watched hundreds of times already shows the power of technology to reach far beyond what happens on a single day - and potentially contribute to even greater impact.

The basic format of the event was six simultaneous Zoom Rooms - one hosting invited speakers (see above), four hosting a range of participant-led sessions (see details of our Submission & Curation Process below) and one room with a specific focus on participant connection. Each Room would be hosted by a team of two - a Technician and a Weaver - with individual sessions led by a presenter - we also called them Kōrero Starters. The scope of these roles is outlined in more detail in the Team Roles section below.

Early on in the process, the decision was made that all participant-led sessions at the Unconference should be 30 minutes in length. This was to both maximise the number of sessions and 'keep things simple' for participants with sessions all beginning either on the hour or on the half hour. There was some disagreement within the team that this was the best approach, but in the spirit of experimentation we proceeded on this basis. The central idea was to offer participants as many opportunities as possible in a short space of time to engage with diverse content. Feedback on the day was good, but the pace and intensity of the experience was also noted by many.

Hannah: More 'breathing room' between sessions would definitely have been valuable - to finish conversations, allow ideas and thoughts to settle, decide where to go next (and maybe to pee!) The pace felt frenetic at times, for both team and participants. Perhaps 45 minute sessions with 15 min breaks or extending conversations would have been a good compromise? Or differently paced sessions in different rooms? In part, I suppose it relates to the purpose of the event - for example an event that sought to maximise knowledge sharing might be hosted differently from one aiming for in-depth connections between participants.

Camia: Every session was 30min, which is a good format for a presentation but felt rushed for more of an interactive format. I think having an hour to both present and to have time to facilitate interaction would have been preferable. It all felt very 'fast paced' - I wonder what a 'slow paced' version might look like?

Natasha: There is definitely room for experimentation with timing. For example, could we have some 30-minute sessions and some 60-minute sessions? 30 minutes went VERY quickly, and certain topics probably warranted longer exploration. I also wonder about breaking up the day so it's not 4 straight hours of sitting online. That can be exhausting for both participants and organisers (I definitely felt it) and it would be interesting to see if we had some drop-off in attendance as the day went on for that reason.

Barry: Might be good to try sessions spread more thinly across a whole day - giving participants more freedom to come and go throughout the day. Reminder texts or emails could be useful to pre-empt folks going off and forgetting to come back

Steven: I like the idea of having some sessions go for an hour but others for 30 minutes. Forcing people to refine and communicate their talk in less time than 'normal' can mean that they crystallise and distil down to the essence of what is important. This was an

experiment and I think the Arts activation session in the middle helped break things up, a few more minutes between sessions would be a good idea as it was fast paced (a negative) - but, equally - it was fast paced (a positive)!

Connection and Collaboration

We wanted to put fostering connection and collaboration at the very heart of our Unconference. We were keen to make the most of the unique opportunity to gather a group of people who didn't need to be in the same physical location - but who may have much in common. Some examples of how we sought to do this are outlined below:

Wairua Room: One of our six rooms - curated by Natasha Zimmerman - offered activities to explore and deepen connection between participants. It was described as follows:

"Now more than ever, we need spaces that open the door for deeper connection with ourselves and others. With equal doses of research and compassion, we've built the Wairua Room as a sanctuary for reflection, laughter, and meaning. Whether you want to explore your inner world, learn about the science of connection, or dive into some incredible conversations, you'll get what you need from this thoughtfully curated series of sessions."

Shared Documents: In order to and capture and build on any momentum from conversations in sessions - we set up an open Google document for each session. In these documents, participants were invited to share details and relevant content - both during and after the event. These were used in various ways as described by Camia: *"three of my sessions used their documents to collect people's contact details and follow up with them after the conference. I also had one group use their document as a way to harvest people's individual answers to questions"*.

Break-out rooms: In most of the sessions, participants had the opportunity to explore the content more deeply in small groups using Zoom's 'break-out rooms' function. Feedback indicates that people appreciated this opportunity to make brief connections and engage with each other. Some also fed back that in the compressed time and without need to have small talk/intros they could get straight to the issue or topic to discuss.

The compressed time-frame - both in terms of planning, and on the day itself - meant that we didn't experiment with the concept of how to develop connection in the online environment quite as much as we'd like to. Some other ideas we had included:

- A room that was run as a true sanctuary space - with soft music, virtual art museum tours, guided meditations, or other soothing/restorative/sensory experiences that participants could dip in and out of as they wish.
- A dedicated 'Serendipity' Room where attendees could go and be randomly paired with another person (or people) and given a question to prompt discussion. This would be a different feel to the facilitated connection sessions - more like organic conversations that happen around food or in the line for the bathrooms at a physical gathering.
- A more spacious event - with sessions spread across a full day - more akin to an in-person Unconference (the original event was to be held all day on a Saturday). Perhaps this could have a 15 minute changeover period and/or resident musicians/poets in each room helping to bridge the gap and smooth the transition between sessions.

Personal reflections:

Natasha: From a connection perspective, I think we could have done more to weave it in throughout the entire Unconference. For example, we could have provided connection-centric guidance to presenters, or expand reach and scope of the Weaver role. These were all things that crossed my mind, but our timing was very compressed and precluded things from being over-scripted/prepared. Based on the feedback, attendees definitely felt a sense of connection, but of course, I always think we could do better!

Jessie: I agree with the above! At the end of each session I really wanted an extra 10 - 15 minutes to allow participants to stay 'in the room' and chat, or facilitate a bit more discussion and 'organic' connection. This may have also allowed time for the piece that seemed to be missing: "Where to from here?". Maybe having a staggered timetable with some sessions starting on the hour, some at 15 mins past the hour etc would build in natural break-points. Although a positive of the back-to-back timetable was that it meant participants seemed to stay engaged in the event - always another session to go to - which may be important in the online context to reduce drop-offs?

Hannah: I loved that the concept of connection was at the heart of this event - and it was great to see so many people joining our designated room for deeper conversations. It's really hard with an online event however to create the same sorts of moments of serendipity and closening that happens at 'in-person' events - those 'queue for the loo' moments for example. I also wish we'd spent more time visually mapping participants and their interests - either in advance via a Google survey, on a Miro board or as part of an activity in the opening session. If we'd known more about who was there - and what their interests were, it would have been easier to join dots and weave genuine connection between participants and their aspirations in a 'professional' sense.

Camia: An intention behind the unconference was to foster 'collaboration'. The Weavers were given the mantle to look out for possible synergies, but I'm not sure this was

possible given the very short/fast nature of each discussion. I think we could explore the notion of collaboration further and support people to make more meaningful connections in other ways if we can slow down a bit and introduce a few other techniques to stimulate connections.

Natasha: There is definitely opportunity to expand the post-event aspect of the Unconference. The shared Google docs were helpful, but this idea could have been developed even further - as above, we were bumping against the time barrier. How do we translate the enthusiasm to action? It's usually helpful to capitalise on momentum in the moment rather than after the fact. Lots more to explore in this realm; I think we just hit the tip of the proverbial iceberg.

Jessie: On reflection, it would have been useful for each Weaver to talk in more depth with presenters about expectations for post-event follow-up with participants. This would have helped us to prioritise next steps for those participants who shared details in the Google docs - and may have helped to stimulate further action. Some presenters followed up directly with participants after the event, but not all, and due to the fast-pace of the pre-event build-up, we perhaps didn't give enough attention to the crucially important post-event piece. Striking a balance between sparking action while respecting the time and other commitments of the volunteer team is more challenging without the sense of urgency created by the looming deadline of the event itself!

Steven: I think more connections happened than we even realise. It would not surprise me at all to find in the next year that collaborations result from people having met at this event. Seeds being planted may not show themselves for some time.

Inclusiveness

Prior to the decision to pivot to the virtual format, Hannah McKnight had been working hard on ensuring our in-person Unconference would be as inclusive as possible. Even though the circumstances would be very different, this was an extremely helpful starting point. As a team, we sought to lay cultural foundations for inclusivity by remaining continually open to new people and their contributions.

Some of the decisions we made in relation to inclusiveness are as follows:

- We adopted an adapted version of the NetHui Code of Conduct - see Annex 7
- In line with our value of Keeping It Simple, all tickets for this event were priced at just \$5. This amount was chosen to maximise participation - and hopefully therefore the impact of the event.
- We asked anyone buying a ticket to share any additional needs they might have with regards to participating in the event

- We chose to record and share all sessions to ensure the widest possible reach
- We had a volunteer act as Wellbeing Ambassador - available at all times during the Unconference to handle any issues arising.
- We encouraged the whole team, as well as Kōrero Starters and participants to confirm their preferred pronoun use

However, our short time-frame meant we were not able to set up as much enabling infrastructure for our virtual event as we would have liked. Other things we would have liked to explore include:

- The option of using closed captions to include participants with hearing difficulties - this would require additional volunteers on the day to provide this service
- A tiered pricing structure including a sponsored/fee-free option to entirely remove any financial barrier to participation
- The possibility of partnering with public libraries (in a post Covid-19 environment) to ensure participation could be possible for people without access to their own device and/or affordable high-quality internet connection
- Improving our communication around session recordings and their distribution - what would and wouldn't be recorded, how it would be used and how best to comfortably take part whilst ensuring anonymity is preserved, if desired.

Camia: We 'sold out' but I don't think we ever had 300 people attending at once. Of course hindsight is 20/20 but I think we could have opened it up to everyone keen to join (we had a waiting list of around 60 people). My experience with events is that there is always an attrition rate - and maybe the nature of online events means that people are more likely to drop in and out than stay present all the time.

Hannah: For a trial or one-off, free or extremely low cost events are great. Doing it again, experimenting with a tiered pricing structure of a post-event 'pay what it's been worth' koha model could help further recognise the contributions of volunteer team and performers, support local charities or allow for further investment in technology to improve future iterations.

Natasha: Marketing to underserved/under-reached populations could have potentially been improved - e.g., university students, elderly, etc. For example, could we have worked with assisted living/nursing home coordinators to help residents be able to attend certain sessions? It strikes me that they could also offer tremendous value in facilitating or co-facilitating sessions as well.

Steven: This was an experiment to test the bounds of what was possible with technology when using 6 virtual rooms and eliminating catering, venue hire and other overheads - these learnings will help improve other events, which was a key focus.

Delivery

Technology

As with any event, decisions had to be made around platforms and tools. We chose Zoom as our hosting platform because it is most widely known and understood, Humantix for our ticket sales because they give back to communities, Mailchimp for communicating with participants as it was easy to use and Slack for internal comms to reduce emails. We were offered another video platform early on but stuck with Zoom to 'keep things simple'.

For each Zoom Room, we appointed a Technician whose primary focus was on ensuring a smooth experience for all participants. The Tech Guidelines we produced - including the Zoom settings we selected - can be found in Annex 11. Some detailed reflections from Dennis, one of our Technicians on his experience can also be found in Annex 17.

Zoom: Our Learnings

- Pro accounts are required for any gatherings of 3 people or more, that need to be longer than 40 mins. This includes access to the break-out room function.
- For gatherings of more than 100 people, an active upgraded account is required. For our 'main room' we selected the '500 people' upgrade. The other rooms could all hold a maximum of 100.
- Recording sessions was a priority for us, as part of our commitment to inclusiveness. The system we chose to adopt was local recordings made to hard drives by the Weaver, with the Technician recording to the cloud as a back-up.
- Ensure all Technicians have their Zoom settings correctly configured before creating the Zoom event or Room. See Annex 10 for the settings we used.
- Consider how you use Mute All. Can be handy for very large sessions - but if you then need to Unmute All, be prepared for unexpected background noise.

Slack: Our main portal for internal communication. As there was some variation within the team as to notification preferences, we sent emails with calendar invites for any key meetings. We found Slack enabled conversations to be appropriately directed and reduced communication overload - useful channels included 'Tech', 'Curation', 'Comms' and 'Learnings'.

Miro: We used a free version of Miro to develop and curate the programme. Many of us were new to this tool, but it is easy to use and a very visual way of co-ordinating thoughts, ideas and information. The free version allowed for unlimited collaborators but

also created a small challenge around equal access rights. A screenshot of our board is below.

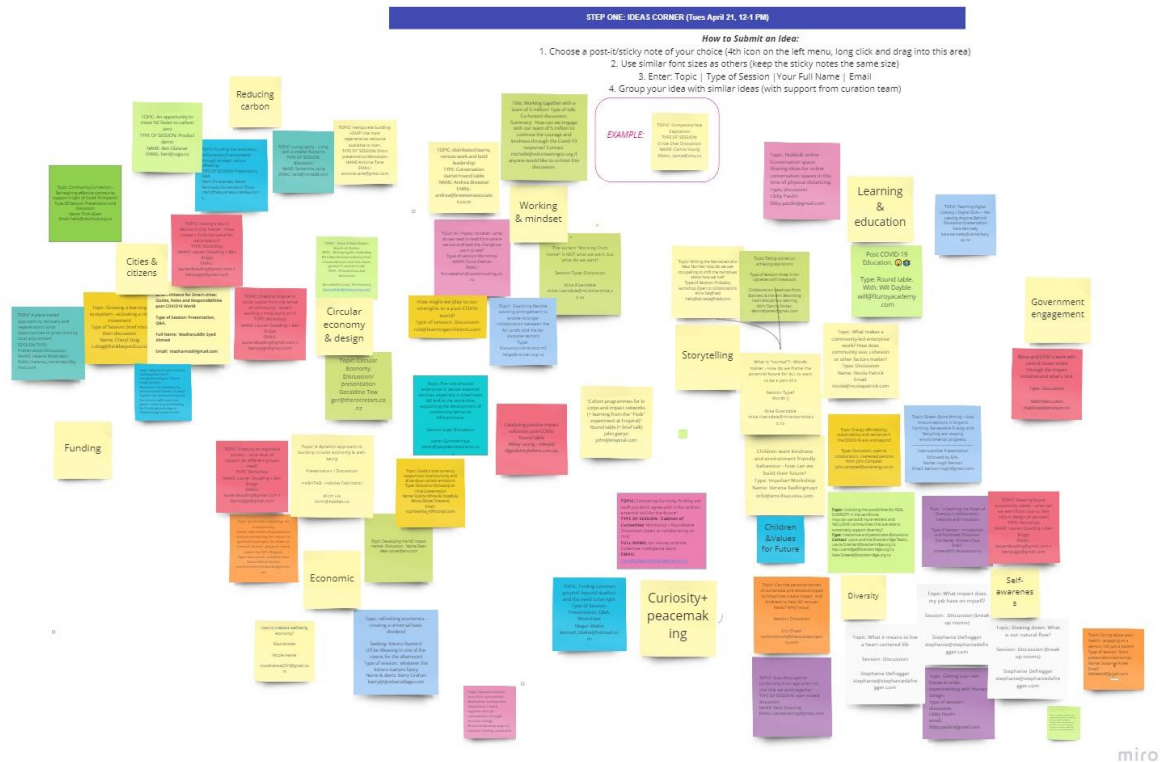


Image: Screenshot of Miro board co-created by participants

Mailchimp: Our key learnings with regard to communicating via Mailchimp would be to set up automated emails to new subscribers. It would also be worth investigating if there's a way to sync up Mailchimp and Humanitix so new purchasers are automatically added to a Mailchimp mailing list. Otherwise it can be quite labour intensive.

