

Zoomgagement

Productivity and Engagement Remotely

Presented by Employee and Organizational Development

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Agenda

- Virtual Meetings
- Tips
- Using Zoom for Increased Engagement
- EOD's Pivot Towards Virtual Facilitations and What We Offer

A high-angle, slightly blurred photograph of a person sitting at a desk. The person is wearing a pink and white plaid shirt and is focused on a silver laptop. Their right hand is on the keyboard. To the left of the laptop is a light-colored mug filled with coffee. The background is dark and out of focus, suggesting an indoor office or home workspace. The overall mood is quiet and productive.

THE NEW MINDSET

We need to
change how we
do things.....

What worked in person- may not be as
productive remotely



Different Format, Same Goal

Levels of Engagement



Making the transition to Working from Home

- Make sure you have the technology you need
- Arrange virtual coffee breaks/happy hours
- Have daily or weekly huddles with team
- If possible- dedicated workspace
- Utilize online collaboration tools
- Get ready for the day
- Respect co-workers boundaries



VIRTUAL MEETINGS

Virtual Meetings are:

- Difficult
- Impersonal
- Can go wrong if communication fails
- Not the same as meeting in person
- Not engaging
- Easy when we cannot be together
- Collaborative
- Gives people a chance to speak who may not want to
- Hard to keep on track

Why do virtual meetings fail?

- Lack of participation
- Technology problems
- No agenda so people don't keep on time
- People are multi-tasking and not paying attention
- No video so we cannot see the other person's reactions and feedback
- Too much side talk before the meeting starts
- Hard to gauge progress on projects
- Not everyone's voice is heard

Virtual Meetings:

- Virtual meetings have reduced feedback-nodding, hand gestures, eye contact and other non-verbal signals are not visible if there is no video
- Susceptible to technical glitches, misunderstandings, interruptions
- Sometimes virtual meetings attendees get less information than if they joined in person

Make sure you:

- Maintain your attendees' interest and involvement
- Use feedback tools and chat
- Allow time at the end of the meeting to clarify expectations and action plan
- If you are not in a noisy area don't mute yourself- this encourages us to not participate
- Use video if possible


Tips for managers:

- Do you know if your team has the technology they need to be successful?
- Does everyone on your team feel comfortable with Zoom?
- Do you know where to find resources to help people with technology?
- Make sure everyone has a voice

Consider designing:

- Technical expectations guide
- Resources and FAQ
- Set ground rules at the beginning of the meeting





Remember....
You don't have to be the expert
BUT
You should know where and how to
access expert help

A person with long hair, wearing a bright blue long-sleeved shirt, is seen from behind, holding a glowing, translucent blue sphere. The scene is set in a dark room with blurred lights in the background, creating a bokeh effect. The overall mood is mysterious and futuristic.

TIPS FOR VIRTUAL MEETINGS

HOW WELL ARE YOU DOING?

For each rate on a scale of 1-5 with 1 being never and 5 always

- My virtual meetings....

- Often start and end on time
- Have the right number and type of attendees
- Are scheduled with time zones in mind
- Conclude with clear, actionable steps

1 ————— 3 ————— 5

1 ————— 3 ————— 5

1 ————— 3 ————— 5

1 ————— 3 ————— 5

- In my virtual meetings

- We stay on topic and avoid rambling/side conversations
- It's clear if the attendees agree or disagree with decisions
- Technology is more of a help than a hindrance

1 ————— 3 ————— 5

1 ————— 3 ————— 5

1 ————— 3 ————— 5

RESULTS

Your Score	What It Means
7-13	Uh oh. You're not using your meeting time very well. Looks like you have room for improvement.
14-20	Hmmm. You're probably accomplishing some things in your meetings, but missing some opportunities, too.
21-28	Not bad! Your meetings are generally productive, but just a few tweaks could be beneficial.
29-35	Doing great! Your meetings are efficient and productive. You're accomplishing quite a bit, but you might benefit from trying some new things.

Tips: Maintain Progress

- Check attendance
- Have people introduce themselves if they are not on camera
- Silence does not equal understanding or agreement- ask if you are unsure
- Don't let side conversations get out of hand
- Restate for understanding
- Make assignments and establish next steps



Tips: Leveraging Technology

- Use video when possible
- Test equipment/applications In advance
- Open early so people can make sure it is working
- Record the meeting if possible
- Use chat functions for people who might not want to speak



Evaluate your approach

Did you know that-

65 percent of people are doing other work on a conference call

55% are eating

25% playing games/checking email

20% online shopping

How well are you doing?

