

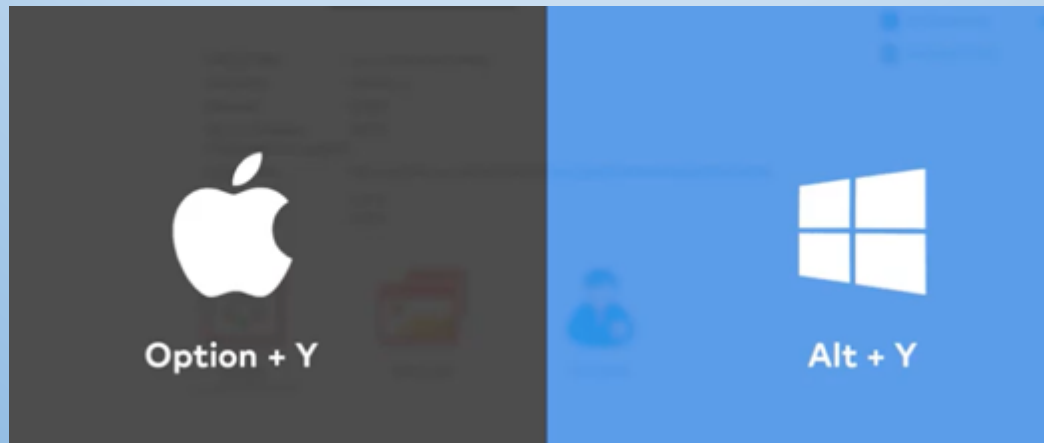
Meaningful Meetings: Hosting Virtual Conversations with Energy and Engagement

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Welcome!

Today's discussion is intended to be informal and your participation is valued and appreciated. Please share where you are dialing in from and your functional area.



Keyboard Shortcuts

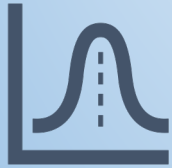
- Use Raise Hand, Clap or use a chat comment if you have question.
- For Cell phones click “more” and raise hand...

Pre-Webinar Poll:

What adjectives would you use to describe a great web meeting?



