

## Multi-media Meeting Facilitation

### *Video & Teleconferencing*

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### Program Description

**Large and international companies turn increasingly to technology, to link remote team members from across the country and worldwide.** Technology adds its own unique challenges to conducting effective meetings. Often participants don't know the ground rules and don't have the skills to manage the process or the people. Meetings can be seen as a waste of time or less than effective at accomplishing the mission at hand.

The truth is that people still need to communicate and that effectively run meetings, whether face to face, via teleconference or videoconference, prove more productive than the sum total of individual effort.

### You will benefit by learning:

#### General Guidelines for successful meetings of any mode:

- Set up ground rules for success
- Use an agenda & neutral facilitator
- Encourage participation from all members
- Allow discussions & debates without derailing the meeting
- Keep on track with time frames, handle interruptions, disruptions, late-comers or no-shows
- Bring discussions to a close and make decisions

#### Teleconference Skills:

- The lack of visual feedback and its impact
- Introductions & Speaker Identification
- Identify the impact of verbal image (inflection, rate, pitch, grammar, vocabulary, and volume).
- Improve speaking voice and conversational style.
- Use handouts in a video or teleconference

#### Videoconference Skills

- Overcome the fear of speaking on video
- Create and enhance personal presentation style
- Modify body language for video presentations
- Identify the impact of verbal image
- Use visual aids for utmost impact when on video.
- Use handouts in a video or teleconference

**Maximum participants:** 15

**Program length:** 1 day