The Hybrid Remedy



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EXECUTIVE SUMMARY

Purpose

- Provide introductory tips for working in a hybrid environment
- Create seamless hybrid meeting experiences that engage all audiences
- Demonstrate effective strategies and tools for hybrid meeting interactivity

Value Proposition

- Make the transition to working in a hybrid environment easily, efficiently, and productively
- Prevent noise, disruptions and distractions
- Prepare and run hybrid meetings that create interaction
- Optimize your message & presence

Outcomes

- Learn at least 3 new tips that help you make this change successfully
- Feel more confident and comfortable working in a hybrid environment
- Commit to using 3 hybrid interactive tools

AGENDA



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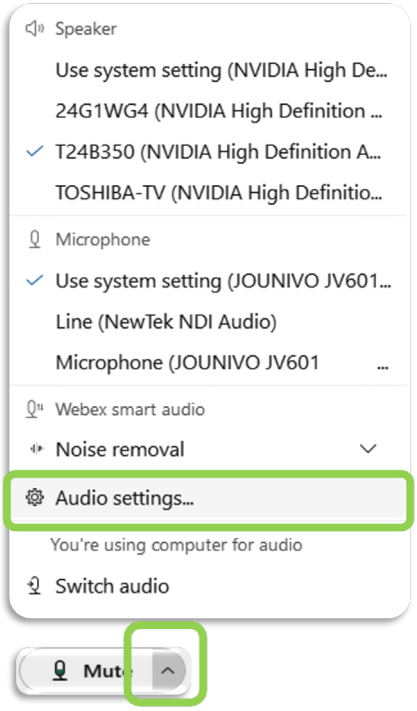
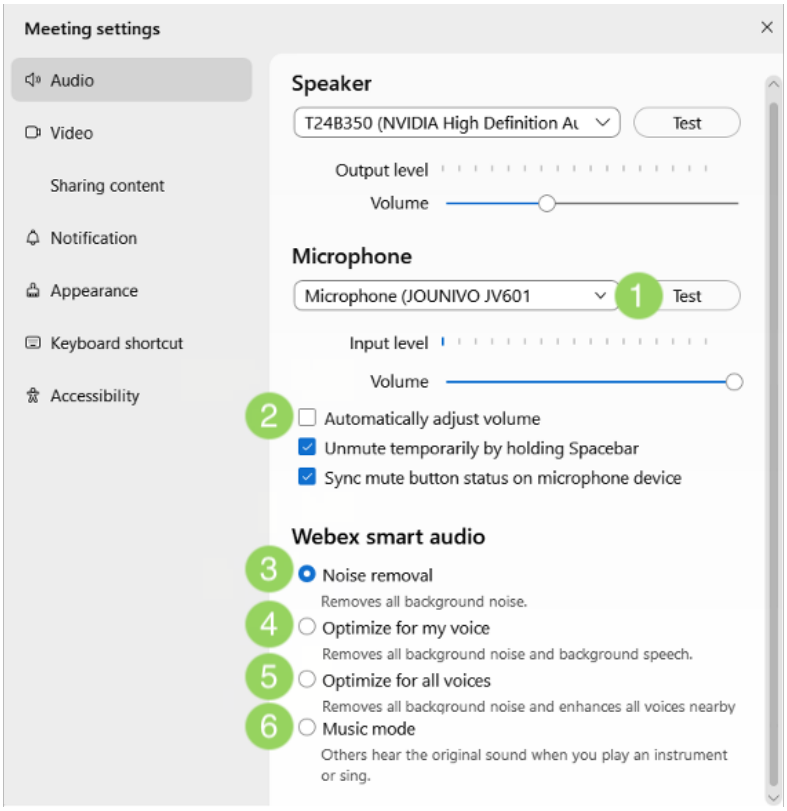
ADJUST FOR SAFETY, SECURITY, AND SOUND

- Use a headset with a noise cancellation mic
- Use speaker phone only when secure and doesn't distract
- 5 ways to MUTE
  - Main mute button
  - Participant panel mute button
  - Phone Mute
  - Control + M
  - Mute by Host
- Optimize your microphone

