



Advancing Your Remote Meetings

Triangle Associates

May 2020

Note: this webinar will be recorded

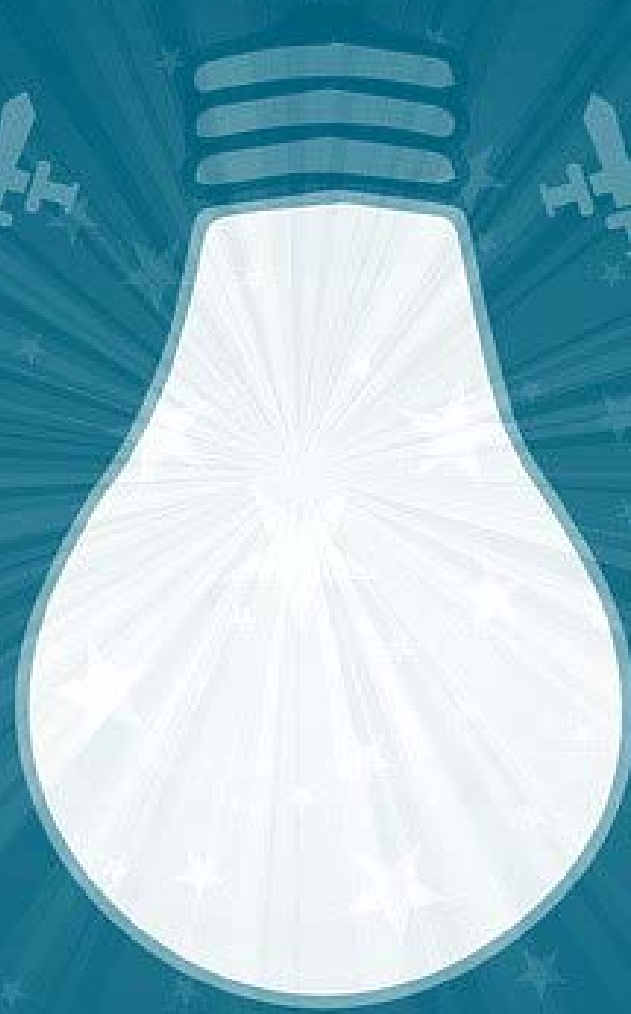
Who is Triangle Associates?

- Our mission is to foster **equitable and informed** environmental **decision-making**.
- Our vision is a sustainable planet with **engaged communities and leaders**.
- We offer **facilitation**, community engagement, mediation, conflict resolution and education.



Use the chat box

What's one thing you are hoping to learn during this webinar?



Today's Objectives

- Explore what to consider when planning for, facilitating, and following up from a small to mid-sized remote meeting
- Share overarching principles and best practices
- Q&A from audience – put your questions in the chat box as you think of them!



Today's (other) Objective

Help you avoid
disastrous online
meetings



@twitteruser



During social distancing, it's important to remember good conference call etiquette:

- awkward silence
- can you hear me
- [weird small talk because someone is 10 min late]
- BEEP BOOP
- strange crunch
- heavy breath
- oops sorry you go ahead
- sorry no, you
- BOOP beep
- bye?