Humanitix: We love this ticketing platform as it supports education and charitable programmes with its profits.

- It was easy to use, but we made an early error by setting up two ticket types - a Participant and Presenter which created some confusion. Doing it again, we would have just one ticket type with an additional question: 'Would you like to host a session?'
- Make sure to switch on the 'waiting list' function so you capture people who want to attend even if your tickets sell out – as they might be interested in future events. We were able to email them a personal thanks for their interest before the event and share links to the session recordings as soon as they were ready.
- There is an 'email participants' function within the Humanitix app, which could simplify the comms process by removing the need for Mailchimp. However it is limited in its design features, and building email templates is not quite as user-

friendly as with a platform like Mailchimp so we used that (apart from one email out at the end when we wanted to be sure emails from Mailchimp hadn't gone to spam folders so sent from Humanitix as well).

- As a side note, [Georgia Robertson the NZ Humanitix CEO](#) was very supportive (and attended) and we're confident she'd happily engage and answer questions from others if you want to know more about Humanitix.

Submission, Selection & Curation Process

Our process of inviting, selecting and curating submissions for the Unconference took place over four days. On Day One, we hosted an hour long briefing call and invited participants to pitch ideas on a pre-organised Miro board. The Miro board allowed them to connect with each other and collaborate on ideas. By midday on Day Two, we had 35 topics submitted - for 20 slots - and we opened up the voting process.

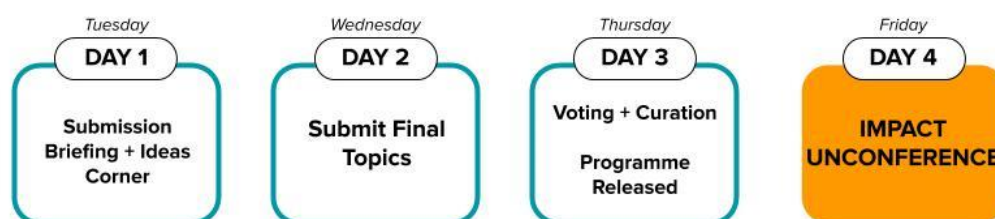


Image by Erica Austin: 2020 Process

All attendees were sent a link to a simple voting page. Each person had 5 votes - and the topics with the most votes were selected for the Unconference (the only variation being one person had submitted 3 topics so only their top one proceeded). There were almost 200 voters which showed good engagement in the process from attendees.

The curation team took the top 20 topics and populated the schedule wireframe. We considered the different themes of the topics and also thought about the emotional journey of participants throughout the afternoon to generate a well balanced programme. We used four key categories: Heart/Community, Social Enterprise, Economics/Post-Covid, Environment. More detail on this process is set out in Annex 5.

We had all the information of each session including the names, contact details, session name and description from their final topic submissions via Google Forms. Our design team then took this information to create a high-quality PDF programme for the event day, a

snapshot of which is included below. The full Programme can be viewed via the link in Annex 6.

 Impact Unconference Aotearoa New Zealand 24 April 2020						
	Aroha Room Main - 300+ pax Zoom Link	Rangimārie Room Large - 100 pax Zoom Link	Kaitiaki Room Large - 100 pax Zoom Link	Manaaki Room Large - 100 pax Zoom Link	Rangatira Room Large - 100 pax Zoom Link	Wairua Room Small - 30 pax Zoom Link
1:00 - 1:30	Opening	offline	offline	offline	offline	offline
1:30 - 2:00	The Economy in a Post Crisis World Shamubeel Eaqub	Empowering all Kiwis to Take Action on Climate Change Ben Gleisner, Mark Christensen	Unleashing the Power of Diversity in Collaboration, Creativity and Innovation Shireen Chua, Zella Downing	The Impact Initiative: A Partnership with Government Matthew Luxon	Kindness - Creating a Future from the Heart Stephanie Defregger and Verena Radlimgayr	Nostalgia Natasha Zimmerman #connection
2:00 - 2:30	Normalising Te Reo in the Workplace Anton Matthews	Pods: A Practice of Small Groups for Mutual Support and Strengthening Networks John Gierlyn, Nancy Gibson	Good-buy, Re-buy and Un-buy Ian 'Harv' Harvey	Re-Authoring the Narratives of a "New Normal" Alina Siegfried, Megan Blakie	How might we play to our strengths in a post-COVID world? Rob Clarke	Boldness Kit Hindin #connection
2:30 - 3:00	Courageous Impact Kala Colbin	Impact Mindset - Awareness, Learning, Action Fiona Deehan	Green Gone Wrong - Misconceptions in Environmentalism Hugh Benson	There are No Digital Natives Kara Kennedy	Creating Long-term Social Capital from Our Sense of Community Lauren Dowding, Ben Briggs	Growth Robin Smith #connection
3:00 - 3:30	Matthew Goldsworthy modern-classical piano #activation	Marianne Leigh guitar + vocal, pop styling #activation	Campbell Mack vocals, rock classics style #activation	Daisy Lavea-Timo & Alina Siegfried slam poetry #activation	Kate Owen singer song writer #activation	Quietness Natasha Zimmerman #connection
3:30 - 4:00	The Importance of Impact in a Time of Crisis Louise Aitken Ākina Foundation	Reporting from the Grassroots Nish Verma	A New Paradigm for Work: Remote Teams and Leadership Andrea Brewster	Let's Make The Ocean Great Again James Nikitine	How to Foster the Development of a NZ Impact Investment Market Dean Spicer	Identity + Belonging Jaume Boix #connection
4:00 - 4:30	Youth Impact: Origins, Challenges and Learnings E Wen Wong & Matthew Goldsworthy	Making local real - how can community-led enterprise solutions succeed? Nicola Patrick, Karen Summerhays	A Place-based Approach to Recovery and Regeneration Helene Malandain	Long Term Financial Sustainability of Social Enterprises Helen Townsend	Include and Unleash Everyone: a Learning Experience! David Bennett	Playfulness Hassan Bukhari #connection
4:30 - 5:00	Closing	offline	offline	offline	offline	offline

Image by Camia Young: 2020 Unconference Programme

Personal Reflections:

Natasha: Extending the timeline from selection to presentation may be helpful - even by a day or two. Emphasising in the comms that unconferences are safe, welcome spaces for those who have unique ideas but may not be accustomed to presenting would be helpful. That way it's not just the "usual suspects" who pitch ideas.

Camia: Given the nature of the online realm, we could have explored slowing down the turnover between submitting an idea and presenting it. It could have benefited some of the talks to have given the presenter/weaver/tech time to do a prep run of their talk so we could better facilitate according to presenter's needs. I think there was also a very good document to support presenters that may not have been used because presenters were too 'rushed' to prepare.

Erica: Extend the time between initial idea submission, final topic submission and final programme launch. This will allow enough time:

- For participants to familiarise themselves with the selected online collaboration tool, and a chance for our team to support people who have trouble using the tool.
- To combine similar topics and find potential co-host. This extended time will allow co-hosts to build trust and work on content together before submitting final topic information via Google Form. (Over a weekend)
- For other participants to vote on top 5
- For Weavers to contact presenters/Kōrero Starters to understand their needs for the session and provide sufficient support e.g. facilitation tips, runsheet and tech support
- For co-hosts to practice and runthrough their session together allowing them to understand and work better together.
- For organising team to curate and put together the final programme before send it out to attendees
- For participants with no or little facilitation experience, this will be the time to upskill through a separate session.

Steven: While more time might be good, a typical Unconference seeks submissions and pitches of topics on a Friday with the event itself run on the Saturday - so not having a huge amount of time was consistent with the way we had seen and experienced them. It's often messy and ideas are thrown together quickly - we were trying to also capture some of that, which we achieved (recognising inevitable improvements that could be made if more time were provided).

A longer curation process, taking into account the reflections noted above could look like this:

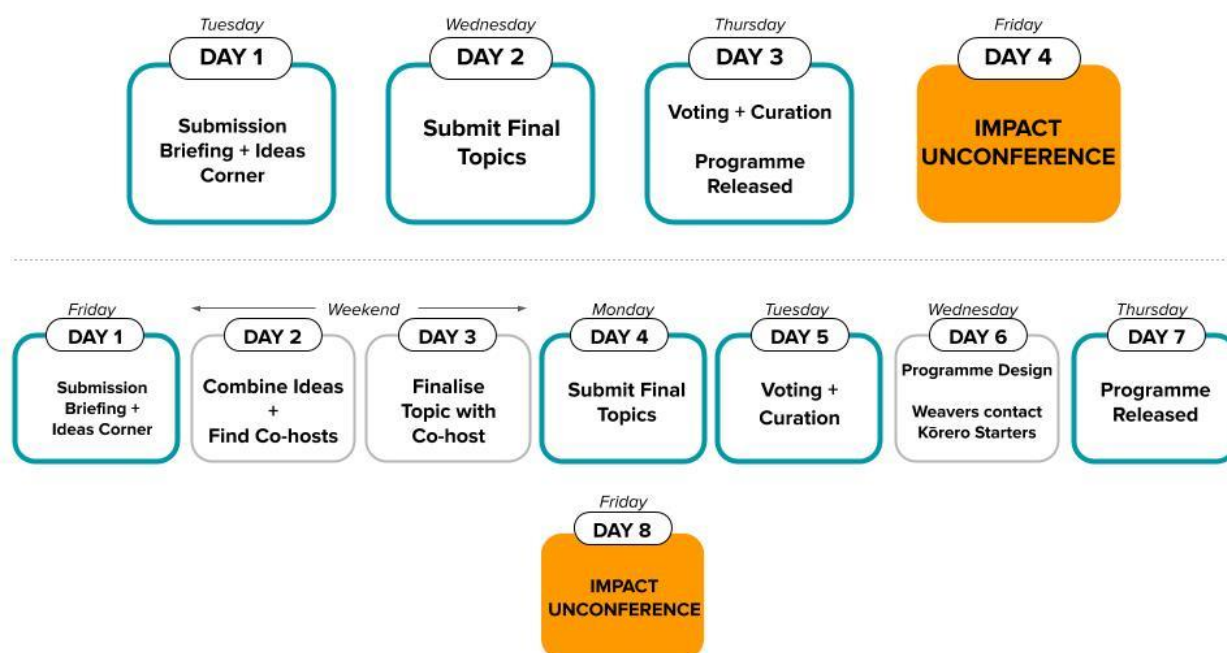


Image by Erica Austin: 2020 Process vs Future Process

Communications

Marketing & Participant Engagement

Prior to the Unconference, we communicated regularly with participants. The full schedule of emails sent is set out below, with the copy used in these emails included in Annex 4.

The process was managed behind the scenes by Jessie and the Comms Team using Mailchimp. Their core activities were as follows, along with some learnings that would make the process smoother a second time around:

- Update the Mailchimp mailing list with new participants before each email goes out. Each time the mailing list is updated, send new participants any previous emails that they haven't yet received, if they are still relevant.

SUGGESTION:

Set up Mailchimp so new subscribers are automatically sent an email with an overview of key dates/information leading up to Unconference. Ensure this email will be relevant whether someone buys a ticket two weeks before the event, or two days before. This will save you having to manually create small Mailchimp campaigns every time a new set of

participants is added to the mailing list.

- Manually update email addresses for participants who purchased more than one ticket on behalf of someone else.

SUGGESTION:

Set up Humanitix so that if purchasing a ticket for someone else, you have to input their email address, this will save a lot of time chasing people for email addresses! We did that and mainly got them all, but it was an extra step.

- Plan out communications that participants need to receive, and draft the copy for these emails. Liaise with the Curation Team to make sure comms are consistent with their vision for curation of the event.
- Build Mailchimp templates. Our recommendation would be to build one sharp on-brand template using Unconference colours and then 'replicate' it for each new email. This saves time and ensures that all emails are instantly recognisable.
- Monitor Unconference email address for replies, respond to questions
- Share updates on social media - we used bespoke [Facebook](#) and [LinkedIn](#) pages, managed by several members of the team. Team members sharing on their own profiles helped raise awareness.
- Regarding social media, two of our team did videos [here](#) and [here](#) shot at their homes during lockdown explaining what the event was and how it would run - low budget but capturing the vibe intended, they helped raise the profile.

