

How to lead **VIRTUAL MEETINGS**

WEBINAR





Brian Mc Closkey

CEO NextGen Business Communication Training

- Masters in Education
- 35 years experience in language education & corporate training
- instructional designer, teacher trainer, lead trainer
- communication consultant –MOEA [Ministry of Economic Affairs in Taiwan]



ABOUT US

PROVIDE BUSINESS COMMUNICATION SKILLS TRAINING

- SMEs – Small & Midsize Enterprises
- Multinational Organizations
- Government Institutions

DESIGN & DELIVER SPECIALIZED TRAINING COURSES

- Specific Industries
- Specific Job Roles & Functions
- Specific Communication Tasks

USE MULTIPLE TRAINING DELIVERY FORMATS

- Face2Face Training
- Virtual / Online Training
- Webinar Training
- Interactive eLearning

BCC Myanmar Webinars
& NextGen Business
Communication Training



WHO IS THE WEBINAR FOR?



Non-Native
English-
Speaking
Professionals



Upper-
Intermediate
Level of
English

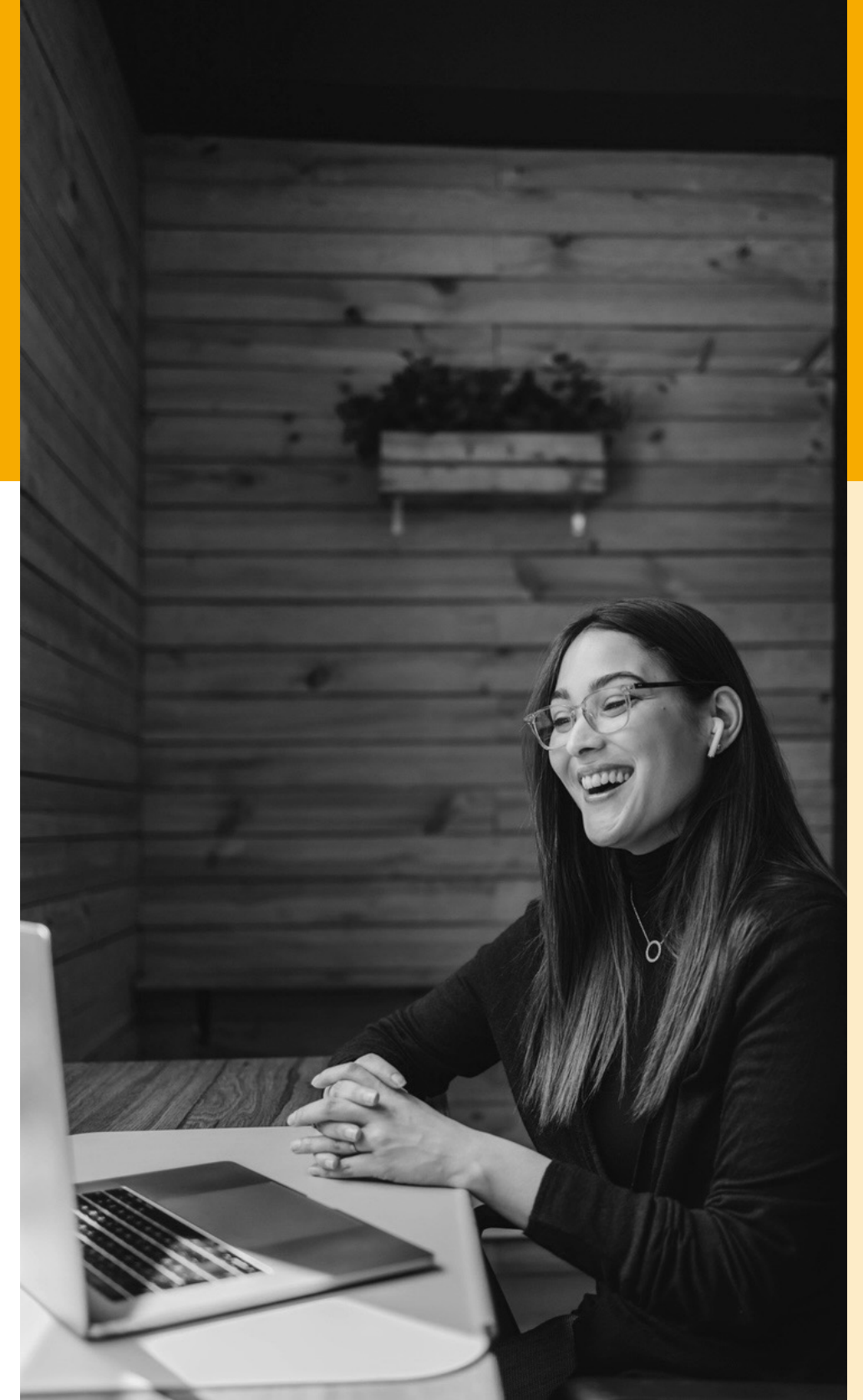
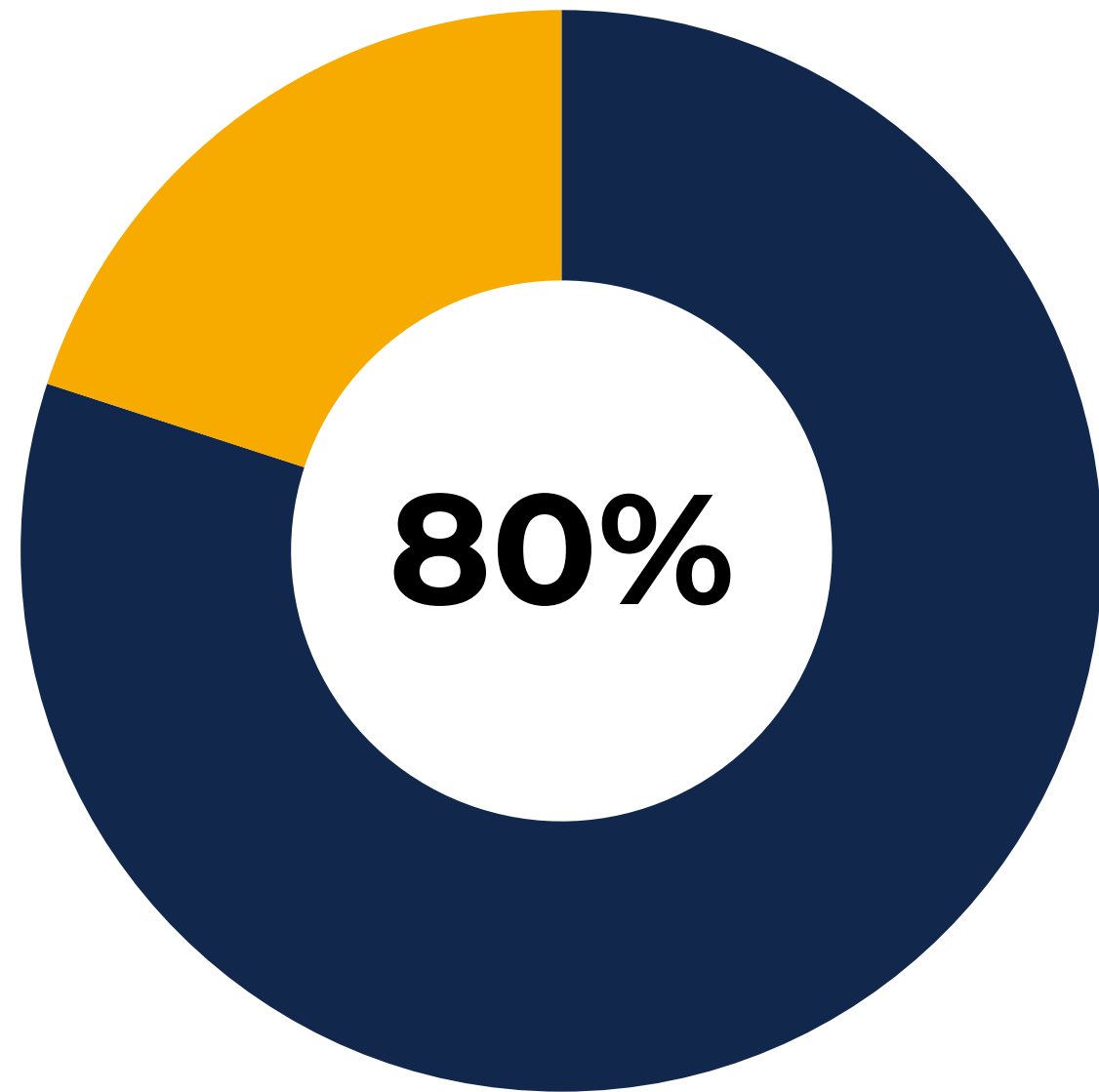


Work in a
Global
Business
Environment



Employees,
Team
Leaders,
Managers

Speaking Speed





Get involved!