♡ 47.1K 9:11 PM - Mar 10, 2020

💬 7,923 people are talking about this

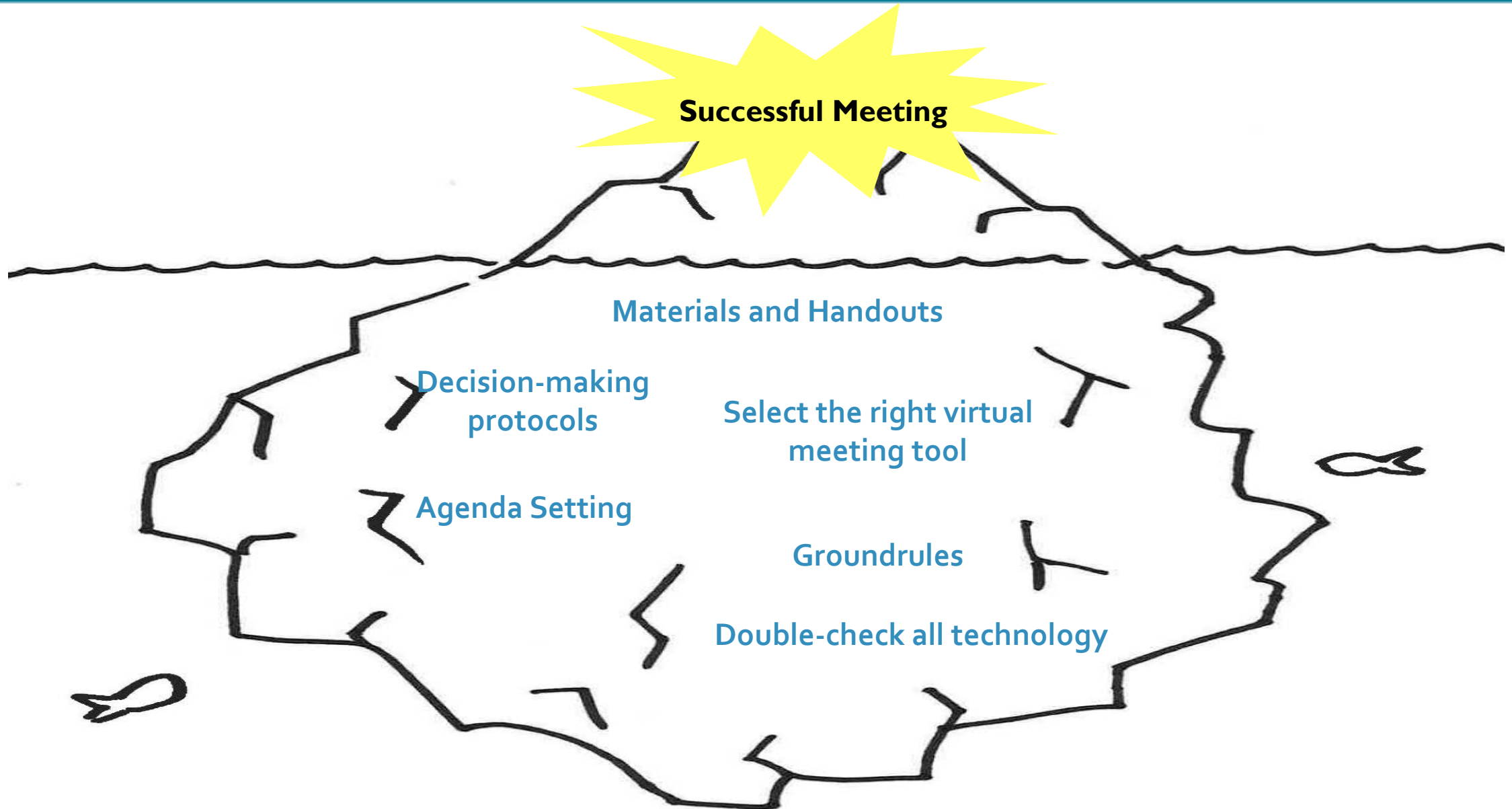
boredpanda.com



Part 1: Preparing for the Meeting

Preparing for an engaging and inclusive meeting

Iceberg Principle



Square of Satisfaction

SUBSTANTIVE

Is the meeting
topic relevant and
supplemented with
useful materials?

TECHNOLOGICAL



Was the virtual meeting
tool appropriate for the
audience? Easy to use?

RELATIONAL

Did everyone feel
like they were
heard and valued?

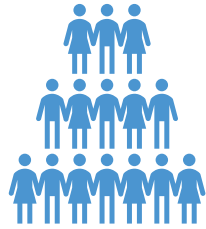
PROCEDURAL

Were the expectations for participants clear? Who decides?

What is the purpose of the meeting?

| Purpose | Suggested Format |
|--|--|
| Provide a training or share out information | Webinar |
| Meet with colleagues you already know regarding a low-conflict topic | Phone conference |
| Meet with more distant colleagues and/or the topic is sensitive | Video conference |
| Design, co-create, and brainstorm as a group | Video conference with online collaboration tools |

Who is the audience?



How many participants are you expecting?



Is the meeting public?



What's the best virtual meeting platform for your audience?

Which virtual meeting platform should I use?