OPTIMIZE YOUR MICROPHONE





1. Set your mic volume as high as possible without distortion. Click "Test" to record and listen for quality
2. Uncheck auto adjust if you have noise cancelling mic or studio quality mic
3. Use Noise Removal by default
4. Use Optimize for my voice with many people speaking in the background
5. Use Optimize for all voices when at a conference table with others
6. Use Music mode when playing musical instruments through a mic

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WORK FROM HOME BEST PRACTICES

- Dedicate a work area
- Schedule with everyone in (and around) the home
- Prepare for both the work office and home office
- Use signs to avoid disruptions
- Limit distractions
- Plan for meals, healthy breaks and check-ins with others
- Disconnect and separate from work
- Get comfortable and create a dedicated space.
  - How to create your space
  - 65 home office ideas
- On a laptop? Elevate it to reduce neck strain.
  - Mounts & stands
- Update or upgrade your chair
  - Add a thin pillow or cushion to your seat.
  - Add a back rest to support your posture.



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BASIC TECH CHECKLIST

Computer

- Update for patches & security
- Backup your data on a daily basis
  - "How to" for Windows
  - "How to for Mac"
- More tips to speed up your computer:
  - Basic tips to optimize your computer
  - Windows optimization
  - Mac optimization

Network

- Connect with a wired connection when possible.
  - Go to www.speedtest.net & run a speed test – 5MB download and 3MB upload speeds are the minimum for most video conferencing programs.
    - Tips to improve your home network

Router

- Update or upgrade your router (check with your ISP for directions)
- Reboot your router at least once a month.

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BASIC TECH CHECKLIST CONTINUED

WiFi

- Update or upgrade your WiFi access point(s)
- Reboot monthly
    - Tips to improve your WiFi speed

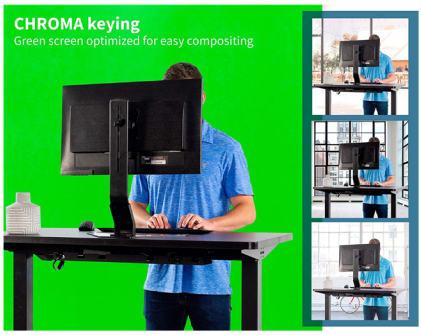
Video

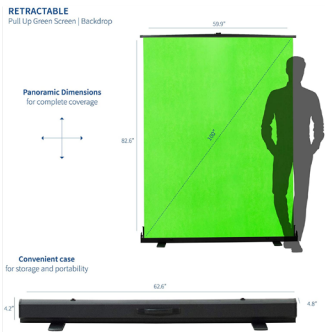
- Adjust your webcam at or near eye level.
- Lighting should be even or brighter on yourface than the background.
    - Use desktop lamps is necessary.
- Remove any distracting items from your background.

Green Screens & Virtual Backgrounds

Use only with:

- Even lighting
- High contrast between you and the screen
- Purposeful
- Adds to your message
- Does not distract
- Eliminate background clutter





When you Shouldn't Use It



AMAZON'S BEST-SELLING GEAR FOR YOUR HOME OFFICE

WebCams - https://amzn.to/33McWzW

Microphones for computers - https://amzn.to/2xjza0j

Headphones & Headsets - https://amzn.to/3bmnDMc

Desk lights - https://amzn.to/2Uxc65Z

Printers, shredders & accessories - https://amzn.to/2UfWogJ

WiFi Routers - https://amzn.to/2JaMTZP

Mesh Wifi Systems - https://amzn.to/2vGzUvM

Monitor - https://amzn.to/2Uc3djp

External Hard Drives - https://amzn.to/3aggTQ3

Green Screens - https://amzn.to/3btY3Fk

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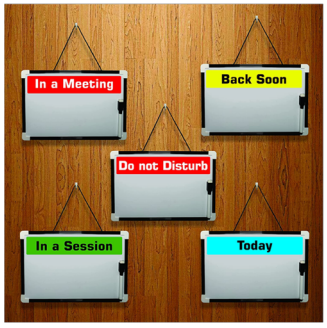
OPTIMIZE YOUR OFFICE SPACE