- Leave a question or comment in the chat box.
- Raise your hand.
- Unmute your microphone to ask a question or make a comment

Get involved now!

Say hello in the Chat box now!

Agenda

01

Define the meeting type

02

How to Lead a Virtual Meeting
Communication Strategies & Language



Define the Meeting Type

PART ONE

Meeting Type

A weekly update Meeting

- **Format** – standardized - the procedure is clear to everyone
- **Guidelines** – clear to everyone
- **Attendance** – regular attendance, everyone knows each other
- **Timeframe** –, regular schedule

Other Meetings

- **Format:** - not standardized, flexible depending on attendance, objective, etc.
- **Guidelines** – unknown, unclear, not specified
- **Attendance** – flexible, attendants may not know each other
- **Timeframe** – less frequent, irregular, based on needs





Our Focus

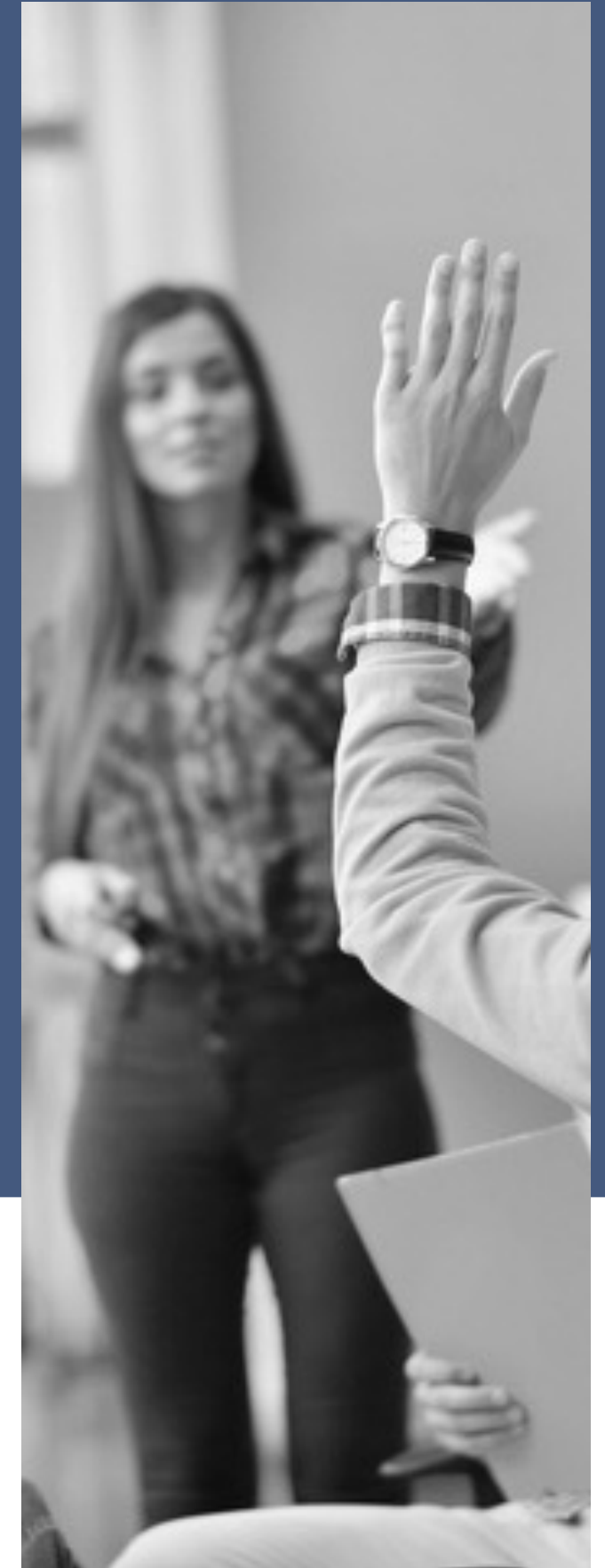
Other virtual meetings

Question

What are some things you need to do at the beginning of a virtual meeting?



Use the chat box to type your ideas.





How to Lead a Virtual Meeting

Communication Strategies & Language

PART TWO

How to Lead a virtual meeting



- Begin with a Positive Comment & Introduction
- Clarify the Attendance
 - check who's present and begin
- Handle Introductions
- Deal with Newcomers
- Handle Latecomers
- Give Apologies
- State the Meeting Objectives
- Clarify the Expected Outcomes for the Meeting
- Introduce the Agenda & Clarify Guidelines
- Deal with Recent Developments

Begin with a Positive Comment & Introduction

Global managers are expected to create an inclusive, supportive work environment.

