



Communication Audit: Leading Video Conference Meetings

<http://www.andrew.cmu.edu/user/hajduk/CBC-Home.html>
 Center for Business Communication
 Audit #2009a-C309 • Revised July 7, 2009

Manager: _____ Purpose: _____ Rater: _____

A. Preparing for the meeting

1. Consult with participants before meeting to brief them and exchange information.....	0 1 2 3 4
2. Provide annotated agenda explaining items, listing time (by Zones) & responsibilities	0 1 2 3 4
3. Prepare and distribute a meeting memo & agenda in advance (e.g., a week - 48 hours)....	0 1 2 3 4
4. Designate a person at each site to arrive early to confirm sight & sound transmissions	0 1 2 3 4
5. Redistribute copy of agenda in the meeting room before the meeting starts.....	0 1 2 3 4

B. Conducting the meeting

6. Arrive earlier than start time to ensure dial-up, sight & sound at all conference sites	0 1 2 3 4
7. Start and end the meeting at advertised times to establish credibility with participants	0 1 2 3 4
8. Open meeting w/news, story, facts, etc., designed to grab participants' attention/interest	0 1 2 3 4
9. Give the leader's orientation speech at the beginning of the meeting to acclimate people	0 1 2 3 4
10. State the meeting's purpose and expected outcomes at the beginning of the meeting	0 1 2 3 4
11. Begin meeting with review of agenda, explaining item rationale and your expectations	0 1 2 3 4
12. Request that each individual at each site give oral introduction -- name, affiliation, etc.	0 1 2 3 4
13. Request that each individual preface comments with name: This is Jane Doe in London	0 1 2 3 4
14. Keep the meeting and discussions focused and moving forward on pre-determined tasks	0 1 2 3 4
15. Stimulate discussion, different ideas, problem solving, information flow with cold calls	0 1 2 3 4
16. Maintain balance among time allocated to participants during discussion/conversation	0 1 2 3 4
17. Encourage participation from all participants by calling upon people at each site.....	0 1 2 3 4
18. Look for opportunities to give <u>authentic</u> compliments to individuals during the meeting	0 1 2 3 4
19. Ask folks to repeat garbled comments, zoom in on speaker, & reshow visuals as needed	0 1 2 3 4
20. Take notes to use on document camera to see the progress and to prepare summaries	0 1 2 3 4
21. Watch the timing & give reminders so participants don't run over time (Ex: 7, 5, 2 min)	0 1 2 3 4
22. Summarize meeting's major points, decisions, tasks, agreements, actions, etc.	0 1 2 3 4
23. Clarify future responsibilities, implementation, deliverables, deadlines, additional dates	0 1 2 3 4
24. Evaluate the effectiveness/productivity of meeting by soliciting comments/suggestions	0 1 2 3 4

C. Following up after the meeting

25. Send written summary of meeting's relevant materials, tasks, actions, and outcomes to participants and important stakeholders within 24 - 48 hrs	0 1 2 3 4
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