

Voyage Mapping: Using an Experiential Activity Remotely



Invisio is a Learning & Development company based in Ireland that offers facilitation and learning solutions across all sectors.

It had been arranged that a training exercise called Voyage Mapping would be used via video conference where the facilitator, Ann Alder from RSVP Design, would manage the session from her home in Cumbria for the Invisio team in their offices in Dublin. This is an unusual format as normally the facilitator would be in the same room supporting the participants as they use the experiential activity, and able to observe them.

Louise from Invisio and Ann from RSVP Design both gave feedback on the experience of carrying out a training exercise remotely:



What were Invisio looking for from the training exercise?

Louise: We wanted to discuss changes to our consulting and our customers' needs.

Ann: Invisio wanted an exercise that would help them explore changes to the financial sector and their clients' needs, and how well equipped they were to meet these changes. Prior to the meeting, I sent some articles to Louise about trends in the financial industry.

Ann, why did you suggest Voyage Mapping?

Ann: Voyage Mapping was ideal for the environment. It is a large roll up map and can be used with everyone in the same place. The tool was in place in advance of the meeting, although there was no previous experience of using Voyage Mapping. The imaging in Voyage Mapping is very useful as it helps people to understand the opportunities and risks in a safe and collaborative environment.



Why did you decide to do the exercise remotely?

Louise: We only had a short period of time – just over two hours – so it seemed a lot to ask Ann to come over to Ireland to facilitate. We had worked with Ann before and had a great bond, so the whole team were very comfortable with how she worked.

Ann: There was a limited amount of time for this exercise. They felt that it was too long a distance to travel to the location, so it was agreed to do the facilitation by teleconference.

What did the exercise involve?

Ann: To run the exercise, we created a hypothetical client. During the exercise the team had to guess where the client's destination would be, what support they would need on their journey, and what pitfalls or opportunities could arise. We discussed the number of young people in their and their clients' organisations, and their wants and needs. We discussed their views on their own coaching and internal coaching by their clients. We created working prints and used these to extend the training.

Did you enjoy the experience Louise?

Louise: Yes, very much so. We quickly built a rapport as Ann is very articulate. The instructions were very clear and there were no real problems. Some in the group were leaving it to others, but we encouraged everyone to contribute to the exercise. Everyone ended up fully engaged.

Did the remote facilitation work?

Louise: We have used remote facilitation before, and we are used to it. Ann knows the Voyage Mapping exercise very well and although she could not see the map on the table, she was still able to guide us through the process. We lost our teleconference connection part of the way through the exercise, however with Ann's in-depth knowledge of Voyage Mapping she was able to keep us progressing.

Ann: I found the remote facilitation and training process very easy. There were six in the group and by using a camera it worked very well. I didn't feel isolated in any way and enjoyed the session.

Louise, would you feel comfortable to personally facilitate Voyage Mapping remotely?

Louise: Probably not as it needs a strong facilitator and someone who is very prepared and knowledgeable about the product.



Further Information

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