

Navigating the New Normal

NWRA Webinar Series
National Water Resources Association

Taming Virtual Meetings

Key Steps to Success

Presented by Jennifer Persike

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April 30, 2020



Taming Virtual Meetings

Key Steps to Success



*Jennifer Persike & Company,
an innovative management and
strategic communications firm*

- Persike brings more than 30 years of experience in organizational and association management, board governance, and external affairs.
- Former Executive Director of Leadership California, a statewide non-profit organization
- Former Deputy Executive Director for the Association of California Water Agencies

Taming Virtual Meetings

Key Steps to Success



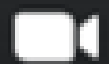
Look at Your Zoom Screen...



Select Gallery View



Click on participants to see who is on this ZOOMinar



Check your camera...is it on?



All participants will be on mute



Use the “Chat” feature for your questions



React!

Taming Virtual Meetings

Key Steps to Success

AGENDA FOR TODAY:



Choosing a Platform



Getting Organized



Facilitating Your Meeting



Q & A

Taming Virtual Meetings

Key Steps to Success



Choosing a Platform

- Purpose
- Internal or external / group size
- Time needed
- Content
- Security
- Tech support / Upgrade

zoom



Taming Virtual Meetings

Key Steps to Success



Choosing a Platform (1)

ZOOM

Pros

- Participants join for free
- Easy to use / Internet based – Instant start / app
- High quality audio / video
- Simple screen sharing
- Meetings can be recorded
- Instant message through 'chat'

Cons

- No real time doc sharing
- Time limit for free version (40 min)
- Still potential for hacking

zoom

Basic Level is Free; Three Additional Tiers & Webinar Version – monthly costs



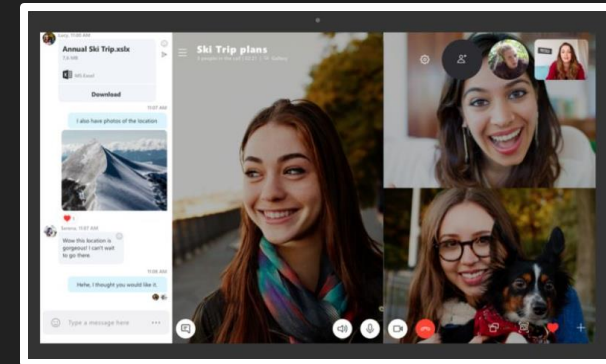
Taming Virtual Meetings

Key Steps to Success



Choosing a Platform (2)

Skype



Pros

- Business friendly
- Easy to set up
- Internet based / instant start / app
- Easy screen & document sharing
- Meetings can be recorded

Cons

- Pay for additional features
- Audio through phone separate
- Without Office 365, additional cost

Taming Virtual Meetings

Key Steps to Success



Choosing a Platform (3) Go to Meetings



Pros

- Take or give control / security
- Similar features to Skype
- Internet based / app
- Screen & document sharing is easy
- Meetings can be recorded
- Up to 1,000 attendees

Cons

- Need fast Internet connection
- Paid licenses
- Need to download and provide link



Taming Virtual Meetings

Key Steps to Success

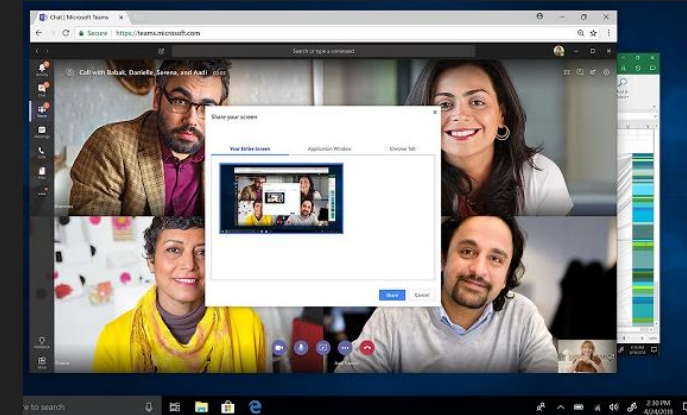


Choosing a Platform (4) Teams



Pros

- Focus on work productivity
- All tools in one place
- Easy to share documents & screen with team members
- Internet based / download
- Language translation feature
- No additional cost for Office 365 users



Cons

- Non-optimal online meeting experience
- Can only see 4 participants at a time (though others' names are listed)

Taming Virtual Meetings

Key Steps to Success



Choosing a Platform (5) Polycom / Phone!

Pros

- Easy to use!
- You probably already have one (or two)
- Few technological glitches
- Operators may be standing by



Cons

- Can't see anyone or share any documents
- Must schedule call in number

Taming Virtual Meetings

Key Steps to Success



Getting Organized

- Use platform scheduling / email feature
- Describe purpose in subject line with date / time
- Clearly state meeting expectations outcomes
- If you are training, consider breaking into two session: one for presentation; another for Q/A

Taming Virtual Meetings

Key Steps to Success



Getting Organized

- Develop agenda with time and assignments
- Provide meeting info in advance
- Clarify call etiquette (How casual or formal? eating? pets?)
- Draft talking points to lead meeting
- Have tech support on hand
- Conduct a dry run and log-in early
- Ensure virtual background is not distracting

Taming Virtual Meetings

Key Steps to Success



Facilitating Your Meeting

- Keep meetings to one hour or less
- Start & end on time
- Conduct roll call / send participant name in advance – (no self intros!)
- Give participants visuals to reinforce content

Taming Virtual Meetings

Key Steps to Success



Facilitating Your Meeting

- Use participation features: reaction, raised hand or “chat” features
- Mute participants but keep on camera
- Recap action items
- Send out recording, presentations and meeting recap / action items!

Taming Virtual Meetings

Key Steps to Success

RECAP:



Choose Your Platform



Organize Your Meeting and Conduct Dry Run



Facilitate Your Meeting & Send Recording / Content as Follow Up



Use Virtual Platforms for Social Connecting!

Taming Virtual Meetings

Key Steps to Success

Q & A



Contact for Jennifer Persike, JP & Co
jp@jenniferpersike.com

Upcoming Sessions



Communicating in Crisis: Both Inside & Out – May 7, 2020
2:00 EST/ 1:00 CST / 12:00 MST / 11:00 a.m. (PST)



Ensuring Safety of Workers – May 14, 2020
2:00 EST/ 1:00 CST / 12:00 MST 11:00 a.m. (PST)



Dealing with Emerging Financial Impacts – May 21, 2020
2:00 EST/ 1:00 CST / 12:00 MST 11:00 a.m. (PST)