# Best Practices Catalogue

# for Horizon 2020

# National Contact Points

## Annex: How to Deal with the Covid-19 Situation

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All publishers listed at the end of the document.

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# Introduction

The Best Practices Catalogue for Horizon 2020 National Contact Points (NCPs) was published earlier this year by NCP Academy 2. Its aim, in short, was to enable the transfer of procedures – best practices – that experience has shown produce good results in delivering NCP services. This kind of transfer of best practices exemplifies transnational cooperation among NCP networks in EU member states and many non-EU and non-associated countries.

The best practices in the document at hand are complementary to the aforementioned compilation, and correspond to the needs arisen since its publication. Due to the rapid spread of the Covid-19 pandemic since the early months of 2020, the world of work has seen a true upheaval – be it in the ways we realise our meetings and events, share latest information or provide, receive and submit documents, or how we bring people together to form new collaborative groups. Some of those changes, such as an increase in teleworking and virtual events, may be there to stay, even in the post-Covid-19 world.

NCPs have had to rapidly adapt their ways to provide services to clients and stakeholders, and to attempt to anticipate their changing needs in the new situation. Despite all the pandemic-induced turmoil the common goal of all NCP networks, ensuring good quality and successful applications in Horizon 2020, has not changed.

We hope this annex to the Best Practices, along with the original catalogue, can provide its readers ideas and encouragement for adapting their procedures to the current sanitary situation and beyond.

# Table of Contents

# 1. Transforming an On-site Training into an Online Training – Example 1: Fit4Funding Course

### Target audience
Junior scientists.

### Objective
Training junior scientist about European funding.

**Type of Best Practice**

☐ document     ☒ online event/training
☐ guidelines     ☐ video
☐ platform       ☐ other

### Methodological approach/online tool

The FFG Academy offered the Fit4Funding course for the first time in spring 2020. The target group was junior scientists interested in European funding programmes for Research & Innovation (R&I). The course was originally designed as a 6-week online class with 4 modules, using an e-learning platform within FFG.

Originally an on-site Practice Day was planned on the subject of proposal writing, which then had to be transformed into an online event due to the Covid-19 restrictions. The table shows what had been planned for the Practice Day versus what finally took place.

| PLAN | REALITY |
|------|---------|
| In Vienna, 10am to 5pm | Online via Zoom, 10am to 4pm with enough breaks. Strict rules: camera on/off, microphone on/off, how to pose questions |
| Real life warm-ups, getting to know each other | Digital warm-up: 3 people met for 3minutes in a Zoom breakout room to find 3 commonalities. Questions via online tool Mentimeter: which type of organisation, which research field |
| Small group discussions, results on flip charts | Zoom breakout rooms, results shared on screen |
| Live talks, presentations | Online presentations, YouTube videos, self-made videos |
| Interview with evaluators | Online interview with 2 evaluators |
| One person is the moderator | More people involved, technical assistance, co-moderator. Very detailed planning and briefing requires time! |
| Proposal reading | Proposal reading was not possible online |

## Impact

High impact on young researchers: they were very satisfied with the overall course, including the online Practice Day.

## Success factors

- Detailed pre-planning;
- Technical skills;
- Technical assistance.

## Constraints

- Less time at hand when doing online trainings.
- People get tired more quickly - more breaks needed.

## Replicability and/or up-scaling

Easily replicable (will be repeated).

## Publisher

Austrian Research Promotion Agency (FFG).

## Stakeholders and partners

Although most trainings by FFG are organised internally, in this specific case Horizon 2020 evaluators were invited to participate in the training in the form of an interview.

## NCP contact details

Fit4Funding Course coordinator: Birgit Steininger, birgit.steininger@ffg.at
Practice Day trainer: Astrid Hoebertz, astrid.hoebertz@ffg.at

## Related website(s)

https://www.ffg.at/europa/veranstaltungen/ffg-akademie_fit4funding

## Related resources that have been developed

Only internal documents.

# 2. Transforming an On-site Training into an Online Training – Example 2: MSCA

## Target audience
Applicants for a Marie Skłodowska-Curie Individual Fellowship (IF).

### Type of Best Practice
☐ document      ☒ online event/training
☐ guidelines    ☐ video
☐ platform      ☐ other

## Objective
To support researchers in the process of writing a competitive proposal for this year's IF call.

## Methodological approach/online tool
In previous trainings a blended training format had already been used, offering an interactive on-site training (1 ½ days, 40 participants) complemented by recorded PowerPoint presentations before and after the on-site event. Due to the Covid-19 lockdown, the on-site part was transformed into an online training (via online meeting platform Zoom). To keep the training as interactive as possible the number of participants was restricted to 30. Because of the large number of registrations, the complete training was offered twice.

