

01
Be prepared

- 01.1 main preparation
- 01.2 meeting objectives
- 01.3 the agenda
- 01.4 the invitation

02
Be organised & involve people

- 02.1 verification
- 02.2 host's roles
- 02.3 conclusion

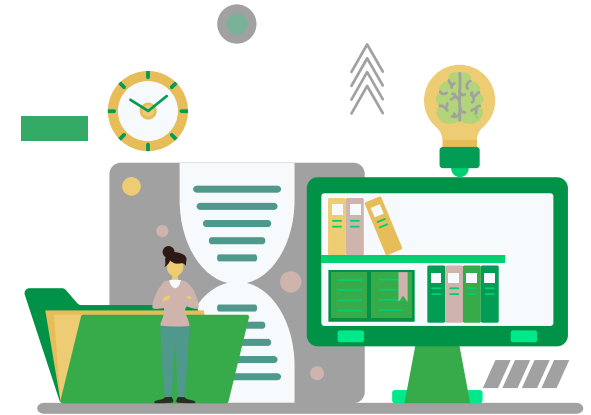
03
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BENEFITS OF ONLINE MEETING

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BE WELL PREPARED FOR YOUR ONLINE MEETING



Hello, we are all now going to work differently, DEKRA will support you with tips and best practices to be efficient with your online meeting.

You need to animate a team meeting because all your employees are on home office. This new strategy will involve a number of changes: new tools, new objectives, new roles to be defined, new rules of the game.

Make sure you're ready to start.

3 steps to be organized:

01
Before the meeting

Be prepared

02
During the meeting

Be organised & involve people

03
After the meeting

Ensure continuity

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BEFORE: Be prepared



Define the right tool:
Teams/Skype/Zoom/
GoTo meeting...

Integrate an app to have more
interaction with your participants:
Klaxoon/Sparkup... it's the right time
to try as they are proposing
free access

Organise
the meeting

Prepare the meeting:

- What is the subject of the meeting?
- When will the meeting be?
- How long will the meeting be?
- Who will attend the meeting?

Define the roles:

- How many speakers?
- Who is going to be the time keeper?
Select a participant, prior to the meeting, who will ensure that the time set for each item discussed during the meeting is respected.
- Who will write the minutes?
Select a participant, prior to the meeting, who will be responsible for writing the minutes.

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BEFORE: Be prepared

Project Review call (60 min)	
Day	TBD by Proj Manager
Time	TBD by Proj Manager
Frequency	Monthly
Location	Skype / GTM

Attendees	
Project manager	XXXX
All project team members	XXXXXX
Relevant Client Services team member	XXXXX
Sales Executive	

Define your meeting objectives:

- Do you want to exchange or spread a message / information ?
- This will allow you to identify how many people you can invite.
- For training/team meetings the recommendation is to invite 6 to 8 persons maximum for 1h30
- For information/communication, there is no limit to the amount of people. To make sure your key messages are well received, do not present for longer than 30 minutes.



Let the participants have a user and behaviour guide in advance.

It is important that everyone knows how to dial in and what material to have at their disposal. If the participants are expected to share their screen or present something, tell them in advance how it works, which buttons to use.

General rules of conduct in a video conference that are appropriate to the medium are especially important for newcomers to avoid disruptions at the start or during the meeting. The rules of conduct include things like not interrupting other participants, either no background noise (e.g. noisy environment, family, ringing mobile phone, etc.) or switching to "mute" if not otherwise possible.

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BEFORE: Be prepared

Build the agenda:

Determine the topics, the length and who will be the speaker.
Inform about the input and output of the meeting.

Purpose / Objectives	Agenda	Time	Who
Review the progress and status of the project Ensure that the team are focused on the strategic result Identify any risks and challenges Ascertain client buy-in Request support ...	Review action log	5 mins	XXX
	Progress vs intended results & vision	10 mins	YYYYYY
	Activity look ahead	10 mins	ZZZZ
	Appreciation and recognition	5 mins	...
	Stakeholding and key client relationships	10 mins	
	Sponsor		
	Economic buyer		
	Exec team members		
	Challenges and support required	5 mins	
	Confirm new actions and deadlines	10 mins	
Conclude	5 mins		
	TOTAL	60 mins	

Inputs	Outputs	Ground Rules
Progress to date Plan vs actual Feedback forms Action log Behavioural vision (where avail)	Action log Support requests Lessons learned Successes Risks	Set the delivery bar high Own the result Challenge and support one another Own each others success

