




Effective Meetings —Online & Offline

Presented by Pierre Khawand
Founder & CEO
People-OnTheGo



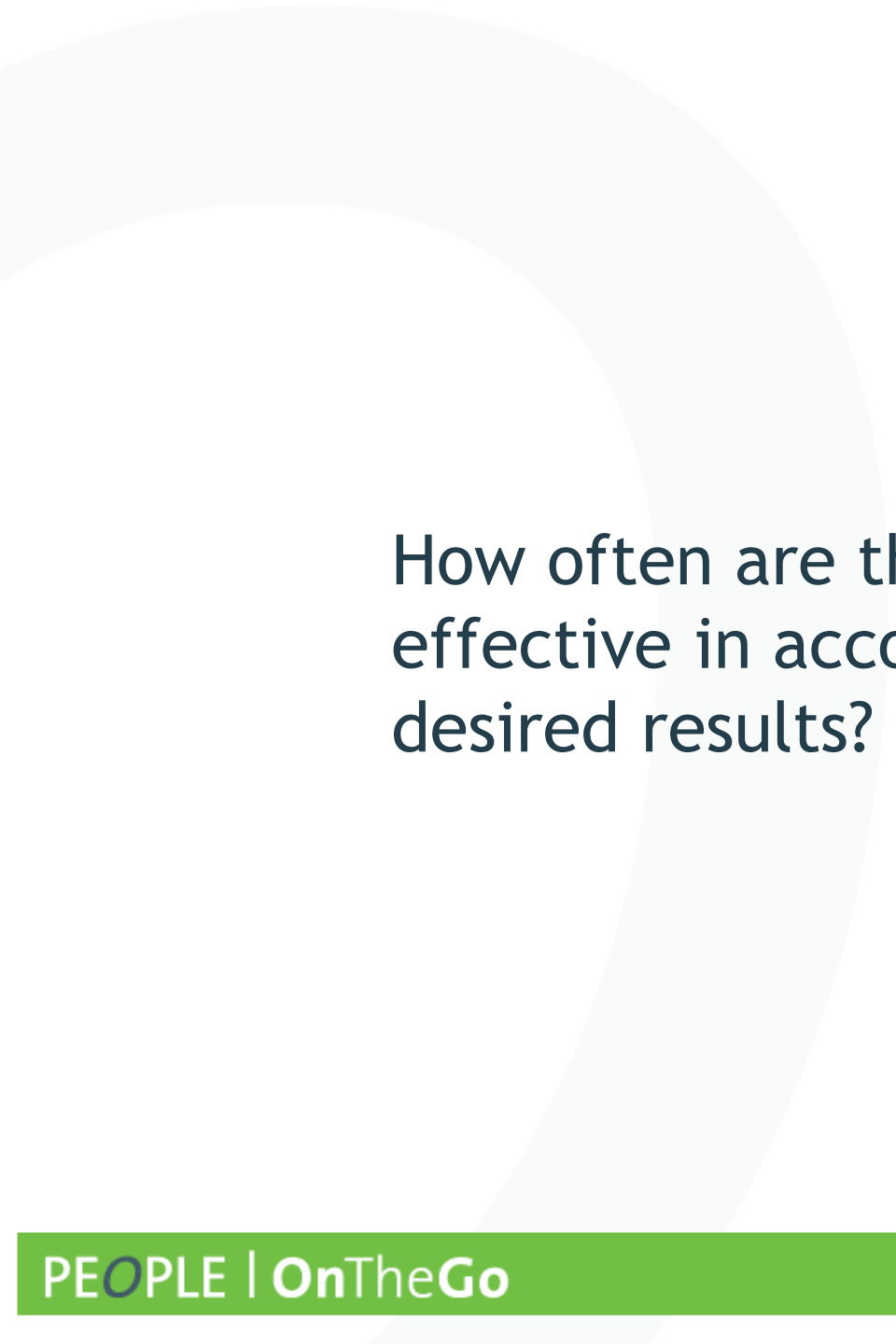
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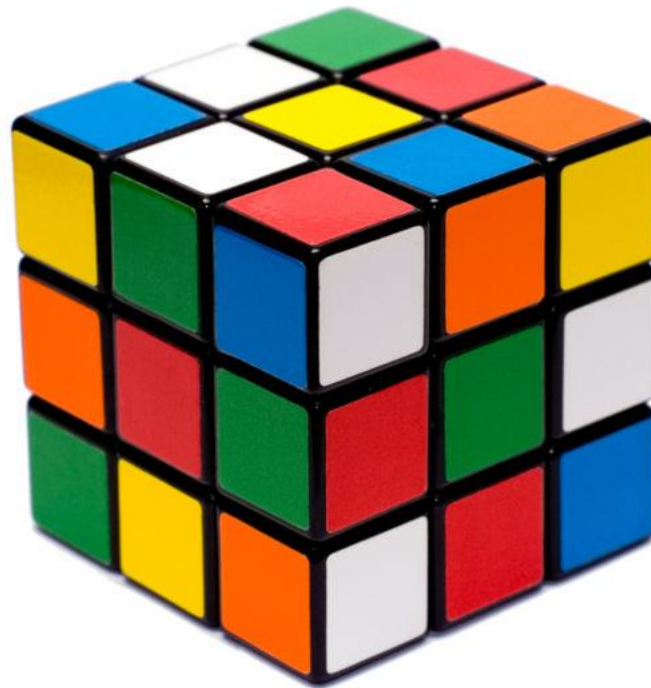
How much time do you spend in meetings per week (on the average)?