Our pre and post-event email campaign looked like this:

Timing	Audience	Email objective
1 week pre-event	All participants	Explaining key dates, invite to join the preliminary meeting to discuss topic submission process
4 days pre-event	All participants	Reminder about preliminary meeting
3 days pre-event	All participants	Topic submissions open
2 days pre-event	All participants	Voting on topics open
1 day pre-event	Topic submitters whose topics were not chosen by voting	Sharing outcome from voting
1 day pre-event	All participants	Sharing final programme including Zoom links
1 day pre-event	Kōrero Starters (sent individually by Weavers)	Congratulations your topic has been chosen, sharing guidelines for online facilitation, time of session, instructions for joining etc.
Day of event	All participants	Unconference happening today, view programme
Day of event	Participants who had not opened email sharing programme	Reminder to check junk/spam/promotional email folders. Link to programme.
One-week post-event	All participants	Share feedback survey, link to watch videos, remind to contribute to collaborative docs to continue conversations started at Unconference
Two weeks post-event	All participants	Final reminder to complete survey; invitation to register to attend “What we learned” debrief [got more responses]

NOTE:

Some participants informed us that messages went straight to their 'promotions' or 'spam' folders. The more emails sent using mass-email tools like Mailchimp, and the fewer emails opened, the more likely that mail clients will filter them into Spam folders. So keep emails to a minimum, and have a backup plan for sharing the final timetable with participants. Ours was to run an event-day report to establish which participants hadn't opened the email with the final programme, followed by a mass email from Steven's own email account to ensure they had received it.

Presenter Engagement

We wanted and encouraged high engagement with participants and presenters/Kōrero Starters. On the Tuesday before the Unconference we held an hour long session with about 80 people joining a Zoom call (a recording of it is [here](#)). We explained how the event would work, timing, how submissions would occur and answered questions. After that we opened up the Miro board for people to start collaborating on ideas.

Once the topics had been submitted, the voting taken place and we knew who the Kōrero Starters would be, the Weavers contacted them to discuss the plan for their sessions. It was quite a tight turnaround but somehow we managed it! On the day of the event, Steven wrote a note to the Kōrero Starters to thank them for being involved - underlining how much they were contributing to make it a success (see Annex 14).

In terms of support for Kōrero Starters there probably could have been more after they were selected, e.g. coaching and Zoom training, but that was beyond the remit for this particular event or even possible within timeframes.

Liaising with Kōrero Starters - what we learned:

- Add phone number to the submission form (we only asked for email address)
- Collate contact details centrally so liaison tasks can be easily shared
- Invite everyone presenting to submit an introductory statement for Weavers to use - and double check pronunciation of names and pronoun use in advance
- Consult about length of session preferred and seek to accommodate where possible, to maximise engagement and satisfaction

Natasha: A bit more guidance for presenters may be useful, especially for those who are new to facilitating. This would include at the beginning stages to provide some coaching around how to write a compelling topic description, etc. It occurred to me that there may have been some potentially wonderful presentations that didn't receive many votes because the title was vague.

Hosting the Event

Structure and Team Roles

For the event itself, we structured our volunteer 'human resource' in the following way:

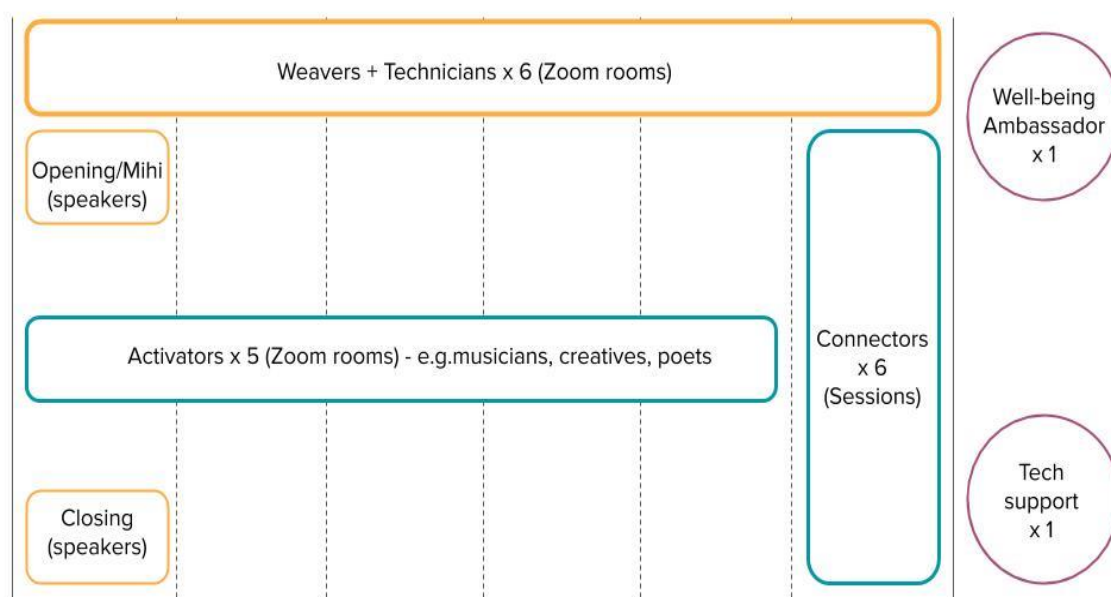


Image by Erica Austin: Unconference on-the-day Team

We wanted to create a structure that would make participation as easy as possible - so each Zoom Room was hosted by a Technician and a Weaver. The scope of these roles is outlined in the Co-Hosting Guide - see Annex 10.

Weavers: These people were the 'hosts' of each room - providing oversight, continuity and consistency. Their role was to support and introduce presenters/Kōrero Starters and support a positive participant experience. These people did a lot, including connecting with each of the presenters in advance. The intention was also for Weavers to keep their ears open for participants with complementary ideas and perspectives.

Technicians: Each room also had a designated Technician. The Technicians' role was to be the back-end support - setting up the Zoom functionality correctly, trouble-shooting for participants and ensuring sessions were recorded. One Technician's experience is outlined in Annex 17.

Well-being Ambassador: This person (Fiona Deehan) was available if anyone felt like they wanted to raise an issue or discuss something that happened. In the end Fiona was contacted just once and in relation to something prior to the event.

Tech Support: The day prior to the event, we realised it would be helpful to have a 'digital concierge/external tech support' role - someone to sit 'outside' the Zoom rooms, in case anyone was struggling with getting involved and needed some advice. Fortunately Jess Ducey was able to volunteer at short notice. Also fortunately the event flowed fairly smoothly! In the rooms, the combination of Technician and Weaver seemed able to resolve any challenges - the overall feeling was how amazingly well the tech side flowed!

Break Out Rooms - tips & tricks:

- Clearly explain activities before sending participants to break out rooms and make clear participation is optional
- Make sure that at least one person (Technician, Weaver or Kōrero Starter) remains in the main room to hold the space for anyone who chooses not to join the break-out rooms
- Be clear on how long the break-out will last, and that there will be a 1 minute warning before everyone is called back automatically to the main room
- Have all questions/instructions ready in your runsheet - easy to paste into the chat or when communicating with the rooms
- Don't forget that - unlike in 'real' rooms, presenters don't have easy, unobtrusive oversight on what's going on in small group conversations - which can be unsettling!

Personal Reflection:

Natasha: It would be great to have graphic recorders in the rooms to capture content in a visually compelling way. Also, allow for break times and/or rotate Weavers/Technicians so they are not back to back in one room

The Sessions

The [Opening Session](#) sought to set the scene and frame the reason for our being there. We began with a welcome and karakia, offered by Anton Matthews. The rest of the team then spoke to the history of the Unconference, some of our thinking, the unique timing and context for our Unconference and what a post Covid-19 world might look like. Full notes for this first shared session are in Annex 15.

After that, the Aroha room hosted five invited speakers back to back - and our other rooms - Rangimarie, Kaitiaki, Manaaki and Rangatira hosted the 20 participant-led sessions that emerged from our Selection and Curation Process outlined above. Six sessions in the Wairua room were focussed on building connection. The full programme can be seen in Annex 6.

Midway through the afternoon, we hosted an “Activation Session” in each room - creating an opportunity for musicians and poets to perform and break up the day. We did not ask our performers to perform for free - instead using from our ticket sales to pay them each \$100 in recognition of their art.

In the Closing Session, Steven reflected on the day by sharing his observations of emerging themes and thoughts on what this could mean for the future. Nicola Patrick, founder and trustee of Thrive Whanganui (growing social enterprise) and a Horizons Regional Councillor - not part of the organising committee - also shared some impartial impressions and feedback. Anton Matthews then closed the day with a further karakia.

Personal reflection:

Hannah: For an even warmer welcome session, what about some music as people arrive? Or a ‘mark yourself on the map’ activity? Or even a simple task like change your screen name to include your location? Would have helped build connection from the get-go and a mapping task in particular could have collected some valuable data. Similarly the ending felt quite abrupt - how might it be possible to smooth out the post-event high? Another performance? A ‘BYO drinks’ room for those keen to stay on and chat in small groups?

Steven: We had intended to have an informal ‘closing’ by being available for anyone who wanted to chat at the end - but didn’t think enough about logistics so it didn’t really work. Originally we had put an hour of connecting either over music or just via Zoom but there were too many elements to try and design in a short time and so that part was dropped, and could have been done better.

Feedback and Follow Up

A few days following the Unconference, Steven posted recordings of each of the sessions on YouTube - 32 sessions in total. There was quite a lot of work involved in editing them and posting them which could have been shared around but we wanted to prioritise just getting it done. The time consuming part was editing to remove gaps where people had been sent to breakouts, removing people who indicated they did not want to be in a recording, and splicing together the opening and ending so they started in the right spot.

There were links added to our [website here](#) so that those who missed the Unconference, or those who wanted to go to two sessions happening concurrently could catch up on content they missed. With collaboration at the very heart of the Unconference, we wanted to ensure that the valuable kōrero from the Unconference was made accessible to as many people as possible after the event.

A week after the Unconference, the core team met via Zoom for a debrief - sharing both reflections of what went well and thoughts on what could have been better. Preparing this document also encouraged us to reflect deeply on content and process. Individuals have shared thoughts in the Personal Reflection sections - and the core text has been a collaborative effort.

Shortly before the Unconference, Libby Paulin approached us with a request to evaluate the Unconference as part of her studies in Leadership for Change. Libby helped us to compile a list of relevant questions to share with participants via Google Forms to gather feedback on what they got out of the Unconference, and what they would like to see in future events. The survey had separate sections for participants, Kōrero Starters and Weavers. The full set of questions is included in Annex 18.

The post-event survey was shared via email to all participants exactly one-week after the Unconference. The survey remained open for responses from 1st - 12th May. We received 55 responses. The key takeaways from the survey were:

- The thing that **participants most enjoyed** about the Unconference as a whole were the range of Kōrero Starters and the variety of topics. A sub theme was accessibility i.e. the Unconference was online and therefore accessible in terms of geography, ability and resources.
- Things that the **team of organisers did really well** included the technical competence shown, the level of organisation evident and communication (both verbal and written)
- In terms of **improving things for another Unconference** the main theme was the need to have breaks between sessions. Sub themes were the need for longer sessions and longer breakout sessions.

- The **participants' favourite session** was in equal portions Shamubeel Eaqub's The Economy in a Post Crisis World and Anton Matthews's Normalising Te Reo in the Workplace.
- Participants definitely had their **curiosity stimulated**. Particularly noted was the variety of Kōrero Starters and session topics, and all that is happening around the motu that people weren't aware of
- The things that stood out as **challenging people** were implementing Te Reo in the workplace and having coherent conversations online.
- Asking what **participants' top three learnings** were drew out the top theme - that an online Unconference works! There were four sub-themes that were powerful too: start small, knowledgeable and interesting Kōrero Starters, the power of connection and realising how important the side conversations from in-person events are.
- The subjects that participants indicated that they were going to **collaborate further on** were many and varied. Three that stood out were - impact investing to create change, ocean protection and re-connecting with people seen online. The main thing stopping people from collaborating any further was not having enough time.
- Participants were asked to make an **Action Pledge**, an invitation to pledge the action they will take in the next 6-months to follow up from what they have learned and who they have met through the Unconference. The top theme was having conversations - engaging with colleagues and people they connected with in the shared Google document informed by their Unconference learnings.
- Participants have been out there **spreading the word about the Impact Unconference**. The top places to spread the word were social media and work, but a lot of people also spread the word in conversations with friends, family and in their networks.
- When asked "**What would you like to see next** from the Unconference team?" participants said another Unconference! followed by wanting an Ops manual or Learnings document (here you go!)

After the Unconference, we received several requests for help from participants who were interested in facilitating their own online events. With collaboration as the theme running through the Unconference, we had always planned to share what we learned through this process. We have done this by collating this guide, and by hosting a 'What we learned' Zoom call on 28th May. This Zoom call was free to attend, and open to anyone to register via Humanitix. The call was designed to share top learnings from each aspect of the Unconference, before allowing time for Q&A in breakout rooms with some members of our core team.

Closing Words

We hope this guide is useful and will be shared widely - so that others may build on our momentum and facilitate even more engaging, collaborative, inclusive online events that inspire people on their impact journeys.

The Impact Unconference had initially been planned as an in-person event - a chance to create meaningful connections and collaborations between impact-oriented people. We were unsure if these connections could be fostered online, but we quickly learned that connection via video-call is indeed possible, when undertaken with care and creativity. Many of our team have never met in person, and yet we managed to build a team dynamic of trust, collaboration, mutual respect and efficient action. Feedback indicates a real appreciation too for the opportunity to connect and collaborate with people from all over Aotearoa - and indeed a few from around the world! This was certainly an unexpected outcome of the event moving online. This experiment has given us confidence and reassurance that we can continue to connect and collaborate with others amidst the COVID-19 climate of social-distancing.

