

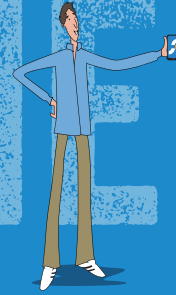
# VIRTUAL MEETINGS



## CRAFTING



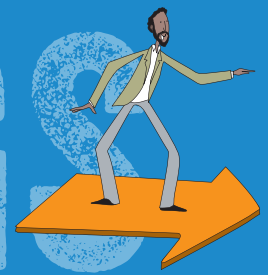
## ALIGNING



## DOING



## AGREEING



## IMPLEMENTING

### PURPOSE

(To ensure ...)

I have designed the right approach

Everyone knows why they are here and can contribute fully

We are using the right collaboration tools

We make effective decisions and aligned action plans

Everyone is committed to making the actions happen

### ACTIVITY

- Confirm purpose
- Generate ideas
- Develop agenda
- Select approach

- Clarify purpose
- Confirm agenda
- Ensure buy-in
- Enable attendees to be 'in the room'

- Facilitate the agenda
- Ongoing review
- Ensure full participation

- Effective decision making
- Creating a plan
- Agreeing way forward
- Reviewing meeting

- Follow through on actions
- Review progress
- Plan forward
- Develop learning

### OUTCOMES

- Created agenda
- Gained buy-in
- Chosen the right technology

- Energy
- Clarity
- Commitment

- Insights
- Ideas
- Actions
- Accountability

- Clear and agreed action plan
- Commitment and buy-in

- Sustained action
- Benefits realised
- Learning implemented

### KEY QUESTIONS TO GUIDE ACTION

What is the purpose?

Are you clear about the outcomes?

How do you want people to feel?

What do you want people to do after the meeting?

What is the best structure?

What is the best technology, tools and techniques to use?

How are you going to ensure buy-in?

Does everyone know why they are participating?

How do you make it safe to be open?

Is there a clear and agreed agenda?

Have you ensured distractions are removed?

Have you included everyone in the conversation?

Has everyone contributed and have we heard everyone's voice?

Are we capturing outcomes and actions?

Have you summarised and agreed actions?

Have you checked how people are feeling at the end of the meeting?

Have you ensured commitment?

Have you agreed next check in?

Have you communicated outcomes to stakeholders?

Remember, even though we are using technology in a virtual world... it's still all about people. Connect and use people's names!

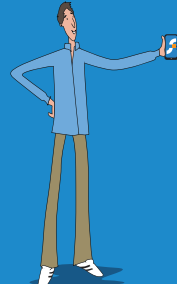
# VIRTUAL MEETINGS



**CRAFTING**



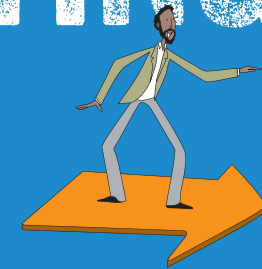
**ALIGNING**



**DOING**



**AGREEING**



**IMPLEMENTING**

Here are our learnings from crafting and delivering thousands of virtual meetings in many different cultures :

## Types of Virtual Meetings

- Emotional Check In
- Communication
- Data Gathering
- Idea Generating
- Teambuilding
- Reviewing and Learning
- Problem Solving
- Decision Making
- All Of The Above In One Go!
- Coaching
- Mentoring
- Team Meetings

## BEFORE

- Set your environment up and get in the right mindset - don't do back to back meetings
- Make sure you know the technology. Practice first
- Think about what is behind you on camera. Make sure there isn't a window as it makes you look dark
- Make sure there is no confidential information on the wall/ whiteboard behind you (Some software like Teams allows you to blur the background which can help)
- Get the lighting right. If you can get light on you, that will help
- Make sure the household know you are on a call. Put a 'Busy Sticker' on the door!
- Leave a note on the door if expecting deliveries
- Get a drink of water, coffee, tea
- Make sure you have a notepad/pen
- Make sure you have only the files you need open when sharing your screen, make sure people don't see documents they shouldn't see
- Test and ensure your equipment is working (pc, mic, headset)
- Use a scheduling tool so reminders are sent
- Make a list of all the names on the call to ensure everyone is involved and use the list in a different order for each round

## DURING

- Get online at least 10 mins early so you are ready
- Make sure everyone knows the purpose of the meeting and roles
- Connect participants and use names often
- Ensure you include everyone's hopes and fears
- Set ground-rules
- At least every 15 mins do a round robin check in with everyone by name
- Chunk the meeting down, it's ok to have a break
- Use the appropriate interactive tools to manage tasks
- Stay present
- Balance statements/questions
- Summarise throughout the meeting and particularly at the end to ensure everyone is clear about next steps and their actions

## AFTER

- Immediately send meetings notes
- Communicate to stakeholders
- Check in with individuals as appropriate
- Follow up, Follow Up, Follow Up