Schedule:
1. One week before the training: a recorded preparatory part about the IF basics online;
2. Online training from 9-12 a.m. on two subsequent days;
3. After the training: feedback, using online tool Mentimeter;
4. After the training: recorded presentation about proposal submission made accessible online.

For the online training, several methods such as warm-up exercises via Zoom Whiteboard, online energisers, Q&A and quizzes were used. The participants were invited to do "homework", where they could reflect on their own proposal between the two training days. A successful fellow was also invited to talk about her experience with proposal writing and the project implementation.

## Impact
High impact: very good feedback, and with the new online format the main target group (fellows with an Austrian host) could be reached even better than before, since many of them were located abroad and could not have profited from an on-site training in Vienna.

## Success factors

- Detailed pre-planning;
- Technical skills;
- Technical assistance.

## Constraints

- Less time at hand when doing online trainings.
- People get tired more quickly - more breaks needed.

## Replicability and/or up-scaling

Easily replicable (will be repeated).

## Publisher

Austrian Research Promotion Agency (FFG).

## Stakeholders and partners

FFG NCPs/experts, a successful fellow (to be interviewed).

## NCP contact details

NCP Therese Lindahl therese.lindahl@ffg.at
MSCA Expert Lil Reif, lil.reif@ffg.at
MSCA Expert Yasmin Dolak-Struß, yasmin.dolak@ffg.at

## Related website(s)

https://www.ffg.at/europa/veranstaltungen/ffg-akademie_2020-05-05

## Related resources that have been developed

Only internal documents.

# 3. Transforming an On-site Training into an Online Training – Example 3: ERC Training

## Target audience

Applicants for ERC Advanced Grants and invitees to ERC interviews.

## Objective

- Changing an on-site, full-day ERC grant writing training into a string of online sessions.
- Changing on-site interview trainings to an online format.

### Type of Best Practice

☐ document          ☒ online event/training
☐ guidelines        ☐ video
☐ platform          ☐ other

## Methodological approach/online tool

Grant writing trainings

In Horizon 2020, we were happy to see that the ERC grant writing trainings within the FFG Academy were met with increasing interest by researchers. On the downside, this led to quite overcrowded on-site trainings in recent years, putting constraints on the interactive parts like reading and discussing a successful proposal. Therefore, a more blended training format was already considered, when Covid-19 forced going completely online for the Advanced Grant Call 2020. This provided an opportunity to try out a new, slimmed-down and more precisely targeted online format.

Instead of a full-day training, a string of short online sessions (max 2 hours each) was designed, with an introductory session on the Advanced Grant for all domains and three scientific domain-specific sessions in the following weeks. The domain-specific sessions had a simple design that could easily be adapted to the specifics of the research area.

Each session included an introduction with some ERC statistics on the scientific domain (e.g. Austrian performance) and an overview on frequent comments by evaluators. This was followed by an interview with one or two ERC panel members who answered questions from the participants.

The proposal reading part had to be skipped, hoping that eventually this can be compensated for by the on-site "Proposal Reading Days" at FFG premises, offering access to a small library of successful ERC proposals, which is usually organised approximately 6 times a year. For now, some successful ERC proposals that can be found online were highlighted.

Interview trainings

In addition, the ERC Interview Trainings had to be converted to an online format. While this worked overall very well, it was observed that participants asked significantly fewer questions compared to the on-site setting.

## Methodological approach/online tool (continued)

In the future, we would like to develop hybrid formats, profiting from the advantages of online elements (e.g. being able to invite panel members or grantees from all over the country to share their experiences online) and on-site dynamics.

## Impact

- High impact: not surprisingly, a considerably higher number of participants in total could be reached by the online format for the grant writing trainings, and in addition by subsequent views of the videos (in total more than 280 views; compared to around 40-45 participants in the onsite Advanced Grant trainings of recent years). The feedback was so far very positive.
- These formats will be developed further.

## Success factors

- Detailed pre-planning;
- Technical skills;
- Technical assistance.

