

Leading a virtual meeting.

Make sure everyone has the Zoom link and an alternative phone number and Meeting ID, if applicable, in plenty of time before the meeting is due to start.

1

2

Provide your attendees with clear instructions for joining the call to include turning off other distractions in your location such as mobile phones and radios. If you are in a noisier area ask people to put themselves on mute when they're not talking to reduce

A virtual space can feel quite exposing and people will use their listening skills more than in a face to face meeting. It is therefore important to think about your tone of voice, the words you use and facial gestures. Try to keep these positive and engaging.

3

4

Don't be afraid of silence – allow people time to think. Remember that not everybody will be able to see you at all times and therefore a nod of agreement may not be picked up – use verbal nods to show people you're agreement.

Make time for informal chats and sharing of social news. This is time for people to feel connected so make sure your agenda is not too rigid or task focused – find the right balance for everyone.

5

6

Listen Actively
FACTS – Listen for facts and data that people share
FEELINGS – Listen to the feelings expressed through the tone of voice or pace of delivery
INTENTION – Read between the lines of what people are saying