Time in meetings

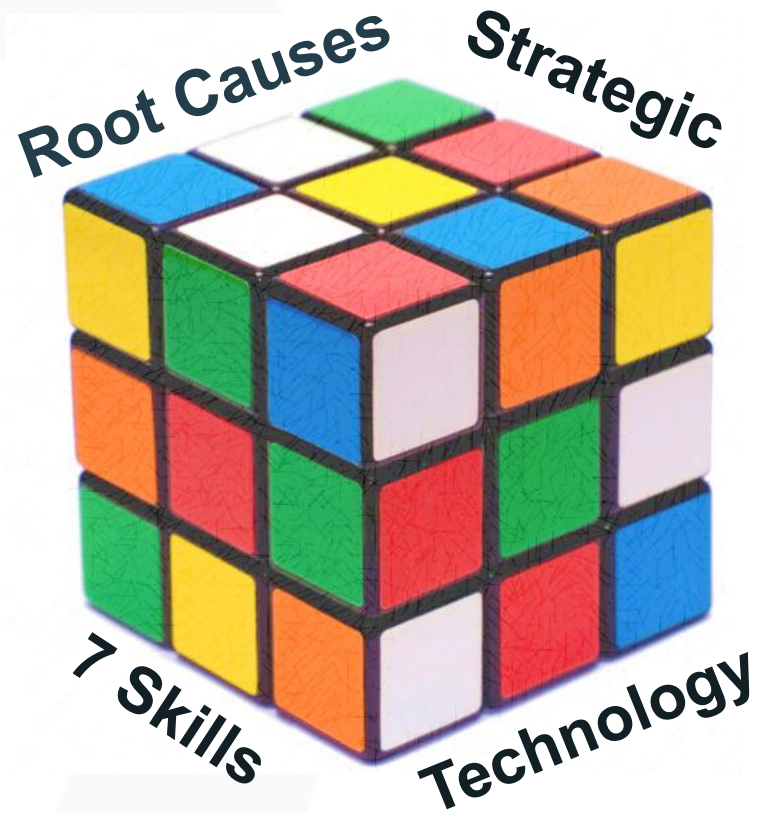
- Up to 8 hours
- 8 to 16
- More than 16



How often are these meetings effective in accomplishing the desired results?