Beginning with a positive comment:

- sets a positive tone
- creates a supportive work environment
- encourages participation
- demonstrates that you value the input of our team tone





“

Good evening everyone. I know you're all very busy, so I appreciate your time.

My name is Tom Lee and I'm the marketing director for SE Asia.

”

“

Good afternoon. Thanks for coming on such short notice.

I think most of you know me. I'm Jack Black, the marketing manager for SE Asia..

”

“

Good afternoon. I'm delighted that you all could make it on such short notice.

My name is I'm Jack Black, the marketing manager for SE Asia.

”

Clarify the attendance

Make a brief announcement about who is expected to join the meeting.

This should already be clear from the agenda you've sent out, but it's still important to begin by clarifying who will join the meeting.

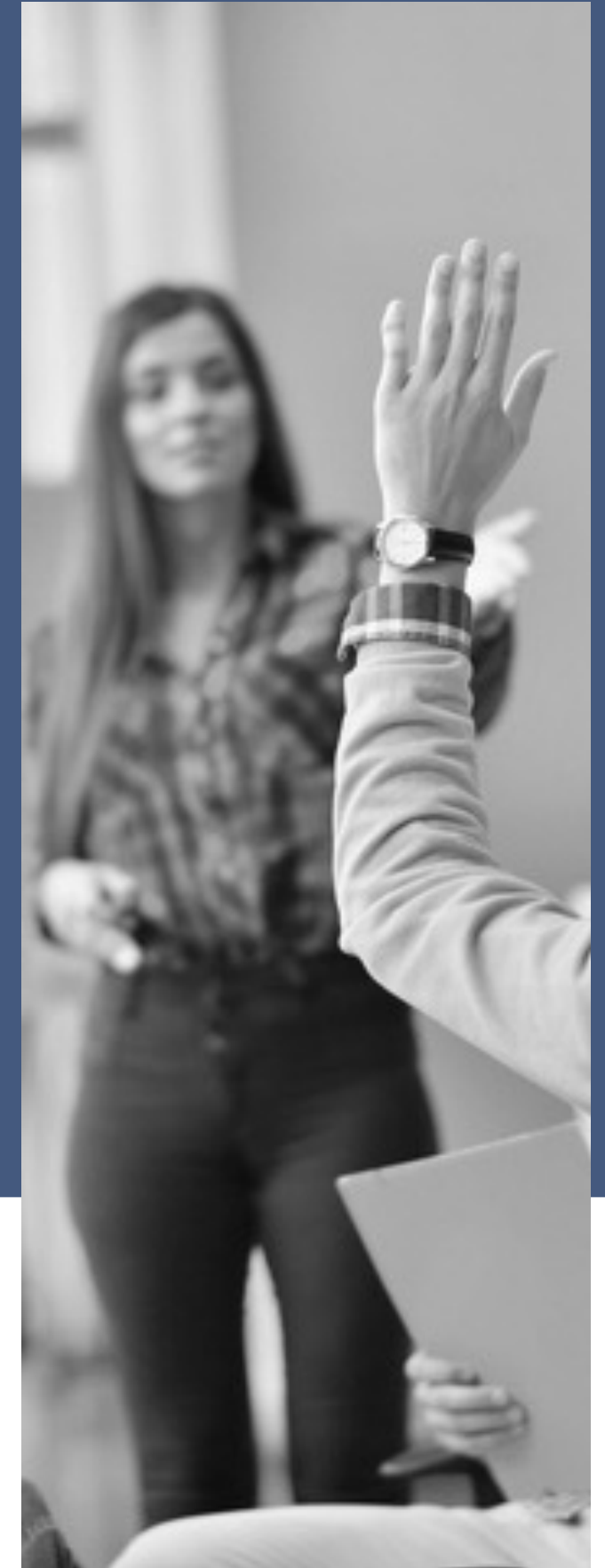


Question

Why is it important to clarify the attendance at the beginning of a virtual meeting?



Use the chat box to type your ideas.



-
- It helps people to relax and fully participate.
 - Attendants may be reluctant to share their ideas if they don't know who is at the meeting.



