

Best Practices

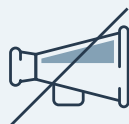
Virtual and Working from Home Meetings

Tips for Successful Meetings:

Technology



Make certain that everyone knows how to use the technology. If someone needs a tutorial, have your most skilled person provide a training session.



Mute your audio when you are not speaking to help eliminate background noises



Have people log on 10 minutes before the call so that everyone can check out that the technology is working properly.



Use your most powerful technology first. E.g. video conference, then tele conference, then phone call, then text, then email.



Properly anticipate technical problems and have backup solutions. E.g. screen sharing may not work to show documents, so send them out ahead of time as word files.

Rules of Engagement

Have the team create the rules and guidelines so that they all agree on how meetings will be conducted.



Set an agenda focused on key content with topics that will address key issues.



Meeting notes should include **“Decisions Made,” “Follow-up Actions” and “Responsible Parties.”**



Don't set an agenda for reporting but use meetings to address problems or create ideas that will help the business during this time. Bring a challenge to the group that everyone can contribute to successfully.



Start your meeting with a personal check in or positive update. This helps people connect on a personal level.



Don't let meetings go longer than 45 minutes without a break. Thirty-minute meetings are good, even if you hold 2 a day.



Stay present:

- Close browsers so that you are giving your full attention.
- Taking your own notes can help you keep your focus.
- Contribute and be prepared to be called on by the leader. The leader should make certain that everyone has a chance to speak up.



Assign people different roles (*leader, scribe, presenter, timekeeper, technical support, contrarian*) and rotate these so everyone stays engaged.



Have a final check out by going around the room and asking people if they have any other issues or concerns about the meeting.



Track your meeting notes on a common platform like Dropbox and record them within 24 hours.



Keep a positive focus, share appreciations and challenges in a respectful manner.