In the spirit of generosity, we have included all of the documents, emails and resources that we created for the Unconference in the Annexures below. Taken together, these Annexures tell the story of the many hours of thinking and doing that made the Unconference possible. Please feel free to replicate and use for your own events and let us know how it goes. We look forward to watching the ripples from the Unconference continue to unfold. If you find this guide helpful, or if you were inspired to take action or build a new collaboration as a result of the Unconference, do let us know. You can connect with us via [Facebook](#) or [LinkedIn](#). *He waka eke noa - We are all in this together*

The Impact Unconference Team

www.impactunconference.nz

Annex 1: Vision email + outline plan (2 April)

From: Steven Moe <StevenMoe@parryfield.com>

Sent: Thursday, 2 April 2020 2:07 PM

To: [About 30 from initial team]

Subject: Virtual Impact Unconference: Update

Kia ora - how are you? So, thoughts have developed. Pivots are possible. Based on my own experience in the last week I can see real value in promoting connection via a virtual impact unconference – explained in attached. Comments welcome. Over next few days will update website at <http://www.impactunconference.nz>, and kick start Slack channel again, and let me know if you want to be involved! If I don't hear from you (which is totally fine) can take you off this list as will be starting again to develop the team for the virtual unconference and mainly communicating on the slack channel I think. Arohanui, Steven

— — —

Attached to that email was this detail which then informed the changes to the website:

New Zealand's First Virtual Impact Unconference

24 April 2020: He waka eke noa ... we are all in this together

OK people, let's see how this works...

Very advanced and extensive plans were in place to hold an Impact Unconference in early May in Christchurch. In person connection, meaningful discussions and the future: What could go wrong?

So, we are pivoting to take this idea virtual.

We will be updating status here www.impactunconference.nz so sign up for the newsletter there.

What is an Unconference?

The aim here is pretty simple: learn from each other, share new thinking and resources and connect to build real community, with challenges and interactions that last beyond the event. In short, we don't just want a lot of talking: we want to inspire action.

To do all that an unconference turns to the attendees and asks them to design the program. How? Well, at the first zoom event on Tuesday 21st April at noon there will be short lightning talks from key players in the areas of Arts, Environment, Tech, Business, Housing, Community etc to inspire us. Then you submit your session ideas for 30 minute slots – in other words, you might be the presenter! If chosen then that session gets allocated a time between 1-5pm on Friday 24th April within one of the zoom streams. For more background on unconferences see [here](#).

Sounds intriguing, costs are bound to be high, right?

We are keeping costs minimal and are offering this for free. We will do this virtually - so you provide your own lunch and afternoon tea! We are asking people to register so we can communicate with you. This is an experiment – if it works, great. If not, we tried and learned.

Who is behind this?

Volunteers. Lots of them. People who see this time of isolation as a time to reflect but ultimately a time where we realise how much we need each other too. This unconference is just one tool to empower that connection.

We already had more than 70 organisations supporting the “in person” Impact Unconference and a dedicated team of 20+ on a slack channel and organising it in meetings in person. Now we will just do it virtually. The facilitator of the team is Steven Moe from Seeds Podcast/Parry Field Lawyers so send him the hard questions. If you want to support this initiative then you can – email logo to steven@theseeds.nz and let us know how and in what way you can support.

I want to understand the timing a bit better...

We do too. But at present we think it will likely look something like this:

- **Explore:** On Tuesday **21st April from 12-1 PM** we'll hold a zoom call to release the agenda submissions process, have some lightning talks and discuss how to submit ideas. Submissions are then open.
- **Discover:** On Wednesday **22nd April at 12PM** we'll close the agenda submissions process.
- **Curate:** By Thursday **23rd April at 11AM** we'll finalise and publish the agenda (process TBC).
- **Respond:** From **Friday 24th from 1PM-5PM on Friday** we will run the Unconference (details TBC as may involve multiple zoom channels and/or webinars).
- **Connect:** From Friday **5-6PM Friday** there will be networking for those who want to stick around + any ideas you all have for how we can make connections stick beyond the event.

Sure, but how will this actually look on the Friday?

Like this – you want to listen in on the Arts focused stream on “*Unleashing creativity using technology*” between 1-1:30pm so you go to that zoom channel. At 1:30pm you are interested in the “*Impact investing: what, why, how*” in the business stream so you switch to that zoom channel. At 2pm you are interested in ... you get the idea.

You don't need to attend all, and you can also come and go between sessions – just leave one and join the other. However, you need to register to then be sent out the relevant links.

Got it, anything else?

Yes – this is a first so let's be ready for slow connections, things that don't work right, and try not to get offended if your amazing submission isn't chosen. We will all be learning from this.

We believe the current crisis can be an opportunity for reinvention with a foundation on different norms. Join us. Your participation and support is key to whether or not it succeeds!

So - you are looking for help?

Sure are – the more we can get the better! Let us know if you can help in one of four categories (we will be in touch to confirm where the needs are but your volunteering is helpful!):

1. **Core Organising Team** (pre event): e.g. comms, ideas session facilitator, tech things (we have a slack channel for this group).
2. **Host/ Session Content Facilitators:** (on the day): i.e. You and people delivering content, other support likely needed as well
3. **Unconference Support Crew:** (on the day) e.g. technical facilitator, digital scribe, social media
4. **Friend:** You commit to helping spread the word and attend!

Kia kaha team.
Steven Moe

Annex 2: Initial email to supporters

Kia ora,

Thanks very much for signing up to receive updates about the Impact Unconference that was to be held for 300 in May in Christchurch. Due to Covid-19 we initially postponed the Unconference. However, we've now pivoted to hold it virtually! It's obvious that now, more than ever, we need to start the conversations about how we build the foundations for our post-crisis world. We're in the midst of an unprecedented economic, social and environmental upheaval and we're choosing to see this as a perfect storm for impact-oriented action. Join us.

The details: We'll be holding Aotearoa's first-ever Virtual Impact Unconference on **24th April from 1pm - 5pm**. The unconference style means we really want your submission of topic ideas. We'll explain how you can submit them on a preliminary Zoom session on Tuesday 21st April at noon. Submissions will then close at noon on Wednesday, 22nd April.

On the 24th, we'll host the Unconference across 5 different zoom rooms. Each room will feature presentations on topics chosen and facilitated by our participants, along with activation and connection sessions to create opportunities for building meaningful connections. Full info is at the website www.impactunconference.nz – let me know if you have any questions so we can expand the FAQ!

Get your \$5 ticket now: Tickets are live now, and we've limited numbers for this first event so we can create the opportunities for connection that are vital to any Unconference. At \$5 each, we don't expect them to last long!

Help us spread the word: We would appreciate your help in sharing about the event on social media! Forward this email on to someone? Or this is the best link to share online www.impactunconference.nz As of sending this we have more than 125 tickets sold in just a few days, but we can take more participants – help us spread the word. There is info and you can like/follow at: Facebook: <https://www.facebook.com/impactunconference> LinkedIn: <https://www.linkedin.com/company/impact-unconference>

And if you have any questions on anything then just drop me a line. *He waka eke noa - we are all in this together ...* Thank you.

Ngā mihi,

Steven (Facilitator & representing a team of 25+ planning the Unconference)

Annex 3: Explanation to those who expressed interest in submitting an idea

Kia ora,

We are really excited that you're interested in submitting a topic for the upcoming Virtual Impact Unconference on Friday 24 April that will run between 1-5pm. An unconference is a fully open and participatory experience where attendees co-create the programme together. Normally they take place in person so we admit that we are all on a learning curve here! Thanks for your patience. We are particularly interested in what foundations are that we build on in a post crisis world - but we also want diversity of topics, so don't hold back! We are planning 4 zoom rooms with a total of 5 half hour slots so that is a total of 20 sessions overall, with presenters having 20 minutes to talk, then a few minutes for Q&A/sending participants to break out rooms. The sessions will start on the hour and half hour to make it simple and people will be able to move around the zoom rooms.

You might be wondering what the process of submitting ideas will look like, so here it is:

Step One: Attend the briefing

Attend our Zui (Zoom hui) in exactly one week - on **Tuesday 21 April at 12 noon**. Here is the link <https://us02web.zoom.us/j/88309215257>. Our team will explain the process and demo the process on Miro (an application that lets you visually add in to a whiteboard). This is a chance to submit your initial topic idea using that online collaboration tool, see what others are proposing and perhaps even find a co-host for your session if you wish to combine your sessions. We've had more than 30 expressions of interest already so a bit of co-hosting and combining (particularly if you have similar topics) will mean more of you get the chance to speak.

In the meantime, jump on Miro [here](#) and play around with sticky notes in the Ideas Corner section so you can start seeing how it works. Please do not jump ahead although you can have a look at the timetable chart there. Trust the process!

Step Two: Submit topic

This is when you finalise your topic after the participatory experience - so after the Zui and before noon on Wednesday the 22nd April. You will submit your finalised topic through a Google Form with details including catchy title, short description of just three sentences and co-host/any tech requirements etc (you can start crafting those parts now).

Step Three: Voting...

Voting starts! Our curation team will also work behind the scenes on programming the schedule for Friday.

Step Four: Program released

We will release the full event programme on Thursday 23 April around noon along with relevant information and links to prepare you for Friday's event. If for some reason your topic isn't selected this time, save it up for next time!

Looking forward to seeing you virtually on Tuesday 21 April! Be ready to participate and bring your ideas along too.

As a side note we would appreciate your help in sharing about the event on social media! This is the best link to share www.impactunconference.nz As of sending this we have more than 125 tickets sold in just a few days, but we can take more participants – help us spread the word. There is info and you can like/follow at:

Facebook: <https://www.facebook.com/impactunconference>

Linked In: <https://www.linkedin.com/company/impact-unconference>

And if you have any questions on anything then just drop me a line.

Thank you.

Ngā mihi

Steven (Facilitator & representing a team of 25+ planning the Unconference)

www.theseeds.nz

Annex 4: Emails sent to participants

Below is the copy used for the emails sent to participants in the week leading up to the Unconference, and one-week after the event. These emails were used to explain the topic submission and voting process, to share the final Programme, and to seek feedback and share video recordings after the event. All emails were sent using Mailchimp - so the formatting was quite different to that set out below.

Email 1

To: Everyone who has purchased a ticket (both ticket types)

Date: Friday 17th April (one-week pre-event)

Objective: Explain process & timeline for Unconference

Subject: Impact Unconference - one week to go!

Kia ora,

Thanks for joining us for Aotearoa's first-ever Virtual Impact Unconference. With just over a week to go until the Impact Unconference next Friday, we wanted to give you a sneak-peak of what to expect over the next week.

Got an idea you'd like to present?

The unique thing about an Unconference is that the participants hold the reins. If you have a topic or an idea you'd like to present during the Unconference, we want to hear about it. We are particularly interested in exploring the foundations we can build on in a post-crisis world - but we also want diversity of topics so don't hold back!

Step 1: Start brainstorming ideas in the blue "Ideas Corner" section on our [Miro interactive whiteboard here](#). Miro gives you the chance to see what ideas other submitters have, so you can collaborate and find co-hosts for your proposed session if you wish. We have a limited number of sessions available, and over 30 people so far have indicated an interest in presenting, so collaboration will mean more people get the opportunity to present during the Unconference.

Step 2: Attend Zui (Zoom hui) on **Tuesday 21st April at 12pm**. Link: <https://us02web.zoom.us/j/88309215257> On this call, our team will explain the submission process in detail, including how to finalise your ideas from the Miro whiteboard using the Submission Form.

Step 3: Submit your final topic proposal after identifying any co-hosts and collaboration opportunities through the interactive Miro whiteboard. You will submit your finalised topic proposal using the Submission Form linked on "Step Two" of the

Miro board. The Submission Form will be open for submissions from 1pm on Tuesday 21st - 12pm Wednesday 22nd. The content in your Submission Form is what other event participants will vote on, and it's what our team will refer to when curating the final Unconference timetable, so make it sharp! *Please note that to be considered for the Unconference timetable, your idea must be submitted using the Submission Form. Adding a note to the Miro collaborative whiteboard is not a formal submission.*

Step 4: Vote! Voting will be open from 2pm Wednesday 22nd April - 11am Thursday 23rd April and is open to all Unconference participants. We want the content of the Unconference to meet the interests and needs of our participants, so make sure you take some time to vote for the sessions that interest you the most. Voting will be done online and you'll have 5 votes each - and we'll send you a reminder email when it opens next Wednesday.

We have already confirmed a few people to present in one of the rooms already (we are mixing and matching elements of a conference + an unconference). They include Shamubeel Eaqub (economist), Kaila Colbin (serial entrepreneur, speaker and co-founder of Boma Global and CEO of Boma NZ), Akina foundation (on measuring impact), Anton Matthews (on Te Ao Maori / Te Reo and business post crisis) and Matthew Goldsworthy and E Wen Wong (Both started movements as teenagers - what challenges did they face)? We also have confirmed three musicians and two poets to perform during an "activation session" mid way through. Fun!

I don't want to present, I want to listen and learn!

That's great too. Even if you don't want to present, you're still most welcome to attend the [Zui \(Zoom hui\)](#) next Tuesday 21st April at 12pm to learn more about what's going on 'behind the scenes'.

We'd also really encourage you to **make sure you vote** on the topics you'd like to hear at the Unconference. See details under Step 4 above.

After you've voted, the only thing left to do is keep an eye on your emails for the final Unconference timetable, which we will share on Thursday 23rd April. You'll then need to **choose which sessions you'd like to join** throughout the afternoon on Friday 24th April. There will be different rooms with lots of diverse sessions! If you're having a hard time choosing which sessions to participate in, don't worry, we will record sessions and make them available on our website after the event (with our hosts' permission of course!).

Below we have also set out the preliminary schedule so you can start to get a feel for how the day will be looking across the rooms...

Got questions?

If anything isn't clear, make sure you come along to our Zui on Tuesday 21st April at 12pm and we can answer your questions there. If you can't make that meeting, reply to this email and we'll do our best to answer your question as soon as possible.

