





M HEALTH FAIRVIEW

LEADING VIRTUAL MEETINGS: BEST PRACTICES

Through technology, we can use virtual meetings to make progress on our goals, share feedback, engage in discussion, and create action plans with our teams. To ensure that your meetings are productive in a virtual environment, [consider these best practice tips on what to do before, during, and after the meeting.](#)





Before the Meeting

<p>Consider Meeting Times</p> 	<p>Back-to-back virtual meetings can be tough. Schedule meetings so that they end 5 minutes early. So, a 60-minute meeting should be scheduled for 55 minutes; 30-minute meetings for 25 minutes, etc. This allows participants to:</p> <ul style="list-style-type: none">• Prepare for their next meeting• Take bio breaks before their next meeting• Stretch, stand, and move• Grab something to eat or drink
<p>Set the Agenda and Send in Advance</p> 	<p>The agenda should be sent out with enough notice to assure that all participants are prepared in the meeting to intelligently address agenda items, make timely decisions and designate appropriate action items. Include the following in your agenda:</p> <ul style="list-style-type: none">• Purpose of the meeting• Goals and objectives to achieve during the time• Topics and timing for each topic• Pre-Work: What do you want your team to be prepared to share or discuss?• Roles: If necessary, assign a note taker, time keeper, etc.
<p>Share Meeting Guidelines</p> 	<p>Set and share clear guidelines for meeting participation, behaviors, and space. Consider defining these for participants:</p> <ul style="list-style-type: none">• Space. Ask team members to find a quiet place to join the meeting.• Presence. Make sure team members know you expect them to be fully present during the meeting – not multitasking.<ul style="list-style-type: none">○ Ask them to turn off notifications and alerts during the meeting if possible.• Participation. Make sure attendees know you want them to engage, ask questions, and ensure everyone is heard.
<p>Be Prepared</p> 	<p>Make sure you have the materials, documents, and technology you need to effectively and efficiently facilitate the meeting.</p> <ul style="list-style-type: none">• Supporting Documents. Make sure you have all the materials you need on hand or opened on your computer.• Agenda. Have the agenda visible and be prepared to follow it.• Technology. Ensure the technology is working and ready to go.<ul style="list-style-type: none">○ Start the meeting a few minutes early to ensure technology is working.

M HEALTH FAIRVIEW

LEADING VIRTUAL MEETINGS: BEST PRACTICES


During the Meeting

<p>Start the Meeting</p> 	<p>Get your meeting off to a great start and maximize the group's time together.</p> <ul style="list-style-type: none">• Time. Start the meeting on time.• Introductions. Do introductions (use AIDET!)• Icebreaker. Ask a quick ice breaker question before jumping into work.<ul style="list-style-type: none">○ This increases opportunity for team members to make connections and participation and decreases pre-meeting tension.• Meeting Goals. Remind everyone of the meeting goals and guidelines.• Assigned Roles. Remind your note taker and time keeper of their roles.
<p>Facilitate</p> 	<p>When you are the owner of the meeting, it is your responsibility to facilitate the conversation and make sure the goals and objectives of the time are met.</p> <ul style="list-style-type: none">• Be inclusive. Give everyone the chance to talk or respond digitally. This is especially important for virtual meetings when you're in an environment without face-to-face social cues or body language.• Pause. Pause for questions and give others space to respond.• Engage Attendees and Check- In. Ask for feedback and perspective. Encourage questions. Check in on participants who have been quiet. .• Use Visuals. Visuals help attendees stay engaged and focused.
<p>Listen</p> 	<p>Make sure you are allowing space for others to contribute and listening.</p> <ul style="list-style-type: none">• Avoid Interrupting. Let people finish their thoughts and allow participants time to respond before moving on• Get Clarity. Ask clarifying questions when necessary.
<p>End the Meeting</p> 	<p>Ending the meeting is just as important as starting it. Be mindful of time and recap decisions/action items.</p> <ul style="list-style-type: none">• Time. End on time so participants can get ready for their next meeting.• Recap Decisions and Action Items. Make sure everyone knows:<ul style="list-style-type: none">○ What decisions were made○ Action items and who is responsible for them.○ Agreed upon milestones and timelines• Next Meeting. Remind participants of the date/time of the next meeting.• "Thank You." Thank everyone for their time and participation.

M HEALTH FAIRVIEW

LEADING VIRTUAL MEETINGS: BEST PRACTICES

After the Meeting

<p>Follow-Up</p> 	<p>If appropriate, close the loop with the participants after the meeting to ensure progress is being made on action items and to offer your support.</p>
---	---