Attendance

“

In this virtual meeting, **we have** Mr. Tom Green, the global marketing director **calling in from** the US. Miss Lee, the sales director from Korea, **will be joining us from her** office in Seoul. Mr. Tom White, the sales manager in Japan **will join us from** Tokyo. **We are also expecting** Susan Brown, the marketing director in Thailand **to join us from** Bangkok..

”





Key Takeaways

When explaining who will join, you can include:

- name
- job title
- Location

Use a variety of language to clarify who will attend the meeting.

Check who's here and begin

- I'd just like to do a quick check to see who's here. Mr. Green? ... Miss Lee? ... Great. Everyone is here, so let's get started.
- I think we're all present, but let me just check. Tom Green? ["Here", "Yes, I'm here" ...] Linda White? ["Here"] Okay, we're all here, so let's begin.
- Okay. It seems that [name] isn't here yet, but I'd like to get started.
- Okay. [name] hasn't joined us yet, but I'd like to begin anyway.
- If we are all here, let's get started.
- Now that we're all signed in let's start the meeting.
- I think we're all here now, so let's begin.



Handle Introductions

You are responsible for introducing the attendees at the meeting. You can do this by:

- Introducing each person briefly
- Asking them to introduce themselves





Handle Introductions

“

Okay. Before we begin, let me briefly introduce everyone. Jenny Yang is the marketing director in Taiwan. She deals with online and social media marketing in SE Asia. Jenny is calling in from Taipei.

”

“

Okay. Let's introduce each other. Tom Lee could you briefly introduce yourself to everyone?

Sure. I'm Tom Lee. I'm the sales manager in NE Asia. I manage a team of twenty sales people and I'm based in Korea. I'm calling in from Seoul. Nice to meet you all.”

”



Key Takeaways

The length of our introduction depends on the situation. If this is a global meeting, you should probably give a little more detail.

I'm Tom Lee. I'm the sales manager in NE Asia. I've been with the company for 10 years. I manage a team of twenty sales people and we focus business development and on driving sales revenue in Japan and Korea.

I'm based in Korea and I'm calling in from Seoul. Nice to meet you all."

OR

I'd like to introduce Tom Lee. He's the sales manager in NE Asia. He's been with the company for 10 years and he manages a team of twenty sales people, focusing on business development and driving sales revenue in Japan and Korea.

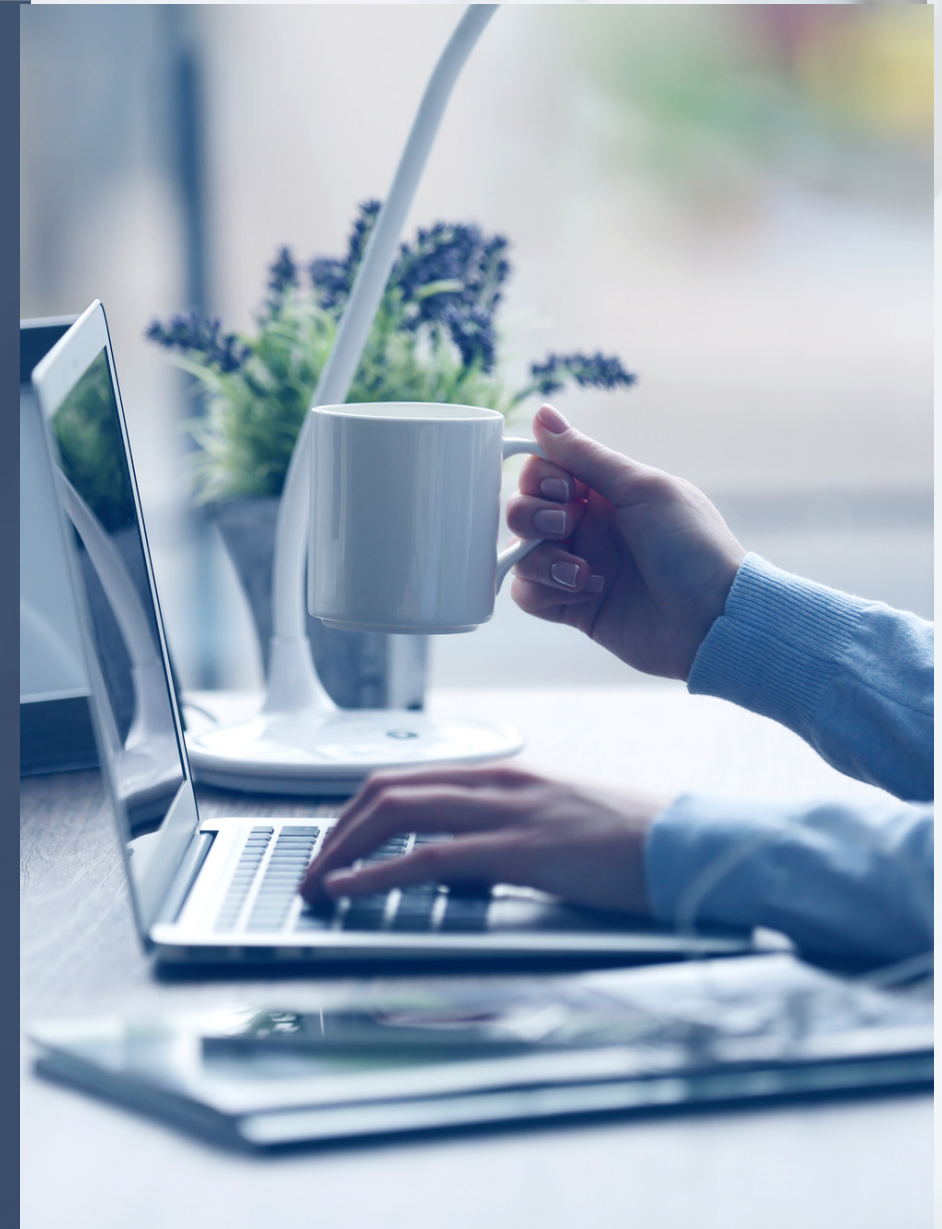
He's based in Korea and he's calling in from Seoul.

