

VIRTUAL MEETINGS



**Set them up.
Lead them well.
Reach your goals.**



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Make time for planning

Decide the purpose and the goal of the meeting

Purpose

Goal

Plan your milestones

Prepare the right methods... to suit the meeting

Be on time

See and smile

Agree on your meeting rules

In longer meetings: have some breaks and energisers in the plan

Create participation and interaction

Give information asynchronously. Treat information synchronously.

Finish on time

Summarize and reflect

Do what you agreed to do

2. **General advice regardless of virtual technology**

Send a gentle reminder

Cultivate the relation and not just the question at hand

Maintain full focus in the virtual meeting

To multitask or not to multitask? That is the question...

What are we doing during a phone meeting?

Be on time... right on time!

Keep time zones in mind

Sit in different locations

Don't have any disturbances around you

Learn the technology well

Get good stuff – for everyone

Make game rules including the use of technology

Don't get too attached to one technology

Keep track of who is speaking – and who isn't

Keep it short

Utilise asynchronous communication

3. Meeting tips for different types of virtual technology

Tips for the phone meeting

Tips for the video meeting

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Our final thoughts

A special thank-you

More books by us

"Virtual meetings... so what?"

Ericsson asked...

Telia asked...

Volvo asked

"We know you can help us get better at leading meetings. But what advice can you give on virtual communication? Virtual leadership? Virtual meetings?"

We squirmed a bit and gave a few quick tips, explaining that 80% are the same. But the other 20%... well, we didn't really have much to say about that. Because the truth is that we are not too fond of virtual meetings!

Maybe we shouldn't say that – especially to you, who just bought this book. Not to you, who might well think virtual meetings are the best invention since sliced bread.

We have a preference for physical (meatspace) meetings and believe in their power to drive people and organisations forward, but we realise they aren't always practical, economical or good for the environment; road, rail or air, you spend time and money, and leave a carbon footprint. Of course, many of us would like to scrap meetings altogether, but it's undeniable: interaction with colleagues (clients, suppliers, 'partners' in general) is important – wherever they are. Virtual meetings are an opportunity to communicate, discuss, strategise and build rapport – whatever the distances, however scattered the participants. Companies and organisations with 'global reach' spread across multiple locations and time zones use virtual meetings, remote

teamwork, cloud-based collaboration spaces... all challenges to people – like you, probably – who place a high value on good communication between individuals, across silos and within groups.

With so many of our clients asking the same question, we accepted that it is time to delve deep into virtual meetings. We have interviewed wise, knowledgeable, experienced people; we've read their books and others', and trawled the Internet; we've asked ourselves and drawn on our own experience –as employees of big companies and as independent consultants. As consultants, we've asked our clients what success factors and pitfalls they see.

And now, we have developed this guide for you who lead or participate in virtual meetings.



Note: This is not a technical manual for Adobe, Cisco, Microsoft, Citrix, telephone switches or any other product/technology. Not at all. Technology develops and