TOP 10 CONSIDERATIONS

1. Security and firewalls
2. Barriers
3. Financial resources available
4. Application availability
5. Screensharing
6. Number of participants
7. Recording capabilities
8. Computer audio versus call-in
9. Language interpretation or closed captioning
10. Webinar functions

How to address digital inequality?



Know your audience – lookup broadband availability and speed in the area.



Microsoft products do not easily open on smartphones. Send meeting materials as PDFs instead.



Video conferencing consumes a lot of data – allow participants to dial into meetings.



Offer micro trainings on the virtual meeting platform ahead of meetings



Use closed captioning for deaf participants



Explain any visuals on the screen for blind participants



Create alternative text for any images that are part of meeting handouts



Hire an American Sign Language interpreter for video conferences

What are some accommodations you can provide?



How to plan for a multilingual meeting?

- Select a virtual meeting platform that allows for different “rooms” for interpreters.
- Make sure interpreters are familiar with the meeting platform.
- Have presenters speak slowly and clearly to allow for simultaneous interpretation.
- Consider multilingual captioning instead of interpretation.

How to
plan a
secure
meeting?

TROLL MAKE INTERNET MAD.
TROLL LIKE ANGER.
TROLL WANT PEOPLE AS
MISERABLE AS TROLL.

PoorEXcuses.com



How to plan a secure meeting (con't)



Require participants to use a password



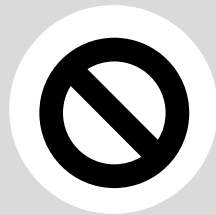
Use a “waiting room” feature



Turn off screensharing for everyone but the host



Turn off public chat



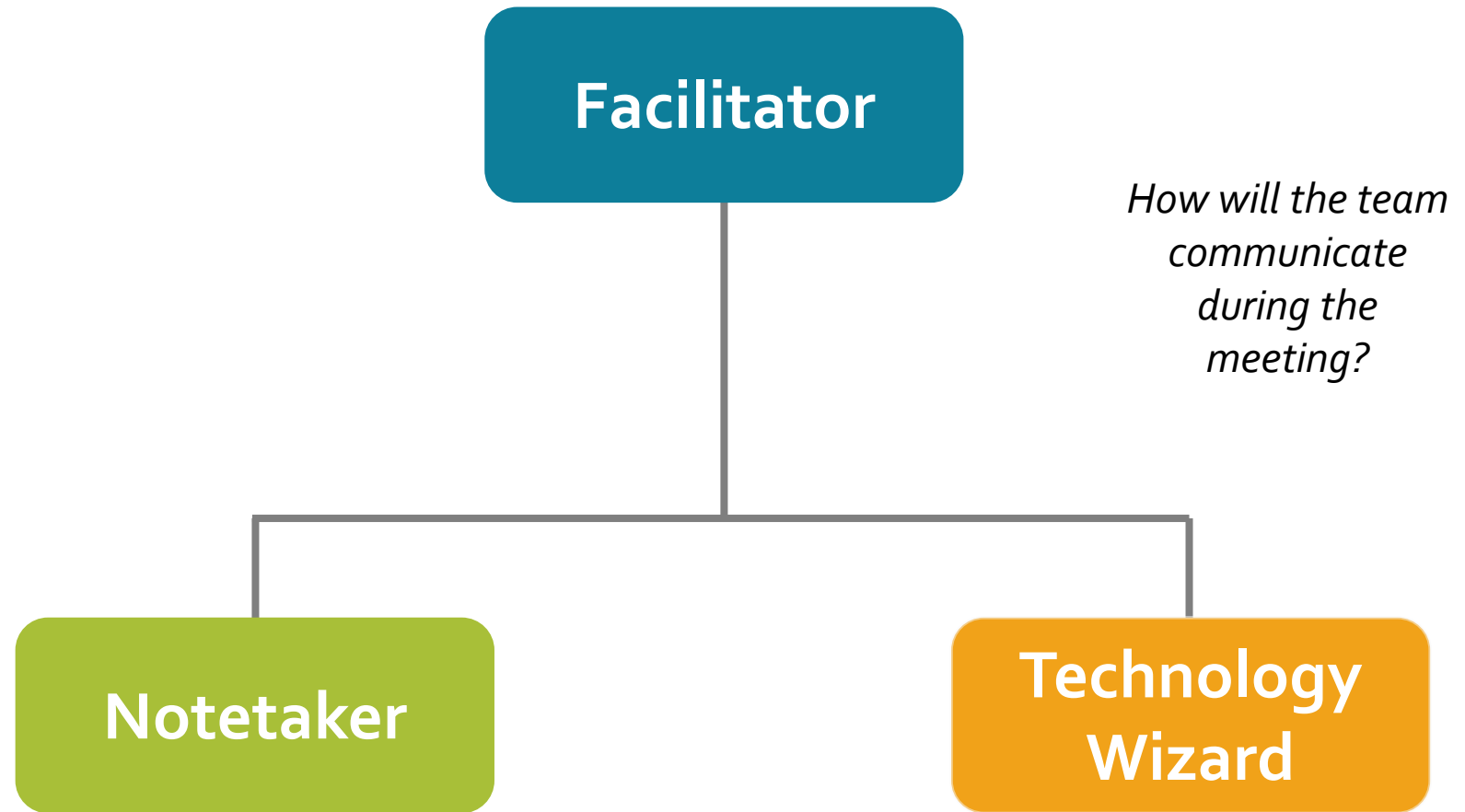
Lock meeting after all participants are present