Same rules apply:

- Adjust for safety & security
- Adjust for sound
- Adjust for video
- Use signs during calls
- Minimize distractions
- Utilize the DND features on IM and your phone











THE CONFERENCE ROOM

- Know where the microphones are and avoid blocking
- Be considerate of anything that could create noise near the mic
- Look at the camera
- Speak at the mic
- Reposition as needed
- Assign attendees in-person to manage
  - Speakerphone
  - AV
  - Lighting
- Use a 2nd laptop to see the virtual audience's view



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NOISY SPACES

- Reposition considering safety, security, compliance and noise
- Use a headset with a noise cancelling mic
- Unmute when necessary
- Use chat

NEED TO CHANGE LOCATIONS?

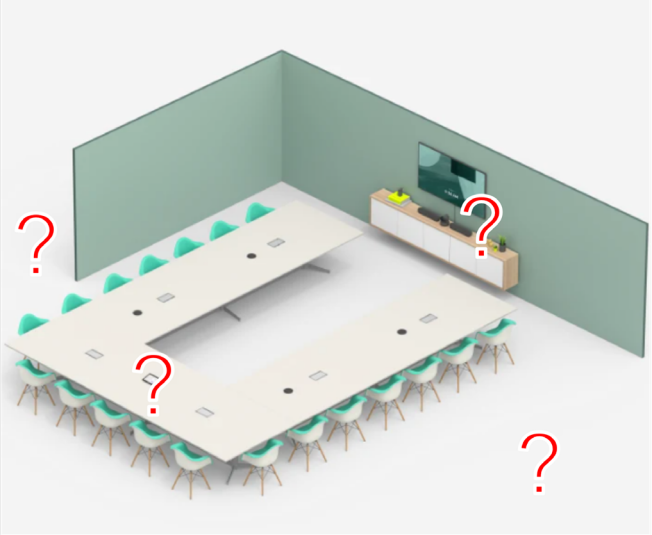
Safety First

- Plan and communicate with team when transitioning between locations
- Remind team to find a safe and secure location before reconnecting to meetings

THINK AHEAD FOR UNFAMILIAR SPACES

Prepare in advance by researching, contacting someone local or bringing equipment to address:

- Technology needs
  - Internet connection
  - Power
  - A/V availability
- Access
  - Security
  - Room availability
- Environment
  - Tables
  - Chairs
  - Classroom accessories
  - Lights
  - AC/Heat



PLANNING / RESERVING ROOMS

- Be thoughtful and reserve at least 30 minutes in advance
- Close the door during your meeting to keep noise levels down
- Put peripherals back in place
- Clean up room when finished

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5 HYBRID CHALLENGE AREAS

1. Communication – emailing, face-to-face, conferencing, IMs, etc…
2. Coordination – the logistics of when, where, who, etc…
3. Connection – the social and relational aspect
4. Creativity – brainstorming and innovating
5. Culture – the formal and informal behaviors and values… how it "feels"

Breakout Group Activity

- In your group, discuss the hybrid workplace challenges that you encounter.
  Some areas to consider: Communication, Coordination, Connection, Creativity, and Culture.
- When rejoining with the main group, be prepared to share your challenges in chat.

TOP RANKED REASONS TO RETURN TO THE OFFICE

Rank	U.S.	UK	AUSTRALIA
1	Working in-person with my team/colleagues	Working in-person with my team/colleagues	Working in-person with my team/colleagues
2	Impromptu, face-to-face connections	Socializing with colleagues	Socializing with colleagues
3	Socializing with colleagues	To focus on my work	Impromptu, face-to-face connections
4	To focus on my work	Impromptu, face-to-face connections	To focus on my work
5	Brainstorming/ideating with colleagues	Brainstorming/ideating with colleagues	Brainstorming/ideating with colleagues
6	Access to daily technology and support	To be part of the community	Learning/teaching/mentorship
7	Scheduled, in person meetings with clients/customers	Scheduled, in person meetings with clients/customers	To be part of the community
8	To be part of the community	Access to daily technology and support	Access to daily technology and support

Source: Gensler Global Workplace Survey Comparison 2020

Gensler RESEARCH INSTITUTE © 2020

What reasons appear to match your discussion?

