

Brown Bag Training Series brought to you by: *USACE Public Involvement Specialists*

TRAINING MODULE: Hosting Effective Virtual and In-Person Meetings

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U.S. ARMY CORPS OF ENGINEERS
Public Involvement Specialists

The logo features a stylized graphic of people and a gear, with the acronym 'CPCX' in a red box and a castle icon in a red box.



A word cloud containing terms related to public involvement and project management, including: Facilitation, NEPA Support, Risk Communication, Consensus Building, Stakeholder and Issue Assessment, Meeting Design, Conflict Resolution, Cross Cultural Coordination, Intergency Alignment, Outreach Program Design, Effective Tools, Process Design, and NEPA Support.

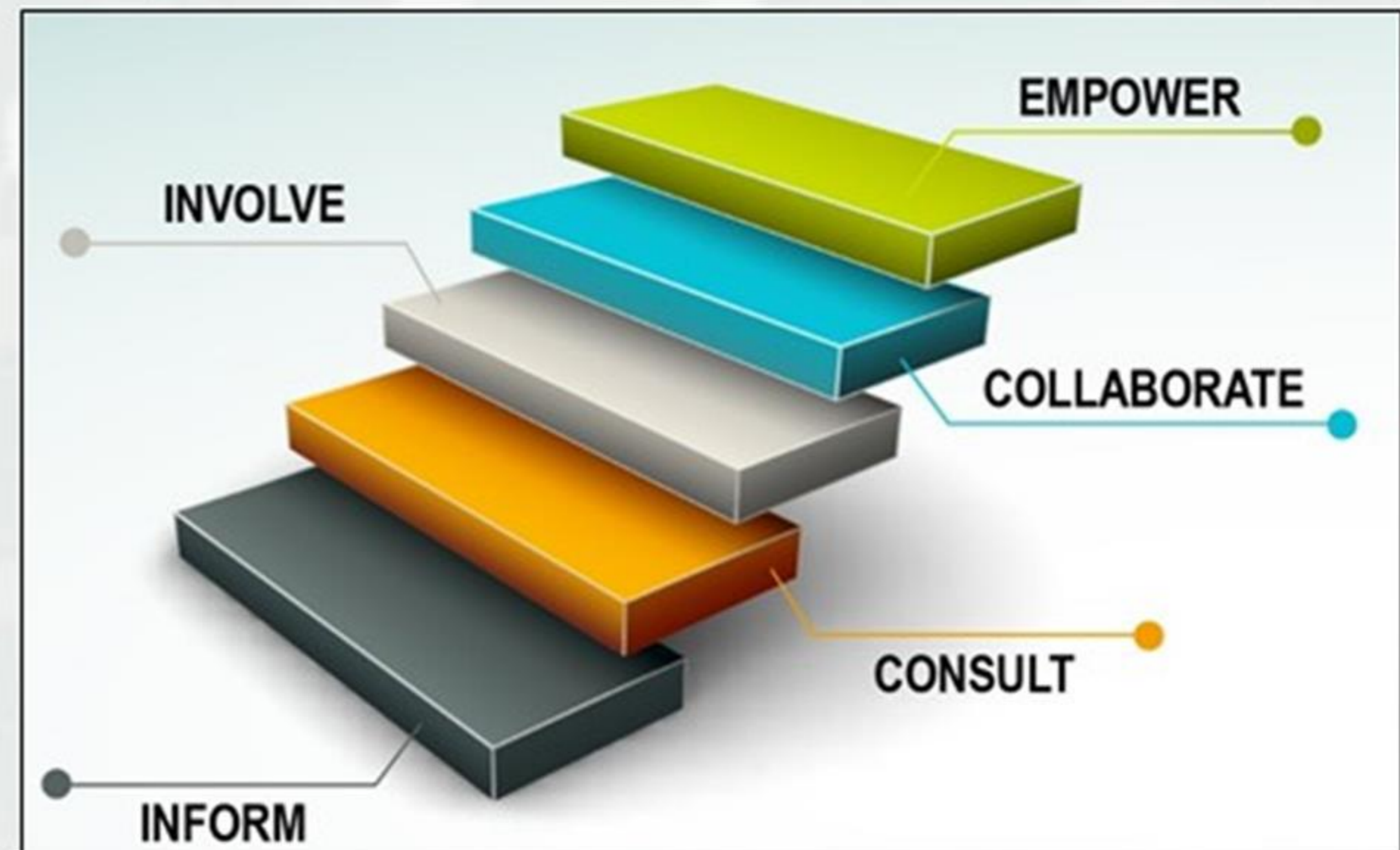


Public Involvement (PI) Specialist

Internal Consultants

- Technical support on PI or other collaboration need
- Develop PI/Comm Plans
- Design Effective PI Forums
- Coordinate outreach with PAO
- Support all phases: Planning – O&M
- Share best practices
- Provide training to build capacity

Appropriate Level of Engagement



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Why Public Involvement Matters

- Increases public understanding & acceptance of solutions
- Reduces controversy & litigation risks
- Builds trust & credibility
- Fosters transparency in decision-making processes
- Supports improved & sustainable decisions



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Objectives

- Learn how to conduct effective meetings both in-person and on a webinar
- Understand benefits of having a facilitator
- Become familiar with facilitation basics, both in person and on a webinar
- Discover helpful tools/tricks to engage virtual teams



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When do you know you've attended AN EFFECTIVE MEETING?

1. It achieved an objective.
2. It took a minimum amount of time.
3. It left participants feeling that a sensible process has been followed.

If you structure your meeting **preparation, execution, and follow up** around these three basic criteria, the result will be an effective meeting.