## Constraints

- Less time at hand when doing online trainings.
- People get tired more quickly - more breaks needed.

## Replicability and/or up-scaling

Easily replicable (will be repeated).

## Publisher

Austrian Research Promotion Agency (FFG).

## Stakeholders and partners

FFG NCP, ERC panel members.

## NCP contact details

NCP Ylva Huber, ylva.huber@ffg.at

## Related website(s)

https://www.ffg.at/europa/veranstaltungen/ffg-akademie_2020-06-17

## Related resources that have been developed

Only internal documents.

# 4. Understanding the H2020 Projects' Needs during the Covid-19 Lockdown

## Target audience
Project coordinators during the Covid-19 outbreak.

## Objective
Understanding how project coordinators were facing the lockdown with their project.

### Type of Best Practice
☐ document     ☐ online event/training
☐ guidelines     ☐ video
☐ platform      ☒ other

## Methodological approach/online tool
The survey (online, Microsoft Form) was sent to the Italian coordinators active in ongoing H2020 projects. 949 coordinators and 141 beneficiary organisations in MSCA projects received an invitation to take part in the survey. The first mailing was sent out on 10 April 2020, the second on 20 April 2020.

The sample was built on the experience and the practical support of the Italian NCPs. The projects that were invited to complete the survey were identified with the following approach:
- By desk analysis, merging the data available on Cordis with the dataset available in the Horizon2020 Dashboard, plus an individual search for the name/contact of the coordinator (via web search or with the previous experience of the NCPs).
- By past knowledge and a mailing list already owned by the NCPs.

The survey was based on three complementary levels of analysis:
a. A general profiling of the sample;
b. Proposal-related questions in order to understand in which ways the emergency can affect a proposal's preparation;
c. The consequences on the project activities both in short and medium terms.

The survey was composed of 31 questions, mainly of the multiple choice or checkbox question types. The questions and the entire set of received answers are included in the annex of the report.

The analysis was conducted examining both the whole set of answers and a selection of specific respondent categories. For instance, a double-level analysis was carried out with the emphasis on peculiar behaviour in two categories of respondents:
- Collaborative projects (excluding ERC and MSCA projects).
- Projects ending within 12 months.

The reason behind this type of analysis was to avoid any bias due to different kind of management of individual projects (ERC and MSCA) and to projects with a significant number of months to spend. Results revealed by the two-level exploration are reported in the highlights.

## Impact

The main critical issues and difficulties are described in the report in detail. Among them:

- Major problems were expected namely on the projects ending by December 2020. The projects ending in more than 12 months seemed to have more time to recover.
- Coordinators felt problems could become more critical with time, reflecting the high level of uncertainty at the moment of survey, mid-April (*the worst is yet to come!*).
- The main preoccupation was not proposal submission, but rather the management and coordination activities.
- In general, the Commission reaction of postponing call deadlines was well considered.
- While project extension remained the most frequent solution to tackle various problems, redesign and extensive virtualisation of specific activities were considered relevant solutions too.
- Art 51, force majeure, was well known to coordinators but a proper application of the related procedures warranted NCP support. Critical activities for Art 51 application were mainly due to costs incurred by cancelled meetings and events.
- In the very first phase of the emergency, when the Commission reaction to call deadlines extension request was still unclear, a large number of coordinators considered the Commission project officers' support and assistance excellent.
- In conclusion, a severe situation during the first phase of the emergency was highlighted, followed by a rapid recovery and better situation control from mid-April onwards.
- The establishment and consolidation of a Covid-19 platform in the Funding and tenders portal had been a crucial step in providing concrete support to coordinators.
- The emergency is not over, and many long terms problems and unexpected issues still lie ahead. Some of them will require being open to rethinking the project of the future and redesigning the role of NCPs.

## Success factors

- 283 Italian coordinators of ongoing H2020 projects voluntarily replied to the survey, giving the possibility to analyse information on the ways the emergency was affecting their project.
- The survey allowed evidence-based depiction of the potential problems during the peak of the Covid-19 lockdown.
- The survey investigated another relevant factor: the Italian coordinators' view of the role of project officers and partially that of NCPs in the emergency context.

## Constraints

Finding the email addresses of all Italian coordinators to be reached.

