Governor Support Service

How to prepare and hold a virtual meeting

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Wednesday 3rd March 2021

Etiquette

As this training session is about building rapport and virtual meetings, we would ask that everyone keeps their camera on.

We will all remain on mute unless we have a question we would like to ask.

If we wish to ask a question we will either use the raise hand function and/or use the chat.   Please also use the chat facility to make any useful comments

- Principal School Improvement Officer (PSIO) for Hillingdon
- Headteacher in three schools
- Ofsted Inspector
- Accredited Performance Development Coach
- Accredited Neuro Linguistic Practitioner (NLP)

- **To empower school Leaders to identify their route to releasing the limitless potential of those around them!**

Session Objectives
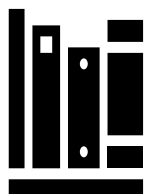
The issues from research?

To ensure readiness for a virtual meeting

To understand rapport as an essential part of virtual meetings

To end the session to ensure a successful next virtual meeting

So, what brought you to this session?

The issues arising from research?

Atlassian: Global research into the impacts of COVID-19 on the nature of work and collaboration.

QUIZ

Everyone is managing more!!!

What is the reported increase in workload since lockdown?

A. 37%   B. 50%   C. 27%

An increase in time of meetings!!!

What is the reported increase in meeting times?

A. 75%   B. 51%   C. 28%

An increase in time to document decisions!!!

What is the reported increase in time for documenting decisions?

A. 36%   B. 5%   C. 40%

An increase in longer hours!!!

What is the reported increase in hours?

A. 25%   B. 65%   C. 42%

An increase in time to coordinate with others!!!

What is the reported increase in coordinating with other?

A. 81%   B. 53%   C. 27%

A study from Atlassian in July 2020

Atlassian - Changing Work Practices | Executive Summary

Everyone is 'managing more'

People working remotely are reporting a higher 'coordination cost' in their work, and they're working longer to compensate.

Key statistics

27%
reported increased workloads after the move to WFH

42%
believe working remote leads to longer hours

51%
are spending more time in meetings

53%
are spending more time coordinating with others

36%
are spending more time documenting decisions

The rapid shift to remote and distributed work has brought with it new expectations of workers.

Across all geographies, workers shared how they were now 'managing more' in order to remain successful in their roles.

People are learning new tools and systems, coordinating with newly distributed teams, and balancing care responsibilities in the home while finding new ways to enhance focus and attention.

People reported that the core 'people skills' in their role, such as empathy, building trust and rapport, motivating themselves and their team, and effectively communicating with others, were far more important now than pre-COVID.

Rather than dropping their own expectations of productivity or effectiveness though, people are working longer to compensate.
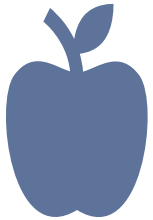
Other key issues

- Everyone is managing more!
- The experience of remote working is diverse
- Remote working may lead to an innovation drought
- WFH reveals previously invisible inequalities
- The wellbeing of ourselves and those around us

As a result, we are seeing and impact an increase in people's wellbeing ?

Leading in a Crisis!

SELF CARE – MY WELLBEING

THE WELLBEING OF OTHERS

In the chat box share how you look after your well being

In the chat box share how you look after your well being

Supporting wellbeing as part of from virtual meetings the issues

PREPARING FOR A
VIRTUAL MEETING

The Agenda

Agreed formal governor meetings

The impromptu informal meeting

How do you prepare?

Things to consider…..
- Before lockdowns
- During lockdowns

Feedback

Use the chat to share outcomes with the group

The purpose and expectations of a meeting

Many meetings are booked and held without a clear purpose and as a result, waste time for everyone involved.

In order to have effective meetings, you need to start with the WHY.

To help you craft the perfect why, it's crucial to focus on the end result

You can do this more easily by asking yourself four specific questions:

- What do we want to accomplish during the meeting?

- What is the desired outcome from the meeting?

- How do we want people to feel during the meeting?

- What do we expect people to do after the meeting is over?

Things to do for others before the meeting

Prepare and send an agenda ahead of the meeting

Ensure any documentation for the meeting is sent in advance of the meeting

Things to do for myself

How do you want to feel before a virtual meeting?