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An effective meeting involves:

- A solid objective(s),
- A tight agenda
- Involving meeting participants in the meeting preparation
- Staying on topic and on time during the meeting
- Documenting and disseminate decisions and actions for follow up.



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Benefits/Challenges of Webmeetings

Benefits

Reach more participants
Involve more people

No travel

Reach different time zones

Lower cost

cheaper

reduce travel costs



Challenges

Getting people engaged

technology difficulties

Lack of Bandwidth

enables multi-tasking at ones desk
Too easy to be distracted

Lack of engagement (freecell beckons...)

Hard to gauge reaction of participants -
do they understand?



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Additional considerations for webmeetings

- Identify web platform (at&t web meeting, DCO)
- Request background material
- Define the meeting purpose and objectives (ppt 45 min max)
- Develop/Send agenda (not ppt)
- Send meeting request – additional information required
- Engage participants using web tools
- Get consensus
- Summarize meeting



Meeting PURPOSE

Complete this sentence:

By the end of the meeting, we will have...

- A decision
- Generate ideas
- Status reports
- Communicate something
- Make a plan



AGENDA

An Agenda should consider the following:

- **Priorities/Objectives** – what absolutely must be covered?
- **Participants** – who needs to attend? Present?
- **Sequence** – what order should the topics be covered?
- **Timing** – how much time will be spent on each topic?
- **Date and Time** – when will the meeting take place?
- **Place** – where will the meeting take place?



Staying On Track

Follow your agenda (reference often throughout meeting)

- If drifting:
 - push for a decision,
 - table the discussion (parking lot), OR
 - assign it to a smaller group.
- A facilitator can help you achieve this.



Stay in tune with your participants

- Watch body language & adjust as necessary.
- Take breaks.
- Ensure everyone is contributing:
 - Ask others for their ideas.
 - Task people with roles – note taker, time keeper, etc. to keep them engaged