He waka eke noa - we are all in this together

The Impact Unconference Team

[Picture of draft schedule]

Action	Aroha Room	Rangimarie Room	Kaitiaki Room	Manaaki Room	Rangatira Room	Wairua Room
Session 1	Name: Shamubeel Eaqub Topic: economics of the post crisis world - what will the foundations of the future be?	Name: Topic:	Name: Topic:	Name: Topic:	Name: Topic:	Connections exercise #1 eg chat room discussions
Connection time: In breakout rooms, or asking questions of presenters, or reflections from someone on the topic, asking - what next?						
Move to the next session						
Session 2	Name: Anton Matthews Topic: Te Ao Maori and Business / Te Reo	Name: Topic:	Name: Topic:	Name: Topic:	Name: Topic:	Connections exercise #2
Connection time: In breakout rooms, or asking questions of presenters, or reflections from someone on the topic, asking - what next?						
Move to the next session						
Session 3	Name: Kaila Colbin Topic: TBC	Name: Topic:	Name: Topic:	Name: Topic:	Name: Topic:	Connections exercise #3
Connection time: In breakout rooms, or asking questions of presenters, or reflections from someone on the topic, asking - what next?						
Move to the next session						
Activation Session	Performance 1: Music: Matthew Goldsworthy (Piano, modern/classical)	Performance 2: Music: Marianne Leigh (Guitar + vocal, Pop styling)	Performance 3: Music: Campbell Mack (Vocals, rock classics style)	Performance 4: Poetry Slam: Daisy Lavea-Timo and Alina Siegfried	Performance 5: TBC	Connections session? (Led by Natasha)
Connection time: Artists answer questions which have been posed in chat, or explain a bit about who they are or thoughts on themes.						
Move to the next session						
Session 4	Name: Akina Foundation TBC Topic: Impact Measurement	Name: Topic:	Name: Topic:	Name: Topic:	Name: Topic:	Connections exercise #4
Connection time: In breakout rooms, or asking questions of presenters, or reflections from someone on the topic, asking - what next?						
Move to the next session						
Session 5	Name: E Wen Wong & Matthew Goldsworthy Topic: Youth led movements: Challenges and	Name: Topic:	Name: Topic:	Name: Topic:	Name: Topic:	Connections exercise #5
Connection time: In breakout rooms, or asking questions of presenters, or reflections from someone on the topic, asking - what next?						
Move - all back to Main Room for ending						

Email 2

To: Everyone who has purchased a ticket (both ticket types)

Date: Monday 20th April

Objective: Share Zoom link for prelim meeting

Subject: Impact Unconference - Zui this Tuesday at 12pm

Kia ora,

Thanks for signing up for our Virtual Impact Unconference happening this Friday 24th April.

The first step in the Unconference is for our participants to submit topic proposals and vote on the timetable for Friday's Unconference.

We'll be explaining the topic submission process via a Zui (Zoom hui) this **Tuesday 21st April at 12pm**. You can join the call [via Zoom here](#).

Anyone who wants to submit a topic to present at the Unconference will need to join Tuesday's call.

If you don't want to submit a topic to present at the Unconference, you don't need to join Tuesday's call. However, you're most welcome to join if you'd like to learn more about the topic submission process.

After Tuesday's Zui, topic submissions will be open until **12pm Wednesday 22nd April**. After topic submissions close, voting will be open on our website until **11am on Thursday 23rd April**.

An Unconference is designed by the participants, for the participants, so we encourage you all to vote on the topics you'd like to feature during the Unconference. Keep an eye out for an email from us when voting opens on Wednesday!

Looking forward to chatting with you tomorrow.

He waka eke noa - We are all in this together

The Impact Unconference Team

Email 3

To: Everyone who has purchased a ticket (both ticket types)

Date: Tuesday 21st April (after Zui)

Objective: Sharing Zui recording, explaining submissions are now open

Subject: Impact Unconference presentation submissions now open

Kia ora,

Thanks to all of you who tuned in to our Zui earlier today.

If you missed the meeting today, you can [watch the recording here](#).

On the call, we explained how you can submit your presentation proposal for the Unconference if you have an idea that you'd like to present. The Unconference timetable will be designed by the participants, for the participants.

To view the presentation ideas that have been shared by participants, please [visit our Miro board here](#). On the Miro board, you may find other participants with similar ideas who you can collaborate with to submit a joint proposal.

To submit your own presentation proposal, please [complete this Google Form](#) by **tomorrow (Wednesday 22nd April) at 12pm**. The "Session Name" and "Session

Description" in your submission form will be shown to participants when they are invited to vote for their favourite submissions, so make it engaging!

We're primarily looking for submissions that centre around the theme of navigating our post-crisis world, but we also want a broad range of presentations so if you have an idea, please submit it!

There is absolutely no obligation to submit a presentation proposal - with nearly 300 tickets sold, many of our participants will be showing up to listen, learn and engage with the content presented by other participants.

We are so excited to see all the interesting proposals that come in, and we can't wait to share them all with you.

We'll be in touch again tomorrow after submissions close to explain how you can vote on your favourite presentation proposals. We're expecting to receive a lot of proposals, and we won't be able to fit all of them into our Unconference timetable, so it's really important that you vote for the **top five topics** you want to see on Friday!

Voting will be open on our website from Wednesday afternoon until 11am on Thursday 23rd April. Keep an eye out for an email from us when voting opens tomorrow.

After voting closes, our team will curate the final timetable and we'll share it with you by email on Thursday afternoon.

He waka eke noa - we are all in this together

The Impact Unconference Team

Email 4

To: Everyone who has purchased a ticket (both ticket types)

Date: Wednesday 22nd April

Objective: Voting on submissions open, call to action to vote

Subject: Impact Unconference - voting open now

Kia ora,

The time has come to vote on your favourite topic submissions for this Friday's Impact Unconference!

We have received so many incredible topic submissions from our participants, and now it's over to you to choose which ones you would most like to listen and participate in on Friday.

You can vote for your favourite topics here and you have 5 VOTES to allocate as you see fit. Have fun!

Voting will close at **11am on Thursday (tomorrow)** so don't delay.

[\[click here to vote\]](#)

We wanted to say a huge THANK YOU to everyone who took the time to submit a topic idea. We're very happy to say that we received so many incredible submissions that we can't possibly fit them all into one day. So it's really important that you all vote for the ones that you most want to participate in on Friday.

If the topic you submitted or voted for doesn't make its way into the final unconference timetable, don't be discouraged. We hope to be able to run another unconference soon, so watch this space!

What's Next?

After voting closes tomorrow, our team will curate the final timetable and we'll share it with you by email on Thursday afternoon.

He waka eke noa - We are all in this together

The Impact Unconference Team

Email 5

To: Submitters whose topics were not voted in the top 20

Date: Thursday 22nd April

Objective: Letting submitters know they weren't successful

Subject: Impact Unconference - thank you for your submission

Kia ora,

Thank you so much for taking the time to submit a topic for the Impact Unconference. We were so impressed with the range and quality of submissions we received.

We received 35 submissions, for just 20 available spaces. With our voting now complete, unfortunately your topic was not selected for the final Unconference timetable.

Many of the submissions had similar or overlapping themes, so we have no doubt that you'll find a range of really interesting content throughout the day on Friday. You can view the full programme [here](#).

We will be seeking feedback from our participants after the unconference, and if there is an appetite for another edition, you may have the opportunity to present your topic with us in future.

Thanks again for your participation so far, we're looking forward to seeing you on Zoom on Friday!

He waka eke noa - We are all in this together

The Impact Unconference Team

Email 6

To: Everyone who has purchased a ticket (both ticket types)

Date: Thursday 23rd April

Objective: Timetable finalised

Subject: Impact Unconference Programme Available Now

Kia ora,

The votes have been counted and the results are in!

We have an incredible line-up of speakers for our first-ever Virtual Impact Unconference, and thanks to our very collaborative curation process, we're confident there will be something in the programme for everyone.

The Unconference will be happening **tomorrow (Friday) from 1pm - 5pm via Zoom**. You can view the full programme [here](#):

[[Click to view Impact Unconference Programme](#)]

The Programme is full of useful information to help you choose which sessions you'd like to attend, and it explains how the Unconference will be run. We encourage you to take some time to read it through so you know what to expect.

The Unconference will be hosted via Zoom. If you're not familiar with Zoom, you may wish to view our Zoom FAQs [\[insert link\]](#) before Friday to get familiar with the platform.

We will be kicking things off at 1pm tomorrow in the Aroha Room, which you can access via Zoom here [*insert link*]. The Aroha Room will be open from 12pm tomorrow if you want to drop in to test your connection before the Unconference gets underway at 1pm.

We would like to acknowledge and thank all of the incredible people who submitted such a fantastic range of topic proposals for the Unconference. We were truly spoilt for choice!

Thanks also to all of the participants who voted. This truly is an unconference made by the participants, for the participants, and we are beyond excited to dive into so many intriguing conversations tomorrow.

He waka eke noa - We're all in this together

The Impact Unconference Team

Email 7

To: Everyone who has purchased a ticket (both ticket types)

Date: Friday 24th April

Objective: Final reminder about Unconference today

Subject: Impact Unconference happening today

Kia ora,

Today is the day!

Our first-ever Virtual Impact Unconference will be kicking off from 1pm today in the Aroha Zoom Room here [*insert link*].

You can view the full Programme for all details and Zoom links for today's event here:

[Click to view Impact Unconference Programme]

The Unconference will be hosted via multiple Zoom-rooms. The link to each room is included in the Programme linked above. If you're not familiar with Zoom, you may wish to view our Zoom FAQs [*insert link*] to get familiar with the platform.

We would like to acknowledge and thank all of the submitters, voters, and volunteers who have come together to make the Impact Unconference possible. We can't wait to get started!

See you at 1pm!

He waka eke noa - we are all in this together

Email 8

To: All Unconference participants

Date: Friday 1st May - one week post-event

Subject: Impact Unconference - thanks for joining us + videos all now up

Kia ora,

It's one week since we went live on the community-led Virtual Impact Unconference, and we couldn't be prouder of the collaboration, the challenging conversations, and the incredibly supportive environment that were generated by this event.

As we said in the opening session last Friday, our hopes for the Unconference were to go beyond a 'talkfest' and foster meaningful connections to inspire action.

So, we wanted to check-in and ask: **What actions will you be taking from what you learned last Friday?**

We'd love for you to let us know what's next for you, what you thought of the Unconference and what we could improve for next time by completing our short survey here:

[complete survey button]

Your feedback will help us improve our process and work out if there's an appetite to build on what we have started and how we might do that, so we really appreciate your honest contributions.

We also wanted to let you know that the 32 videos from the sessions are now live on our website here: <https://www.impactunconference.nz/videos> including shareable youtube links to each of the sessions. Now we need your help to get this resource out there. Who do you know that might appreciate this? Have a newsletter you could add the link to?

[watch Unconference recordings]

We invite you to view any of the sessions you missed, and also share within your networks so we can maximise the benefit of all the valuable kōrero facilitated last Friday.

Remember that there are collaborative documents for each session that many of our participants and kōrero starters have contributed too already. These are living documents, to please continue to use them to connect and continue conversations that were started at the Unconference. Let us know if something results too!

[access collaborative documents via the Unconference Programme [here](#)]

We'd love to stay connected and have a facebook page [here](#) and a LinkedIn page [here](#). We are now preparing all our learnings from running the Unconference (currently more than 50 pages) and will share that in due course, so be watching out for that.

Thank you for being part of the experiment that was Aotearoa's first-ever Virtual Impact Unconference. We challenge you to go forward with the knowledge, connections and inspiration gained and step into action, whatever that means for you.

He waka eke noa - We are all in this together

The Impact Unconference Team

Annex 5: Curation of the Unconference Programme

We held a Topic Submission Briefing Zui (Zoom hui) on Tuesday 21st April, 12-1pm. This session covered the points below:

- The purpose of the event
- Schedule Wireframe
- Open Space: Five Rules and One Law
- Room Roles: Kōrero Starter, Technician and Weaver Kaituitui
- Group Agreement: How we want to work/be together
- Demonstration of submission on Miro (online collaboration tool) - screen share
- Explain the next steps
- Answer FAQs and open for questions
- Provide facilitation tips

This session was recorded and sent to attendees.

Final Topics and Voting Results

Participants were invited to vote for their top 5 topics out of 35 that were submitted by our participants. 20 slots were filled with the top 20 voted topics. Three topics from the same person were voted to the top 20 so we contacted this person to suggest they facilitate one of these sessions which allowed the top 21st and 22nd topic to be included in the final programme.

We coded the top 20 topics according to general themes, and then spread them across the day and across the various Zoom 'rooms' to curate a well-balanced programme.

Time	Aroha	Rangimarie	Kaitiaki	Manaaki	Rangatira	Wairua
1 - 1.30pm	Opening					
1.30 - 2pm	Name: Shamubeel Eaqub Topic: The economy in a post crisis world	Empowering all kiwis to take action on climate change.	Unleashing the Power of Diversity in Collaboration, Creativity and Innovation	The Impact Initiative - a partnership with Government	Kindness - Creating a future from the heart	Connection
2pm - 2.30pm	Name: Anton Matthews Topic: Normalising Te Reo in Business	Pods: A practice of small groups for mutual support and	Good-buy, re-buy and un-buy: how do we stimulate the most influential people	Re-Authoring the Narratives of a "New Normal"	How might we play to our strengths in a post-COVID world?	Connection

		strengthening networks -	in the world to change buying habits?			
2.30pm - 3pm	Name: Kaila Colbin Topic: Courageous Leadership	Impact Mindset - awareness, learning, action	Green Gone Wrong - misconceptions in environmentalism	There are no digital natives	Creating long-term social capital from our sense of community	Connection
3pm - 3.30pm	Activation	Activation	Activation	Daisy & Alina	Activation	Connection
3.30pm - 4pm	Name: Louise Aitken from Ākina Foundation Topic: Impact at a time of crisis	Reporting from the grassroots	A new paradigm for work: remote teams and leadership	Let's Make The Ocean Great Again	How to foster the development of a NZ Impact Investment Market	Connection
4pm - 4.30pm	Name: E Wen Wong & Matthew Goldsworthy Topic: Youth Impact: Origins, Challenges and Learnings	Making local real - how can community-led enterprise solutions succeed?	A place-based approach to recovery and regeneration: what opportunities to grow thriving local ecosystems?	Long term financial sustainability of Social Enterprises	Include and unleash everyone: a learning experience!	Connection
4.30pm - 5pm	Closing					

Annex 6: Impact Unconference Programme

We received really positive feedback on our Unconference Programme. We wanted the Programme to be a one-stop document for our participants, so it included all of the information needed for participants to join the various Zoom rooms, our Code of Conduct, and links to access the collaborative Google Documents that we created for each session. Huge thanks to Camia Young and Hannah Smith for creating the Programme on a very tight timeframe!