For each rate on a scale of 1-5 with 1 being never and 5 always

- My virtual meetings....
 - Include rapport building at the start 1 _____ 3 _____ 5
 - Have a positive upbeat atmosphere 1 _____ 3 _____ 5
 - Are video based 1 _____ 3 _____ 5
 - Maintain attendees attention 1 _____ 3 _____ 5

- In my virtual meetings
 - Everyone feels welcomed and acknowledged 1 _____ 3 _____ 5
 - People are comfortable sharing and debating ideas 1 _____ 3 _____ 5
 - I avoid dominating the discussion 1 _____ 3 _____ 5

RESULTS

Your Score	What It Means
7-13	Uh oh. You're not engaging your meeting attendees very well. Looks like you have room for improvement.
14-20	Hmmm. You're probably keeping most people reasonably engaged and interested, but missing some opportunities, too.
21-28	Not bad! Your meeting attendees are generally attentive and engaged, but just a few tweaks could be beneficial.
29-35	Doing great! People in your meetings are quite tuned-in. They're participating and engaged in the conversation, but you might benefit from trying some new things.

Tips: Maintain Attention

- Use more inflection and feeling words
- Avoid zone-out by calling on people occasionally
- Maybe ban the mute button
- Tell a story to persuade, move people to action, create emotional connections
- Use visuals
- Avoid using generics like “any comments?” Ask specific questions.
- Pause and give people time to interject



Keep Getting Better:

55% of communication is body language

38% is tone of voice

7% are the actual words we use

What can you do to effectively communicate virtually?

Six People

- 6 people is the maximum number of meeting attendees when key decisions need to be made



Best time for a meeting:

- Tuesday morning at 10:00am is the ideal time to meet
- We are at peak productivity between 9-11



Best length for a meeting:

- 45 minutes is the ideal meeting duration



Video:

- Video improves the quality of communication
- 74% of employees who use video during a meeting like the ability to see colleagues' reactions
- 70% feel it increases connectedness among participants





USING ZOOM

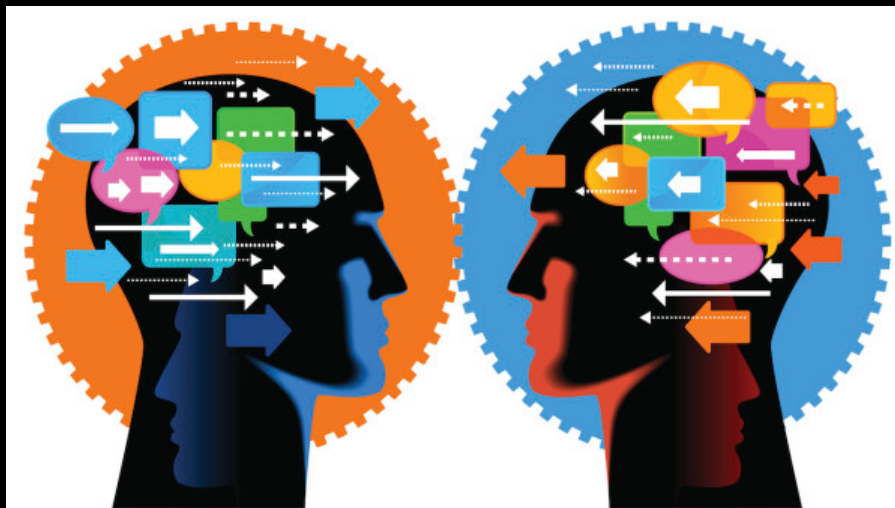
FOR INCREASED ENGAGEMENT

Zoom features for engagement:

- Chat
- Feedback
- Annotation
- Polls
- Breakout rooms
- Whiteboards

Chat and nonverbal feedback

- Chat is a great tool for people who might not typically speak up during meetings
- Nonverbal feedback is great to see what the climate of the meeting is like and get quick answers
- Consider posting questions in the chat or using polls



Here is
how to
do it:

Providing Nonverbal Feedback During Meetings (Attendees)

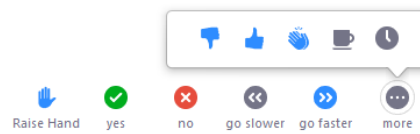
To provide nonverbal feedback to the host of the meeting:

1. Join a Zoom meeting as a participant.
2. Click the **Participants** button.



3. Click one of the icons to provide feedback to the host. Click the icon again to remove it.

Note: You can only have one icon active at a time.