Deal with Newcomers

In a regular virtual meeting, you need to deal with any newcomers who don't usually participate.

In other meetings, you need to handle newcomers who are not on the agenda.

1. Introduce them by name, job title, location and explain briefly why they are joining
2. Or ask them to introduce themselves





Deal with newcomers

“

Let me introduce Ms. Sue Walters, the product development manager in our Beijing office. I've asked her to attend today to share her ideas on marketing.

”

“

This is Ms. Sue Walters. She's the product development manager in Beijing. She's attending today to learn about the market here.

”

“

Frank Wilson is joining our meeting today. Frank, would you like to introduce yourself to everyone?

”



Key Takeaways

How you introduce newcomers depends on the meeting and the person.

If it's a formal meeting, you should be more formal.

It's a pleasure to welcome Ms. Sue Green on today's call.

Ms. Green is the senior vice president of marketing in NE Asia. She's sitting in today to share her market insights with us.



Key Takeaways

What are some of your key takeaways so far?



Something valuable that you can use immediately in your work.



Something that you didn't realize was really important.



Anything else that you'd like to share with others.

Give Apologies

You should let the attendees know if someone, who was on the agenda, isn't going to attend the meeting.





Give Apologies

“

Mr. Tom Green, the sales director, sends his apologies. He's unable to attend because of a business trip.

”

“

Ms. Tina Lee, the sales manager, was planned to join this call. However, she informed me that she's unable to join us due to a scheduling conflict.

”

“

Unfortunately, Jenny can't be here today because she's on sick leave.

”