## Replicability and/or up-scaling

This kind of analysis is easily replicable at country level for understanding the consequences of the Covid-19 emergency to the H2020 projects' operability. The survey could be adapted in case NCPs would like to investigate the current situation (6 months since the starting of the emergency – considering March 2020 as the starting point) or the whole range of effects and measures due to the sanitary emergency.

## Publisher

Italian Agency for the Promotion of European Research (APRE).

## Stakeholders and partners

Project coordinators, Ministry, European Commission.

## NCP contact details

NCP Serena Borgna, borgna@apre.it
Director Marco Falzetti, falzetti@apre.it

## Related website(s)

Survey and report "REPORT ON MAPPING SURVEY COVID-19/HORIZON 2020. COVID-19 Emergency – Impacts on the Horizon 2020 project activities"
http://download.apre.it/COVID19_survey_analysis.pdf

## Related resources that have been developed

None.

# 5. FAQ Covid-19

## Target audience
Project managers, grant management offices.

## Objective
Providing up-to-date information regarding the flexible approach of the European Commission to grant management and reporting in the context of the Covid-19 crisis and associated lockdown measures.

### Type of Best Practice

☐ document     ☒ online event/training
☒ guidelines     ☐ video
☒ platform      ☐ other

## Methodological approach/online tool
- Web-based information on the website presenting European Commission guidelines;
- Specific guidance for French participants in the form of an FAQ and a dedicated webinar.

## Impact
Good reachability: 602 views of the website so far; webinar participants.

## Success factors
Available online, translated in French.

## Constraints
The European Commission updates need to be closely followed.

## Replicability and/or up-scaling
Replication and upscaling are possible.

## Publisher

French Legal & Financial NCPs.

## Stakeholders and partners

Ministry.

## NCP contact details

NCP Fanny Schultz, fanny.schultz@recherche.gouv.fr

## Related website(s)

FAQ Covid-19 du PCN Juridique et financier
https://www.horizon2020.gouv.fr/cid151425/faq-covid-19-du-pcn-juridique-et-financier.html

## Related resources that have been developed

None.

# 6. International Online Brokerage Events Organised in Cooperation with the European Commission and Thematic NCP Networks

## Target audience

Research institutions, universities, industries, SMEs, civil society organisations, practitioners and other security stakeholders.

**Type of Best Practice**

☐ document ☒ online event/training
☐ guidelines ☐ video
☐ platform ☐ other

## Objective

Providing up-to-date information regarding the flexible approach of the European Commission to grant management and reporting in the context of the Covid-19 crisis and associated lockdown measures. Explaning all topics under the last SEC SOC Calls by EC staff to NCPs and stakeholders. Ensuring and facilitating networking between all attendees via a modified B2Match platform.

## Methodological approach/online tool

IPPT PAN as a partner of the SEREN4 project and in particular as the WP Leader responsible for the organisation of brokerage events , the task team organized two official international brokerage events related to the last Secure Societies Calls under H2020 fully online.

## Impact

7 April 2020
- Almost 750 participants from 46 countries, 738 bilateral meetings with 584 participants. 30 participants from Poland (6 of whom from universities) who attended 121 B2B meetings took part in the whole event.

12 May 2020
- Nearly 690 participants from 38 countries, 320 bilateral meetings, in which 411 participants took part. The whole event was attended by 34 participants from PL (9 of whom from universities) who had nearly 50 B2B meetings with foreign participants.

In comparison to two similar events organised in 2019 (in Brussels and Riga), the number of participants who have actively participated as well as the number of bilateral meetings have doubled in 2020.

## Success factors

- Availability online;
- Wide participation;
- High quality partner profiles.

## Constraints

The first event, originally planned to be organised in Brussels, was postponed. In the meantime the B2Match platform provider was contacted. Modifications to the platform and the preparing of the event participants to the new reality required time. For the second event, there were no constraints, as it was planned to be organised online from the start.

## Replicability and/or up-scaling

Replication and upscaling are possible.

## Publisher

National Contact Point for Research Programmes of the EU,
Institute of Fundamental Technological Research Polish Academy of Sciences (IPPT PAN).

## Stakeholders and partners

SEREN4 project consortium.

## NCP contact details

NCP Piotr Świerczyński, piotr.swierczynski@kpk.gov.pl

## Related website(s)

https://h2020-secure-societies-info-day.b2match.io/
https://seren4-h2020-sc7-2020-infoday.b2match.io/

## Related resources that have been developed

An online meeting manual and video have been prepared by B2Match.