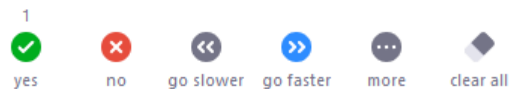
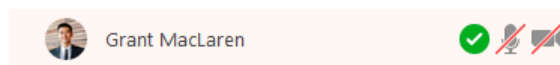
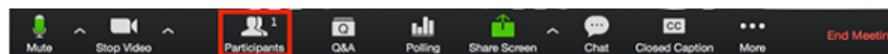


- Raise Hand / Lower Hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the more button:
 - agree
 - disagree
 - clap
 - need a break
 - away

The icon will appear next to your name in the participants list.

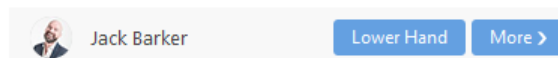
Managing nonverbal feedback as host

Click the **Participants** button to see a list of participants and their nonverbal feedback.



In the participants list, you can view and manage feedback using these features:

- If a participant clicked on a feedback icon, you'll see that icon beside their name.
- The number above each feedback icon shows the how many participants have clicked on that icon.
- If a participant clicked raise hand, you can lower their hand by hovering over their name and clicking **Lower Hand**.

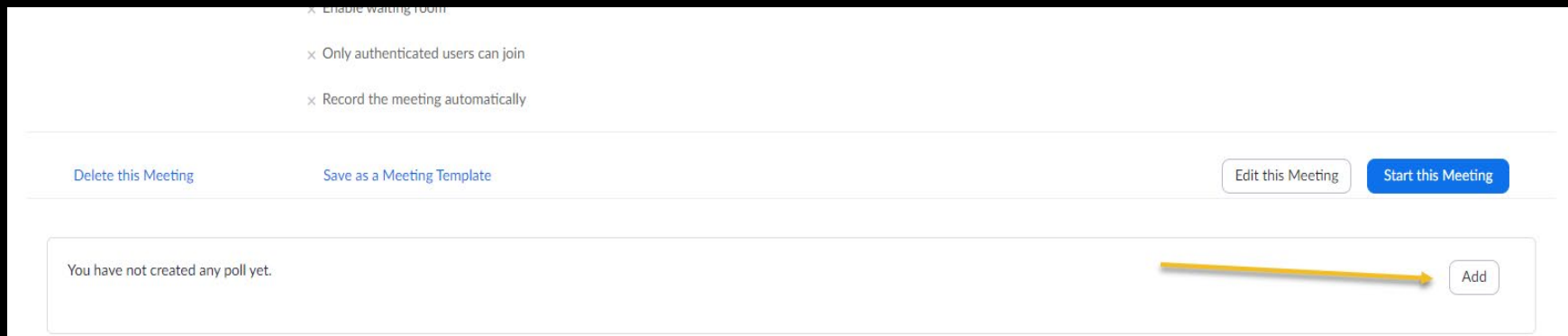


- Click **clear all** to remove all nonverbal feedback icons.

Polling:

- Useful to create single choice or multiple choice polling questions for your meetings.
- You can launch the poll during your meeting and gather responses for attendees
- Polls can be anonymous
- You have the ability to download a report of the poll at the end of the meeting

