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**2.3**

# **The roles, IT tools and facilities needed for collaborative tasks and communication media**

## **The roles attendees perform during a meeting**

### **Presenter/Chairman/Leader**

When a meeting is arranged, the person who convenes the meeting is usually called the Chair or chairman, this person would appoint a person to administrate the meeting, usually a secretary.

#### **Secretary**

*The secretary would be responsible for organising the meeting, sending invites to the meetings participants, agreeing a timeline and date, venue, technology, and tools required;*

* Technology
  + Pc’s
    - Hardware
      * Camera
      * Microphone
      * Monitor
      * Keyboard, mouse, etc
    - Software
      * Outlook
      * Word
      * Excel
      * Collaborative technologies
        + Zoom
        + Teams
        + Adobe connects
        + Social media’s
  + Network
    - Internet connections
    - Outlook [cross communications]
    - Wireless hotspot
  + Phones
  + Printers
  + *Stationary*

*The secretary would also attend the meeting to ensure all the participants are given the necessary documents, forms and other important material concerning the meeting’s agenda, items etc.*

*The secretary will also record meeting notes [minutes] and record the agreed outcomes of debates and discussions and organise the date for the next follow-up meeting.*

## **Technology required**

With the increasing use of IT technologies now used to support business, it is vital that the meeting’s participants have access to same IT tools, the secretary would be responsible for organising this.

## Conduct

### **Office meeting**

During any meeting, the participants should behave in a polite and formal manner;

#### **Etiquette**

*A set of conventional rules for personal behaviour in polite society, in a ethical code that define an accord observed by society, a social class.*

### **Remote meeting**

Even though participants are not in the same room, they should still observe etiquette.

#### **Netiquette**

*With the same behaviour rules as etiquette, the internet has a slightly different accord, based on the tools and access issues encountered by users whilst communicating remotely, this called Netiquette.*

## Information- interpreted and presented

### **Audience**

The Chair will be aware of the topic/theme of the meeting, ensure that the necessary people are included in the invitation list, and that those attendees are relevant to the topic and that they possess all the necessary up-to date information to allow them to participate successfully.

### **Purpose**

The purpose of a meeting is to agree a strategy of a business’s topic/contract/concern, with a team who will commit to establishing a successful outcome and manage the topic/contract/concern, through its timeline to completion.

### **Content**

The content of a meeting would be the necessary information and data required to submit to the participants, to discuss and debate an agreed method to execute the topic/contract/concern.

### **Communication**

The use on communication systems such as;

* Telephones
* Fax machines
* E-mails
* Social media
* VoIP [Voice over internet Protocol]
* Teams, Zoom, adobe connect and other’s