

Effective Virtual Meetings



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HELLO!

I am **Damian McCourt**

Training full time since 2014

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Today!

- What's wrong with meetings?
- Engagement and 'room' management
- Technology options and limitations
- Support options



Effective Virtual Meetings

Common meeting issues and challenges



HOW MUCH TIME DO MEETINGS WASTE?



Most employees attend an

AVERAGE OF 62 MEETINGS PER MONTH.

There are more than **3 billion** meetings per year.



EXECUTIVES ON AVERAGE

SPEND 40-50%
of their working hours
in meetings.

There are more than
11 MILLION FORMAL MEETINGS
PER DAY

in the United States.

Executives average 23 hours per week in meetings

WHERE 7.8 OF THOSE HOURS
are unnecessary and poorly run,

WHICH IS EQUAL TO

over 2 months per year wasted.



Unproductive meetings

- One two-hour meeting, 10 attendees, twice monthly
- 40 business hours per month, or 5 business days
- 60 business days per year...
- ...from a single twice-monthly meeting!
- Even 10 unproductive meetings per month = 600 days

Why do meetings fail?

- Stress – lost time
- Social animals
- “Tell me what’s going on” meetings
- “Any other business?”
- Lack of clear purpose or objectives

Virtual meetings?

- Technology constraints and troubleshooting
- Background noise
- Inhibited communication
- Lack of presence-awareness and attention-awareness
- Distractions
- Lack of team-working tools



Effective Virtual Meetings

Basics for productive meetings

Meeting Durations

- Traditional hour-long meetings
- 45 or 22 minutes
- Attention span and attitude
- Time between meetings
- Standardised agendas and minutes



Ground Rules

- Ground rules are about mutual respect
- Behaviour
- Manners
- Technology
- Topics and timing
- Work best when agreed with attendees

Virtual Ground Rules

- Quiet area
- Camera on
- No other apps open – email and browser
- Headphones with mic if possible – sound pickup
- Speaking permissions – mic muting and raised hands

Meeting Agenda

- No agenda – no meeting!
- Pre-circulated agenda – request additions
- Specify meeting roles
- Opportunity to decline or delegate
- Forms basis of minutes sheets

Minutes for Agenda Items

- Topic what are we talking about
- Issue why do we need to?
- Actions what are we going to do?
- Responsibilities Who's going to do it?
- Deadline By when?



Effective Virtual Meetings

Engaging the Room

Around the Room

- Opinion from each person in the meeting
- Open questions!
- “Evelyn, how would that affect your team?”
- “Why wouldn’t that work?”
- Particularly important in virtual meetings

New Voices

- Getting the quiet people to engage
- “Haven’t heard from you on this yet Mike”
- Followed by an open question

EPIC

- Engage Why this is important
- Present The scope of the problem
- Inform Possible solutions
- Call to action Let's get to work

EPIC

37% of this organisation's sick leave is due to stress

This is an invisible cost – people don't admit to being stressed

There are easy-to-implement ways to reduce this cost...

...and today we're going to develop implementation plans...

Bottom-Lining

- When someone is over-explaining or being vague
- “If you had to sum up the issue in one sentence?”
- No put-down or judgment
- Helpful for the speaker’s and everyone’s understanding

Process Observation

- Pointing out what's going on...
- And the consequences
- "We're moving off topic here..."
- "We're getting stuck on this particular issue..."
- "I see a lot of confused faces, but nobody's asking questions..."
- No put-down or judgment, objective observation

Concern

News, politics, traffic
The economy
Others' opinions
Trends

Influence

Relationships
Things you can control with the help of others

Control

My attitudes
How I work
Skills I learn
Who my friends are
Things I say
How I spend my time

Cultural Awareness

- Time zone differences
- Assumptions – yours and theirs
- Ok to ask: one-to-ones
- Ok to use diversity as a productivity / perspective tool
- But don't do it based on assumptions!