# 7. Spring with Horizon 2020

## Target audience
Research organisations, industry, SMEs, local authorities, NGOS.

## Objective
Providing up-to-date information about currently open and upcoming calls.

**Type of Best Practice**

☐ document    ☒ online event/training
☐ guidelines    ☐ video
☐ platform    ☐ other

## Methodological approach/online tool
18 thematic videos, each max. 15 minutes long, were prepared. One video per day was released on the website and the related YouTube channel. 11 of the video releases were followed by chats with experts. Chats were moderated via Adobe Connect.

## Impact
The 18 videos and 11 expert chats attracted in total almost 4,500 views. The most popular of the films, a recording with a presentation of Minister G. Wrochna, was watched by almost 670 people – an absolute record on the NCP channel on YouTube. The results exceeded expectations and an increased interest in consultations was noted.

## Success factors
- Interesting topics, good speakers;
- Videos max. 15 minutes long;
- Lively chats with special guests (Minister of Science and Higher Education, top scientists, successful SMEs);
- Availability online.

## Constraints
No constraints.

## Replicability and/or up-scaling
Replication and upscaling are possible.

## Publisher

National Contact Point for Research Programmes of the EU,
Institute of Fundamental Technological Research Polish Academy of Sciences (IPPT PAN).

## Stakeholders and partners

Ministry of Science and Higher Education.

## NCP contact details

NCP Magdalena Głogowska, magdalena.glogowska@kpk.gov.pl

## Related website(s)

http://www.kpk.gov.pl/wiosna-z-horyzontem-2020-podsumowanie

## Related resources that have been developed

http://www.kpk.gov.pl/live/filmy

# 8. Covid-19 Information Platform

## Target audience

Science communities, beneficiaries.

## Objective

To provide information focused on EU opportunities
for Covid-19 research; H2020 deadline updates; financial and implementation FAQ related to
Covid-19. The target is to have all information in one place for the national audience.

**Type of Best Practice**

- ☐ document
- ☐ guidelines
- ☒ platform
- ☐ online event/training
- ☐ video
- ☐ other

## Methodological approach/online tool

A website in the Czech language was created.

## Impact

Better information dissemination, verified and aggregated information, resulting in fewer
questions on the topic.

## Success factors

The target audience has to be aware of the website's existence. The website should provide up-
to-date and well-structured content.

## Constraints

Putting together all the necessary information is time-consuming.  Maintaining the website up to
date is also challenging.

## Replicability and/or up-scaling

A similar website is replicable in other countries in local languages.

## Publisher

Technology Centre of the Czech Academy of Sciences (TC CAS).

## Stakeholders and partners

NCPs, Beneficiaries, science communities, national authorities.

## NCP contact details

NCP Monika Vrajová, vrajova@tc.cz

## Related website(s)

https://www.tc.cz/cs/novinky/rozcestnik-evropskeho-vyzkumu-covid-19-1?FfNewsItem_page=2

## Related resources that have been developed

None.

# 9. Internal Guidelines for Euresearch Staff

### Target audience

Euresearch Network Office collaborators (including all NCPs).

### Objective

Providing guidance on how to work safely in the office during the Covid-19 pandemic.

**Type of Best Practice**

☒ document  ☐ online event/training
☒ guidelines  ☐ video
☐ platform  ☐ other

### Methodological approach/online tool

The guidelines address the following aspects of working during the Covid-19 pandemic:
- Maximum number of persons allowed in the working spaces/meeting rooms/cafeteria;
- Social distancing rules;
- Internal meetings;
- External meetings;
- Use of holidays.

### Impact

Euresearch employees work in a safe and healthy environment.

### Success factors

- Employees have to be made aware of the guidelines.
- Guidelines have to be easily accessible.
- Guidelines have to be followed by all collaborators.
- Guidelines have to be adapted regularly according to updates in the rules and recommendations that public authorities decide on.
- Employees have to be informed about updates.

### Constraints

None.

### Replicability and/or up-scaling

The general approach of these guidelines is replicable for other NCP entities. The Covid-19-related measures however depend on the specific circumstances of an individual organisation and national or regional rules.

The principles of the guidelines can be up-scaled to a European or global level.

## Publisher

Euresearch (Switzerland).

## Stakeholders and partners

Euresearch Network Office collaborators (including all NCPs).

