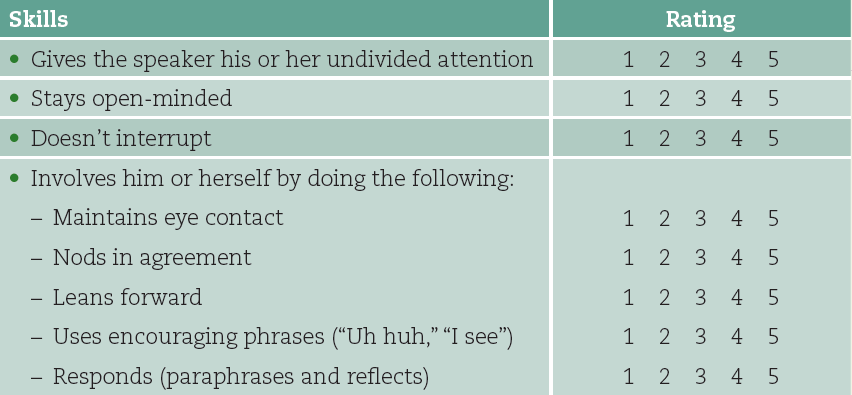
## Logistics for a Well-Planned Meeting

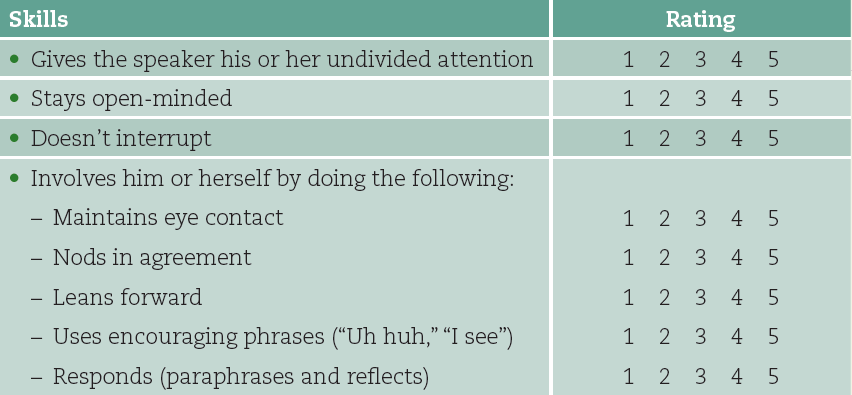
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| --- | --- |
| Face-to-Face Meetings | Virtual Meetings |
| * Schedule a room. Choose a room large enough for people to feel comfortable, and include the location number in your meeting invitation. * Send an online meeting invitation. Use your company’s calendar system or a program such as Doodle (www.doodle.com) to schedule meetings easily. * Check the seating arrangement. Make sure you have enough chairs, and place them to facilitate interaction (facing each other as much as possible). * Check the technology. Practice using whatever technology you’ll need during the meeting. Make sure everything works properly. * Send materials in advance. Help people prepare for the meeting by sending your agenda and perhaps handouts or slides ahead of time. * Welcome people. Greet people as they join the meeting, and introduce people who do not know each other. | * **Prepare the main meeting room.** If you have several people in one location, use the face-to-face meeting guidelines. * **Send instructions with your meeting invitation.** Include detailed instructions for using the technology, and encourage people to log on early. * **Practice using the technology.** Call a colleague in another room to adjust sound, lighting, and camera positioning. Practice navigating the system seamlessly. * **Bring all contact numbers.** Have technical support and all participants’ emails and phone numbers with you just in case. * **Log on five to ten minutes early.** Greet people as they enter, and make sure they can see and hear. * **Have a backup plan.** For a videoconference, bring a speakerphone in case the system fails. For an online meeting, prepare to email materials in case participants can’t see them. |

## Guidelines for Meeting Participants

|  |  |
| --- | --- |
| All Meetings | Virtual Meetings |
| * Arrive on time and prepared. * Don’t bring food. * Turn off your smartphone. * Introduce yourself to new people. * Avoid side conversations. * Participate fully. * Don’t interrupt others. * Stick to relevant topics. * Stay focused and engaged. * Support others’ comments. * Disagree respectfully. | * Practice with the technology ahead of time to make sure the system works on your computer. * Avoid loud plaid or striped clothing, which can look distorted on video. * Log on a minute or two before the meeting start time. * Minimize background noises such as shuffling papers or tapping on the desk. * Mute your phone when you’re not speaking. * Avoid multitasking—you may miss an important point or a question directed to you! * Allow a little extra time before you speak, so you don’t overlap others’ comments. * State your name when you speak (for teleconference calls without video). * Speak and act naturally—no need to talk loudly or exaggerate your gestures. |

## Chapter 3, Exercise 7: Checklist for Listening Skills Feedback





## Chapter 3, Exercise 12: Checklist for Voice Mail Message Feedback