Remove unwanted participants

Familiarize yourself with your platform's settings. Most of these security features are available across platforms.

Who is doing
what?



Part 2: During the Meeting

How do you facilitate the beginning, middle, and end of a meeting?

How are you
going to open
the meeting?

Manage introductions

Get people focused on the meeting purpose

Announce if you are recording the meeting

How will you facilitate a structured conversation?



Question
Queue
(raise your hand &
create a queue)



Round Robin
(by Name or Org.)



Chat or
Question
Box



When to
be
organic?

How can you
make the
meeting
interactive?

Create
a poll!

Live edit a
document!

Get creative with
the chat box!

Use an online
brainstorming tool!

Hold an informal vote
or survey using “hand
raising!”

Use breakout
groups! (Think,
Pair, Share)

Collaborative Brainstorming Tools

The screenshot shows the PONTUS - IDEATION interface. At the top, it says "PONTUS - IDEATION" and "All changes saved". Below this, there are two main sections: "CAPTURING IDEAS / BRAINSTORMING" and "PATTERN FINDING".

PROJECT BRIEF: We are designing Digital Assistant for Work.

PRODUCT FEATURE BRAINSTORM: Type or Sketch sticky notes, whatever works for you.

The interface displays a large number of yellow sticky notes with various ideas and sketches, organized into categories like I/O, PERFORMANCE, PERSONALIZED, EXTENSIBLE, SECURITY, and MATERIALS. The notes are connected by arrows, indicating a flow of ideas.

Source: Mural.Co

Digital Visual Recording

The screenshot shows a digital visual recording session. On the left, there are four video feeds of participants in a meeting. On the right, there is a large, colorful sticky note with the title "TEAM DYNAMICS" in the center. The sticky note is filled with various notes and sketches, including:

- MAKE MISTAKES!** (with a character sketch)
- CONFLICT RESOLUTION** (with a character sketch)
- CLEAR COMMUNICATION** (with a character sketch)
- ACCOUNTABILITY** (with a character sketch)
- W** (a large letter)

Source: Fuselight Creative

How can you use visuals to engage participants?

