



Kerri Burchill's Communication Tips & Strategies

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Newsletter #13: Mastering Online Meetings - Part 2

Mastering online meetings - Part 2

Stretch your memory back to pre-pandemic. Hypothetically, if you went to your boss and asked him/her if you could work from home, what response would you have received?

“ In a 2014 Stanford study of 16,000 workers over 9 months, employees working from home increased performance by up to 13%

Even though pre-pandemic, there was some research about increased productivity at home (not nearly as much as there is now), leaders were reluctant to allow employees to work from home. Why?

“ In a 2015 study published by SHRM, employees working at home, as little as a couple days a month, can be up to 77% more productive

I believe that part of a leader's distrust of employees working from home is that it necessitates that leaders let go of control. Letting go of control is hard for the most seasoned leader.

Letting go of control causes leaders to stretch, trust more, and hold employees accountable in different ways.

One way you can hold employees accountable is through mastering the facilitation of online meetings

Here are some "shorts" (videos of 60-seconds or less) reviewing last newsletter's tips:

Tip #1: Never start a meeting with the screen shared

Tip #2: As a host, jump on a few minutes early.

Tip #3: If you share content, attach that content to the meeting invite

Mastering Online Meeting Facilitation



More TIPS and VIDEOS to master your online facilitation skills

Tip #4: Get awkward. Show that it's a safe meeting, that you can be off-kilter, awkward even, and the team embraces that authenticity. You can be awkward (and model safety) by telling a humorous story about your day at the start of a meeting, or tease something you've said during the meeting.

Tip #5: Make it so everyone says something. It is easy to hide behind someone sharing their screen. This tip is all about taking away that option. Show your screen, discuss the content, then stop sharing your screen. Ask people to comment on what was displayed. This empowers you to read the non-verbals of your meeting participants, gauge their learning and discover how you can best support them as their leader.

Tip #6: Ask EACH person to say something. If the meeting is a smaller number, around 10, then ask each person to say something related to the topic. If the meeting is larger, ask everyone to chat in one comment about what is being discussed. This tip denotes a value on each person's contribution and perhaps more importantly, sets the stage for accountability and engagement.

Let's think about the ROI of great engagement during online meetings:

- Better discussion
- Better discussion = better information on the table
- Better information on the table = better problem solving
- Better problem solving = more gets done
- More gets done = more employee satisfaction
- More employee satisfaction = higher retention
- Higher retention = increased revenue

You get the idea - this skill of being a master online facilitator has all sorts of wins.

If you want to partner with me to improve your online facilitation skills. email me.

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More about how Kerri can support you and your team



Kerri specializes in leaders and teams with interpersonal communication so that there is more trust and increased productivity.

Email Kerri to pre-register for:

- Leadership Academy opportunities (in your organization or join a cohort with leaders across the nation)
- Partnering with Kerri 1:1 to improve your meeting facilitation skills
- Executive coaching
- Leadership development training
- Master class of how to have tough conversations