Goals

By the end of this session you will . . .

Have an awareness of unique challenges faced with facilitating virtual meetings at all levels

Understand the importance of effective planning & preparation

Leave with a toolkit of easy to apply facilitation techniques and tools to help you lead online meetings with impact

dcm | Member Event

What We Will Cover

❑ The Joy of Meetings!

❑ Planning & Preparation

❑ Common Pitfalls & Challenges

❑ Managing the Room – Tips & Techniques

Meetings about Meetings!

Employees spend 392 hours per year in meetings.

71% of meetings are considered unproductive

Executives consider more than 67% of virtual meetings to be failures suggesting challenges in conducting effective remote meetings

51% of professionals attribute meeting unproductivity to irrelevant meetings

At least 75% of employees loose attention during meetings

Why meetings go wrong . . .

❑ No structure

❑No purpose

❑ No leader – no control

❑ For the sake of it

❑ Too many issues

❑ Too many voices

❑Too may agendas

❑ Poor timing

Can you relate or add to these?

Virtual Meetings & In-Person Meetings

The world of work has significantly changed over the past decade

How we work and how we communicate has brought about many challenges but also opportunities.

Virtual meetings allow more connectivity and require less time and organisation than in-person but they bring along their own unique challenges and barriers.

Overcoming these challenges requires;

- Effective planning and preparation
- Excellent interpersonal skills
- Constant analysis and feedback

Preparation & Planning

Setting a Virtual Agenda

❑ Virtual meetings require stronger structure than in person meetings.

❑ When you give something purpose you give it direction !

❑ Minute taking/Note taking is also imperative . The minutes and agenda should work in unison with one another and support the context and cohesion of meetings

❑ Clarity on **Why**, **What** and **Who** is imperative in order to run a successful online meeting.

❑ The facilitator/organiser/chair should be clear themselves of the purpose of the meeting , key speakers and set time frame.

❑ A simple agenda with a clear layout in terms of time, topics, people can help give clarity and purpose to a meeting.

When attendees know;

• What topics will be discussed
• Why they are there
• Who has something to say

The meeting is more likely to run smoothly.

Aim
- The purpose of the meeting

Objectives
- How the aim and outcomes will be achieved.
- Topics of discussion
- Speakers/presenters
- Documents etc.

Outcomes
- What will be achieved by the end of the meeting/session
- Good to define them at the beginning and again at the end if possible

Agenda – DCM Internal Meeting
14th September 2024
Online – via Zoom

Chair : Rachel Owens
Minute Taker : Claire Murphy

Time	Topic	Key Speakers	Resources
30 min	Onboarding of new staff – roles responsibilities and time	RO / CM / JW	• HR report • List of new hires • Mentorship programme outline
30min	Bi-annual Quarterly Reviews	RO / MM /BC / JW	• Team reports Q2 • HR P&P • Template
20min	Christmas Party	CM/ BC	• Budget • Suggestion box
10min	AOB		

Things to consider . . .

❑ Send the agenda out at least 1 week before the meeting

❑ In the email – clearly state the reason they are being asked to join the meeting.

❑ Follow up once numbers are confirmed with the link plus any changes to the agenda

❑ This would also be a good time to mention 'Ground Rules' or prepare in advance for any 'Tech mishaps'.

❑ State clearly the roles and responsibilities of the chair/facilitator and minute taker/secretary
(This is something that should be highlighted and communicated within an organisation/dept and should need to be reiterated for every meeting.)

jim@dcmlearning.ie

Hello Jim

Hope you are keeping well?

On September 14th we will be holding our bi-annual Department Meeting .
This meeting will be held via Teams at 10am .
As always we encourage full participation with cameras on and recommend you are in a private and appropriate environment given the nature of the meeting.

We would appreciate your attendance at this meeting to discuss topics regarding onboarding and employee reviews.
Attached is the agenda for you to review

By COB Wednesday could you please;

Confirm your attendance
Let me know if any changes or additions you wish to make to the agenda
Send me on your teams employee reviews for last quarter

Kind Regards,
Rachel

Simple Minutes/ Note Taking Template

Topic	Main Points of Discussion	Action Required/Date
1		
2		
3		
4		

Managing the Room

Common Pitfalls – Tech

"Sorry I am in my car with no access to camera but I an hear you"

"You keep cutting out , we are having difficulty hearing you"

"We are still waiting on John , lets give him another 2min in case he is having issues with the link"

❑ Background noises

❑ Feedback

❑ Blank screens

Common Problems

❑ Radio Silence

❑ People Speaking over one another

❑ 'Zoom Fatigue'

❑ The Over Talker

❑ Irrelevant issue/topic

❑ Passionate/aggressive/difficult topics.