Benefits of Having a Facilitator

Strategic
Planning

Prioritization of
Goals/Actions

Stakeholder
Input

Policy
Development/
Review

Brainstorming

Project
Evaluation/Design



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Webinar Specific Tips

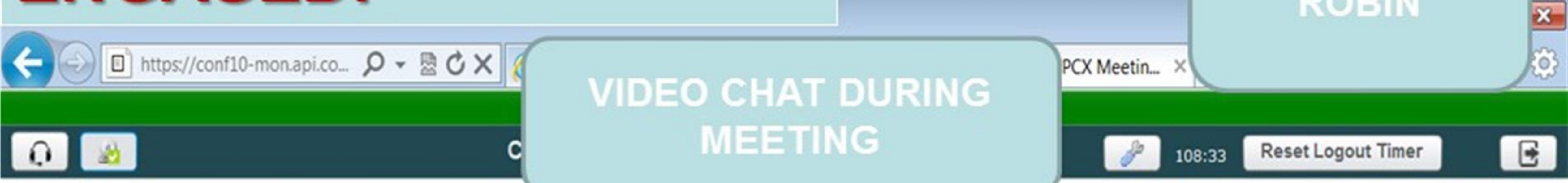
- Reserve webinar line earlier than "advertised" time.
- When sharing information, be mindful of file size! Large files take longer to load and if using video there may be a delay.
- On the day of the meeting log in early to set up and avoid technical glitches.
- *Stay on top of platform updates.
- Encourage people to TYPE (CHAT) questions DURING presentations to facilitate discussion afterward.



HOW TO KEEP PEOPLE ENGAGED:

DO A ROUND ROBIN

VIDEO CHAT DURING MEETING



Webcams

<p>Lantz, Maria T CIV USARMY (L)</p>	<p>Carson, Andrea L CTR (US)</p>	<p>Guest:Freyermuth,Angie ,USA</p>	<p>Greenley, Courtney L CTR (US)</p>
<p>Cohen, Seth B CIV (US)</p>	<p>Wood, Cynthia J CIV (US)</p>	<p>Cardwell, Henry E CIV USARM</p>	<p>Guest:Tkach,Marc,MCC</p>

CALL ON PEOPLE

Rules of Engagement

- Provide handouts (maps/graphs/etc) along with agenda items ahead and refer to them as needed.

