Zoomgagement
Productivity and Engagement Remotely

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June 4th, 2020
Agenda

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

- CREATIVE EXCITEMENT
- HEARTFELT COMMITMENT
- WILLING COOPERATION
- INDIFFERENT COMPLIANCE
- RESENTFUL OBEDIENCE
- REBEL OR QUIT
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 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
# 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: 1
  - Have the right number and type of attendees: 1
  - Are scheduled with time zones in mind: 1
  - Conclude with clear, actionable steps: 1

- **In my virtual meetings**.
  - We stay on topic and avoid rambling/side conversations: 1
  - It’s clear if the attendees agree or disagree with decisions: 1
  - Technology is more of a help than a hindrance: 1
# Results

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

- Right number of people
- Start and end on time
- Schedule the right amount of time
- Assign meeting roles in advance
- Have an agenda
- Allow for wrap-up; clarify meeting takeaways and assignment
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 up
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
  - Have a positive upbeat atmosphere
  - Are video based
  - Maintain attendees attention

- In my virtual meetings
  - Everyone feels welcomed and acknowledged
  - People are comfortable sharing and debating ideas
  - I avoid dominating the discussion
# RESULTS

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<td>Hmmm. You're probably keeping most people reasonably engaged and interested, but missing some opportunities, too.</td>
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<td>Not bad! Your meeting attendees are generally attentive and engaged, but just a few tweaks could be beneficial.</td>
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<td>29–35</td>
<td>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.</td>
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Tips: Keep it positive

- Be the host - introduce people
- Use positive language and reinforcements
- Reinforce others contributions
- Smile when you talk
- Stand if you can
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
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
FOR INCREASED ENGAGEMENT

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 number of participants who 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
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
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.
WHAT CAN EOD HELP YOU WITH?
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
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.
DDI Learning Journeys

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

- **Coaching Techniques Self-Assessment**
  - 10 min | How well are you using the coaching techniques? Find out now and develop.

- **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 read... 

- **Coaching for Peak Performance**
  - 15 min | Test yourself!

- **Discussion Planner**
  - 15 min | Prepare for an upcoming workplace conversation.

- **Esteem: A Good Approach**
  - 14 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**
  - 10 sec | Watch an example of a leader using the Share Key Principle.
WE ARE HERE TO HELP YOU PIVOT HOW YOU ENGAGE YOUR EMPLOYEES
Contact Us: Eod@unm.edu

https://hr.unm.edu/work-place-effectiveness-toolbox
Check our Remote Work Resources page