[Full Programme Viewable here.](#)

Annex 7: Code of Conduct

[Note that the Code of Conduct was incorporated into the opening pages of the [Unconference Programme](#), so that all information for participants was presented within one document.]

The code of conduct for the Virtual Impact Unconference is based on those of [NetHui](#) and [WWGSD](#), with thanks.

Kaupapa

He waka eke noa - we are all in this together ...

The Virtual Impact Unconference is a collaborative community event, focussed on building our post-Covid19 future. Everyone's opinions and ideas are equally valued. The event is open to all people regardless of age, background, gender, ethnicity, disability or income status.

A respectful, open attitude towards others is expected from all participants, speakers, performers and volunteers. Harassment of any kind will not be tolerated and may result in your removal from the event.

The Five Rules

1. Whoever shows up are the right people
2. Treat one another with kindness
3. Whenever it starts is the right time
4. When it's over, it's over
5. Chatham House Rule: what happens in the room stays in the room

The Four Pillars

1. Respect people.
2. Enable participation.
3. Stay on topic.
4. Keep it safe.

The Law of Two Feet (/clicks):

You are always free to leave if you don't feel you're learning in or contributing to a discussion, it's not what you expected, or you just want to check out another discussion.

Code of conduct

The Virtual Impact Unconference is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, ethnicity, age or religion.

We do not tolerate harassment of Virtual Impact Unconference participants in any form.

Participants asked to stop any harassing behaviour will be expected to comply immediately. Virtual Impact Unconference participants who break these rules **will be asked to leave or will be muted**.

Harassment includes verbal or written comments that reinforce social structures of domination related to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, ethnicity, age, religion; sexual images in public spaces; deliberate intimidation; stalking; following; harassing photography or recording; sustained disruption of talks or other events; inappropriate physical contact; and unwelcome sexual attention.

If a participant engages in harassing behaviour, Virtual Impact Unconference organisers may take any action they deem appropriate, including warning the offender or asking the offender to leave the event.

If you experience or witness any form of harassment or behaviour you think is inappropriate you can report this to Fiona Deehan fionadeehan@caraconsulting.co.nz.

In serious situations, a Virtual Impact Unconference member can help participants contact NZ Police, or otherwise assist those experiencing harassment to feel safe for the duration of Virtual Impact Unconference.

We expect all participants to abide by the code of conduct in all communications related to the main event on 24th April. This includes any and all pre-event correspondence and Zoom sessions.

We value your participation in the Virtual Impact Unconference, and want everyone to feel safe and included, and to have fun!

Annex 8: Participant Guide

[The below Participant Guide was a working draft document that was incorporated into the opening pages of the [Unconference Programme](#), so that all information for participants was presented within one document.]



Impact Unconference Participants' Guide

How it works

- The Impact Unconference will begin with a Welcome Session for all participants in the Aroha Room [insert hyperlink] at 1pm. It will be open from 12pm for anyone needing to test their connection beforehand. We highly recommend joining us for the 1pm session - it will include all the information you'll need to make the most of the Impact Unconference experience.
- From 1.30pm, the individual sessions will begin. The full programme can be found here [add link to Schedule].
Room details:
Aroha
Rangimarie
Kaitiaki
Manaaki
Rangatira
Wairua [add links to all of the above]
- Choose which sessions you want to join, and click on the link for the room at the specified time.
- We ask all participants to act in accordance with our [Code of Conduct](#) throughout the Unconference, so that we can create a safe, respectful and inclusive space for all.
- For the tweeters and 'grammers among you - the hashtag for the Impact Unconference is **#NZIU2020**

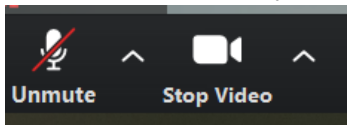
Joining a Zoom meeting

- Join a Zoom meeting by clicking on the link in an email or document. You'll find links to each Unconference "Zoom Room" on the Unconference Timetable here [insert link]. Choose the session you'd like to join, then click on the Zoom link for that room.
- If it's the first time you've used Zoom, you'll be prompted to download the Zoom app when you click on the link to join the meeting. Follow the prompts provided, and if you're having any trouble please [read these articles](#) for additional support. We recommend you try this an hour or so before the session is due to start, to give yourself time to work through any technical challenges.

- You can access Zoom from your phone, laptop, iPad, tablet or desktop computer. The tips in this document are based on the desktop version of Zoom. You'll find the same functionality if you use the Zoom mobile app, but buttons may be located in different places.

In the Zoom meeting room

1. Turn on your video if it hasn't started automatically. Do this by clicking on the Video icon at the bottom of the screen. You can turn your video on and off anytime by clicking the 'start/stop' video button shown below. Video is not compulsory, but it makes it much easier to connect with other participants, so we encourage you to turn your camera on if you can.
2. **Mute your microphone.** This is really important! It means that other participants will not be able to hear background noise such as boiling kettles, barking dogs, televisions etc. If you're wearing noise-cancelling headphones you may not hear these noises yourself, but your microphone will still pick them up, so it's really important to mute yourself. Do this by clicking on the microphone symbol in the bottom left corner of your screen. A red line through the microphone will appear:



3. Because there will be many participants in some rooms, we'd appreciate it if you could use the 'raise a hand' function in Zoom to indicate if you'd like to speak. Do this by clicking the "Participants" button at the bottom of your screen, then click on the blue "raise hand". Facilitators will then indicate when it's your turn to speak. When you're ready to speak, click the microphone button to unmute yourself. In smaller rooms, facilitators may give different guidance on how to participate in the session.
4. Adjust your 'View' of the call - we recommend Gallery View for group calls. Explore the options using the buttons in the top right corner of your screen. You can toggle between views at any time.

Annex 9: Online facilitation tips for Kōrero Starters



Tips and resources for online facilitation

The unique thing about an Unconference is that the sessions are facilitated by participants, called Kōrero Starters. Some of our Kōrero Starters will be experienced hosts and presenters. For others, this may be their first time facilitating a session. The beauty of an Unconference is that no two sessions will be the same, and there is no one 'right' way for a session to run.

We've included some facilitation tips below for all of our Kōrero Starters, and our participants might find these helpful for future reference too.

Top 10 Online Facilitation Tips for the Unconference Format:

1. Skip intros and dive straight into scene-setting. Use the collaborative doc to lay out a plan and encourage others to add links and notes there.
2. Time allotted / the number of participants = a 'fair' amount of speaking time.
3. Quality, not quantity - whoever is there is who is meant to be there (Ahakoa, he iti he pounamu.)
4. Facilitate, don't present - connect ideas and keep the conversation flowing.
5. Research has shown that women and members of other underrepresented groups are more likely to contribute to a discussion if the first person called upon is from an underrepresented group.
6. Invite contributions from people who haven't spoken yet or a perspective that hasn't been voiced yet.
7. An ounce of prevention is worth a pound of cure - set expectations upfront.
8. Have a backup plan if the topic stagnates or goes off on a tangent.
9. Anticipate likely controversial areas or comments, and plan how you'll reply.
10. Use a 'parking lot' section of the collaborative notes for tangents and other ideas so they can be recorded and discussed at a future time.

Online Facilitation Resources:

1. [Greater Than's Tips & Tricks for Better Online Meetings](#)
2. [Tips for facilitating online, and helpful reminders for facilitators to slow down](#) - ideas from Mural and IDEO, collated by Ben Briggs.
3. [How to run a half-hour session: 1-2-4-all method](#)

Annex 10: Co-hosting guide for Weavers & Technicians



Impact Unconference: Facilitation Guide for Session Hosts & Weavers

In each Zoom room, there will be three people with a specific role:

- 1) **Technician | Tangata Pūkenga** (from our team, in charge of Zoom tech)
- 2) **Weaver | Kaituitui** (from our team, in charge of opening the space and connecting folks)
- 3) **Session host | Kōrero Starter** (participant, they've set the topic for that session)

Core responsibilities are as follows:

TECHNICIAN/TANGATA PŪKENGĀ:

Before Sessions:

- Ensuring Weaver and Session Host are set up as co-hosts and correct settings are enabled. More details in the Tech Manual.

During Sessions:

- Recording the session
- Dealing with any muting or other tech issues
- Keeping an eye on chat for any tech issues or questions arising on Zoom use
- Ensuring immediate availability of links to collaboration document or other external resources
- Dealing with any comings and goings during the session
- Controlling breakout rooms and associated time-keeping
- Focusing at all times on promoting a positive participant experience

After Sessions:

- ensuring recording of session is shared - popping recordings into Google Drive for editing up - label them with room name and session #

WEAVER/KAITUITUI

Before Sessions:

- Setting up a Run Sheet for the Room and sharing it with all other Co-Hosts. [Example is here.](#)

During Sessions:

- Liaising with Session Hosts/Kōrero Starters on shape and form of their session, requirements for screen-sharing, break-out sessions etc
- Welcoming participants at the outset - an ice-breaker activity if required (eg changing name to include where you are, how you're feeling etc)
- Adding Collaborative Notes doc as a file within the room at the start of each session. You can find all the [collaborative notes here](#).
- Introducing the Session Host/Kōrero Starter
- Welcoming late-comers to the session and bringing them up to speed on what's going on where possible
- Supporting the Kōrero Starter to bring others into the conversation, posing questions etc if required
- Enabling full participation, alongside Hosts - keeping an eye on chat for questions or requests for clarification alongside Session Hosts
- Keeping notes of significant conversation points and any links shared in the conversation
- Identifying people with mutual interests and collaboration opportunities
- Keeping an eye on chat for questions or requests for clarification alongside Session Hosts
- Formally closing the session and thanking the Session Host and participants, signposting to subsequent activities
- Focusing at all times on promoting a positive participant experience

After Sessions:

- Sharing any salient notes, links or initiatives emerging from sessions
- Sharing any collaboration opportunities identified
- Touching base with Kōrero Starter about collab opps
- Post-event connecting of dots to encourage collabs

SESSION HOST/ KORERO STARTER

During Sessions:

- leading the flow and shape of the session
- being prepared in advance with links etc to collaborative documents
- liaising with the Technician and Weaver to set up a positive participant experience
- starting the conversation and bringing others into the kōrero
- using break-out rooms and collaborative documents productively

- wrapping up the conversation and offering a clear sense of pathway for continuing the conversation where appropriate

Example flow of a Session	
00:00 - 00:03:	People arrive & settle in, Weaver welcomes everyone, shares the topic of the session, Housekeeping notes (inc Google doc) intros Kōrero Starter
00:03 - 00:05:	Hands over to Kōrero Starter. Kōrero Starter shares how they want the convo to flow: E.g: "I'm going to share my thoughts on X, then we'll open up the floor to raised hands, then we'll break out into smaller groups, and finally come back together to share our thoughts before wrapping up
00:05 - 00:20	Kōrero Starter leads conversation, including interactive component eg break-outs, Q&A etc
00:20 - 00:27	Wrap up with key points, learnings or invitations to further conversations
00:27 - 00:30	Weaver closes conversation and signposts next activities.

For more information about how the Unconference will run, familiarise yourself with the [Participants' Guide](#)

For some great tips for Online Facilitation we recommend these resources: [Greater Than's Tips & Tricks for Better Online Meetings](#)

Room Host Housekeeping Checklist:

- Reminder of Session timing
- Mikes on mute, session will be recorded and potentially shared unless agreed otherwise with participants
- Rename - place/organisation
- Video: Hand signals - thumbs up/sparkle fingers, hands up/stack (if relevant)
- Collaboration Doc - link in chat box
- Audio/anytime: Chat Box for Qs
- Law of Two Feet - comings and goings, pls leave msg in chat
- Hacking Alert
- Spaghetti/Kindness! This is all an experiment, be kind :)
- Intro speaker

Annex 11: Zoom Settings for Unconference

After much experimentation, trial and error, Marc Jacquemin put together two very helpful documents to ensure that our Zoom accounts were correctly configured to host the Impact Unconference.

Because the Unconference was hosted across 6 “Zoom Rooms”, we needed access to 6 Zoom “pro” accounts in order to create 6 Zoom links. Each of these pro accounts had to be set according to the [Zoom settings shown in this document](#) **before** the Zoom link for each room was created.

[This document further explains how we created the Zoom links for each room, and how we recorded the sessions.](#) We chose to have our technician in each room recording to the cloud, and our weaver in each room recording locally, so that we had two versions of the recordings in case anything went wrong.

Annex 12: Zoom FAQs for participants



Zoom FAQs

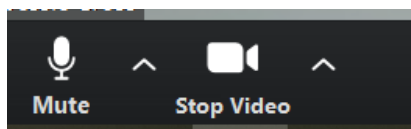
Joining a Zoom Session

If this is the first time you've used Zoom, you'll be prompted to download the Zoom app when you click on the link to join the meeting. Follow the prompts provided, and if you're having any trouble please [read these articles](#) for additional support. We recommend you try this an hour or so before the session is due to start, to give yourself time to work through any technical challenges.

You can access Zoom from your phone, laptop, iPad, tablet or desktop computer. The tips in this document are based on the desktop version of Zoom. You'll find the same functionality if you use the Zoom mobile app, but buttons may be located in different places.

I'm talking but no-one can hear me, what do I do?

Check to see if your microphone is muted in the bottom left of your screen (you should keep this muted at all times, except when you are ready to speak).



There will be no red line through your microphone when you are unmuted.

If you are unmuted and participants still can't hear you, there may be a problem with your microphone. We suggest that you [follow these steps](#) to test your computer/device audio before joining the call to minimise any problems.

I'm hearing a terrible echo-sound, how can I fix it?