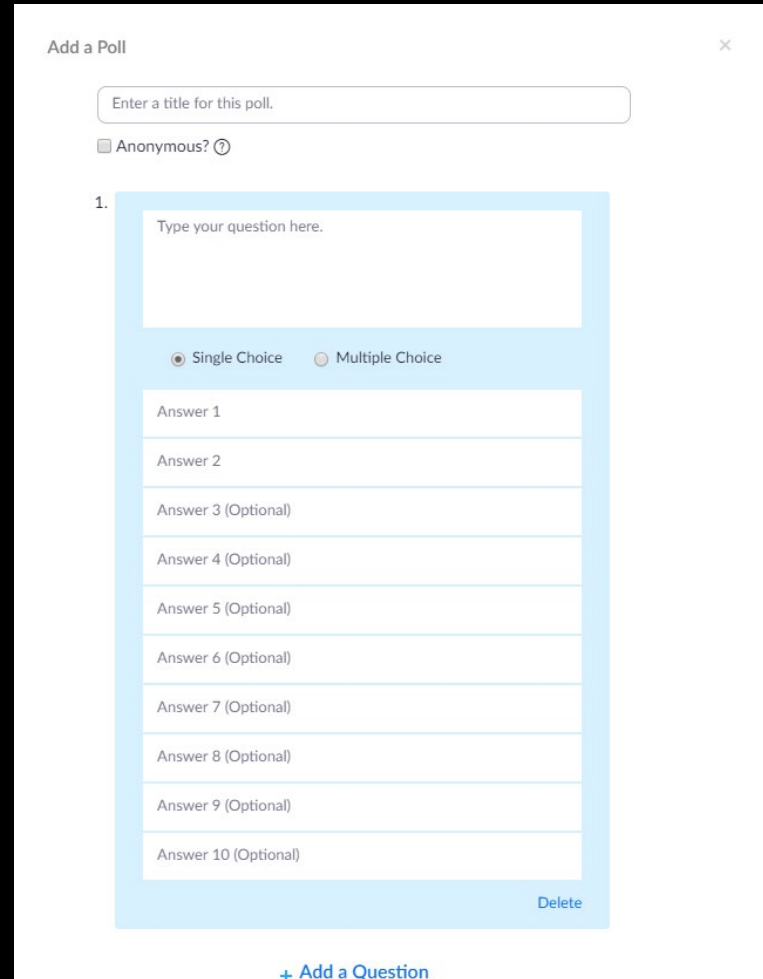
How to Polls:



- After you schedule the meeting- at the bottom of the page is Add for the Polls. It will show any polls you may have already created.
- Click on Add to create a poll for this meeting

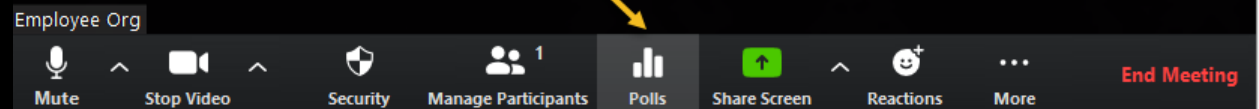
How to Polls:

- Click on Add and you can create your poll
- You can use single choice or multiple choice



The screenshot shows a 'Add a Poll' dialog box with a close button (X) in the top right corner. It features a text input field for the poll title, a checkbox for 'Anonymous?' with a help icon, and a list of questions. The first question is highlighted in a light blue box and contains the text 'Type your question here.'. Below the question, there are two radio buttons for 'Single Choice' (selected) and 'Multiple Choice'. Underneath, there are ten answer input fields labeled 'Answer 1' through 'Answer 10 (Optional)'. A 'Delete' button is located at the bottom right of the question box. At the bottom of the dialog, there is a '+ Add a Question' button.

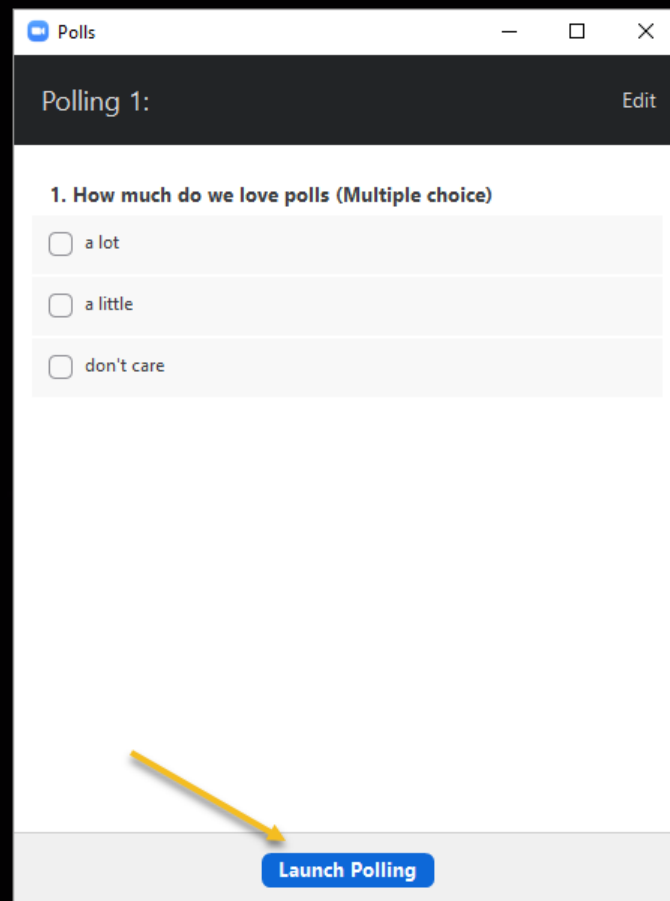
How to Polls:



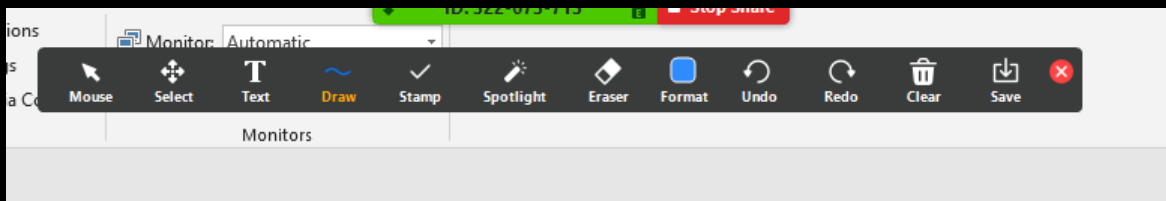
- Click on Polls to launch your poll

How to Polls:

- Click Launch Polling and your poll will be broadcast to all members of the meeting
- Make sure you click End Polling when you are done



Annotation



- Allows participants to add Text to a screen
- Draw on a screen
- Stamp with various shapes
- Spotlight something

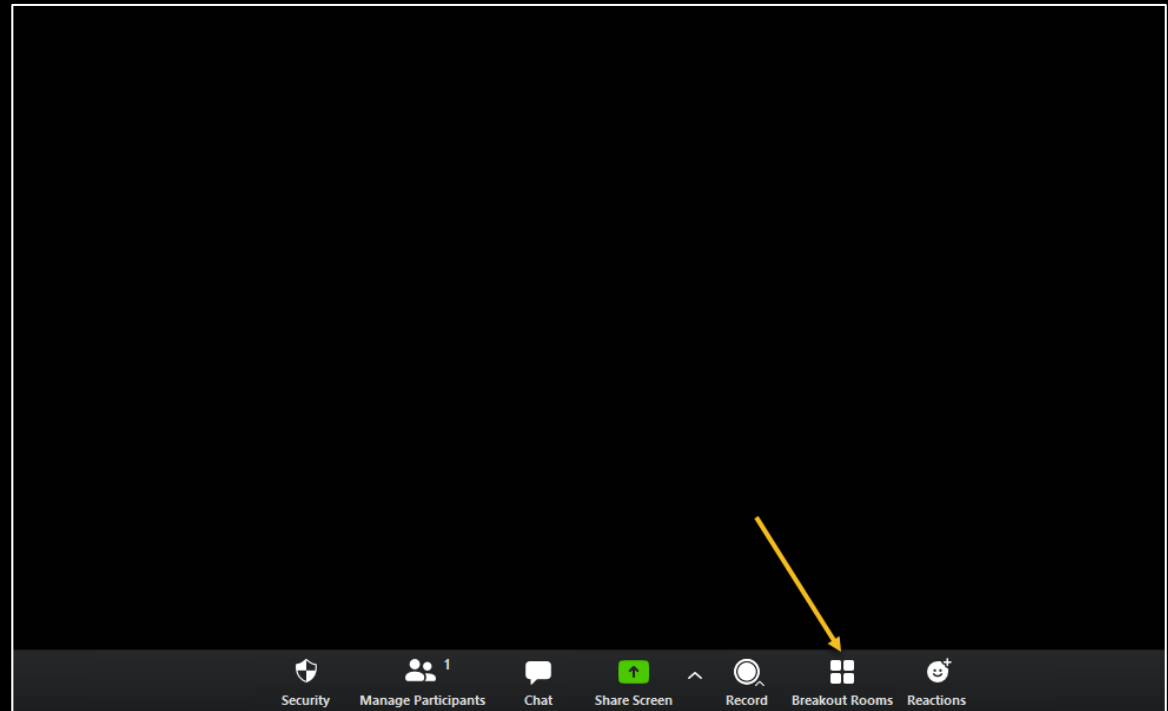
As the Host you can also use these tools but remember to click on Clear to erase the text, drawings, stamps, etc..