## NCP contact details

NCP Joël Graf, joel.graf@euresearch.ch

## Related website(s)

www.euresearch.ch

## Related resources that have been developed

Internal Euresearch documents (2020):
- "Coronavirus: Guidelines for NeO Staff"
- "Working at NeO During COVID-19" (A table, in which collaborators register their presence in the office as working space is limited due to keeping to the recommended social distances.)

# 10. Guidelines: How to Carry Out a Virtual Event (Zoom)

## Target audience
Event organisers (e.g. NCPs).

## Objective
Enabling all Euresearch collaborators to organise virtual events and set them up on the online meeting platform Zoom.

### Type of Best Practice

☐ document     ☐ online event/training
☒ guidelines     ☐ video
☐ platform     ☐ other

## Methodological approach/online tool
The guidelines consist of the following elements:
- Definition of a virtual event and responsibilities of each person involved;
- Preparation checklist;
- Hardware and software requirements;
- How to set up Zoom, including layout options, background and the function of a host/co-host (in Zoom terms);
- Tips for making better virtual presentations;
- Technical finalization of an event (editing of recordings, uploading them online).

## Impact
Euresearch staff is able to organise and carry out virtual events in an efficient, systematic and professional manner.

## Success factors
- The guidelines are kept up to date and easily accessible on the Intranet.
- The guidelines are consulted and followed systematically by event organisers.
- Event organisers coordinate tasks among themselves in dedicated briefings.
- Necessary equipment is made available so that following the guidelines is materially possible (such as microphone, stable internet connection etc).

## Constraints
- The guidelines focus on the use of Zoom. Using another virtual meeting platform would warrant a dedicated how-to for it.
- Event organisers may need additional support especially with their first virtual events in order to gain experience and confidence with virtual event tools.

## Replicability and/or up-scaling

The guidelines are easily replicable for other NCP organisations. They could be easily up-scaled to a European or global level (conditions: availability of Zoom and knowledge of English).

## Publisher

Euresearch (Switzerland).

## Stakeholders and partners

- Event organiser, moderator, presenter(s), operator (technical support);
- Event participants.

## NCP contact details

NCP Joël Graf, joel.graf@euresearch.ch
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IT Collaborator Romain Sieber, romain.sieber@euresearch.ch

## Related website(s)

www.euresearch.ch

## Related resources that have been developed

Internal Euresearch guidelines (2020):
- "How to Carry Out a Virtual Event with Zoom".

# 11. Training for NCPs on Organising Online Events

## Target audience
Directly NCPs (indirectly clients).

## Objective
Capacity building of NCPs on online tools and techniques needed for successful online event organisation.

### Type of Best Practice

☐ document ☒ online event/training
☐ guidelines ☐ video
☐ platform ☐ other

## Methodological approach/online tool
Even before the Covid-19 restrictions, Portuguese NCPs had started using online tools for internal and external interactions and in collaborative work for preparing and discussing documents (Microsoft Teams, Office 365).

Since March, major investments have been made to prepare NCPs for the new challenges linked to remote interaction with national actors, particularly in the organisation of online events and workshops. This includes training sessions targeting specific needs, namely exploring the potential of COLIBRI (meetings, polls, breakout rooms, white board), a web collaboration service that is based on the Zoom platform, and that has been developed by FCCN-FCT.

## Impact
NCPs have become more knowledgeable about how digital technologies can benefit their work and what their potential risks are.

## Success factors
The engagement of stakeholders in online events is considerably stronger than for on-site events in the pre-Covid-19 era: the previous record number of participants was nearly doubled in one event. Furthermore, representation of different regions also increased, notably from the islands of Madeira and Açores.

## Constraints
- For large events, a minimum number of NCPs is required in the organisation team (back office), in order to ensure a smooth and successful event.
- Some participants faced technical problems in using online tools, mainly due to lack of experience in connecting to such events.

## Replicability and/or up-scaling

Replication and upscaling are possible.

## Publisher

Portuguese National Innovation Agency (FCT/ANI).

## Stakeholders and partners

The Portuguese community interested in getting information and become involved in the opportunities offered by the current/next Framework Programme; Ministry for Science and Higher Education.