Things to consider . . .

➤ Remember a set clear structure will eliminate a lot of these issues

➤ If every one knows their purpose and other peoples (R&R) it can eliminate uncertainty and clarify objectives.

❑ Ground Rules

❑ Facilitation Skills
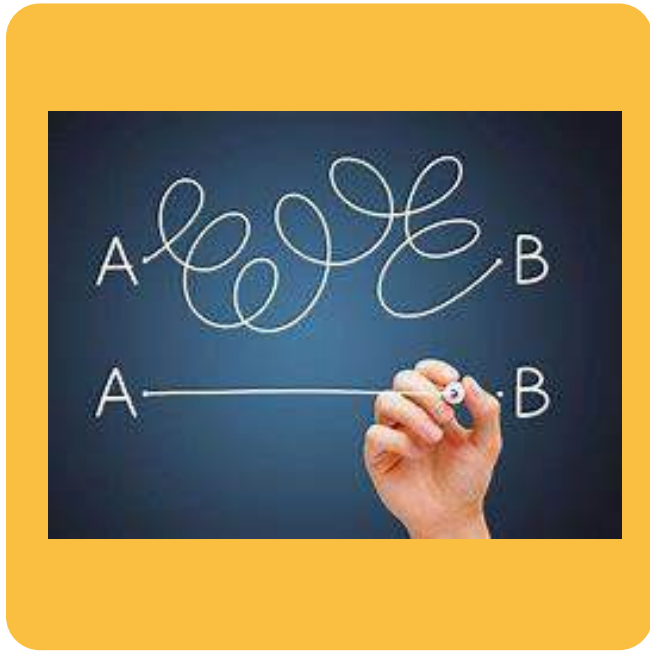
❑ Breakout Groups
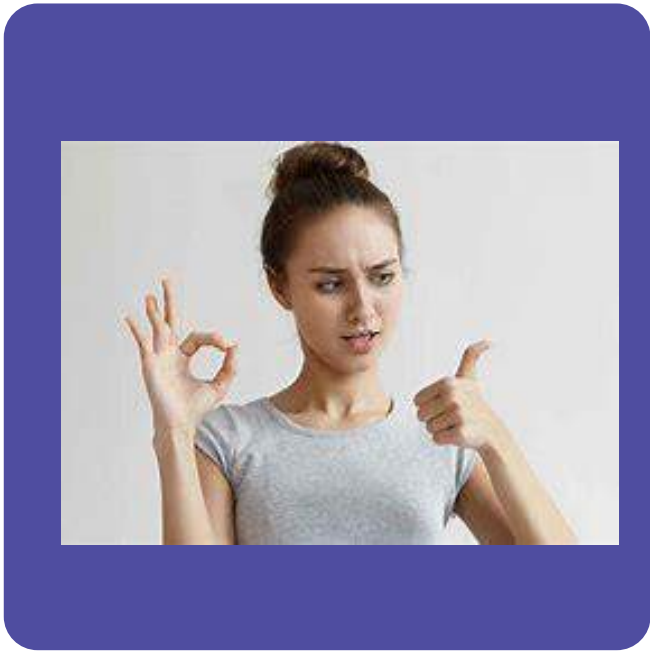
❑ Around the Room

Keeping people inline online !

- Arrive 5 min before meeting begins

- State full name and role if necessary

- Camera on

- Microphone on mute

- Use raise hand function

- Text function to be used when . . . .