- Calm
- Relaxed
- Composed
- At ease
- Cool
- Happy
- Tranquil
- Collected
- In control

Techniques you could use

| Sit down | Sit down and have a cup of tea. |
Breathe	Breathe slowly for a minute.
Listen	Listen to a piece of relaxing music
Enjoy	Enjoy a five-minute meditation
Write	Write down 3 things you are grateful for/accomplished this wk

At the start of the meeting

You have come to the meeting with a sense of purpose

- This may not be the case for everyone

- Explain to the delegates that once everyone has been welcomed set the tone and expectations for meeting

- Ask for governors to have cameras

During the Meeting

Building rapport
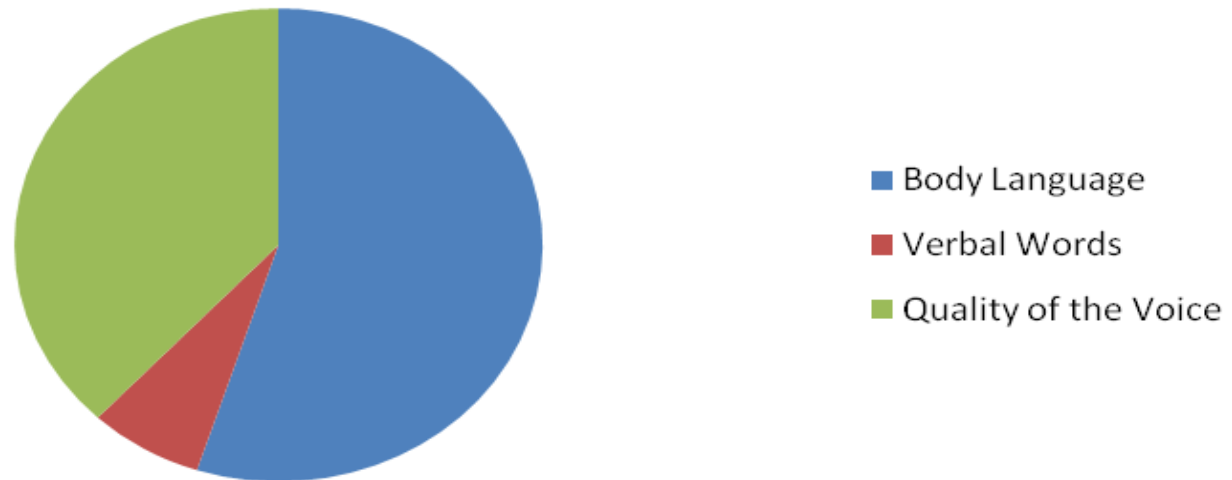
**For further insights see attached document:
The Importance of Rapport**

Building Rapport

A. To build rapport you don't have to like or agree to the other person's model of the world, but you have try to understand it.

B. Pick up on the key words, favourite phrases and ways of speaking that someone uses and build these subtly into your own conversation.

C. Breathe in unison with them.

D. Adopt a similar stance to them in terms of your body language, gestures, voice tone and speed.

E. Take a genuine interest in getting to know what's important to the other person. Start to understand them rather than expecting them to understand you first.

F. Notice how someone likes to handle information. Do they like lots of details or just the big picture? As you speak feedback information in this same portion size.

G. Look out for the other person's intention — their underlying aim — rather than what they do or say. They may not always get it right but expect their heart to lie in the right place.

H. Respect the other person's time, energy, favourite people and money. They will be important resources for them.

Task

- What do you see as the priority for each of the Rapport Statements

- There is no right or wrong this is a rapport building exercise with other Chairs of Governors

- Be able to give your reasons for your choice to the group

Why we lose rapport

- One person is self-absorbed and holds court
- Distracted by social-media and lose thread of discussion
- Zoning out when other people talk with own mind chatter
- A person makes assumptions and gives answers without understanding the reality of a situation

To re-establish rapport

- Reset your mind into believing that the other person's needs are important to you
- If you know you have broken rapport you need to apologise - "I'm sorry, I lost you, it's my fault, can you please help me understand how this connects to our topic?"
- Listen with the intention to understand - Summarise what has been said to ensure you have understood.
- Integrate the other person's perspective (in their shoes) in your subsequent reasoning
- 100% focus on them, how they reason and why

What do we expect people to do after the meeting is over?

Summary all the key actions

Identify who will complete actions and by when

Review what has gone well in the meeting

How can we build on the successes

Questions?

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