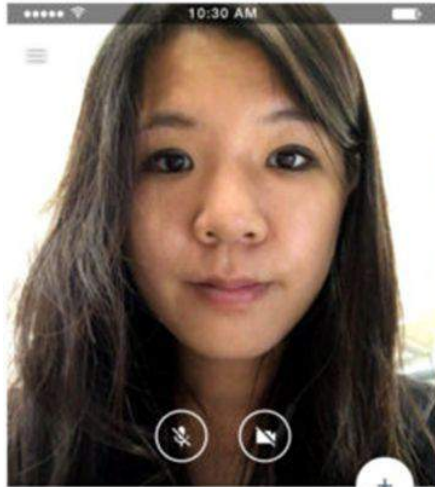


Effective Virtual Meetings

Technology Options



Zoom



Your meetings

 **Annual Budget Review**
10:30 AM-11:30 AM
Team Meeting Room

JOIN

All-Day Q3 Planning
10:30 AM-4:30 PM
East Conference Room

Swipe up to see your meetings



PEOPLE (10)

DETAILS



Risa Lynes (You)
risalynes@ink-42.com

Max Sommer
maxsommer@ink-42.com

Stanley Riebel
stanleyriebe@ronaldtown.com

Board Room

Others in the meeting (6)



JC Bly
jcbly@ink-42.com



PEOPLE (10)

DETAILS

Sales Strategy Session

 <https://meet.google.com/abc-defg-hjk>
 +1 347-450-6962 PIN: 4910#

 SHARE JOINING INFO

Description

Meeting to review sales strategies at Ink42, look at sales targets and discuss potential roadblocks in the upcoming quarter.

Google Hangouts



Microsoft Teams



Go To Meeting



Telepresence

Camera and Lighting



Camera and Lighting

- Literally looking down on people
- Face in shadow
- Can't see hands / body language
- Voice projection when looking down
- Large monitor

