



Involvement, Participation, Engagement in Virtual Meetings

- Utilize the full power of your audio/video conferencing technology including chat room, polling, whiteboards, breakout rooms, icons (raise hand), emoticons (applause). Most organizations only use about 20% of the technology available to them. Enlist a moderator to help with technology so the meeting leader can focus on facilitation.

- Ensure a detailed agenda is distributed a minimum of 24 hours in advance that includes objectives, how to prepare, how to test technology, desired outcomes and how to download necessary documents.

- Start the meeting before the meeting. Engage with members as they arrive and are logging into the meeting. Have a networking question where members can chat their responses or write on the whiteboard.

- Use a roll call to introduce everyone who is on the call (or the different locations).

- Begin with energy and keep them engaged from the beginning. Ask a polling or survey question - ask for a show of hands, etc.

- The attention span for adults is approximately 10 minutes so keep the meeting interactive, changing your engagement strategies about every 10-20 minutes. (Call for questions/feedback, use chat to make points and generate discussion, incorporate polling and surveys, use breakout rooms and report outs, capture input and feedback with whiteboards, take breaks periodically.)

- Ask 3 types of questions: “Anyone”, “Someone we haven’t heard from” and “Directed.”

- Remember the Rule of 7 - we take information into our short term memory and then process it in multiple ways before moving it to long term memory. Allow time for team members to process what they are absorbing.

- Invest time in a good wrap-up - review objectives, decisions and action plans, evaluate and celebrate.

Turmel, Wayne. Meet Like You Mean It - A Leader’s Guide to Painless and Productive Virtual Meetings. Achis Marketing Services, 2014.

Wilkinson, Michael and Smith, Richard. Click-The Virtual Meetings Book. Leadership Strategies, 2013.