

Terms of Reference

Consultancy to deliver training on interactive virtual conferencing

I. Background & Rationale

The first ever outbreak of the Covid-19 throughout the world is displeasing the whole society with severe social economic impacts in varied ways. The responses of the governments to protect people from being affected with this highly spreading virus by locking down and social distancing make in-person events impossible. Meetings, workshops and conferences have been widely cancelled. The need from the society for the connection become critical. There is a sharp growth in online events over the world driven by remote work during the pandemic. Due to the outbreak of the pandemic, the events industry was forced to adopt a virtual model. This allows businesses, organisations and people to interact and maintain the continuity of their work and activities in a new mode.

In the current situation, delivering attractive and impactful online sessions is very crucial. Online events bring lots of benefits with its flexibility and customizability. However, for all those benefits, it also can be challenging either: it is more difficult to engage attendees, it is harder to involve their attention and manage the energy, trainer is missing more visual feedback and “feeling of the group”. The facilitation therefore requires the new set of skills and techniques to be able to run online events effectively.

The ENHANCE project is looking for consultancy to support the project to deliver a training on designing and conducting interactive virtual trainings, facilitation and conferencing for its partners.

II. Objective/purposes

The objective of this training is to support project partners to build up their skills in virtual training, facilitation and conferencing. The training will provide participants with practical techniques and tools to design and conduct engaging and interactive virtual events, guide learners/audience attention, energy and emotion in a fruitful way and motivate the learners/audience. The course aims at supporting government partners to implement their duties and work, especially in communication, capacity building and awareness raising activities in online environment in the context of growing needs for virtual conferencing and events due to the impacts of Covid-19 and the development of digitalized society.

III. Scope of Works

The agent will conduct an in-person training on designing and conducting interactive virtual trainings, facilitation and conferencing for project partners. The course need to be focused on skills and techniques

for “live” virtual workshop facilitation and delivery, where there is interaction and active participation from attendees. The course will also help participant to tackle the downsides and challenges of virtual conferencing.

VI. Specific Tasks and methodology

Specific activities for the assignment might include but not limited to the below tasks:

- *Design and conduct in-person training on the topic of designing and conducting interactive virtual trainings, facilitation and conferencing with the following contents:*
 - *Design for virtual, creating impactful presentations/slides*
 - *Practical tools and skills/techniques, covering a range of topics related to virtual learning and engagement of active participation of attendees in virtual space*
 - *Facilitation tips, tricks and tools*
 - *Tips for engagement and interaction*
 - *Creating and using polls*
 - *Creating and using breakout rooms for group work*
 - *Feature-rich online conferencing platforms with demonstration*
 - *Challenges of conducting virtual conferencing and how to tackle*
 - *Exercises*
- *Develop training plan with detailed agenda*
- *Prepare training report in English*

V. Expected results

Participants will be equipped with essential skills, techniques and tools in virtual training, facilitation and conferencing to be able to conduct effective, impactful and interactive online events.

VI. Timeline and Deliverables

Timelines: *This assignment will be implemented during the period in the second quarter 2021.*

Deliverables:

- *Training materials in soft copy to the satisfaction of ILO*
- *Training reports in English to the satisfaction of ILO.*

VII. Submission of Proposal

The interested and relevant institutions are invited to submit their proposal to the ENHANCE project with the following details:

- ☐ *Technical proposal outlining training plan, methodology and proposed modules with timelines; and*

☐ *Proposed consultancy fee*

Please send proposals, including a cover letter and updated profile and the proposed consultancy fee to huongh@ilo.org with copy to linhh@ilo.org before 5pm ... 2021. Late submission will not be accepted.

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Annex for internal use only:

A detailed cost breakdown.

ATTENTION NOTE

Please note that the TOR could be adapted to fit well with the respective requirements of services, for example, provision of service for event organisation, research/evaluation, IT services, printing, etc.

For ease reference and proceeding in the IRIS, a brief/concise version could be made available by the responsible official.