

# Effective Virtual Meetings

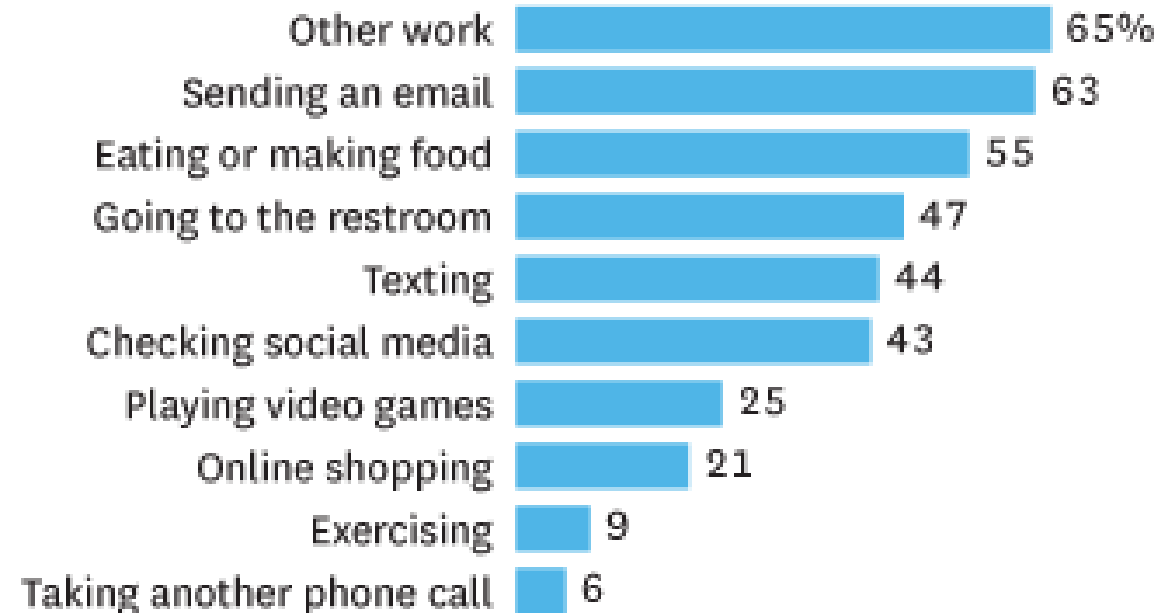
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# Effective Virtual Meetings

## Distractions Destroy Virtual Meetings

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### WHAT ELSE ARE EMPLOYEES DOING DURING A CONFERENCE CALL?