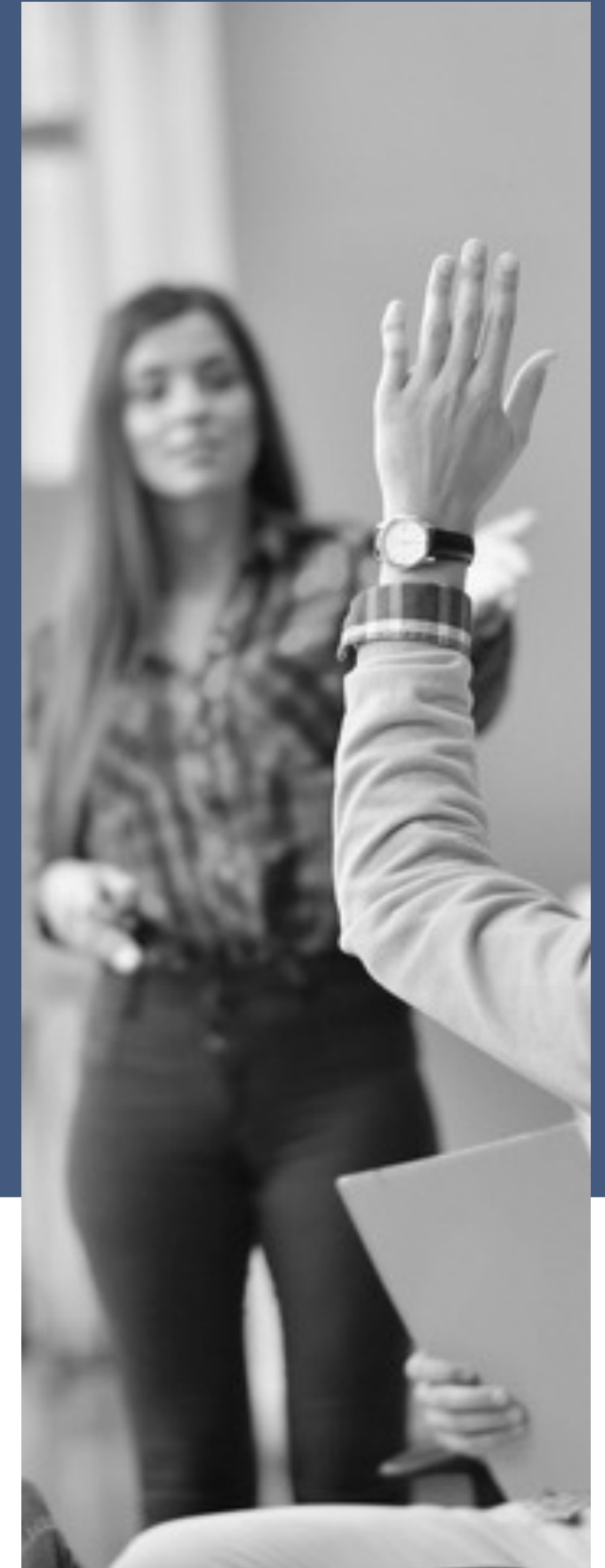
Question

What should you do if someone joins the virtual meeting late?

- (a) Take a moment to welcome him/her
- (b) Briefly review what you covered
- (c) Ignore the person



Use the chat box to type your ideas.



Deal with Latecomers

Deal with latecomers. You should insist that everyone is on time. If someone joins late, don't review what was covered as this will annoy the others.

Some virtual meeting software includes an announcement when someone has just joined the meeting. This is disruptive if people are late, so you should consider turning this announcement off



Deal with Latecomers a senior manager

Then, you should take some time to
review.



State the Meeting Objective

Stating the objectives motivate everyone, see the benefit of attending -





State the Meeting Objectives

“

The objective of today's meeting is to outline our marketing strategy and agree on the next steps to implement this strategy.

”

“

Our goal in today's conference call is to discuss changes in the marketplace and to decide what steps we plan to take to deal with the challenges we're facing.

”

State Expected Outcomes

Stating the expected outcomes at the beginning of the meeting will keep everyone focused on achieving those goals.

It's also a great way to keep the conversation on track. If someone gets off topic, mention the objectives from the beginning of the meeting to get them back on track.





Clarify the Expected Outcomes for the Meeting

“

By the end of today's meeting, I expect to have concrete ideas on how to improve our products.
I also expect to have clear follow-up steps, so we can assign tasks and set deadlines.

”

Introduce the Agenda & Clarify Meeting Guidelines

Set rules or guidelines to manage the discussion. For example, you might have a strict time limit on how long each person can speak. You might have a procedure for managing each item.





Introduce the Agenda & Clarify Guidelines

“

There are 5 items on the agenda. We'll just take them in order. I suggest we go around the table to get everyone's input on each item. There will be 20 minutes for each item. We must complete our discussion within this 20 minutes.

”

“

There are 5 items on the agenda. If you don't mind, I'd like to skip item 1 and move to item 2 because this is the most urgent item today. We can come back to item 1 later.

I'll introduce each item and then open the floor for discussion. We'll have to keep each item to 15 minutes. Otherwise we'll never get through all the items.