Outputs of great meetings



Productive



Engaging



Interactive



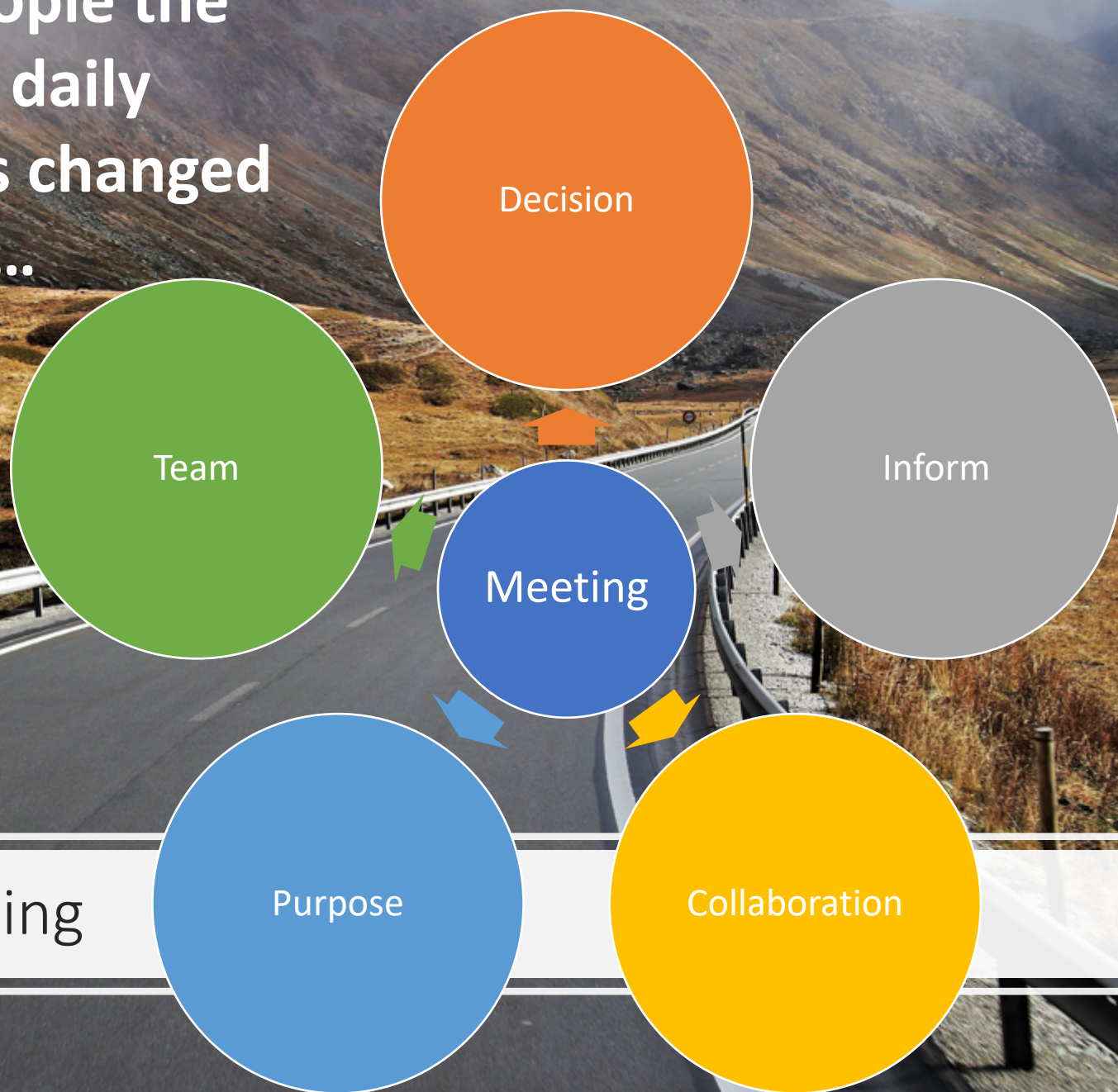
Inclusive

What we will cover today:



- Facilitation: Driving conversation at meeting, draw attendees in to participate, guide conversation to stay on topic and moderate conversation.
- Active Listening Techniques
- Leading with compassion

For many people the landscape of daily meetings has changed dramatically...



The Meeting



Virtual meetings have become the primary communication conduit for many organizations.

What challenges are you or your organization experiencing from this?

The Greeting

- Tone
- Inflection
- Be intentional
- Facial expression

- The Exercise...



Image by Tumisu from Pixabay

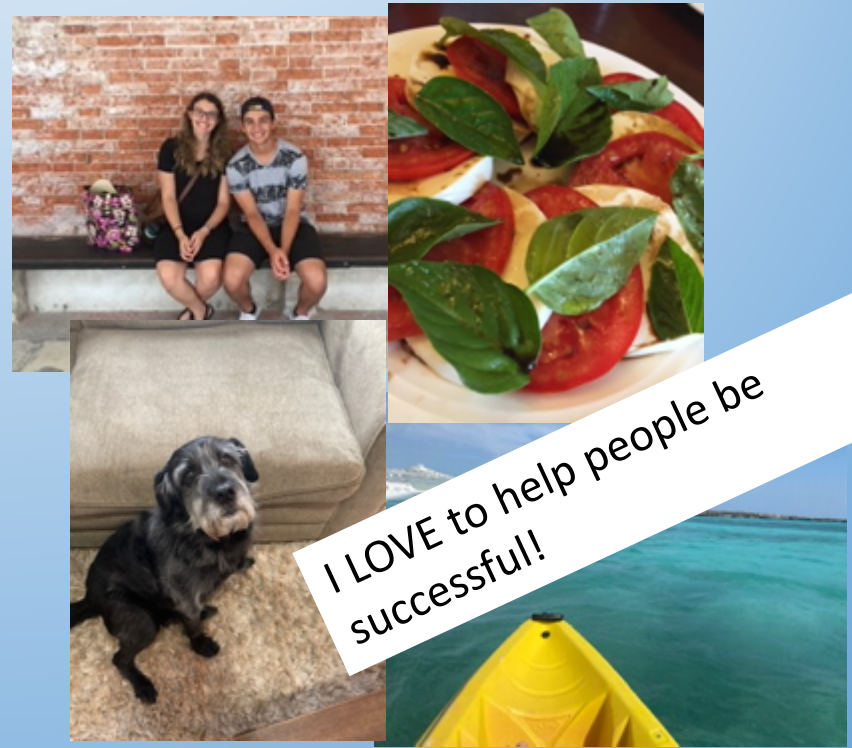
The Greeting: Setting the stage...

Remember to introduce newcomers...

What I do...

- Work for the Non-Profit Economic Development Organization, Ann Arbor SPARK
- Lead Diversity & Inclusion
- Business Development & Strategy Manager
- Broad Global Auto Background at 2 OEMs

Who I am...



I LOVE to help people be successful!

