

Meeting Etiquette 2.0: The (Un)Official List

1. Most Traditional Meeting Rules Apply—Not to be forgotten, just tweaked to fit the technology used to conduct the meeting.
 - a. Arrive on-time – Even if virtual.
 - b. Be prepared – Make the meeting beneficial.
 - c. Establish basic ground rules – How do people ask questions? How to handle add-on items to the agenda?
 - d. Send items materials in advance – Including the agenda and any handouts.
 - e. Send meeting reminders and make contact with those that fail to state their ability to attend the meeting.
 - f. Start and finish the meeting on time.
 - g. **Consider the golden rule – Being rude via technology is still just plain rude.
 - h. **Keep the meeting efficient and succinct — Otherwise, what is the purpose of using technology for your meeting?
2. Determine what technology best fits your purpose and if it s convenient/compatible for everyone (teleconference v. videoconference).
3. Decide in advance the cost of the technology and who is going to pay the expense of using the equipment for your meeting.
4. Perform a trial run to ensure everything works – If it does not, what is your back-up plan?
5. The leader must establish control over the meeting – Harder to control if people are not in the same room, but remember the meeting is being conducted by a “benevolent dictatorship, not a democracy.”
6. Negate the distractions for the leader and the participants, and reinforce the need to pay attention – Do not check emails or your blackberry. Do not perform outside work during the meeting.
7. When a meeting includes others not physically in the room, make sure to include those persons on the discussion and keep them engaged in the meeting.
 - a. Introduce those around the table and those participating via electronic means.
 - b. Repeat questions and indicate who asked the question.
 - c. Ask for specific feedback from those that are not physically in the room.
 - d. The meeting leader should keep everyone engaged with some level of participation in the meeting.
8. Adapt your meeting style to the technology being used.
 - a. Teleconference – Limit background noise and make sure participants are aware of how to mute their own lines if necessary.
 - b. Web Conference – Confirm that pages sync on everyone’s computer screen.
 - c. Video Conference – Dress appropriately and make eye contact when speaking.

NABE Breakout Session – Meetings 2.0: The Digital Dilemma
Thursday, July 30, 2009 at 8:15-9:15 a.m.

Panelists: David Bohm, North Carolina Bar Association
Terry Hill, The Florida Bar
Beth McMeen, Chicago Bar Association
Angela Weston, Maine State Bar Association (Moderator)

Alternative Meeting Delivery Methods

The more recent alternative meeting delivery methods available are:

On-Demand (audio and video) / Podcast Meetings / Presentations allow participants to access meetings / presentations on timely topics on their schedule. Twenty-four hours a day, 365 days a year participants can access the programming needed to meet the demands of the member's practice or the bar association. They do not have to be available when a meeting / presentation they want is scheduled – the programming comes to them on their schedule. This service marries quality programming and conveniently accessible technology to provide participants a high value service that meets their demands on their schedule.

Teleconference Meetings are used to provide meetings / presentations over the phone. These meetings are similar to traditional meetings, in content and purpose, but they are given over a teleconference or bridgeline rather than at a specific location. It is an emerging way to communicate, provide teletraining, and conduct business without the cost of travel. The audience can vary in size from a few callers to hundreds of participants.

Web Meetings are a specific type of web conference for meetings. It is typically one-way, from the speaker to the audience with limited audience interaction, such as in a webcast. A webinar can be very collaborative and include polling and question & answer sessions to allow full participation between the audience and the presenter. In some cases, the presenter may speak over a standard telephone line, pointing out information being presented on the participants' computer screens and the audience can respond over their own telephones, preferably a speaker phone. The audience can vary in size from a few callers to hundreds of participants.

Live Webcasts offer live real-time video and audio streaming of a meeting taking place from a designated and predetermined venue (office, conference room, hotel or other meeting facility) to the internet so that online participants can view and hear the speaker as well as any PowerPoint slides in a split-screen format. This format enables participants to see and hear what the live participant hears at the same time the live in-person participant receives the information while eliminating the travel-related costs (air fare, rental car, hotel, mileage, meals, etc).

Video Conferencing / Audio Conferencing uses telecommunications of audio and video to bring people at different sites together for a meeting. This can be as simple as a conversation between two people in private offices (point-to-point) or involve several sites (multi-point) with more than one person in large rooms at different sites. Besides the audio and visual transmission of meeting activities, videoconferencing can be used to share documents, computer-displayed information, and whiteboards.