## NCP contact details

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NCP Margarida Santos, margarida.santos@ani.pt
NCP Sofia Azevedo, sofia.azevedo@ani.pt

## Related website(s)

https://videoconf-colibri.zoom.us/
https://www.microsoft.com/pt-pt/microsoft-365/microsoft-teams/group-chat-software
https://gppq.fct.pt/eventos-perin/

## Related resources that have been developed

- Internal guidelines for working remotely;
- Internal guidelines for NCPs on how to organise online events.

# 12. Online Training: Digital Moderation and Virtual Meeting Design

## Target audience
All NCPs.

## Objective
The Covid-19 outbreak has had a major impact on the organisation of events, forcing organisers to cancel, postpone or implement events online. The need and pressure to implement events online is growing, as is the need to improve the skills of organisers, speakers and moderators, i.e. NCPs. To react to these new challenges all NCPs need to learn and find inspiration for reaching event participants even though they are not physically present.

The main objective of the training is to teach all NCPs important skills in the present and future work, including how to:
- Make their online events more entertaining, more interactive, and more effective;
- Improve their skills as a moderator and organiser of online events.

## Methodological approach/online tool
The one-day intensive online hands-on training is led by an experienced trainer to learn and to get inspiration on how to make online events more human. Different work formats (breakout rooms, polls, Chat, pictures, external platforms such as Slido or Consensiq, campfire etc), moderation (including basic moderation), event programme design (timing, breaks etc.), the use of camera etc, are explained and practically tested during the training. The training is not primarily about the tools but rather about creativity interactivity.

The training takes place online on Zoom. Other online meeting tools could however be used depending on the preferences of the trainer.

## Impact
Increased knowledge and skills of the NCPs and better quality of the online events they organise.

## Success factors
The success of the training depends on the skills of the external trainer. TC CAS uses a worldwide leading moderator-facilitator agency and their internationally acclaimed moderators/meeting designers/trainers that are concentrating on highly engaging and interactive, fully objective based events. Their previous experience in conducting workshops for the NCP Academy and knowledge of the NCP environment can be considered an advantage.

Another success factor is obviously a good internet connection and sufficient technical equipment.

## Constraints

As it is not a commercial event where participants have to pay a fee, there is always the risk that not all registered participants participate in the event.

Further risks include a possible bad internet connection and other IT problems.

## Replicability and/or up-scaling

The idea of organising online trainings on digital moderation and virtual meeting design is fully replicable in other countries and thematic areas.

## Publisher

Technology Centre of the Czech Academy of Sciences (TC CAS).

## Stakeholders and partners

External trainers and NCPs.

## NCP contact details

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## Related website(s)

https://www.eventbrite.ie/e/digital-moderation-and-virtual-meeting-design-registration-114508305424

## Related resources that have been developed

None.

# Publishers

| Best Practice | Publisher |
|---|---|
| 1. FFG Academy: Transforming an On-site Training into an Online Training - Example 1: Fit4Funding Course | Austrian Research Promotion Agency (FFG) |
| 2. FFG Academy: Transforming an On-site Training into an Online Training - Example 2: MSCA | Austrian Research Promotion Agency (FFG) |
| 3. FFG Academy: Transforming an On-site Training into an Online Training - Example 3: ERC Training | Austrian Research Promotion Agency (FFG) |
| 4. Understanding the H2020 Projects' Needs during the Covid-19 Lockdown | Italian Agency for the Promotion of European Research (APRE) |
| 5. FAQ Covid-19 | French Legal & Financial NCPs |
| 6. International Online Brokerage Events Organised in Cooperation with the European Commission and Thematic NCP Networks | National Contact Point for Research Programmes of the EU, Institute of Fundamental Technological Research Polish Academy of Sciences (IPPT PAN) |
| 7. Spring with Horizon 2020 | National Contact Point for Research Programmes of the EU, Institute of Fundamental Technological Research Polish Academy of Sciences (IPPT PAN) |
| 8. Covid-19 Information Platform | Technology Centre of the Czech Academy of Sciences (TC CAS) |
| 9. Internal Guidelines for Euresearch Staff | Euresearch (Switzerland) |
| 10. Guidelines: How to Carry out a Virtual Event (Zoom) | Euresearch (Switzerland) |
| 11. Training for NCPs on Organising Online Events | Portuguese National Innovation Agency (FCT/ANI) |
| 12. Online Training: Digital Moderation and Virtual Meeting Design | Technology Centre of the Czech Academy of Sciences (TC CAS) |

# Personal Notes