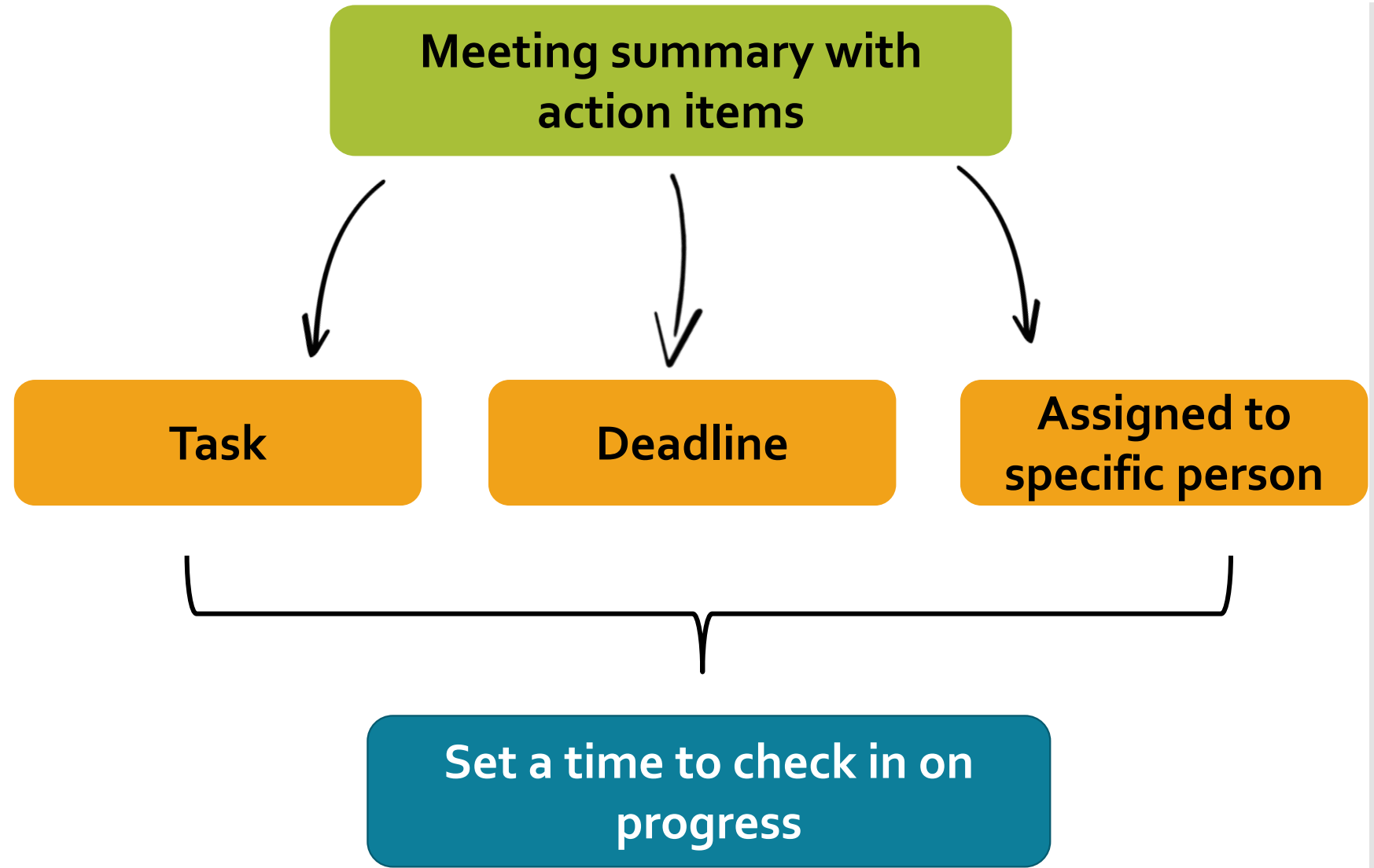
Poll time!