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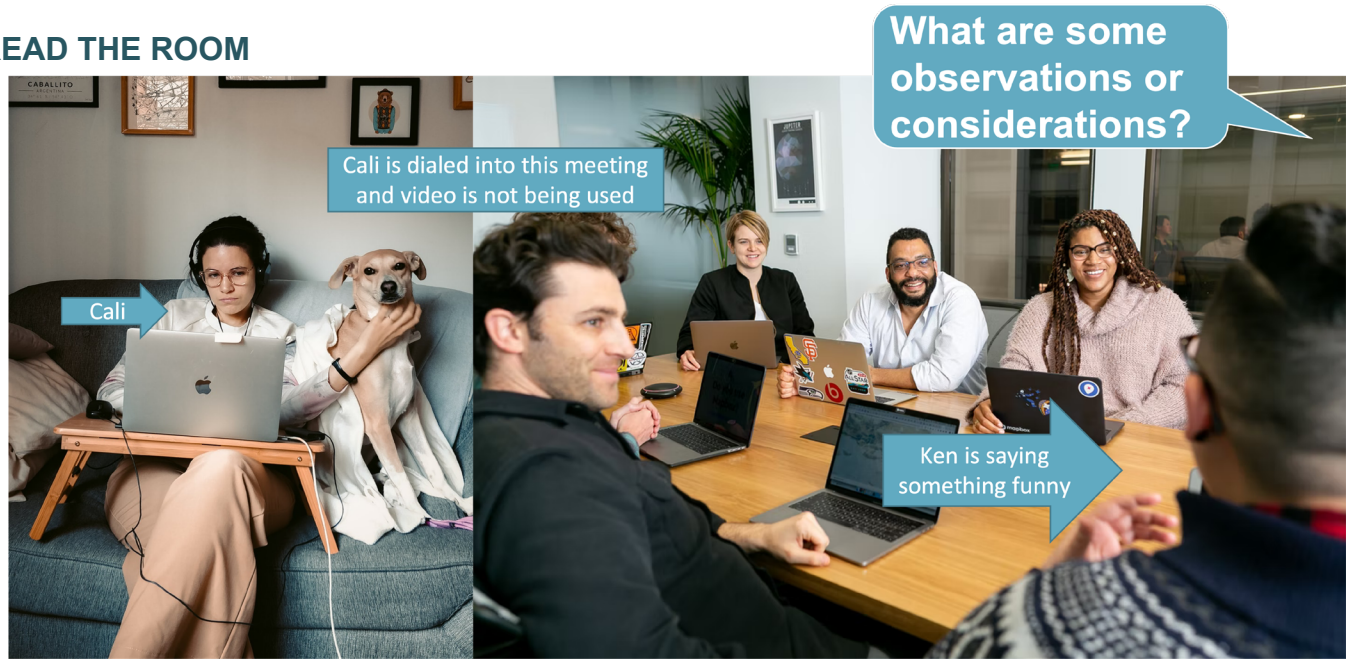
READ THE ROOM