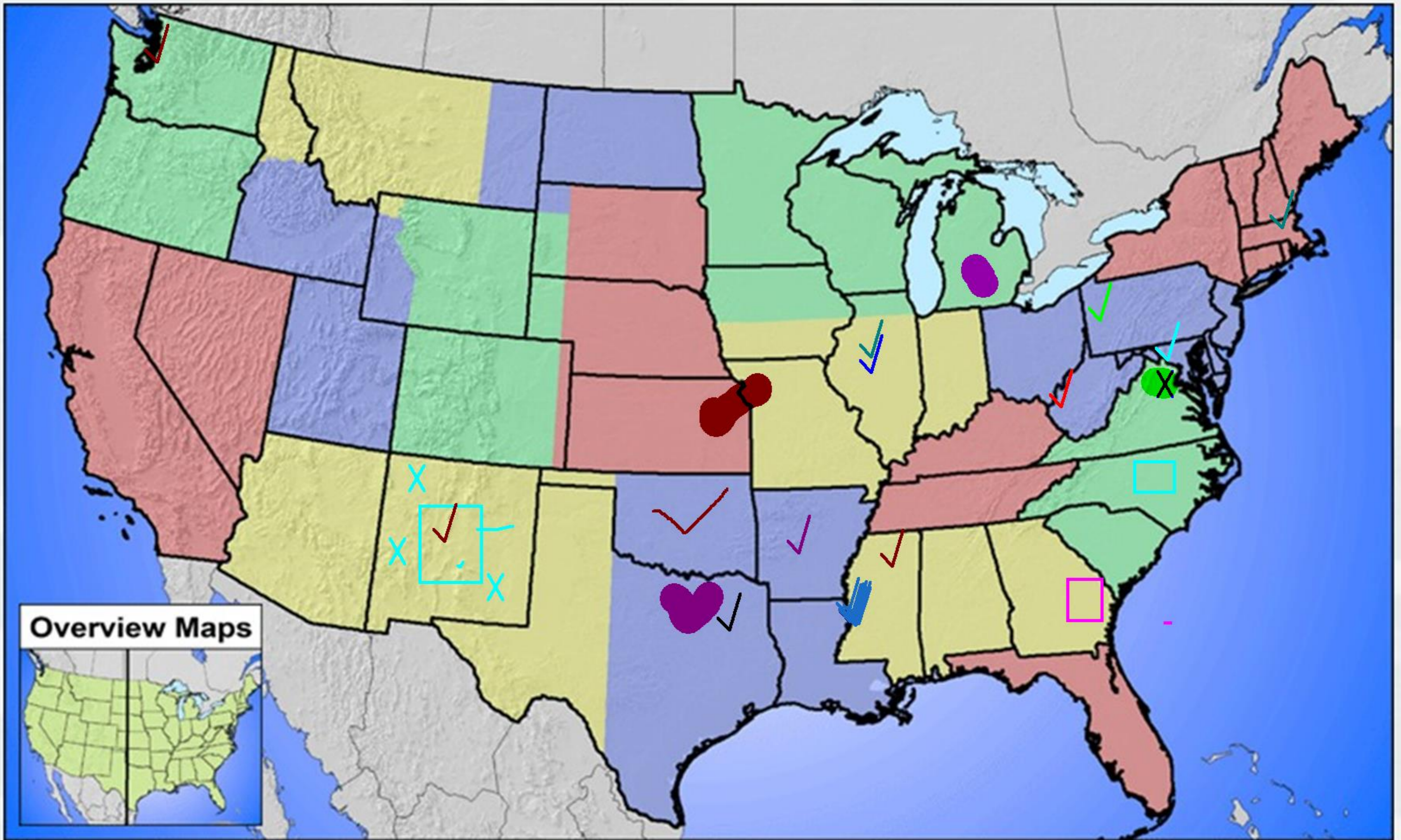


- Invite feedback (positive/negative), call on people, use web tools (vote/poll) to keep participants engaged.



- Ask open ended questions to allow group to think and respond.





Overview Maps



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BEST PRACTICES (Adjourn)

Sustaining your team

- Assign tasks in a realistic time frame – who will do what by when.
- Set up a reoccurring meeting so people know what to expect and clear their calendars.
- Acknowledge and celebrate success; Summarize accomplishments at beginning of each call.
- Demonstrate & reiterate relevance & impact.
- Evaluate the team - Check in with participants periodically & request feedback.



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Take-AWAYS

▪ To avoid this...



▪ Do this!

- Give your meeting structure and order.
- Involve participants in the planning, preparation, and execution.
- Follow through after meetings.
- Use the tools and tips provided.



U.S. ARMY

File Name



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RESOURCES

- ✓ ▪ **Facing Down Your Fears About Facilitating a Virtual Meeting**
 - <http://www.facilitate.com/support/facilitator-toolkit/docs/Facing-Fears-Virtual-Meetings.pdf>
- **Six Critical Success Factors for Running a Successful Virtual Meeting**
 - <http://www.facilitate.com/support/facilitator-toolkit/docs/Six-Critical-Success-Factors-for-Successful-Virtual-Meetings.pdf>
- **CoP sharepoint Virtual facilitation and teaming resources**
 - ▶ <https://cops.usace.army.mil/sites/ CPP/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2fCPP%2fShared%20Documents%2fVirtual%20Teaming%5fFacilitation&FolderCTID=&View=%7b8DF63935%2d777E%2d42E4%2dACF7%2d88DE670E6C96%7d>
- **AT&T Reservationless Service User Guide**
 - <https://aceit.usace.army.mil/support/Communications/Documents/ATT%20Audio%20and%20Web%20Meeting/Reservationless%20Conferencing%20User%20Guide.pdf>
- How to Design an Agenda for an Effective Meeting: <https://hbr.org/2015/03/how-to-design-an-agenda-for-an-effective-meeting>
- Leadership Strategies' Webinar -The Silent Killer: How Meetings Are Sucking the Life Out of Your Organization: <http://www.leadstrat.com/webinars/>
- Running an Effective Meeting – Establishing an Objective and Sticking To It: <https://www.mindtools.com/CommSkill/RunningMeetings.htm>



Public Involvement Specialists

<u>NWD</u>	<u>SPD</u>	<u>MVD</u>	<u>LRD</u>
Amy Echols	Joél Flannery	Kevin Bluhm	Brandon Brummett
Scott Lawrence	Kelly Janes	Angie Freyermuth	Jason Chromka
Jennifer Salak	Eileen Takata	Rebecca Soileau	Lynn Greer
Amy Snively		Kaitlyn Carriere	
<u>SWD</u>	<u>POD</u>	<u>NAD</u>	<u>SAD</u>
Jerica Richardson	Amanda Andraschko	Kate Alcoba	Dave Apple
Sheridan Willey	Ellen Lyons	Julia Battocchi	Jeff Morris
	Vera Koskelo		



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QUESTIONS?



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