A multi-faceted challenge



Simulation #1

Daniella



Delora



John



Daniella



Delora



John



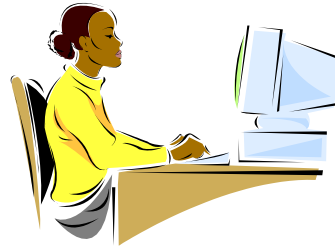
Project Meeting

Meeting Notes

Agenda

Item	Owner	Type	Time Period
Status update	Daniella	Fyi	15 minutes
Decide on product release	Daniella	Decision	25 minutes

Daniella



Delora



John



Project Meeting

Meeting Notes

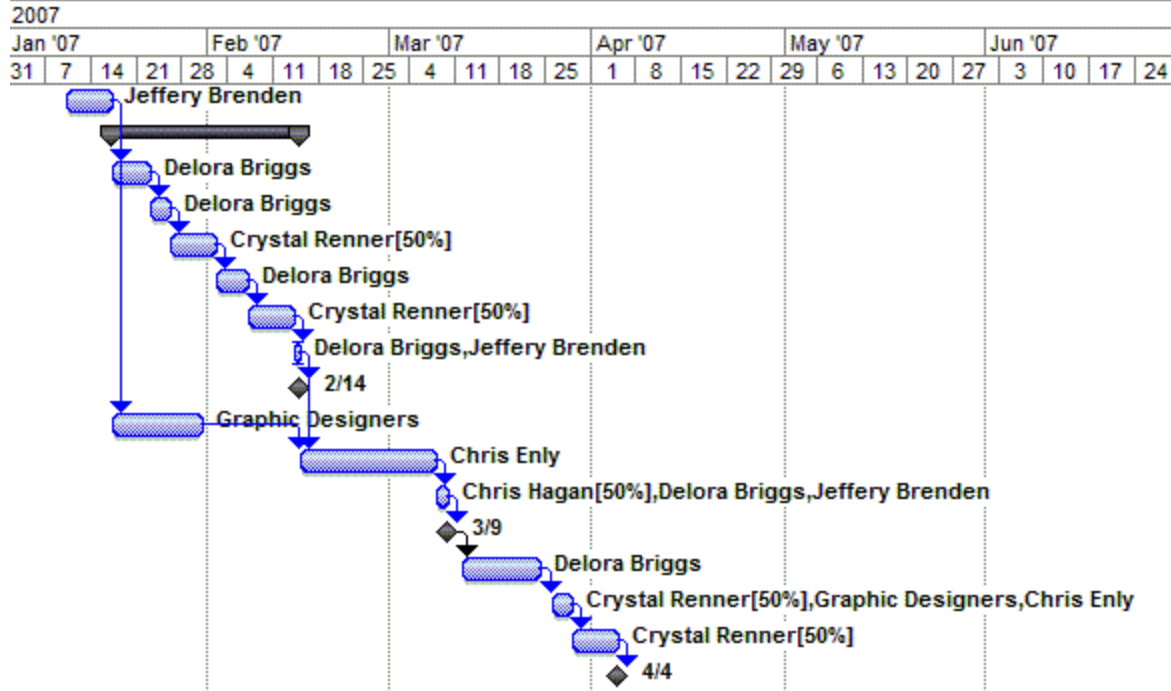
Agenda

Item	Owner	Type	Time Period
Status update	Daniella	Fyi	15 minutes
Decide on which route to take	Daniella	Decision	25 minutes
Renovation report	Delora	Fyi	10 minutes

Daniella

Delora

John



Daniella



Delora



John

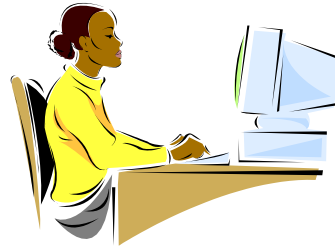


Project Meeting

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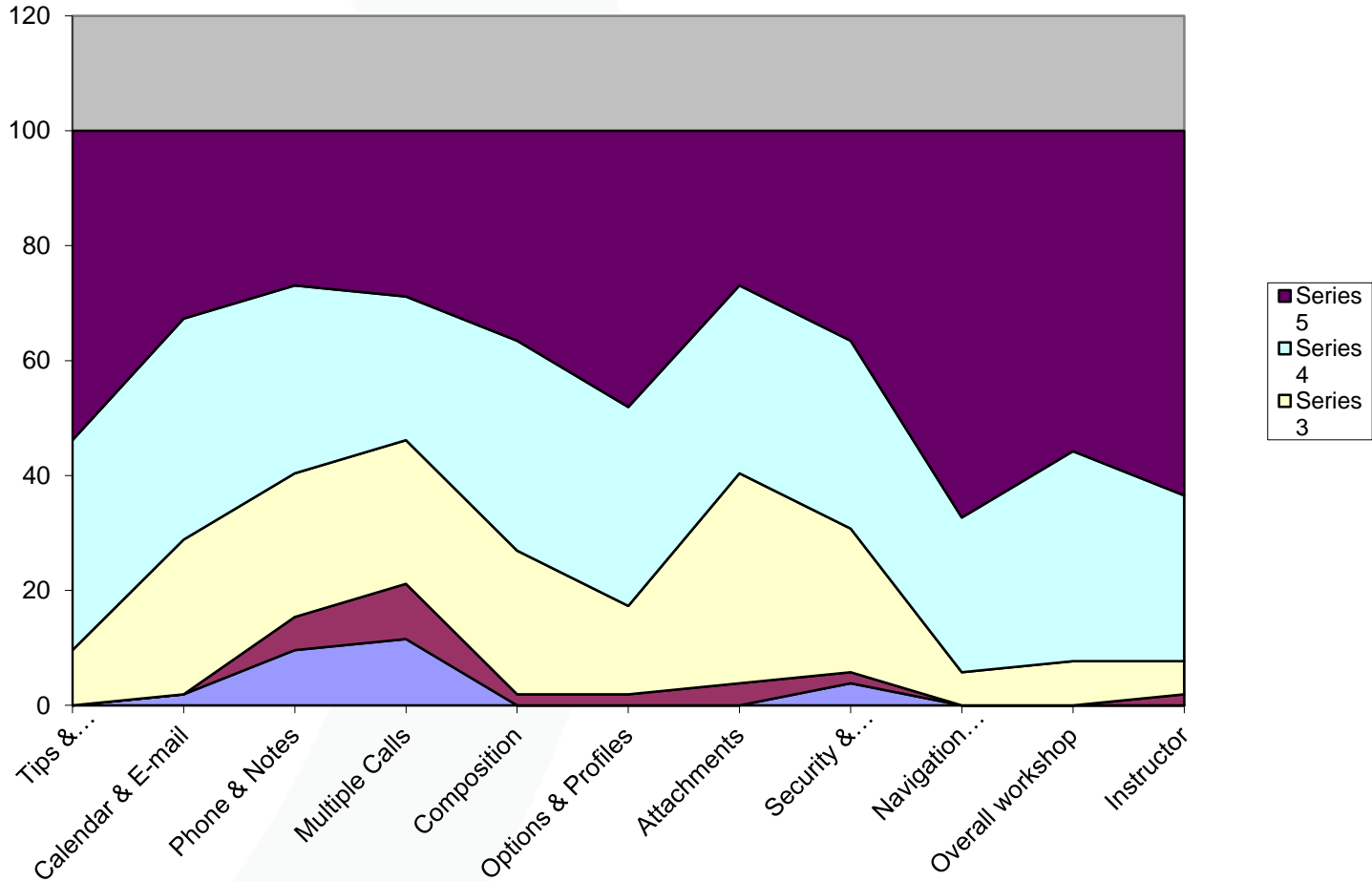
Daniella



Delora



John



Daniella



Delora



John



Action items

Action	Owner	Expected Result	By When
Check with users who gave low rankings	Delora	Status Update	Tomorrow

Daniella



Delora



John



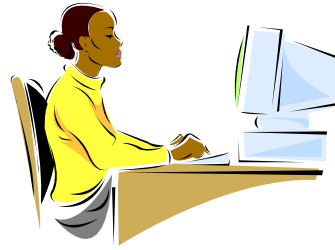
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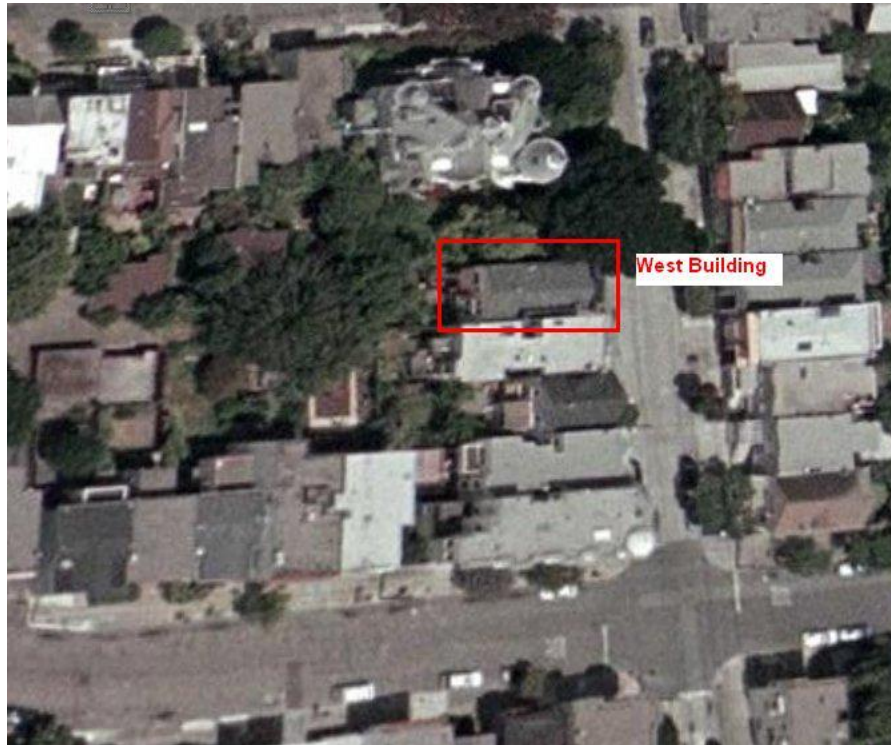
Daniella



Delora



John





The End Of Simulation #1

Simulation polls and discussion



What types of items were on the agenda?

- FYI
- Input
- Discussion
- Brainstorming
- Decision

How did Daniella want to make the decision regarding the decision item?

- On her own
- Consult with others
- Delegate the decision
- Reach a consensus

Why did Daniella not add the new item that John suggested?

- Information needed to make the decision was not available
- Delora was not informed
- There was no time for this item
- This item was not important

What could have John done differently in this meeting?

- Gotten the information needed ahead of time
- Informed Delora and others ahead of time
- Suggested to change the item into an fyi item for this meeting
- Not attended the meeting

Were all action items captured properly?

Yes

No

Maybe

Which items could have been handled without having a group meeting?

- Status update, Daniella, fyi, 15 minutes
- Deciding on product release, Daniella, decision, 25 minutes
- Renovation report, Delora, fyi, 10 minutes

Review of concepts covered

Skill #1: Having clear agenda

Skill #2: Having clear decision making process

Skill #3: Active facilitation while staying flexible

Skill #4: Active participation while staying flexible

Skill #5: Capturing and finalizing action items

Skill #6: Pre and post-meeting preparation

Skill #7: Leveraging online tools to your advantage

Exercise: Review skills and rank yourself, and identify 1 or 2 target areas to improve!

Skill #1: Having clear agenda

Skill #2: Having clear decision making process

Skill #3: Active facilitation while staying flexible

Skill #4: Active participation while staying flexible

Skill #5: Capturing and finalizing action items

Skill #6: Pre and post-meeting preparation

Skill #7: Leveraging online tools to your advantage



Other skills?



Meeting Technologies

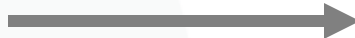



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Meeting technologies

- Meeting workspaces (e.g. Microsoft SharePoint)
- Collaboration workspaces (e.g. wikis)
- Virtual meeting tools (GotoMeeting, Webex, Live Meeting, etc.)

Face-to-face vs Virtual Meetings



- Early stages
- Complex/emotional issues
- Heavy whiteboarding

- Across different locations
- No travel time and expense
- Sharing information on desktops, networks, etc.
- Using online capabilities-- recording, polls, surveys
- Tend to be faster/more efficient

Which tool to use when?

