

Stronger people, stronger organisations

Efficient & **HUMANE** online meetings



COHERENCE

CONSCIOUS  HUMAN
CULTURE PERFORMANCE

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Efficient & humane online meetings by COHERENCE

GENERAL STRUCTURE

- Always be clear with the main purpose of the meeting
- Define a precise agenda with clear objectives for the participants (including what is expected of them)
- Send the agenda and objectives in advance (as for any other meeting)
- Invite only the necessary people (those who just need to be kept informed will receive the minutes of the meeting).
- Limit the duration of online meetings to 1 hour, maximum 1.5h. Provide a break if the duration exceeds 1.5h.

BEFORE THE MEETING

Remind everyone:

- to prepare a quiet space
- Have earphones or a headset with microphone, pen, paper, etc ... and activate your camera (the image, even when you are only a listener, improves engagement and attention!).
- Announce to the people who would share our space that we will be in a meeting (put a paper on the door, ...)
- A bottle of water
- Cables to prevent battery failure
- Phone in silent mode, and explain everyone how to mute the micro
- Test connection, video and audio ... and despite this there will sometimes be technical problems. Welcome them with humour!

PERSONAL REVIEW

- Making your own assessment
- Ensure that the report is sent to everyone within 48h.

RELATIONSHIP AGREEMENT

- The ideal is to have built a relationship charter together and simply remind it at the very beginning of the meeting. This boosts the collective intelligence and psychological safety
- Such a charter should include elements such as non-judgment, kindness, commitment ...
- Agree not to speak for the sake of speaking in order to speed up the tempo and decision making. The 2-minute rule can help: limit reactions to a presentation to 2 min. of speaking time. Overflowing egos forbidden!
- On an individual basis: remember your intention for yourself and for the other (the quality of the relationship is the main driver here!)

CHECK-OUT

- Make a short summary of important points, decisions and/or actions
- Ensure that a responsible person is identified for each decision or action
- Indicate or recall the deliverable and the deadline for actions/decisions
- Set the next date, if applicable
- Give everyone a chance to speak again with engaging questions such as: How was the meeting efficient? What made it possible? What could be improved?
- Share a word of appreciation (a real 'thank you') for each person and for the group, being specific. NB: Social isolation is somewhat compensated by active recognition.

CHECK-IN

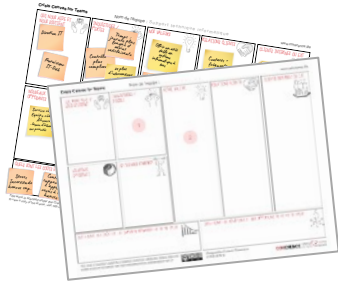
- Welcome everyone by their first name (when possible) or name and a 'Thank you'
- Open the meeting with a personal question: How are you? What's on your mind right now? Leave some space here to let any emotions, difficulties or successes be shared ... (should be short, but important if done respectfully). Ideally, the facilitator should lead by example by answering the question first.
- After recalling the relationship agreement (in whole or in part), indicate or ask who takes minutes of the meeting
- Recall the rule for speaking: for example, raise your hand and wait for the facilitator to speak (or the speech token in audio)

COURSE OF THE MEETING

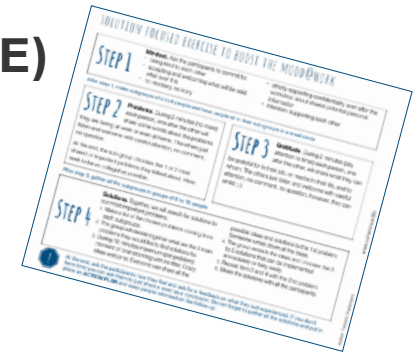
- Start on time, finish on time, stick to the agenda
- If additional points are raised during the meeting, write them down and come back to them at the end of the meeting if you have time to do it or propose to address them at another meeting.
- Reword regularly to ensure mutual understanding
- When making a decision, make a summary and ask for the formal agreement of the people involved (Can you confirm that the decision is therefore to ...?). And then observe the feedback. Or also: we have just made this decision, does anyone wish to add anything?
- Always clarify non-verbal reactions with a question, for example: Have I understood that you agree with what has been proposed? (Never assume)



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