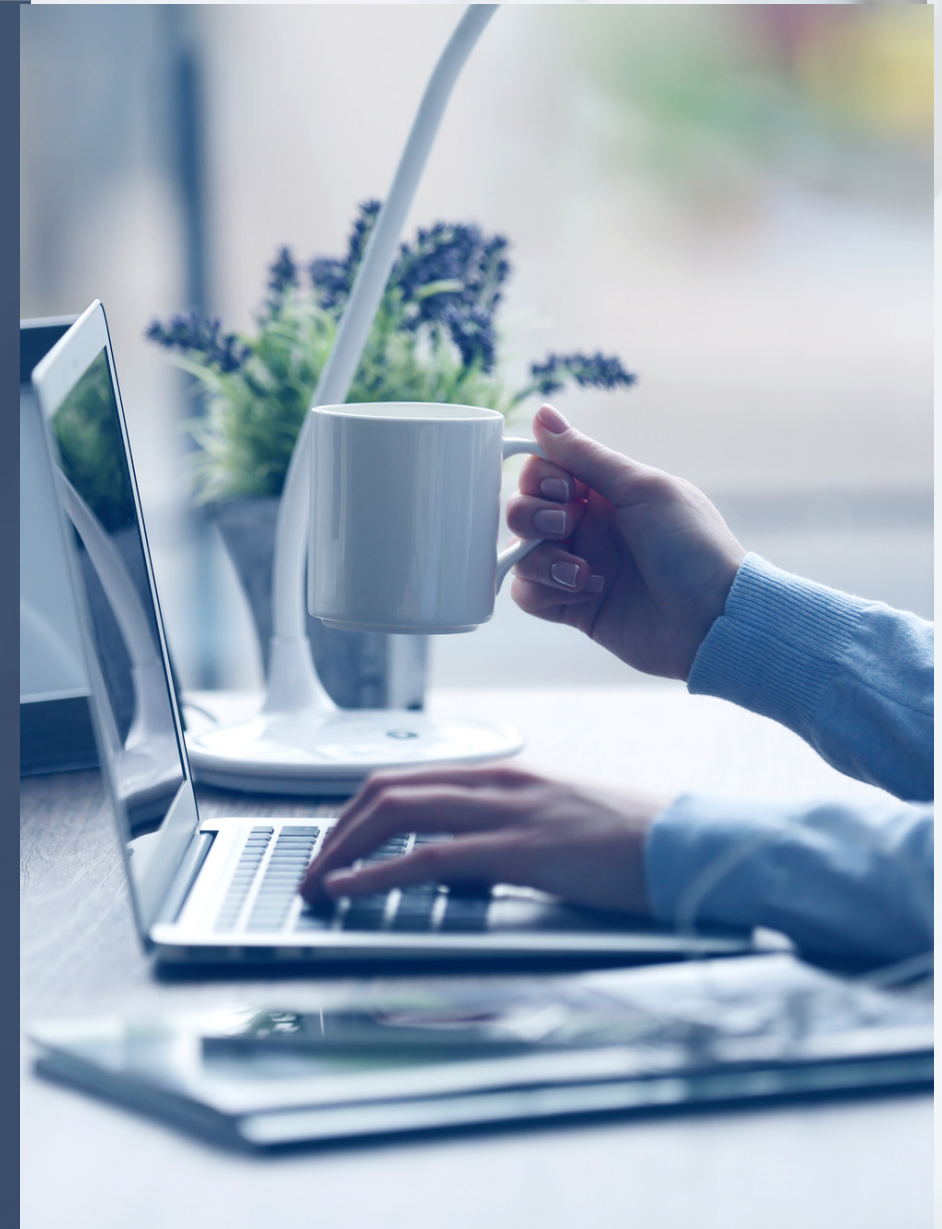
”

Deal with Recent Developments

Just before you begin dealing with the items on the agenda, take some time to review and discuss recent developments.

In a face-to-face meeting, this is when you'd focus on the minutes of the previous meeting.

On in a virtual meeting, dealing with recent developments is similar to reviewing the minutes.





Deal with Recent Developments

“

Let's review recent developments. Jack, in our last meeting, you were asked to conduct market research. Could you give us a brief update on your progress?

Thanks for that update.

Tina, you were put in charge of updating our pricing list. Please bring us up to date on your progress.

So, if there is nothing else to review, let's move on to today's agenda.

”



Summary

- Begin with a Positive Comment & Introduction
- Clarify the Attendance
- Handle Introductions
- Deal with Newcomers
- Handle Latecomers
- Give Apologies
- State the Meeting Objectives
- Clarify the Expected Outcomes for the Meeting
- Introduce the Agenda & Clarify Guidelines
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Key Takeaways

What are some of your key takeaways so far?



Something valuable that you can use immediately in your work.



Something that you didn't realize was really important.



Anything else that you'd like to share with others.



Q&A



Brian Mc Closkey

CEO

NextGen Business Communication
Training

brian@nextgenclt.com



THANK YOU

We appreciate your participation and hope you found this webinar useful



contact@nextgenclt.com