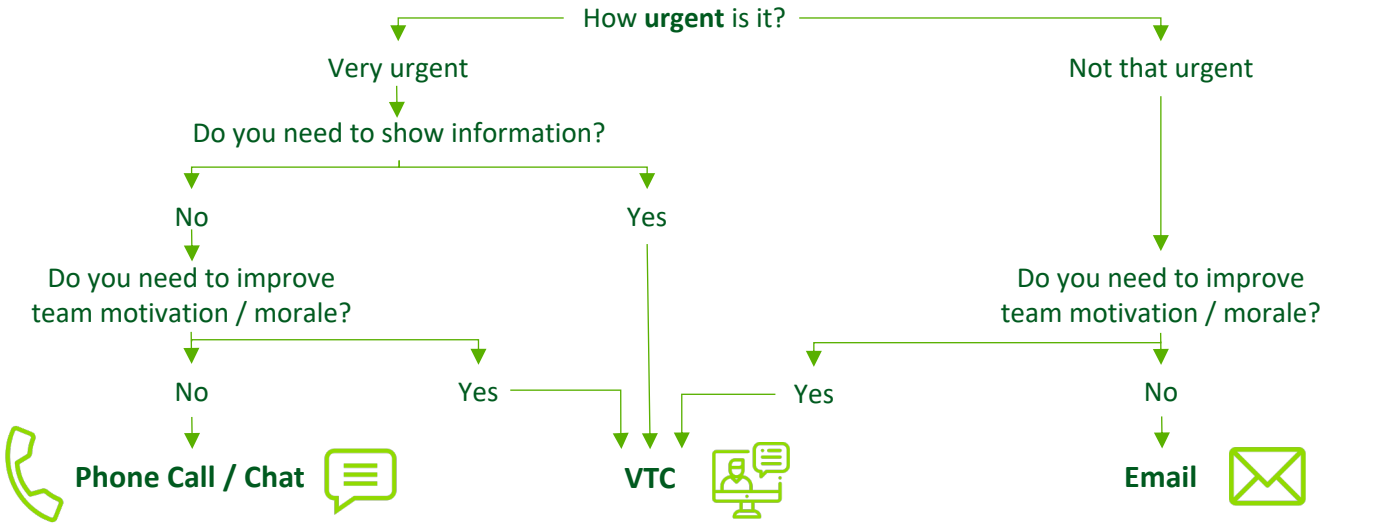
Video Telephone Conference (VTC) Way of Working Guide 1/2

How do I achieve the best outcome?



Purpose:
Real-time exchange to get a **quick answer / update** or for **clarification.**

Tips:
- Not everyone checks chat regularly – be aware of **who** you are **addressing.**
- Stick with **corporate etiquette** even if chats seem to be more informal.

Purpose:
Immediate **multiple-way** conversation to discuss **details.**

Tips:
- To save time in the VTC, **contact attendees prior** to meeting to gauge opinion on key issues and provide context.
- VTC can accentuate poor behaviours – be s**elf-aware** and ensure **everyone** has a chance to **contribute.**
- **See VTC Way of Working Guide 2/2.**

Purpose: Text-based communication to initiate a dialogue and for **documentation** and **confirmation.**

Tips:
- Marking an email as "**priority**" (or using that in the subject line) means you should consider **another form of communication.**
- Beware of "reply to all" or adding more people to the email trail.
- When forwarding to others, add **context** by defining the **purpose** (What & Why).

Team calls vs. 1:1 calls

Using **P, R, M** can help to decide on the number of participants:

- Define the **purpose** of the call: **What** & **why.** What do you want to achieve? What does good look like? e.g. informing, debating, or deciding.
- **Review the situation:** What are the facts and the assumptions? What do you already know? What is missing?
- **Make the plan**: Who (and which skills) do you need to achieve your purpose?

Tips:
- Only invite those who are really necessary don't **double up** on skills and insight.
- If it's an update meeting, allow participants to only **join for their part** and leave the meeting afterwards.
- Don't invite more than **8 people** to a **problem-solving** or **decision making** meeting.

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Video Telephone Conference (VTC) Way of Working Guide 2/2

Purpose: Set the processes and behaviours for VTC so that we run more effective meetings and make better decisions.

Review of the Situation: VTC are a more challenging medium to run effective meetings in. *So what?* All leaders and followers must embrace and model really effective ways of working in VTC as this may be the only way, in the current circumstances, you can lead and influence your teams.

Make the Plan: To run an effective VTC leaders and followers are recommended to print out this guide and follow the key steps.

Pre-Meeting

Meeting organiser / facilitator:

- ✓ Send out **agenda** - along with any **pre-reads**. Define **purpose** (what and why) of the meeting and an agenda..
- ✓ Identify **alternative communication** (e.g. conference call or any other local audio backups) if VTC does not work.
- ✓ Have a check list of attendees so you can include all participants.

Meeting participants:

- ✓ **Read** agenda and complete any **pre-activity.**
- ✓ Check you have latest software installed and that **microphone** and **camera** work. Ensure **headphones** are close by.
- ✓ **Prepare room** where you are going to sit during the VTC. Keep **background** free of distractions. Blur background if possible.
- ✓ Think about what to **wear.** Plain tops are best.
- ✓ Check lighting, if possible place light in front of you to light up face.

During

Meeting organiser / facilitator:

- ✓ Create **time** at start of the meeting for **introductions** and opportunities to **catch-up** (e.g. ask to show room, bring and share a picture that best describes their last week). Remember how people usually socialise before a meeting.
- ✓ Follow **agenda** and ensure all are clear on the **purpose (What and Why).**
- ✓ After each item, ask attendees to **comment.** If a **lot of information** is presented, **pause** every 5 mins, ask for comment or feedback.
- ✓ Use **minimum number of slides**. Ensure you know how to share your screen.
- ✓ Meetings should last no more than **60 mins**.
  Take a **break of 20 mins** if meeting goes on for longer.
- ✓ Summarise list of **actions, owners, next steps** and deadlines at end of meeting:
  - ✓ What have we **agreed**?
  - ✓ What is going to **happen next**? By **when**?
  - ✓ Who is **leading** on this and **what** are they **accountable** for?

Meeting participants:

- ✓ Use **headphones** and keep **microphones on mute** unless talking.
- ✓ Keep **volume down** on your laptop to avoid feedback interfering with the call.
- ✓ Ensure you're positioned in **front of the camera** so all can see facial expressions and body language. Raise you laptop camera to eye level.
- ✓ Ensure **effective challenging debate**.
- ✓ **Don't do other** work, i.e. emails.
- ✓ Talk **slowly** and in **simple, short sentences**.
- ✓ Turn on **live captions** if available and blur your background.
- ✓ Use **group chat** when necessary, don't chat as individuals during the call.

After

Meeting organiser / facilitator:

- ✓ Write up and **distribute** action points within 1 day.
  Quick action reinforces the importance of the meeting and reduces error of memory.
- ✓ **Follow-up** on delegating decisions. See that all participants understand and carry out their responsibilities.
- ✓ Give **recognition** and **appreciation** to excellent and timely progress.
- ✓ Put **unfinished business** on the agenda for the **next meeting**.

Meeting participants:

- ✓ Carry out **assigned actions** and feed-back status to meeting organiser / facilitator.
- ✓ **Cascade decisions** and **information** into your area if suitable.

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