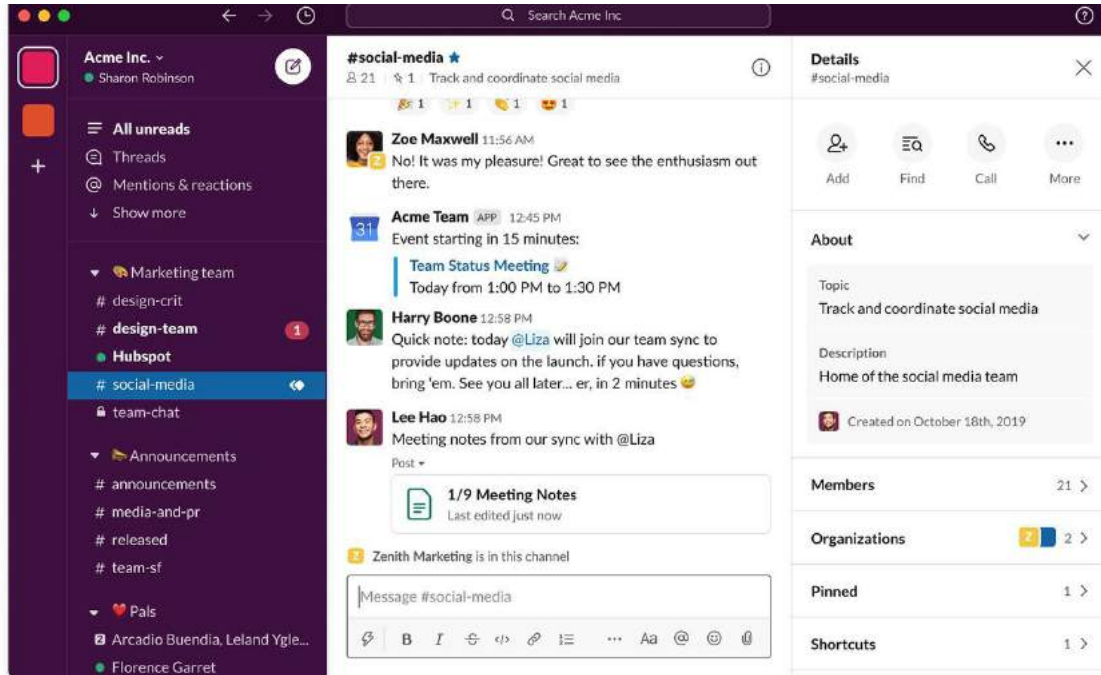




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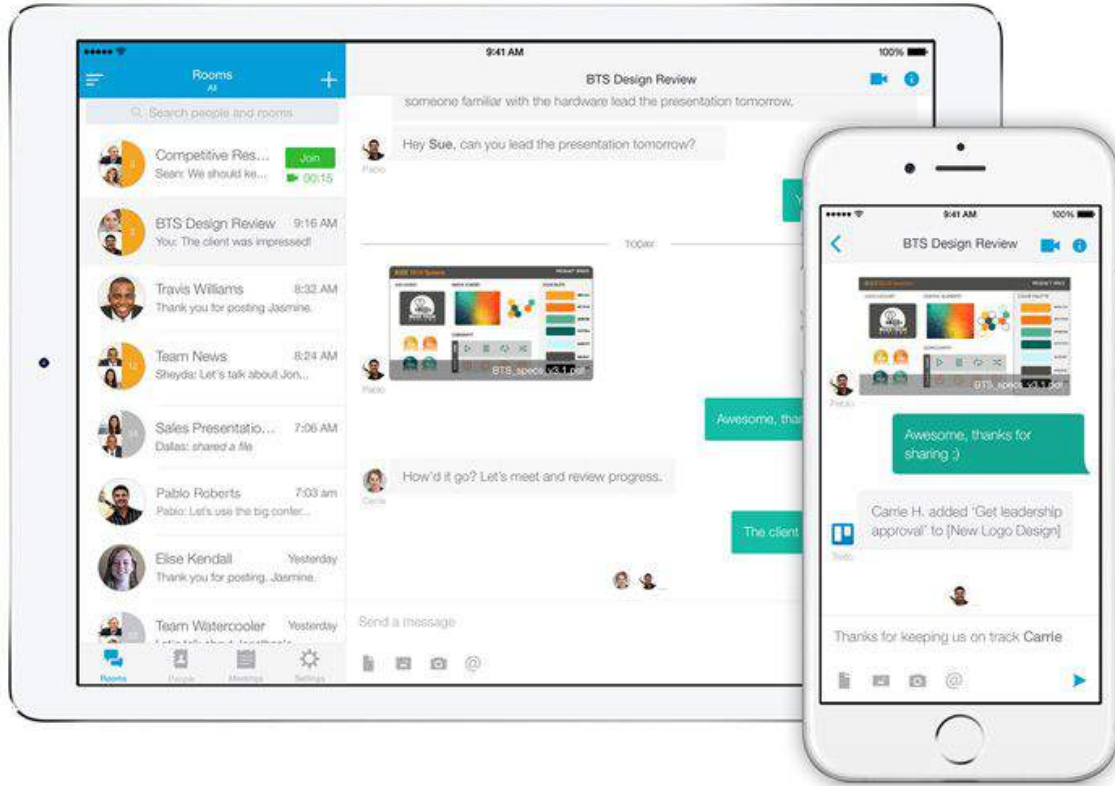
Support Tools

Shared Workspace



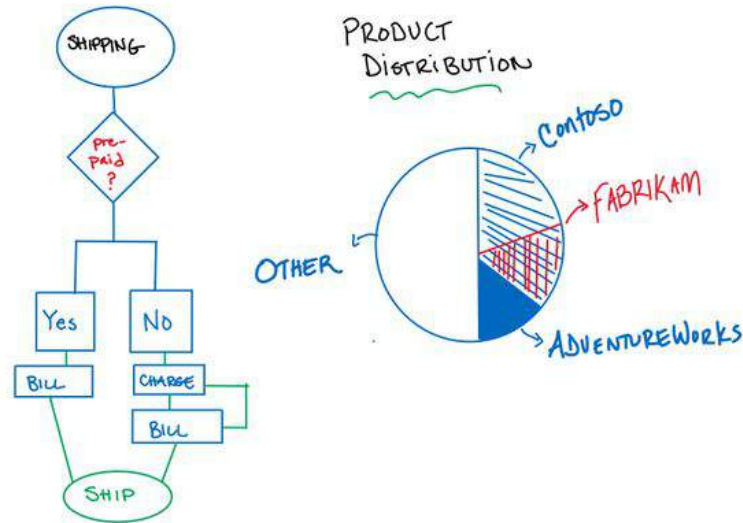
■ Slack

Shared Workspace



- Cisco Webex Teams

Shared Whiteboard



Virtual Meetings

- Keep it short and agree ground rules
- Timed agenda, meeting roles, minutes
- Manage the meeting for engagement and inclusion
- Be aware of diversity issues – ask, don't assume!
- Different platforms, different focus
- Look for helpful supplementary tools and tech

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