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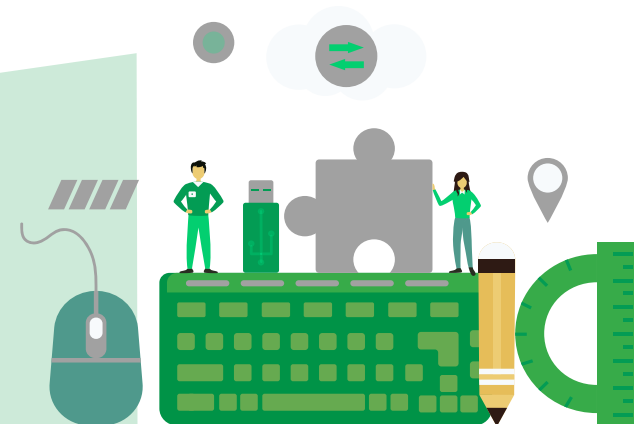
Send an invitation with:

- A motivating title
- A date
- A link to join the meeting
- A start and end time of the meeting
- The agenda
- The necessary preparatory work of the participants



Connect 10 mins before the meeting to ensure the connection, your microphone and your camera work properly!!!

If you are on video conference, be presentable, inform your kids or family you are on the camera. If you can, use a quiet room!!!!



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DURING: Be organised and involve people



Make a good start:

- Present the agenda at the beginning and remind all participants to respect the schedule.
- In addition to the agenda, you inform the participants in advance how any planned round of introductions should proceed. This prevents any embarrassing gaps or multiple people speaking at the same time.
- Remind everyone of the end time
- Do not forget to welcome everyone and to thank them for their punctuality.



Make sure everyone can hear you and you can hear everyone.

Start the meeting with the camera activated and encourage the other participants to do the same to greet each other. Then cut all cameras to improve internet speeds.

It might be useful that the moderator can mute participants or delegate presentation rights.

At the beginning, some participants may not be familiar with videoconferencing and especially with their audio equipment. If they receive phone calls during the meeting, manipulate their computer, or simply experience strong background noise, these noises might interfere with the meeting.

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DURING: Be organised and involve people

The roles of the host:

- Stick to the agenda (refocus the discussion in case of digressions)
- Keep control of the group (comply with the rules set out)
- Animate, stimulate the group (organise poll, online questions, brainstorm...)
- Listen to the exchanges
- Ensure the allocation of speaking time
- Clarify and guide the group's ideas
- Summarise
- Reformulate
- Write down the ideas
- Avoid conflict



Some noises distract the other participants and especially the moderator. Some technologies may also interfere with or interrupt the audio transmission for the presenter.

Take a delay in transmission into account. Consider a time lag between what you say and when the other participants will hear it. Allow a moment of silence until you continue or get an answer. Others are not necessarily rude when they interrupt you at the beginning of your sentence. When you started, it may have been quiet on the other side.

Use the chat box or sign to communicate for example



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DURING: Be organised and involve people

To conclude:

- Recall key information provided
- Summarise the suggestions collected
- Recap decisions made
- Announce the next steps
- Divide responsibilities and tasks
- Take leave, thank the participants for
- Thank the participants for their participation,
- Remain available for any additional information, questions...

QUICK TIPS

During the meeting, use the chat box or open a white board (if your tool has one) for questions.

Make sure you answer all questions or give written feedback after the meeting.



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AFTER: Ensure continuity



Send the meeting minutes, make sure you answer all open questions

Share all the content in your platform

Send the action plan defined

Fix the next meeting



Depending on your meeting topic, the minutes should be sent in the following 2 hours or, at the latest, 24h afterwards.

These rules have proven themselves. All you have to do is try it out! This allows you to start your meetings much more calmly, to make them more efficient and enthusiastic, even to free up time for other tasks with higher added value.

Don't forget, a meeting without minutes is a lost meeting!!!!

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BENEFITS OF ONLINE MEETING

You connect with only
one access,
no software to download

You communicate
**more
quickly**



You can be
**everywhere
in the
world**



 **Clear, short
and
concise**
communication

Easy to
launch



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DEKRA has teleworking procedures in place to ensure the continuity and quality of processing your applications.

We will stay fully at your disposal during this period and will support you to refocus on company values.

Please feel free to contact us, if you have any concerns:

