# Intro – in the chat, share your:

- Name

- Location (city/country)

- Role

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# Background

- Digital Communication Training October 2021

- High Level Panel November 2021

- Community of Practice

# TRAINING Overview & Objectives

- Improved digital communication skills

- Broadened technical / strategic understanding

- Discussion on  the role of digital communication / tools; possible opportunities and limitations

- Lay a foundation for a community of practice

# Community of Practice

# COP Overview & Objectives

- Acquire the skills required to plan and prepare for productive virtual meetings

- Select appropriate digital tools/platforms for implementing specific types of meetings

- Host / lead engaging and efficient virtual meetings that leave a positive impression

# Schedule CAT

| TIME | ACTIVITY |
|------|----------|
| 1100 | **Breakaway Rooms – English / French** |
| 1105 | **Introduction to Virtual Meeting Management** |
| 1115 | HEALTH BREAK |
| 1130 | **Pros and Cons of Virtual Meetings** |
| 1145 | **How to Execute Virtual Meetings** |
| 1200 | **Practical Exercises** |
| 1235 | **Plenary Sharing** |
| 1250 | HEALTH BREAK |
| 1300 | **Office Hours** |

# Netiquette

- Punctuality + Time Consciousness
- Active Participation
- Chat – comments / questions / parking lot
- Turn on video while speaking
- Optimizing connection
- Mute microphone when not speaking
- Confidentiality
- Respectfulness
- Learn and have fun!

# Breakaways -
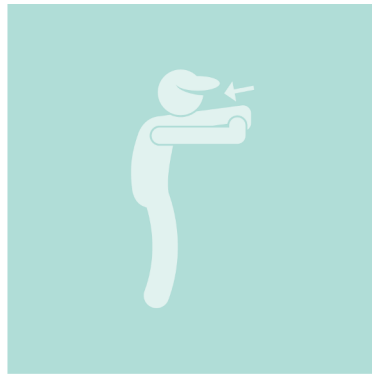
# WHAT is Virtual Meeting Management?

A virtual meeting is when people from around the world, regardless of their location, use video, audio and text in order to meet together online.

Virtual meetings allow people to share information, experiences, and data in real time without the need for being physically located in the same room together.

*Exercise: What has been your BEST / WORST virtual meeting experience?*

Have you used virtual meetings/tools in PAC work so far?

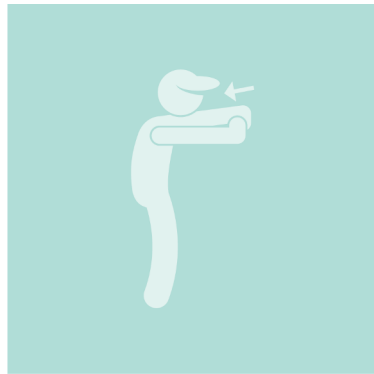https://www.youtube.com/watch?v=K3axU2b0          Are you coping?

Reflection – we are learning, and learning takes time, feature by feature.

# Health Break – 10 minutes

# Pros of Virtual Meetings

- Pandemic – new ways of working

- More people participate

- Minimal scheduling

- Lower expenses

- Reduced carbon footprint

- Shorter sessions

- More frequent

- Opportunity to record

- Real time collaboration

- Better for health vs travel

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# Cons of Virtual Meetings

- Difficult back and forth interaction
- Visual and audio only – no expressions
- Less dynamic
- Connections fail – software, internet, devices
- Time zone issues
- Hardware and software costs

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# Setting Up Virtual Meetings - Scenarios

| Same Time, Same Place | Different Time, Same Place |
|---|---|
| Traditional meetings | Project war rooms<br>Shared displays |
| **Same Time, Different Place** | **Different Time, Different Place** |
| Conference Calls<br>Video Conferences<br>Online Meetings<br>Instant Messenger<br>Text Messages<br>Second Life | Email<br>Recordings<br>Discussion Forum<br>Social Media<br>Blogs, Wikis, Video |

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# Tool Selection

Below is a table featuring different usage scenarios for teleconferencing tools, and the importance of specific features. Some key features like text chat, voice and basic video availability are not listed as it is expected that they are supported by all the considered tools.

Read the table as follows:

●●● - very important

●● - somewhat important

● - not important or totally irrelevant

| FEATURE / USAGE | Meeting with a small team (5-10 people) | Teleconferencing with a large team | Interactive training/ workshop | Webinar |
|---|---|---|---|---|
| Screen Sharing | ●●● | ●●● | ●● | ●● |
| Multiple Presenters | ● | ●●● | ●●● | ● |
| Annotating Tools/Whiteboard | ●● | ●●● | ●●● | ●● |
| File and media repository | ● | ●●● | ●●● | ●●● |
| Mobile access | ●● | ●●●[2] | ●● | ● |
| Multiple Video | ●● | ●●● | ●●● | ● |
| Recording | ●● | ●●● | ●● | ●●● |
| Polling and Survey | ● | ●● | ●●● | ●●● |
| Post-meeting Reports | ●● | ●●● | ●●● | ● |
| File Sharing | ●●● | ●●● | ● | ● |
| Breakout Rooms | ● | ●● | ●●● | ● |
| Strong Moderator Privileges | ● | ●●● | ●●● | ●●● |
| Private Communication Between Participants | ● | ●●● | ●● | ● |
| Integration with Online Learning Frameworks | ● | ● | ●●● | ● |
| Calendar - Scheduling Tool | ● | ●● | ●●● | ●● |
| Invitations' Manager | ● | ●● | ●●● | ●●● |

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# Top Tools

In the coronavirus era there are some top tools which include:

- Skype
- Webex
- Google Hangout
- Zoom
- MS Teams
- UberConference
- RingCentral
- Other tool box items?

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# zoom

**+**

- Free account available
- Access from all devices
- Host up to 100 people (free plan) & 500 people (paid plan)
- Up to 49 persons on screen
- Screen sharing and co-annotation
- Meeting participants can be placed in breakout rooms to hold small-group discussions.
- Additional features

**−**

- Download the app
- Time limit of 40 minutes
- Security problems 'Zoom-bombing'
- Purchase an audio conferencing plan for call ins

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# Google Meet

**+**

- Collaboration tools
- Send files through chat + instant messaging
- Full integration with Google Apps
- Host up to 250 persons for free until 30/09/2020
- No additional fee for call-in participants
- Access from all devices
- Recordings (in the cloud), file and screen sharing
- Automatic captioning is available
- No time limit on calls

**−**

- No waiting room for participants that join early
- Only person at a time can share his screen.
- Users Privacy can be improved

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# Microsoft Teams

**+**

- Collaboration tools
- Full integration with Office 365
- Video conferencing with background blur
- Recordings (in the cloud), file and screen sharing
- Instant messaging
- Access from all devices
- Tabs to make finding information easy
- Automatic captioning is available
- No time limit on calls

**−**

- No waiting room for participants that join early
- Users Privacy can be improved
- No Grid view

# Meeting Preparation

- Purpose / Objective / Agenda
- Clear meeting time and time zone
- Meeting tool/s and link
- Clear roles: chair / timekeeper / notetaker
- Ground rules and netiquette
- Gamification is welcome
- Have icebreakers, energizers, and breaks
- Use visuals, polls, other tools
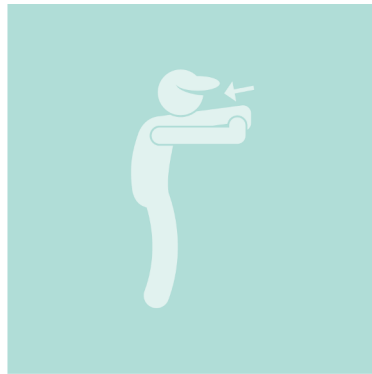- Action plan, task allocation, follow-up

# Preparation Summary



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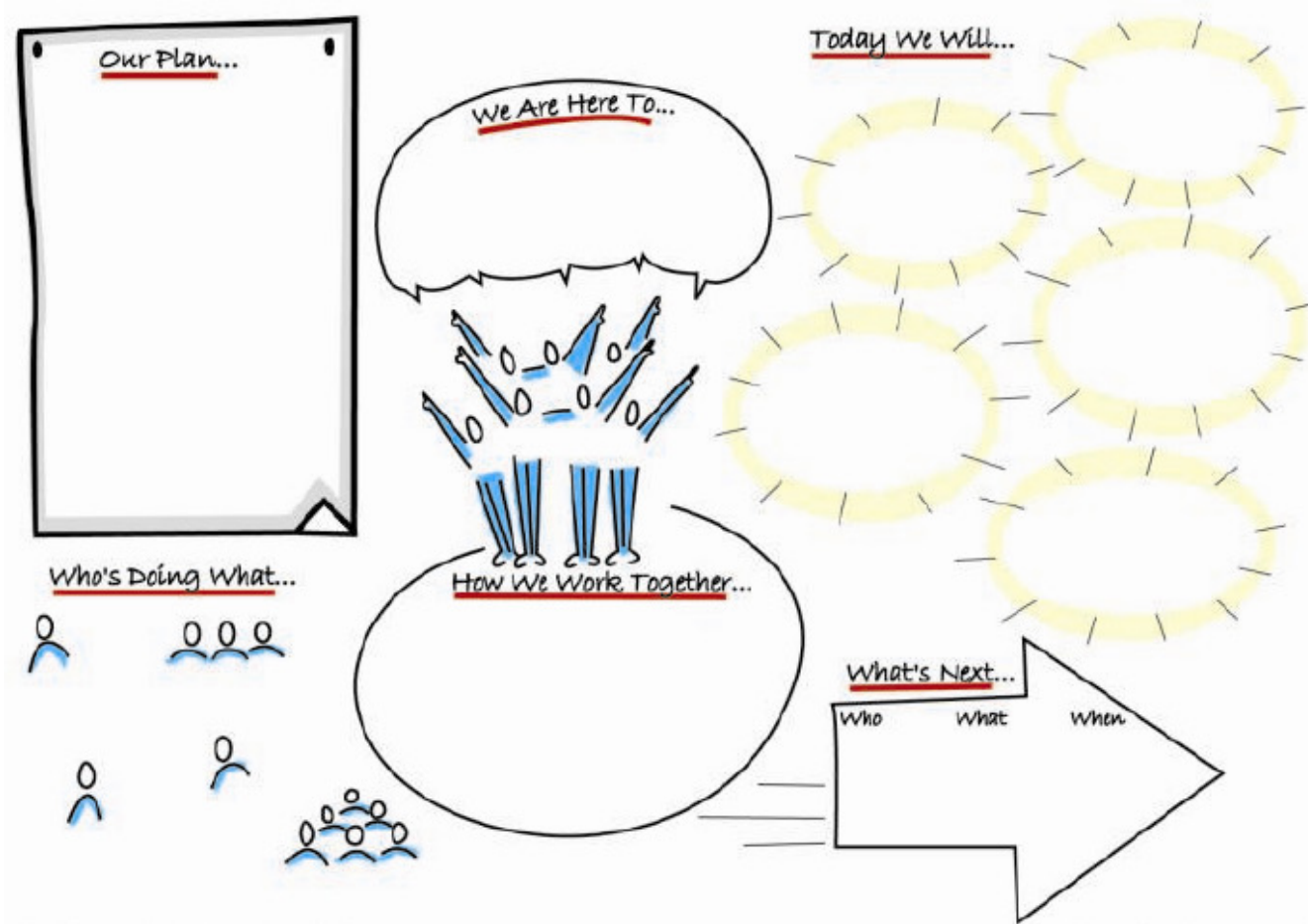
# Desk Exercises

# Practical EXERCISES

# Case Study

Case 1: You are starting off the year with colleagues in your department of six. Half of them are new. All of you are located in different cities, in the same country. You are the senior staff member who must lead the first induction meeting.

What are your first steps in preparation? (10 minutes)

Share with us in plenary and we recreate together (10 minutes)

# Resources

- https://tscheck.in/

- https://www.menti.com/

- www.ideaboardz.com

- www.slack.com

- www.miro.com

- Any other?

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