Part 3: Post-Meeting

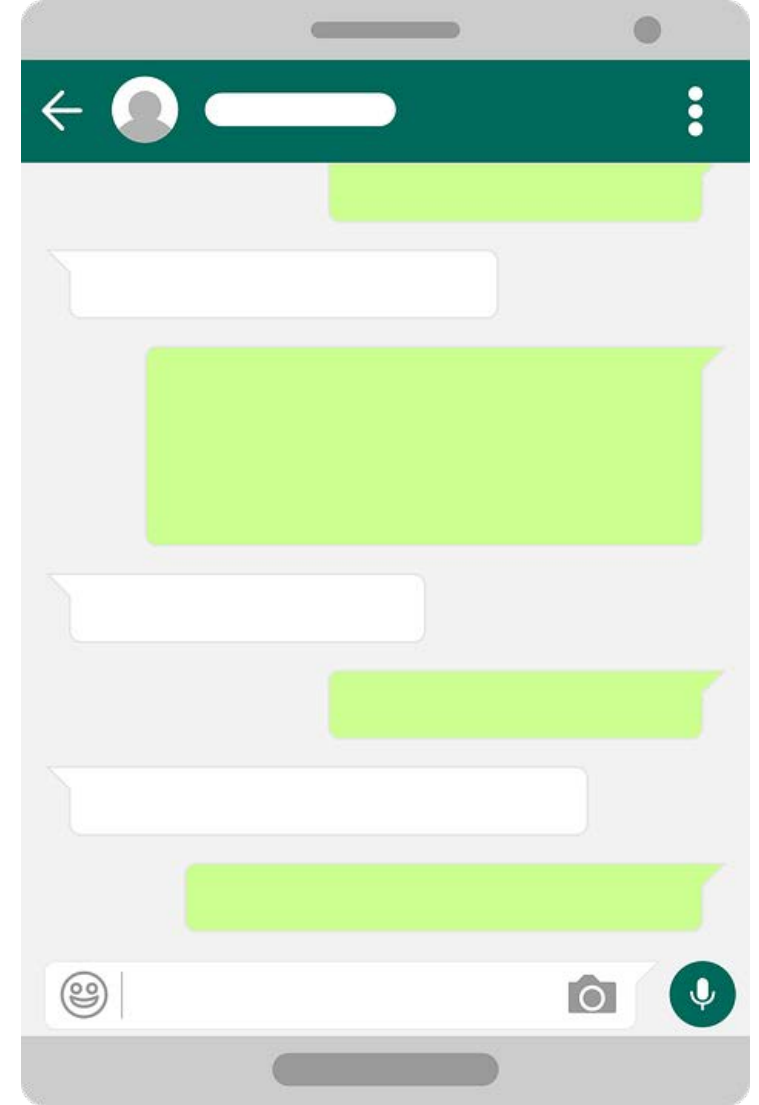
Ensuring accountability and forward progress

How will you
close the loop?