Breakout rooms

- You can manually or automatically assign participants to a room
- Hosts can go in and out of rooms to monitor
- Hosts can broadcast messages to rooms
- Participants can use a whiteboard in the rooms to collect notes and feedback

Breakout rooms

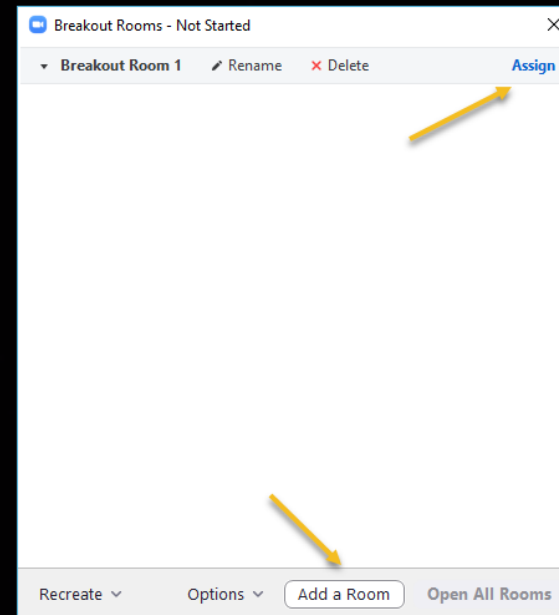
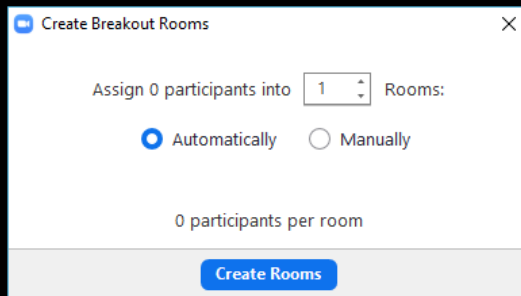
- Click on Breakout Rooms



How to: Breakout rooms

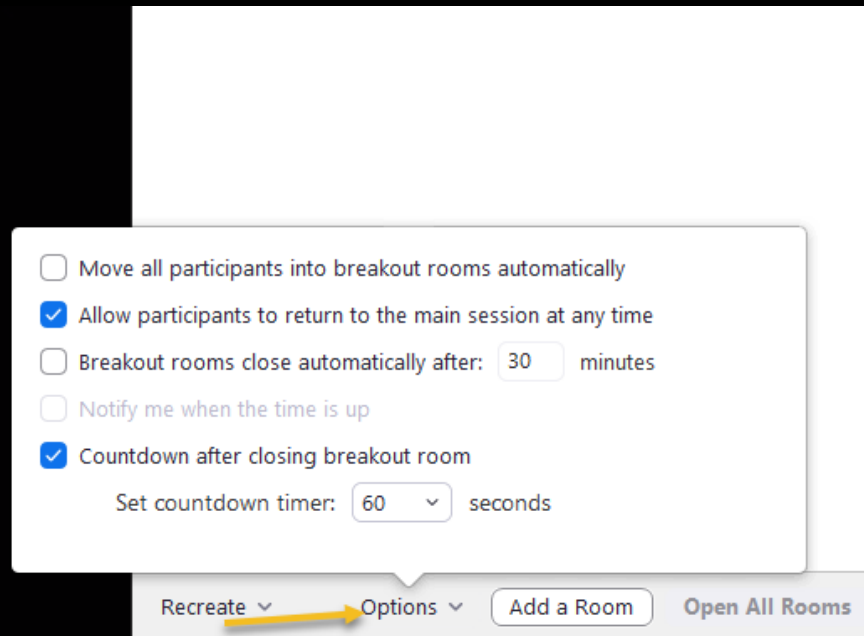
- Manually or automatically assign participants

- To manually assign- choose the name and assign
- You can add up to 50 rooms
- When you are ready- click Open All Rooms



Breakout rooms: Options

- Click on options and you can send participants to breakout rooms automatically
- You can allow participants to return to main session at any time or you can move them automatically
- You can set timer for breakout rooms



A screenshot of a software interface showing a dropdown menu for breakout room options. The menu is white with a light gray border and contains the following items:

- Move all participants into breakout rooms automatically
- Allow participants to return to the main session at any time
- Breakout rooms close automatically after: minutes
- Notify me when the time is up
- Countdown after closing breakout room