Make sure you are only signed in to Zoom on one device (your phone or your laptop, not both). If you try to join the call from more than one device, it will cause a very distracting echo for everyone else on the call.

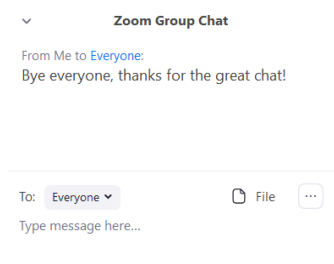
What if I need to take a break?

If you need to take a short break for any reason, click stop video until you're ready to join back in again. You can also leave the call at any point.

How do I communicate with other participants?

The facilitator will guide you as to their requests and preferences for how people participate during the call. At any point, you can use the Chat box to send messages either to the whole group or to individuals within the group.

To send a message, click on the speech bubble icon  in the bottom bar and a chat window will pop up:



Messages can be sent to “everyone” or to just one of the other participants on the call. Use this function with care. Messages should primarily be used for simple questions, clarifications and dealing with tech issues, unless directed otherwise by the facilitator. Over-use of messaging is kind of like whispering in class, it can be distracting for everyone and take the focus away from the main speaker.

Please act in accordance with our Code of Conduct (available in the Unconference Programme) in all of your communications throughout the Unconference.

How do I change my Zoom display name?

Click the three blue dots in the top right of your video screen, and click “rename”. Type the name you would like to appear and click Save.

Will the sessions be recorded?

For the Impact Unconference, the intention is that most sessions will be recorded. If you are uncomfortable with this for any reason, please let the Facilitator or Tech Host know. These sessions will be made available to everyone afterwards, so we can all experience more of what happened.

I’m quite nervous about speaking in front of big groups - will there be opportunities for smaller group conversations?

Yes! Most - if not all - sessions will use the Break Out room function on Zoom. This means you’ll be automatically assigned to an ‘another’ room by the Host, and then brought back to the main room afterwards. This requires no action on your end - just follow the instructions, and enjoy the magic of it all!

Can I change my mind about which sessions I go to?

Yes! At an Unconference, the 'law of two feet' applies - which means you can swap between rooms at any time. Our only request is that if you do this, leave and arrive kindly and with respect for other participants.

How do I leave a Zoom meeting?

You can leave a Zoom meeting at any time by clicking the red "**Leave meeting**" text in the bottom right-hand corner of the screen. If you have to leave a meeting before the session has ended, we suggest sending a short goodbye message to the rest of the group using the Chat function mentioned above.

What if everything goes wrong?

Don't panic! If for some reason your connection to the call fails, just find the link again and click on it to rejoin the call.

Annex 13: Example email to Kōrero Starters

The below email was sent by Weavers to each of the Kōrero Starters in their Zoom room on the day before the Unconference, after voting was completed and the Unconference timetable was mapped out by our central team. There was a very quick turnaround of 26 hours between voting closing and the Unconference starting, so Weavers had to act fast to help their Kōrero Starters prepare!

Kia ora NAME,

Thank you for submitting a topic for our Impact Unconference happening tomorrow. Firstly, I wanted to say congratulations! Your topic has been chosen to be presented in the [ROOM NAME] at [TIME].

You can view the full Programme here.

I wanted to introduce myself as I'm the Weaver/Kaituitui for the [ROOM NAME]. I'll be on hand to help keep the conversation going throughout your session tomorrow.

I've also copied into this email [NAME] who is the Technician/Tangata Pūkenga, who will be helping to manage interactions from participants, set up break-out rooms and any other technical requirements you have.

You'll find some helpful [Facilitation Tips and Resources here](#).

Important details:

- Your session will run from [start time] to [end time - *being 3 minutes before the hour/half-hour to allow for transition to next session*]
- It's important that you join the room via this link promptly at [start time] so we can get your session underway
- At the start of the session, I will do a very brief introduction so all participants know how to interact during the session, including by using our collaborative notes document. I will then hand over to you to get started.
- You can expect to have **20 minutes** to facilitate your session (taking into account time to get set up at the start, and time to transition to the next session at the end).
- It is entirely up to you how you would like to use your time - for example you may wish to share your screen for a 10 minute presentation, before breaking into small break-out rooms for group discussion. Or, you may prefer to speak for longer and have less time for discussion or vice versa.
- To ensure that the session runs successfully, please let us know:
 - Would you like to share a presentation (screen share)?
 - Would you like to use break-out rooms? How long would you like to use them for?

Below is an example session run-sheet to give you an idea of the kind of detail we are looking for:

Example flow of a Session	
00:00 - 00:03:	People arrive & settle in, Weaver welcomes everyone, shares the topic of the session, Housekeeping notes (inc Google doc) intros Kōrero Starter
00:03 - 00:05:	Hands over to Kōrero Starter. Kōrero Starter shares how they want the convo to flow: E.g: "I'm going to share my thoughts on X, then we'll open up the floor to raised hands, then we'll break out into smaller groups, and finally come back together to share our thoughts before wrapping up
00:05 - 00:20	Kōrero Starter leads conversation, including interactive component eg break-outs, Q&A etc
00:20 - 00:27	Wrap up with key points, learnings or invitations to further conversations
00:27 - 00:30	Weaver closes conversation and signposts next activities.

If you have any questions at all, please let us know.

We're really looking forward to working with you tomorrow!

He waka eke noa - we're all in this together

[names]

Annex 14: Personal thank you email to Kōrero Starter

Kia ora, just wanted to send a short note of appreciation and thanks as a Kōrero starter for the unconference in advance of your talk ... You are what will make this event special and so really really appreciate your involvement. I feel like we are building something here, just like you cannot easily see the web a spider makes but the connections are stronger than you think and can withstand the wind – that is like the invisible links we are building ... I hope through your talk we promote curiosity in the listeners to explore the possible at this unique moment in time - and we can also continue to challenge each other while staying more interconnected and woven closer in the years to come! Thank you for being part of this.

Ngā mihi maioha
Steven

PS: If you have a co-presenter do you mind forwarding on, this is only going to those who submitted the topic!

Annex 15: Script for opening session

Anton Matthews provided a welcome in Te Reo

Steven Moe initial welcome

Kia ora koutou katoa

Ko Steven toku ingoa, no Otautahi au.

Thank you very much Anton Matthews for that welcome.

Hello friends. I'd like to add my welcome to everyone, my name is Steven Moe and on behalf of the very large group of volunteers who have been working hard behind the scenes on this it's a pleasure to welcome you to Aotearoa's first ever Virtual Impact Unconference!

We want this to be as interactive as possible so I'd like to ask you to go to the chat button and think about what you are most looking forward to about this event and type it in and I will ask you to then share that in a minute. We are going to have a waterfall of thoughts.

Just for context, We have around 350 of you joining us for this and we are really excited that you are here.

I know if we were in person there would be a few shouts and head nods and claps about now so I just acknowledge those with some virtual clapping! [So you can do that like this: raise hands, shake]

Thank you so much for joining us - we are going to have a fantastic time and learn a lot from holding this as we push the boundaries of what is possible with technology.

To get us kicked off why don't you share your thoughts in the chat about what you are looking forward to about this event? OK – go! [Pick out some comments and share them]

Setting the scene

OK everyone - I want to briefly set the scene and then have some of the team explain how things will run today.

Our theme is collaboration: He Waka Eke Noa – We are all in this together. Let's keep coming back to that theme during the day and asking what collaborations might result from our meeting together, even if it is virtual. In other words we don't want just talk, we hope to inspire action.

How did this come about? It's important to frame the history that you are now also a part of. This all started as an in person unconference to be held in May in Otautahi, but we pivoted to take it virtual only around 3 weeks ago. An amazing team is behind this and a big big thank you to everyone who has been involved in big or small ways! The program has information and thanks to all who have helped out and I particularly note the speakers who found out just yesterday they would be speaking today. We also want to acknowledge that there are 89 organisations who provided their logos in support. In creating the unconference we wanted to model collaboration and teamwork and I think

we achieved that. I know for some of the sessions presenters only met each other a few days ago - including Stephanie here in NZ who connected with Verena in Austria and they are now co-presenting. You see, this is truly a grass roots organised event because we have no corporate sponsor and clearly judging by the ticket price our motivation is not profit.

So, why are we here? Well I want to talk really briefly about paradigms of thinking and to do that I have something to show you. I know we've all probably just had lunch so if I hold up this Avocado you can probably imagine what we could do with it - some guacamole, spread it on toast, add it to some Sushi. The potential of this Avocado is clear - to become a tasty snack that also is a superfood, right? When we look at this Avocado through those eyes we view it through that paradigm of thinking. But what is the true potential of this Avocado. The true potential of this Avocado is the seed within. Give it the right conditions of water, soil, nutrients, light and you just might end up with this [show tree]. Our paradigm of thinking affects our perception. We might see an Avocado, or we might see a tree. In the same way I want us to come to today with open minds and curious hearts - to be on the lookout for potential in places where we haven't seen any previously.

Why now? We live in a unique juncture in time and this Impact Unconference is taking place now for a reason. My great grandparents lived through the Great Depression and we are living I think through something else - the Great Disruption. We want to capture the energy of this moment where we are all looking at the past and the old paradigms of thinking and ask this simple question: Do we want to rebuild what we had? Or is this an opportunity to reimagine our future and enter into and embrace new ways of thinking in order to build something new. For example, could we talk about moving from an extractive economy to a regenerative economy? Covid-19 gives us the opportunity to ask these sorts of questions. So the crisis and the opportunities that result provides the overarching theme and context for this Unconference. Our hope is that the topics, the conversations, and the challenges laid all help each of you to be empowered to really take action after this short event is done. We hope that this could be a catalyst for new connections and new ideas. We do not want a bunch of talking, we really do hope to inspire action.

So, how will this work? I want to hand over to Erica Austin who has been leading the curation of our day. Thanks Erica.

[ERICA: CURATION PART] Kia ora koutou. Ko Erica toku ingoa. A huge shoutout to Mikey and the team at DS based in Sydney for sharing your learnings and process for your recent Social Enterprise Virtual Unconference. After a super fun session on Tuesday with more than 70 of you interested in submitting an idea, we used Miro, an online collaborative tool to post ideas, combine similar topics and connect potential co-hosts.

[Share Screen - Screenshot of Miro board]

As you know, we have voted on the final 35 topics submitted and the top 20 have now populated today's programme. As well as the activation sessions and the speakers in the main room that is around 30 sessions in total!

[Share Screen - programme 1 pager]

There are 6 zoom rooms, with half hour slots including 1 room (Wairua) dedicated to connections. This room is set up as an invitation for you to step into deep connection with the wonderful humans that are attending today. This will be explained more later by Steven.

To paint a picture, you have just entered the building that is this unconference. You can now wander between the rooms as if you were in a building. You can relax and listen to music, or poetry between 3 & 3:30pm during the activation time half way through the afternoon.

At the end we will meet back in this room (Aroha Room) to wrap up before we finish at around 5pm. Please refer to the programme we sent through email for relevant links and detailed information on sessions.

Remember to: Stay curious and stay present. Be open and be kind.

It is exciting to be trying something really new. But please bear with us as we are also learning as we go and there will be technical issues, no doubt.

Speaking of technical things ...

[BARRY GREHAN - PROVIDE KEY TECH POINTS]

Some housekeeping:

- Two members of the Unconference team in each room to support you: a Technician & a Weaver
- You'll see our names marked with asterisks ***
- Technician looking after tech gremlins
- Weavers helping the kōrero to flow and also keeping an ear out for complementary ideas and perspectives
- If you need our attention - to jump into the kōrero, ask a question or soothe some tech hiccups - pop one of us a message in the chat or use the raise your hand button
- We will be recording - again please message us through the chat if you don't want to be recorded for that session
- The go-to is to put yourselves to mute - we'll either unmute you or tag you in to contribute

- During many of the sessions we'll split out into smaller breakout rooms. When this happens you'll be prompted to join your assigned breakout room. And you'll get a 1 minute headsup when we're moving back to the wider group session.
- up to 100 in zoom rooms except for Aroha which can take more
- Please re-name yourself with your preferred pronouns

[JESSIE MENTION WAYS OF CONNECTING]

- For anyone who hasn't already seen the Programme, we have uploaded it as a File in the Chat, and it will be uploaded in each Session by our Weavers so it is always at your fingertips. You'll want to keep this handy so you can navigate your way through the Unconference today.
- To enable you all to connect and share ideas, helpful resources, and also share email addresses to follow-up after the Unconference, each Session has its own Collaborative Google Document. These documents can be edited by anyone with the link, so they are a great place for you to continue the conversation or delve into any related ideas that we don't have time to pursue in detail during each half-hour session.
- You'll find the links to the Collaborative documents in the Programme. Please make sure you're in the document for the correct session before you start taking notes - they will be easily identifiable by the session title and names of the Korero starters at the top of the document. Some of our Korero starters have already added some relevant resources into their collaborative documents, so be sure to take a look.
- On page 3 of the Programme, you'll find our Code of Conduct. It's essential that all participants remember the theme of today's unconference, which is collaboration. Every session should be a supportive and inclusive environment for all, so please keep that in mind in all of your interactions today. If inappropriate or disrespectful interactions are identified by our Weavers or Technicians, those participants will be removed from the Zoom room. If you experience or witness any form of harassment or inappropriate behaviour, you can report this to Fiona Deehan at fionadeehan@caraconsulting.co.nz (email address on page 3 of the Programme).
- As Barry mentioned, with the permission of our Korero starters, we will be recording each session today, so that participants who want to go to two sessions scheduled for the same timeslot can catch up afterwards. In the spirit of collaboration and maximising impact, we also want the content to be viewable to those who haven't been able to join us today - so the videos will be posted on our website over the coming week.

[STEVEN INTRO NATASHA]

We want this to be a chance for you to reflect and connect. To get us started on the right track I'd like to pass over to Natasha Zimmerman who is the founder of Unchatter, for her to lead us in two exercises - now I realise these are not a traditional way to start out

a conference but we are not a typical conference so I would ask that you trust me on this one if at first you are unsure and be willing and curious to try this.