	Ideal for	Not so ideal for
E-mail		
IM		
Phone		
Web conferencing		
Video conferencing		
In-person		

Which tool to use when?

	Ideal for	Not so ideal for
E-mail	<i>Factual</i>	<i>Emotional</i>
IM	<i>Quick</i>	<i>Long</i>
Phone	<i>Discussion</i>	<i>Visuals</i>
Web conferencing	<i>Visuals</i>	<i>People</i>
Video conferencing	<i>People</i>	<i>Equipment</i>
In-person	<i>Complex</i>	<i>Remote</i>



Meeting Strategically



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80/20 Rule

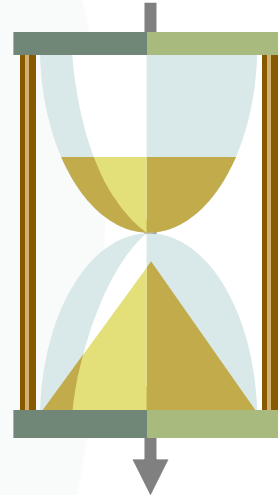
- 80/20 Rule illustrated
- Implications on meetings

Organizers: Reduce Reduce Reduce



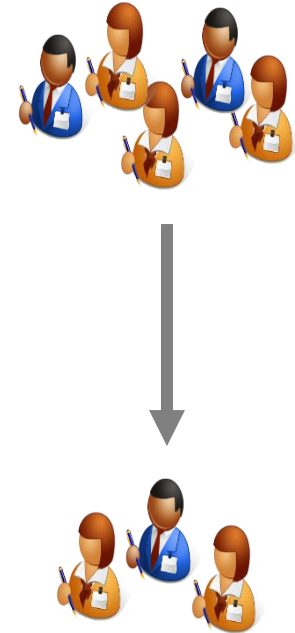
Frequency

From 1 hour



30 or 40 minutes

Duration



Participants

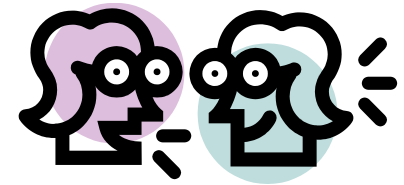
Participants: Reduce Reduce Reduce



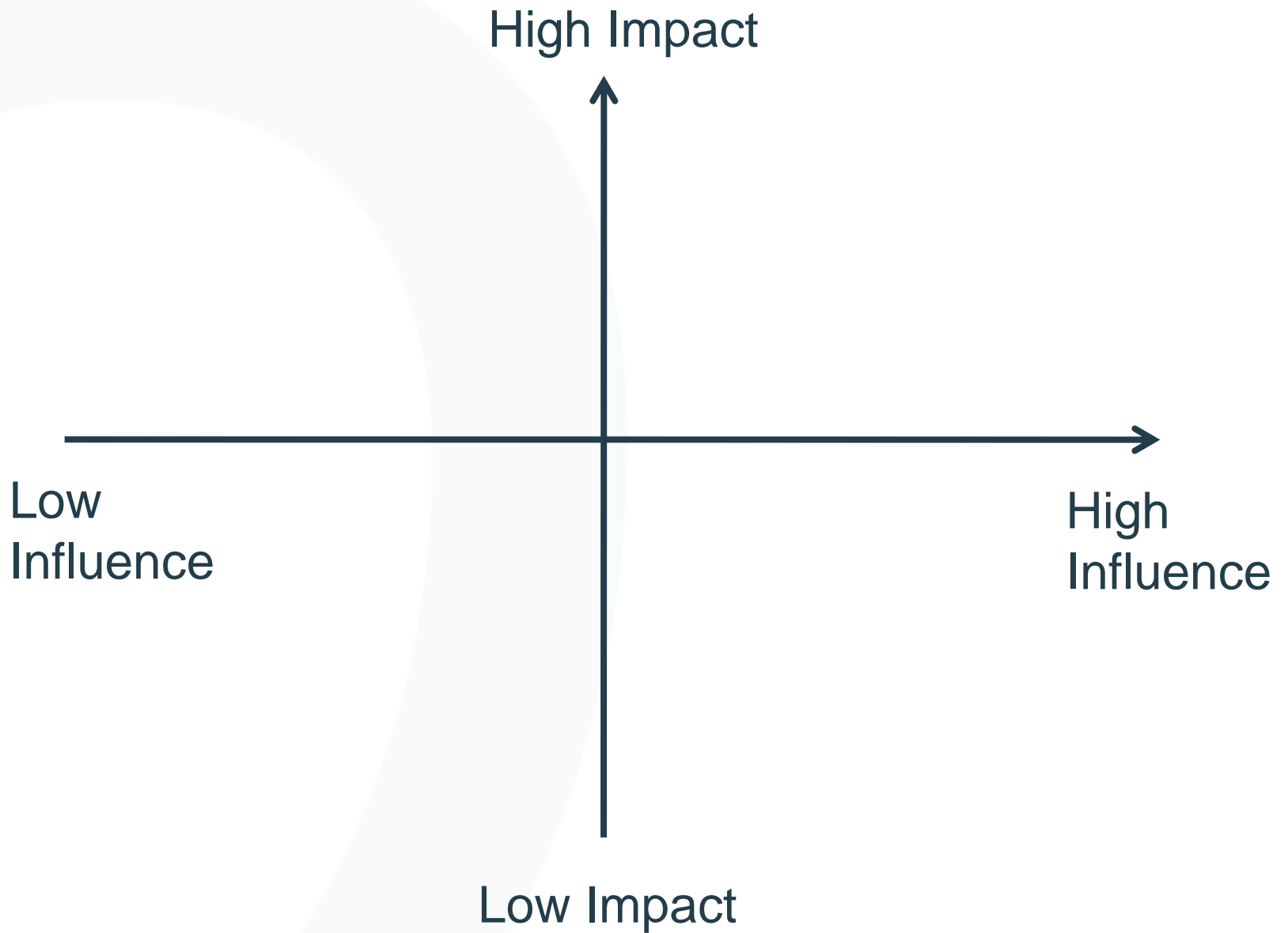
Schedule
your
important
tasks first



Accept only
highly
relevant
meetings



Negotiate
your way out
of other
meetings



Address the
Root Causes



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Exploring Root Causes



Addressing Root Causes

Access to Information

- Meeting workspaces
- Collaboration workspaces
- Improved data systems

Task Design

- Task re-design
- Process re-engineering
- Cross training

Decision Making

- More education
- More delegation
- Input vs consensus

Special Interests

- 360 Feedback
- Performance reviews
- Training/coaching

The Effective Meeting Checklist