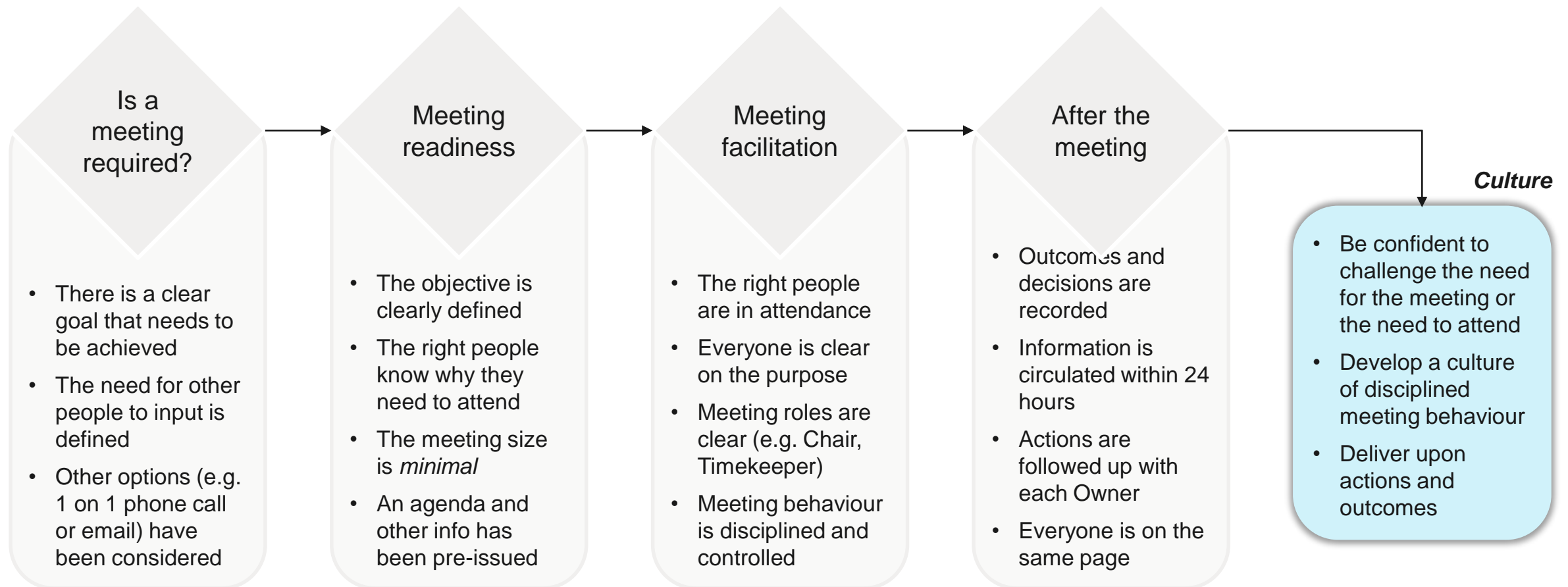


SOURCE INTERCALL

HBR.ORG

# Effective Virtual Meetings

## Best Practice Process



***Technology Is Not the Silver Bullet***

# Effective Virtual Meetings

## Hints And Tips For Leaders

### 1. Set the standard

- Behave the way you expect others to behave in virtual meetings
- Be engaging. “Energy fosters energy”. Give your full attention. Be 100% present.
- Define “the rules of the road” / agreed ways of meeting upfront

### 2. Plan the meeting

- Create a detailed and timed agenda and send out ahead of time
- Not all meetings have to be the same length of time or process
- Know your tools and technology and have a plan B
- Invite the right people

### 3. Set the tone at the start of the meeting

- Start and end punctually
- Have small talk to start and do a ‘check-in’ of how people are doing
- List the names of attendees at the start of the meeting.
- Address attendees by name when verbally interacting with participants
- Remind everyone of the meeting goal
- Have everyone put their video on and turn to mute when not talking
- Ensure that everyone has updated the identifier to their name on WebEx

### 4. Actively manage the meeting

- Give people things to do (e.g. facilitator, timekeeper, note taker, technology keeper)
- Ask people to contribute and encourage collaborative problem solving
- Use innovative techniques for virtual brainstorming, feedback and voting
- Ensure everyone behaves in accordance with our iCARE values
- Stay on task in order to keep the group engaged and to distract from the temptation to multitask
- Provide brief recaps as you move through the agenda before you move onto the next item and again at the end of the meeting
- Make sure all shared content is legible

### 5. Close the meeting formally

- Do a check-out at the end of the meeting
- Send action items out within 24 hours after the meeting to reiterate what was decided upon and next steps.
- Send a follow-up and check on progress against agreed actions

### Common Meeting Roles



#### Facilitator

Guides meeting participants through the agenda, keeps the team on track to achieving the meeting’s objectives, and ensures everyone’s voice is heard.



#### Note-taker

Records Learnings, Decisions, and Tasks, and takes general notes during the meeting. Provides a verbal high-level summary at the end of the meeting.



#### Time-keeper

Reminds people of meeting time constraints and calls the question of whether to continue the discussion if time runs out.



#### Technology-keeper

Sets up meeting technology (video call, microphone, etc.) and troubleshoots as needed.



# Effective Virtual Meetings

## Do's And Don'ts For All Participants

### DO's

- Do find a quiet place to dial-in
- Do be courteous to other participants
- Do speak clearly
- Do keep body movements *minimal*
- Do move and gesture *slowly* and naturally
- Do maintain eye contact by looking into the camera
- Do use the *mute* function when you are not talking
- Do be yourself

### DON'TS

- Don't multi-task
- Don't make distracting sounds
- Don't shout
- Don't make distracting movements
- Don't have distractions in the background
- Don't interrupt other speakers
- Don't carry on side conversations
- Don't wear "noisy" jewellery
- Don't cover the microphone

***REMEMBER EVEN THOUGH IT IS VIRTUAL YOU ARE STILL IN A MEETING!***