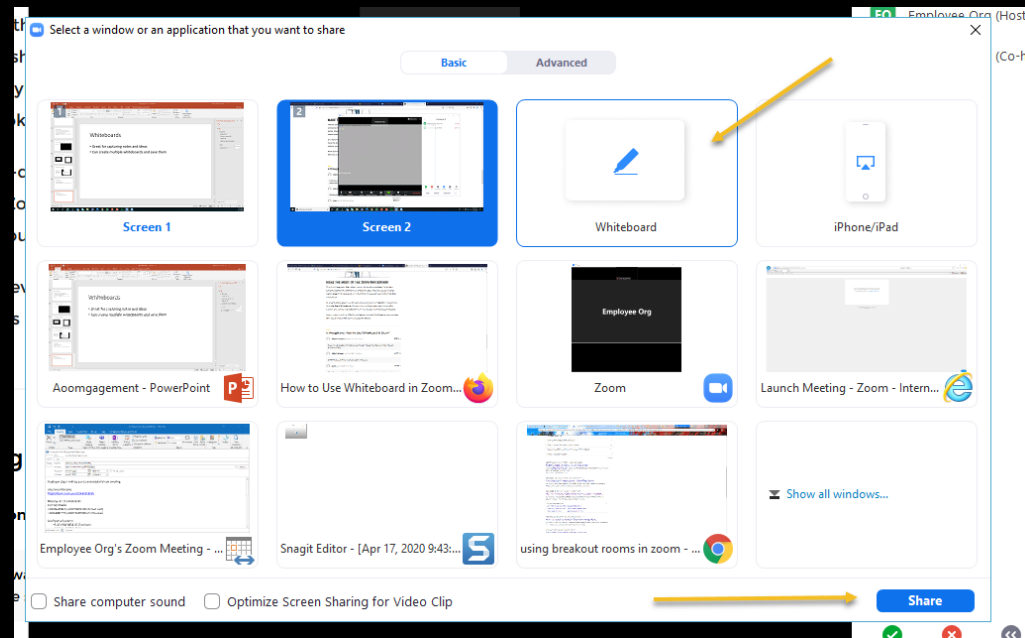
Below the last option, there is a sub-menu for the countdown timer: "Set countdown timer: seconds".

At the bottom of the interface, there is a navigation bar with the following elements: "Recreate" with a dropdown arrow, "Options" with a dropdown arrow (highlighted by a yellow arrow), "Add a Room" button, and "Open All Rooms" button.

Whiteboards:

- Great for capturing notes and ideas
- Can create multiple whiteboards and save them

How to: Whiteboards



- Click on Share
- Click on Whiteboard

How to: Whiteboards

- When the whiteboard is open you will have access to all the Annotation tools
- If you click the little icon you can add additional whiteboards and then scroll between them



A signpost with four directional signs: SUPPORT, HELP, ADVICE, and ASSISTANCE, set against a blue sky with clouds. The signs are white with black text and are mounted on a black pole. The background is a bright blue sky with white clouds. The signpost is positioned in the center-right of the frame. The text 'WHAT CAN EOD HELP YOU WITH?' is overlaid on a light purple rectangular box on the left side of the image.

WHAT CAN
EOD HELP
YOU WITH?

INS

What does EOD have to offer?

- Facilitations/Online offerings in:
 - Effective Communication
 - Coaching
 - Leadership Development
 - Retention & Succession planning
 - Building & Sustaining Trust
 - Productivity
 - Unconscious Bias/Inclusion
 - Team Building
 - Change Management
 - Strategic Planning
 - Mission/Vision/Values Planning

Other programs from EOD

- Ulead
- Career Pathways and Professional Development Series
- Facilitating Discussion
- Assistance in Designing Online Content
- Surveys/Climate Assessments
- Collaboration with other offices (OEO, Ombuds, Employee Relations) to get input on campus wide programming

Franklin Covey Liveclicks platform

- Interactive platform where we can facilitate our Franklin Covey Courses

The screenshot shows the LiveClicks platform interface for a webinar titled "Project Management Essentials (Full Day) (17. Risk Assessment and Management)". The interface is divided into several sections:

- Slide Area:** Displays "SLIDE 1 LAYOUT 4 PG -" with a "Next Slide" button. The slide content includes a "Welcome" message and a "STATE AND POLL:" section. The poll question is "I think the probability of this risk is..." with options 0, 1, 2, 3, 4, and 5. The poll results show 40% for option 3 and 60% for option 4.
- Chat Window:** Contains a discussion about risk assessment. The question is "What risks does Tony face? (Everyone)". Responses include:
 - Angela Boggus: People not RSVPing
 - Nick Rahm: Low turnout like the previous year
 - Casey Bluehorse-Naugle: yes, nick
 - Angela Boggus: No
 - Nick Rahm: Yes that is what I was thinking as well - that if it is in an area that typically has poor weather they are probably prepared for it
 - Nick Rahm: That's why I said 2
 - Cristina Serrano-Johnson: true
 - Angela Boggus: Yes, but its going on the basis of what could go wrong and the impact and thats why they are good at preping for it
- Risk Management Strategy (Everyone):** A list of responses to a question:
 - Casey Bluehorse-Naugle: have an alternate vendor (indoors)
 - Sarah Los: rent a tent
 - Nick Rahm: Hire a tentist - is that a word?
 - Sarah Los: lol
 - Sarah Los: I hope it is!
 - Marcy Botwick: Have umbrellas ready as a give away
 - Marcy Botwick: branded of course
- Slide Content:** The slide includes a "STATE AND POLL:" section with the text: "This webinar is based on the workshop *Project Management Essentials™ for the Unofficial Project Manager*. This is a one-day workshop accredited by the Project Management Institute (PMI) and designed to provide the essentials of successful project managers to people who manage projects on a daily basis, but don't necessarily have the official title of 'project manager.'".

DDI Pinpoint platform





















- We can conduct our DDI and EOD courses in Zoom and can create fully customized learning journey with a variety of assets that the learner can do at their own pace

The screenshot displays the 'Manager/Supervisor Core' section of the DDI Pinpoint platform. The header indicates this is the core requirement for Manager/Supervisor training, with a progress indicator showing 0 hours completed. A central card for 'Your Leadership Journey (online course)' features a compass icon and a description: 'Experienced leaders know the score: They'll go only as far as their people will take them. Priority one is getting work done through others. This can be particularly daunting for someone who's never managed others before. Three factors can make all the difference for you as a new leader: being authentic, bringing out the best in people, and being receptive to feedback.' The card includes a 'Self-directed' badge, '8 Tools', and a 'Mark as Complete' checkbox. Below the card, two sections are visible: 'SKILL UP ON YOUR LEADERSHIP JOURNEY' with a 2-hour course 'Your Leadership Journey (onli...)' and 'KEEP IT GOING' with a 15-minute test 'Your Leadership Journey - Kno...'. Each item has a plus icon for further options.

DDI Learning Journeys

KEEP IT GOING

You've got a good thing going. Keep your skills ninja-sharp with these tools.

- 
Coaching Techniques Self-Ass... 10 min | How well are you using the coaching techniques? Find out now and devel... 
- 
Feedback Survey 10 min | Got new coaching skills? Find out if others can tell. 
- 
Are You a Fit Coach? 10 min | Quiz yourself to see if you have the know-how to coach others effectively. 
- 
Learn from a Great Coach 10 min | Who in your network is a great coach? Pick that person's brain to learn th... 
- 
What Would You Say to Coach... 15 min | Coaching your team can be challenging. Get some practice so you're rea... 
- 
Coaching for Peak Performan... 15 min | Test yourself! 
- 
Discussion Planner 15 min | Prepare for an upcoming workplace conversation. 
- 
Esteem: A Good Approach 18 sec | Watch an example of a leader using the Esteem Key Principle. 
- 
Support: How Can I Help You? 26 sec | Watch an example of a leader using the Support Key Principle. 
- 
Share: I Made a Mistake 16 sec | Watch an example of a leader using the Share Key Principle. 

Thank You!!!



WE ARE HERE TO HELP YOU PIVOT HOW YOU ENGAGE YOUR
EMPLOYEES

Contact Us: Eod@unm.edu



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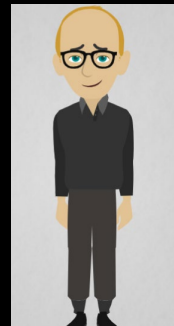
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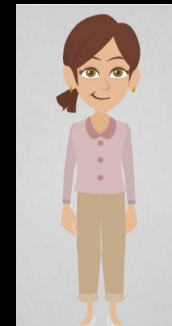
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<https://hr.unm.edu/work-place-effectiveness-toolbox>

Check our Remote Work Resources page