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Before the meeting

- Clarify what are you are trying to accomplish?
- Determine if a meeting is the best way to accomplish this objective?
- If so, does it need to be face-to-face or virtual?
- Who should be in the meeting?
- How long does it need to be?
- Prepare and send clear objectives, agenda, and logistics
- Share supporting material ahead of time
- Send a reminder

During the meeting

- Assign clear roles (facilitator, time keeper, note taker, etc.)
- Communicate objectives and agenda (again)
- Ask if more items need to be added to the agenda
- Communicate how participation will be handled (especially for virtual meetings)
- Engage the participants (ask the observers for their input)
- Ask questions, make suggestions, stay flexible, but don't hesitate to facilitate (it is your role and your responsibility)
- Stay strategic, think 80/20
- Summarize key decisions
- Confirm action items
- Schedule potential follow-ups
- Have participants fill out feedback forms

After the meeting

- Sending meeting notes and action items
- Reviewing evaluations forms
- Identifying lessons learned and future improvements

Your action items



Additional resources

- The www.people-onthego.com/blog
- The “Accomplishing more with less” groups on Facebook and LinkedIn
- The free lunch & learn webinars
<http://www.people-onthego.com/free-webinars>
- Productivity webinars
<http://www.people-onthego.com/webinars>
- Membership
<http://www.people-onthego.com/memberships>