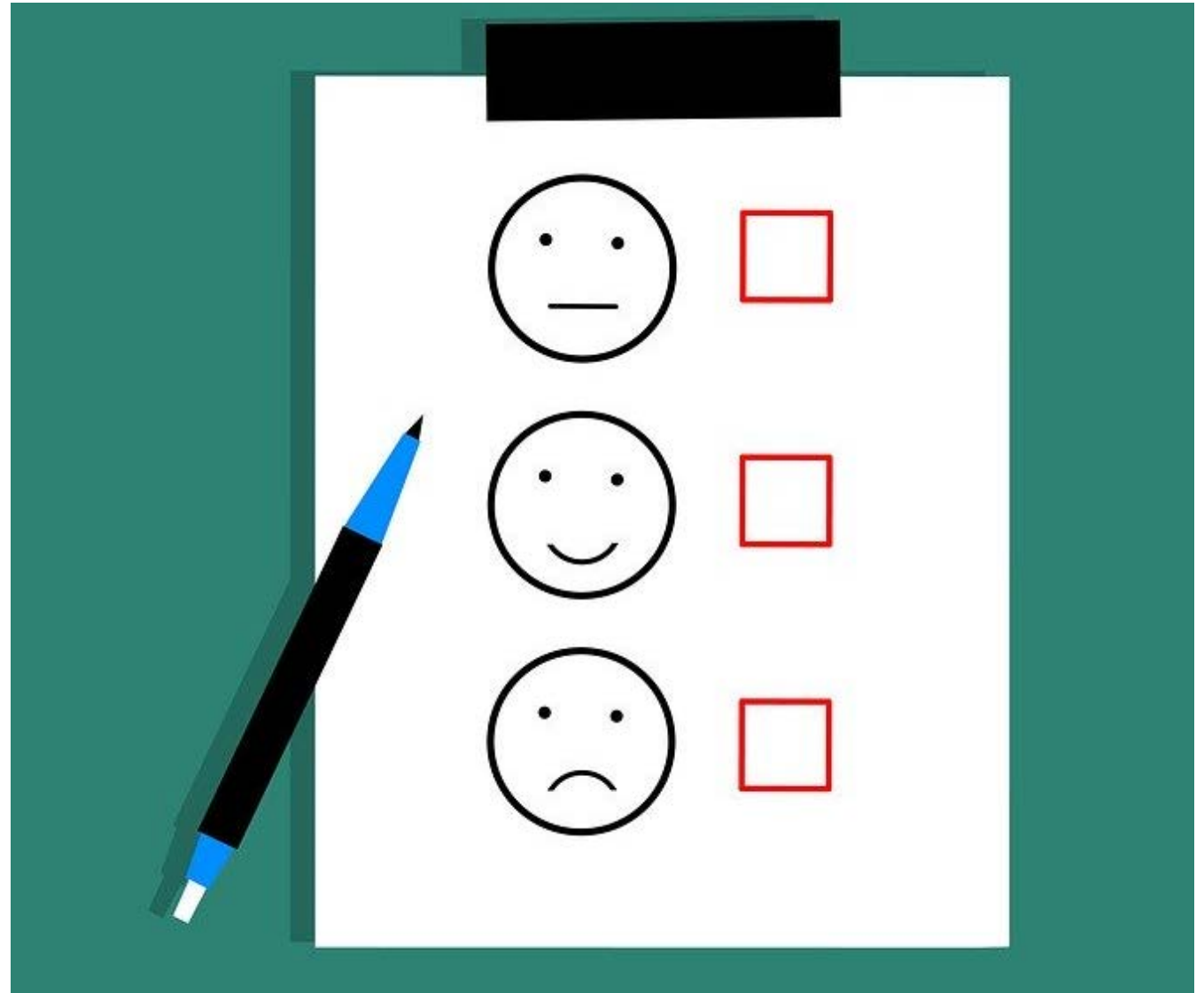


How to share information?

- Copy and paste important comments and links from the chat box since participants won't be able to access notes in the future.
- Email participants referenced documents, links, or other key pieces of information.



How will you get feedback?



Send a quick poll to understand the strengths and weaknesses of your meeting

Questions and Answers

Put your questions in the chat
box!

We can stay on the line for an
additional 30 minutes



Follow up

Triangle's Top 10 Tips for Virtual Meetings



1.

Remember the 90% Rule. 90% of the effort to create a successful meeting happens before the meeting takes place. This means co-creating agendas with participants, sending out meeting materials in advance, and double-checking all virtual conference technology.



2.

Assign Roles in Advance. Assign a facilitator to run the meeting, a notetaker to capture action items, and a technology wizard to manage the conferencing platform, watch for comments, and troubleshoot technology issues.



3.

Start on the Right Foot. After the meeting begins, have a facilitator introduce participants, rather than self-introductions, which can result in disruptive interruptions. For online meetings, the facilitator can announce the names in order of the video participants. The facilitator can call on people to introduce themselves using the last 4 digits of phone numbers for those joining via phone only.



4.

Reel Folks In. For videoconferences, people are sitting in front of the ultimate distraction machine: a computer. To reel people in, be sure to review the agenda and highlight the purposes of the meeting.



5.

Respect Privacy. Announce if you are recording the meeting, capturing phone numbers, or other data.



6.

Shhhhh. Ask all participants to put themselves on mute when not talking to avoid background noises of dogs barking, dishes clanking, or children squealing. Some videoconference platforms allow the host to automatically mute participants until they choose to unmute themselves.



7.

To Each Their Own. Everyone learns and communicates differently. Give people multiple ways of engaging with the virtual meeting, from responding in writing via a chat box, to voting using a polling/hand-raising feature, to going around the virtual room and having every participant verbally respond.



8.

Limit Language Barriers. There are several video conferencing platforms (e.g. ZipDX or Voiceboxer) that allow language specialists to simultaneously interpret the meeting to just the non-English speaking participants. Consider closed captioning for accessibility.



9.

Mind the Equity Gap. Online meetings can exclude many people, including those who are not comfortable with technology, those who have poor internet connections, and those with small internet data plans. To reach these individuals, remember the tried-and-true approaches of direct mailers, phone calls, paper surveys. Also, consider sending documents in advance as PDFs, which are easier to download than other file types.



10.

Get it in Writing. At the end of the meeting, the notetaker can share decision items and next steps via the chat box to confirm everyone is on the same page.

Need more? We're here to help!

www.triangleassociates.com | (206) 583-0655

Thank you!

Reach out to us with questions about facilitating successful, equitable, and engaging virtual meetings!

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