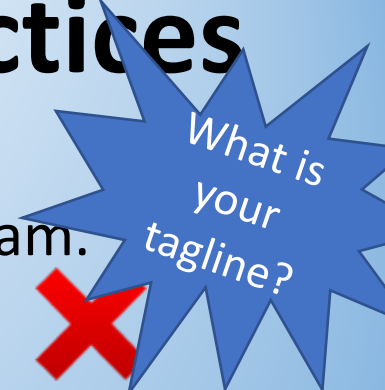
Let's do a breakout session for 6 minutes to try this out.



Virtual Meeting's Best Practices

#WeAreAllInThisTogether

We stay connected, productive and operate as one team.



Best Practices



Things to avoid



Virtual

- Video when possible, add call-in
- Test Technology, start meeting early ★
- Review Agenda, Meeting ground rules

- Technical issues, Meeting w/o agenda
- Long meetings/reviews of information
- Groups >10 if discussion is needed

Facilitator

- Assign a facilitator, experience in topic
- Call on people/use active listening ★
- Assign follow up & action items

- Monopoly of conversation
- Allow meeting to stray off topic
- Run late on time

Attendees

- Review agenda, accept meeting
- Read pre-materials & participate
- Pay attention ★

- Multitasking, work on other work
- Be late or do not show up
- Dominate conversation

Collaboration

- Use collaboration space – Dropbox, etc. ★
- Use polling to get pulse of attendees
- Review what went well/what didn't ★

- End meeting w/o next steps
- Fail to allow engagement of attendees
- Ignoring time zones/personal time



Image by Thomas Wolter from Pixabay

What are your Superpower and how can you use it at meetings?

What are your team members or client's Superpowers and how can they use it at meetings?

Pre-Webinar Poll: *Alternatives to web-meetings*



Best practices for engagement during meetings



Engage others to help with active facilitation, establishing next steps, and taking notes.



If possible, have a backup facilitator in case of technical difficulties



Take notes during meetings



Share notes and establish next steps with team prior to ending meeting



Allow for additional feedback when notes are sent out



Allow a different person to take roles above

Active Listening: Effective Listening

*Attention
Attitude
Adjustment*

- Build's relationship through trust and respect
- Demonstrates listener's engagement
- Ensures understanding
- Provides a framework for conflict management
- Improves accuracy
- Builds forward momentum



Active Listening Summary

Non-Verbal

- Be mindful of body language
- Facial expression
- Pay attention
- Nodding, maintain eye contact

Holding Judgement & Reflecting

- Ask Reflective Questions
- Paraphrase
- Silence is ok – processing time.
Refrain from filling it.

Clarifying

Inquiry Questions

- Tell me more about ...?
- How did ...?
- Can you unpack that...?
- What do you think ...?
- Would you mind sharing with us your thoughts on this topic?

Summarize & Share

Similar to paraphrase:

- Several points are paraphrased ending with a ?
- Example....summary of points...
“Did I get that right?”

- Remember 70% of communication is non-verbal
- Using the chat box, what other questions can you think of?

The Opportunity: Lead with Compassion (Empathy with action)

- In times of crisis or change, the team at the meeting is looking for the facilitator of the meeting to lead with trust and create a sense of belonging
- Every individual attending meetings has a unique story of how they are managing through the COVID-19 Crisis and how they are impacted

Leading Meetings with Compassion...

Build trust, establish rapport – Everyone is a leader.

Demonstrating interest in employees, team members:

- We cannot assume we understand anyone's situation or stress tied to COVID-19
- Take 1-1 time to ask how things are going
- Listen
- Offer to help if you can, such as connection to resources
- Follow through
- Be empathetic to personal circumstances
- Ask other team members to help if needed
- Consider fun ways to use web meetings to foster culture and sense of belonging. (Virtual happy hour, birthday celebration, coffee hour, etc.)



#WeAreAllInThisTogether

Looking Ahead...

- 25M to 30M* U.S. employees are forecasted to work remotely (currently at 5M half-time or more). That is a 500-600% increase.
- The COVID-19 outbreak caused a transformational shift in many large organizations that would normally take years to roll out globally.
- Creating integrated cultures, effective meetings and decision making will be an ongoing process and key to success...
- Running successful virtual meetings and building relationships will become an increasingly important skill

Let's get your feedback!

- Live Poll Instructions:
- Go to www.menti.com
- Use the code: 39 54 79



#WeAreAllInthisTogether

Opportunity Lies
within each of us to
build strong teams
and pave the way
for our future.

Our Live Poll Prior to Closing...

What action verbs will you implement to have a great virtual meeting?



Contact information:

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LinkedIn URL: www.linkedin.com/in/annepartington

Books on productivity:

Getting Things Done, David Allen

Atomic Habits, James Clear

Thank you for your time and
participation! Stay safe!