

## Virtual Meetings



*Best Practices*



1

## Webinar Controls

- Everyone is on mute
- Use chat to ask questions or add your ideas
- Participate in polls


2



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## Remote Meeting Bingo!


Screen is still loading	Are you on mute?	I'll just email you	Connection issues	Phone dropped
Hello? Hello?	Next slide please	Small talk takes up over half the meeting	Robot voice	Chewing sounds
Someone mute please	Sorry I'm late	FREE SPACE	Dial in to someone's voicemail	"Is someone talking? I can't hear"
Who just joined?	Echo	I'll give you your time back	"Can you all see my screen?"	Excessive Typing
Dog barking	Awkward talking over each other	Lost video	Rustling to put on headset	Someone walking while talking



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## Poll

How much communication is body language?



4

## 55% of communication is body language



5


## Poll

How much communication is tone of voice?



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**38% of communication is tone of voice**



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**Challenges**



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### Hard to read body language




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### Technical issues



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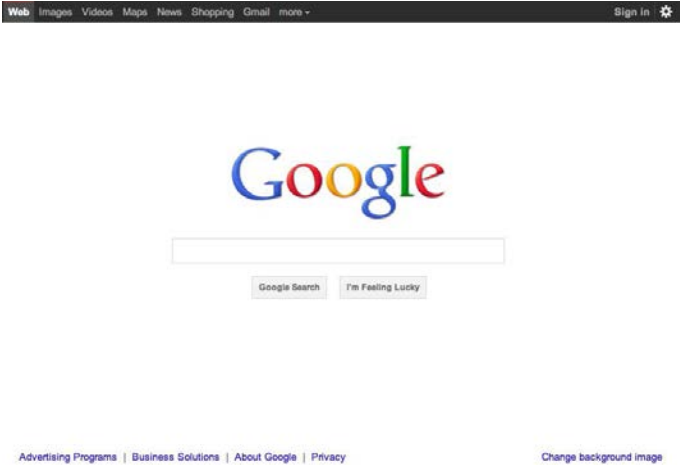
Easy to hide



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Hard to Hold interest



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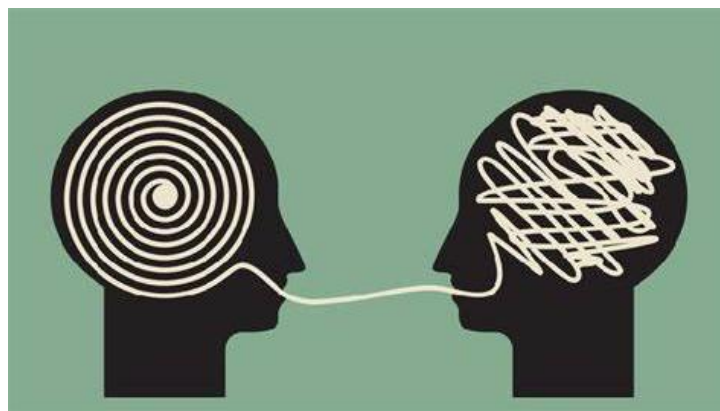
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## Interruptions



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## Misunderstandings



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*Best Practice*

①  
②  
③




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**1: Prepare**  
**2: Manage Technology**  
**3: Manage Interactions**  
**4: Odds and Ends**

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## Define the leader




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Create a clear agenda –  
get input from  
attendees




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Open meeting early





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Invite participants to join early



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Assign roles – note taker, timekeeper



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**1: Prepare**  
**2: Manage Technology**  
**3: Manage Interactions**  
**4: Odds and Ends**

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Sharing screens



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Stream video with sound



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Manage chat




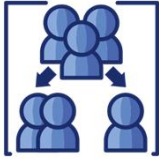
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Recording





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Breakout Rooms

  
Polling

  
Whiteboard

  
Annotate Tools

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**1: Prepare**  
**2: Manage Technology**  
**3: Manage Interactions**  
**4: Odds and Ends**

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## Managing Interactions

Silence participants

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## Managing Interactions

Note taking

Silence participants


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## Managing Interactions


Home office distractions		Note taking
	Silence participants	



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## Managing Interactions


Home office distractions		Note taking
	Silence participants	
	Restate to clarify	



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## Managing Interactions


Home office distractions		Note taking
	Silence participants	Rambling
	Restate to clarify	




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## Managing Interactions

Home office distractions		Note taking
Raising hands	Silence participants	Rambling
	Restate to clarify	




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## Managing Interactions


Home office distractions	Round robin discussions	Note taking
Raising hands	Silence participants	Rambling
Restate to clarify		



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- 1: Prepare
- 2: Manage Technology
- 3: Manage Interactions
- 4: Odds and Ends



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## Other Practices

- Include rapport building for start
- Ask everyone to share video
- High energy
- Smile when you talk
- Look at the camera – not your screen
- Standing can give you more energy



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## Possible Distractions



Striped shirts



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## Possible Distractions

Shiny jewelry



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## Possible Distractions

Fast body movements – waving hands, etc.



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## Wrap Up

- Plan, Plan, Plan
- Test, train, use technology
- Don't be afraid to actively facilitate



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## Questions?

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