- Adhere to agenda

- Stick to topic at hand

- Professional courteous and respectful

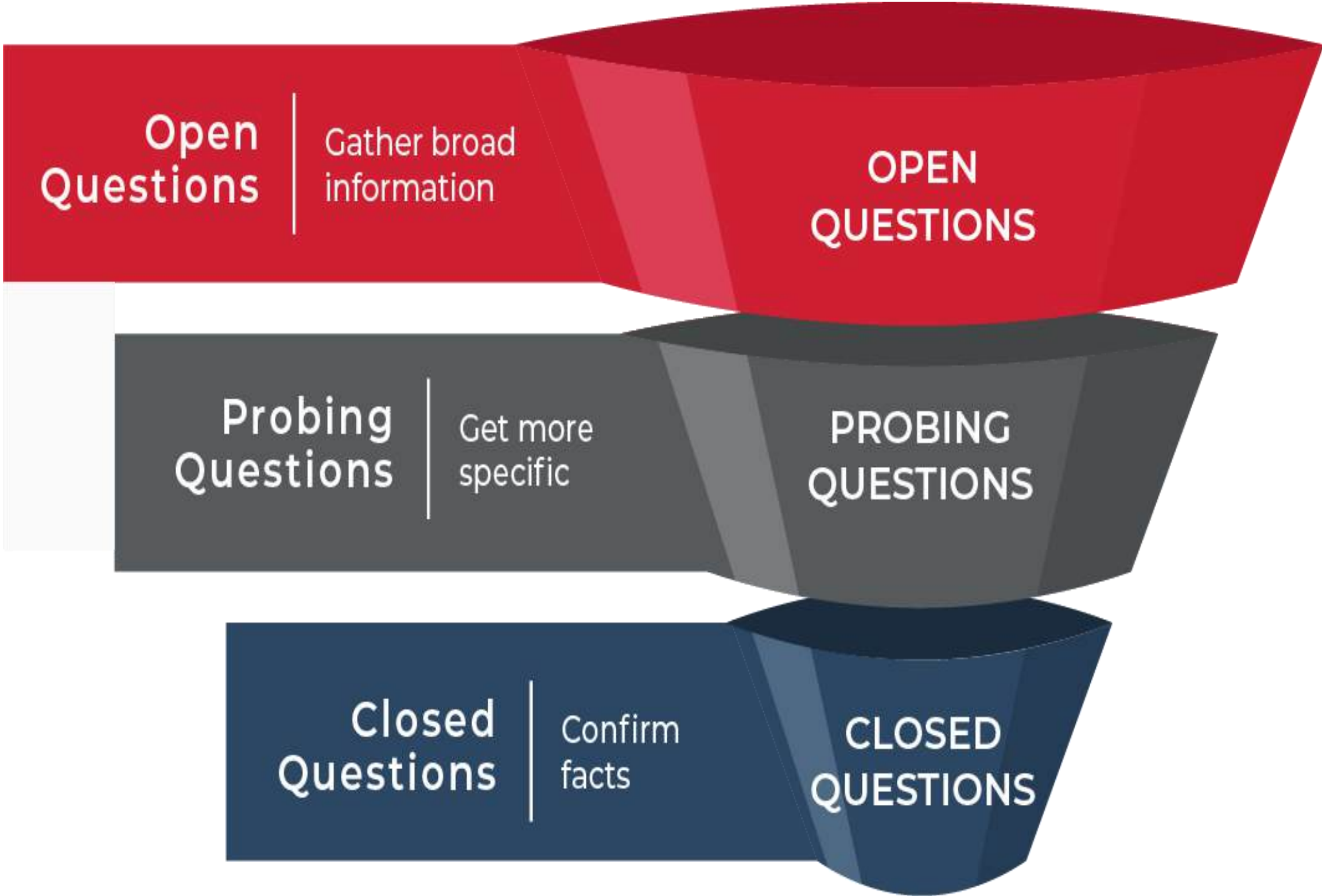# Effective Communication Skills

Active Listening

Non-Verbal

Clear, concise and appropriate language

Effective Questioning

Assertive Behaviour

The Funnell Effect

Around the Room/Other Voices

- Opinion from each participant in training

- Where one or two people are dominating an issue

- Where nobody's volunteering information

- Encourage participation

- Inclusive – everyone's point of view has value

- The Chatty/Over Talker

- Getting the quiet ones to speak up

Scenarios & Solutions

Recap

Successful Virtual Meetings require clear planning and preparation
Knowing the purpose of each meeting is crucial
Clearly communicating that with everyone is key

Virtual meetings have their own unique challenges – Remember us humans are relatively 'new' to this form of communication so give us rules!

Use simple yet effective facilitation skills that encourage participation and constructive discussion.

Resources

Books

❑ The 7 Habits of Highly Effective People – Stephen Covey

❑ Emotional Intelligence – Why it can Matter More than IQ – Daniel Goleman

❑ Getting Things Done: The Art of Stress-Free Productivity – David Allen

❑ The Art of Facilitating – Dale Hunter

Videos

 Making Meetings Work – Stephen Rogelberg
https://www.ted.com/talks/steven_rogelberg_the_power_of_you_to_truly_make_meetings_work

The Art of Facilitation: Changing the way the world meets
https://youtu.be/ZfZOvSU8PJE

Resources

Websites

A Guide to the Virtual Meeting
https://hbr.org/2021/10/a-guide-to-the-virtual-meeting

Virtual Meetings 101
https://riverside.fm/blog/virtual-meetings

Master Virtual Meeting Facilitation
https://riverside.fm/blog/virtual-meetings

How to Facilitate a Virtual Meeting: Roles, Tips & Responsibilities
https://extraordinaryteam.com/how-to-facilitate-a-virtual-meeting-roles-tips-responsibilities/