Thanks Natasha.

[Natasha does two connection/mindfulness exercises]

STEVEN

I really view the room that Natasha is curating as representing the soul of this unconference because normally a conference would not have a room like this... so please do check it out. The sessions there will not be recorded and they will be one off experiences.

Now more than ever, we need spaces that open the door for deeper connection with ourselves and others. With equal doses of research and compassion, we've built the Wairua Room as a sanctuary for reflection, laughter, and meaning. Whether you want to explore your inner world, learn about the science of connection, or dive into some incredible conversations, you'll get what you need from this thoughtfully curated series of sessions.

Please note that you'll get the maximum benefit from these sessions by being present at the beginning when the facilitator sets the tone for the time together.

I've got young kids and they are always fascinated by spider webs and the interconnecting strands. I think this conference and the connections we are making now are like that - they are invisible but incredibly powerful and I can't wait to see what results from those made here.

Now it's time to go and choose which session you would like to listen to first....

Annex 16: Feedback in final session

We asked people to describe in the chat what they were feeling during the final session and got some feedback that way, including the following:

How they were feeling:

Hopeful, Energised, Motivated, inspired, Grounded, inspired :-), great!, Exhilarated, Amazing, energised, refreshed, regenerated, inspired, Positive, Impressed, ready, breezy, Thoughtful, relieved, thoughtful, Encouraged!, motivated, connected, Inspired, intrigued, Connected, inspired, spring-like :), satisfied, complete, buzzed, Happy!, tired, Enthused, Grateful, full :), Bloated, inspired, Ready for that glass of wine, Connected, Encouraged, Encouraged, connected, Proud, Dizzy, curious, informed, enthused and connected, Content, hopeful: lovely group of people, encouraged, optimistic, energised, MIND BLOWN, sorry I missed most of it!, energised, delighted, great afternoon team...thank u all, Encouraged... with a fried brain!, full brain-tired, Energised, Joyful, Hopeful

In response to asking how they felt about the day:



Excited about the new normal, Great afternoon - thanks so much to the presenters and organisers!, Connected, My hands up in gratitude to the ringa raupa (organisers) for pulling this all together. Wonderful hui / Zui, Amazing collaborative social and technological experiment guys!!!, this was really great very excited about what next for me and given me lots of ideas, Full-brain. Inspired, Kia ora!, Excited and exhausted!, I feel so lucky to have participated today - thank you so much for all your work - it has really inspired me to keep going :), I am blown away - huge congrats to the org team for the vision and the execution - feeling so connected, Hopeful! Thank you!, hopeful: yay it's Friday!, What a

fantastic virtual conference. Huge thank you to the organising team and to all the speakers. I can't wait to view all the sessions I wasn't able to join., Thank you to everyone who helped pull this all together .. it has been a fantastic event, Real connection, Ditto, Diversity of conversations, Interesting speakers, Awesome holding of space, lovely connections to create impact, use of technology!, The range of topics discussed, the scale feels cozy, Mentally activated, Specific hopeful ideas, People power, the diversity of ideas and the immediacy of everyone who is here, connecting with people who care, variety, positivity and learning, Connecting with people all over NZ, the discipline the online format provided, This event was accessible for everyone no matter their location, engagement, how well organised it is, Innovative shifts made real, Connecting with like minded individuals who are keen to build community and effect change, Great content + connection, good ideas and peoples experiences of change through covid, Thoughts and ideas from various conversations, Connecting with others & learning new things, how open and honest everyone has been - a really safe place to share ideas, The common understanding that we are at a pivotal period of change, Shared optimism and intentions to create something impactful and new, So many different opinions and ideas, how engaged everybody's been, Amazing use of technology!, How open people have been,so much willingness to share!, Possibility!, diverse perspectives, Flow of organisation and possibilities, having access to a wonderful community of like minds from my home desk!, the positive solution focused and creative energy, Connection with people from all over, the use of technology, meeting people who care about our communities, such a diverse range of ideas!, thought provoking and inspiring, So much better than just presentations with no interaction. Great to jump between sessions, you organisers rock! i love the accessibility of sharing learning, connection, The connection and engagement of people and technology, has potential, new people connecting ideas, Bloody amazing. Kei runga noa atu!!, skill of the presenters, interesting topics, connecting with people interested in shaping our world, how flawless the organisation of the unconference has been!, getting a sense of where everyone else is at and how they want to make an impact, How well the technology works to allow the connection to happen, the ideas of what can be put in place right now to ensure change is happening, Learning about virtual unconferencing itself. And hope, Feeling part of something bigger!, So many great thought provoking conversations and meaningful connections established, Generosity of spirit, sharing, connection and good learning, Seeing familiar and friendly faces and thinking about how we can collaborate for impact, The format, tools and process has been so smooth. Be great if the organisers can put together a guide or playbook to share with other communities to run these types of collaborative events. Ngā mihi nui, seeing so many people thinking about great things together, being able to share without fear of judgement and meeting people who share passion for people - I missed this!, So inspired by such a wonderful group of people, Lots of new ideas - thought-provoking, was a bit hard not having a break in sessions though :), Seeing everyone in their own bubbles, engaging so openly, Excellent broadening of network and possibility and goodwill and capability and willingness to share for the common good, Awesome organisation. Generosity of sharing & activation, Great to see how an online conference works compared to traditional ones and how tools can actually enhance collaboration, the feeding of myself with information, and prompts which I need to go away and reflect on before I can know what it all means and take action from there, A good example of use of collaborative Google doc - 12 pages in

5 minutes!, I'm inspired by what's possible amongst strangers, great heart and generosity, Awesome organisation from the team, Hearing from and 'meeting' new people; insight and encouragement; activated; great to be able to do it online - recommend this format for future (allows people who couldn't come in person), knowing that today is just the start of a conversation - how can we make sure the conversation continues, that connections grow and that we convert these words and thoughts into action!, Amazing way to allow connections that does not require huge amount of cost or logistics this is the way forward for shared learning, I love the different rooms and the wealth of information experience that were in those rooms, its been a great model, so many new ideas xx thank you, hopeful: Even though we don't know each other the sessions were facilitated in such a way that we all felt welcome and we were encouraged to participate. Amazing!, The possibility that this collective of people will draw together to restore, regenerate, walk through the open door which this 'pause' has provided us with. The systems we have been using/working around are fragile enough for kind, compassionate people to make changes, recalibrate all of it – economic, education, environment, and, and... for common-good., Affirming and inspiring to know there are so many enthusiastic, curious and passionate people interested in these topics, short sessions were great, lovely spirit to the afternoon, Thanks for that pdf program with embedded links - it all worked flawlessly!, From a not so savvy tech person the whole process was easy to navigate amazing work thank you for all, the user flow was fantastic, yes so user friendly was amazing, I would certainly welcome this style of conference in the future. For some of our organisation, attending things like this in person can be cost prohibitive. This was great! And so cool to be able to connect with so many different people, yes, I agree about the speed we can connect and communicate with tech today (zoom and the internet came along at the right time) but how do convert connection to action, without physical contact? opportunity for innovation, the music was amazing, LOVED the music! So honoured to have heard some talented musicians today. And a nice break in the day, Loved the musical interlude, Big shout out to the tech support. Impressive what you are able to do!, So when can we do it again, Wonderful to have support from the Arts with the music and poetry during the day, Tech support was awesome - kudos to you all, A fantastic platform thank you, "crises", words eh, framing the individual and wider narrative, how do we find out about the next unconference?, Thanks unconference team ..., Full congratulations to the organisers and support folk—job well done., Thanks to the organisers. So awesome, Great job. Thank you, remarkable organisation, Huge thanks to all of the organisers - amazing work, Thank you all., Your attention to process has been fabulous, Fantastic afternoon, thank you for your fantastic event, The music and poetry section was excellent, Thanks organisers!, Thanks - awesome work to everyone who organised this, Loved this! Well done to all the organisers!., will sessions be posted? if so, where?, Can we add Graphic Recorders (on iPad) in the next Unconference please :-), Thanks so much Steven and co - awesome day!, Will there be a delegate contact list?, Was sooo many amazing topics to choose from simultaneously it was hard to choose! Maybe next time you could have it go a few sessions longer and not have so many on at the same time?, Open source ... FANTASTIC!!, YES, Aye!, YES!, Yes do it again, YES, YES!, YES, MORE!, YES!!!, yes x 1000, yes, And happy to pay a bit more, yessssss, Yes, yes, Yes, for sure!, Well, it was a smooth and great experience, Yes!, Yes ... yeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeees, yes, good one, Yes please., Definitely, YESSSSSSSSSSSSSSSSSSSSSS, Absolutely, Absolutely!., Perhaps

a “next steps” or “maintaining momentum” theme to a future unconference, yes, yes, Thanks Steven and the team for organising this event. Look forward to attending this event next time., Yes with a bit more focus. Would pay more, but would want to know more, further in advance., Definitely. Deserves to be funded ... perhaps as a social enterprise! :), Thank you, Thank you Steven this was AMAZING, thanks to you Steven, wonderful, Huge love, courage and gratitude to you all :-), its been a privilege xx, Thanks for bringing us together steven, Amazing kaupapa!!!, Loved this space great to connect with people from across the world, This was epic, thank you so much to the whole team, Thanks organisers - awesome job!, Very very grateful thank you. Full of possibility and hope., If the rest of us turn our videos off we can see the team, Thank you so much!, feeling so grateful for all those who pulled this off, All the hard work shows, well done team! Seamless, thanks so much - loved it - to the presenters, organisers etc, Totally need to do this again! Thank you., I admire the courage and generosity of all involved. Sincere thanks - we will pay your gesture forwards :), thank you very much organisers. Well done., Fantastic, thank you all so much. Look forward to more. Thank you all! Really enjoyable conference and speakers., hopeful: wow Steven thanks for those thoughts, Thank you everyone, organising team, presenters and participants, Massive sincere Thank You to everyone who made this possible, Thanks, Huge thank you to all the organisers and everyone who shared!, Thank you so much!, Wonderful space!, Thank you to all those I met and spoke to today and everyone else., Stunning team. Ngā mihi ki a koutou., Thank you Steven et al - a great gig, Thank you so much organising team, participates and volunteers!, Ka kite ano Anton kia kaha, mihi nui, arohanui., Thank you for this great experience.

Annex 17: Post-event reflections from Dennis Parker - Unconference Technician

Dennis Parker was a technician in the Kaitiaki Room. He has collated his reflections in [this document](#).

Annex 18: Follow up survey

Impact Unconference Feedback

All questions are optional and responses are anonymous. We really appreciate you answering as many questions as you can!

Did you attend the unconference? Yes, No, Some of it.

Why was that? If No or Some of it.

Choose your role

What was your role in this event? (Participant, Kōrero starter, Weaver).

Participant section

The Unconference stimulated my curiosity to learn more about Impact-focused initiatives.
(Strongly disagree 1 2 3 4 5 Strongly agree).

I understand more about what it means to be an impact-oriented individual/business/organisation than I did before the Unconference. (Strongly disagree 1 2 3 4 5 Strongly agree).

Have you looked at any of the videos of the Unconference? Yes, No, Not yet but I'm going to.

I would take part in another online Unconference. (Strongly disagree 1 2 3 4 5 Strongly agree).

What did you enjoy about the Unconference?

What's one thing the Unconference team did really well?

What's one thing the Unconference team could improve if we were to run an event like this again?

What was your favourite session, and could you tell us why?

What was your least favourite session, and could you tell us why?

How has your curiosity been stimulated?

What challenged or provoked you?

What are your top-three learnings from the unconference?

What did you disagree with?

Thinking about the sessions you attended, what do you want to collaborate further on?

If you don't want to collaborate further could you tell us why?

Your Unconference 6-month Action Pledge: this is an invitation to pledge what action you are going to take in the next 6-months, to follow up from what you have learned and who you have met through the Unconference.

Have you mentioned the Unconference since it happened last Friday? Could you tell us where?

What would you like to see next from the Unconference team?

Are you willing to participate in a more in depth evaluation?

Kōrero Starter Section

Reflection on your Kōrero Starter role

Let us know how you found the experience of being a Kōrero Starter.

How do you think your session/s went?

What challenged you?

What have you learnt from being a Kōrero Starter?

How was the topic submission process for you? Please share any ideas you have on how we could improve this process.

Did you find a co-host for your session?

What would you recommend as an ideal session length?

What other support would you have liked?

Would you lead another session in a future Unconference?

Reflection on your participation in the Unconference

The Unconference stimulated my curiosity to learn more about Impact-focused initiatives. (Strongly disagree 1 2 3 4 5 Strongly agree).

I understand more about what it means to be an impact-oriented individual/business/organisation than I did before the Unconference. (Strongly disagree 1 2 3 4 5 Strongly agree).

Have you looked at any of the videos of the Unconference? Yes, No, Not yet but I'm going to

I would take part in another online Unconference. (Strongly disagree 1 2 3 4 5 Strongly agree).

What did you enjoy about the Unconference?

What's one thing the Unconference team did really well?

What's one thing the Unconference team could improve if we were to run an event like this again?

What was your favourite session, and could you tell us why?

What was your least favourite session, and could you tell us why?

How has your curiosity been stimulated?

What challenged or provoked you?

What are your top-three learnings from the unconference?

What did you disagree with?

Thinking about the sessions you attended, what do you want to collaborate further on?

If you don't want to collaborate further, could you tell us why?

Your Unconference 6-month Action Pledge: this is an invitation to pledge what action you are going to take in the next 6-months, to follow up from what you have learned and who you have met through the Unconference.

Have you mentioned the Unconference since it happened last Friday? Could you tell us where?

What would you like to see next from the Unconference team?

Are you willing to participate in a more in depth evaluation?

Weaver section

How did session/s in your Zoom room go?

What did you learn from being a Weaver?

What collaboration opportunities were identified in your sessions?

What post-event connecting of dots (to encourage collaborations) were identified?

How are you going to connect the identified dots for people?