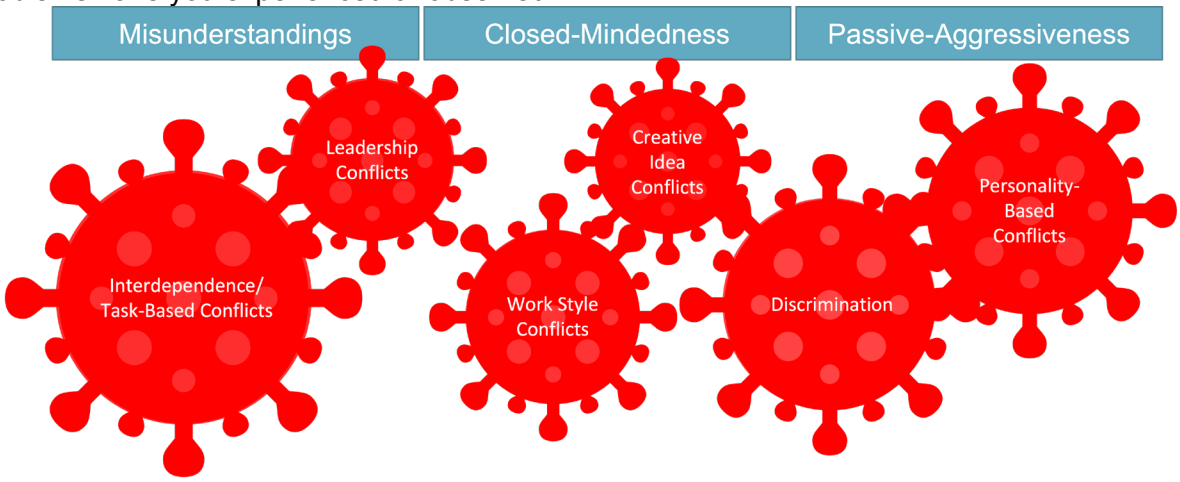
PSYCHOLOGICAL SAFETY

Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.



PSYCHOLOGICAL SAFETY PROBLEMS

What problems have you experienced or observed?



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HOW TO ENSURE PSYCHOLOGICAL SAFETY

- Demonstrate the behaviors that invite inclusion
  - Show openness
  - Be curious not confrontational with other perspectives
  - Use mistakes for teaching not punishment
  - Be willing to take risks and challenge the status quo
  - Protect the conversation from feedback that isn't productive or constructive
  - Create agendas with intention of equitable discussions
- Establish Operating Norms & Ground Rules

OPERATING NORMS EXAMPLE

Category		Expectation	Implementation
Meetings	Attendance	Commit fully to participating and 'being there' for meetings	- Offsites – participants expected to attend entire meeting - Virtual Meetings – utilized VTC and keep participants informed of any meeting delays - Engage, be prepared and limit multi-tasking - Attendees verify with CoS if delegate is acceptable for meetings - Delegates will have full authority as your representative
	Structure	Structure meetings to minimize time and maximize productivity	- Define each meetings outcome/purpose and provide to ELT for standard meetings - Communicate meeting outcome/purpose in meeting notice and/or at beginning of meeting all other meetings - Focus meetings on action versus status - Start and end meetings on time - Provide meeting agenda upfront - Provide timely sharing of information/decisions that are made at meetings where everyone is not in attendance
	Action Items	Reduce traveled work through addressing actions during meetings	- Minimize follow-on Actions Items - Track Action Items and Distribute Actions - Follow through on closure
Communication	Interactions	Be open, respectful, and authentic with each other	- Listen and allow others to express their views; no disrespectful actions or words - Feedback received about each other will be shared in a timely fashion - Express different perspectives respectfully with reasoning - Be transparent and respectful with each other - For emails clearly identify FYI vs For Action as well as urgency
Decisions	Strategy	Model One Boeing Behavior through our strategy and remaining focused on executing to it	- Look for opportunities to learn from, share with or support the other Business - Align strategic topics either by consensus or top down direction and work as a team
	Process	Make decisions that will strive to always do the best for The Boeing Company and BDS	- Each LT member represents both BDS Engineering and their Division/Capability - When we make a decision, it means we all will support it when we walk out of the room - Empower our teams by pushing down authority/decision making to the maximum extent
Leadership	Model	Accelerate performance through modeling key leadership tenants of Set the Intent, Empower our Teams, and Reduce Bureaucracy	- Our Focus as a leadership team will be 40% people, 30% strategic and 30% tactical - Our Focus as a leadership team will be 80% strategic and 20% tactical - Challenge the norms – don't accept the way we have always done things - Simplify – streamline and remove unnecessary bureaucracy - Stamp out oblique problem solving – go direct to the source of concerns versus going through filters

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TEAM GROUND RULES EXAMPLE

Ground Rule	When to Use
Raise your hand when in-person before speaking	All hybrid scenarios
Assign someone to moderate the chat for people online.	All hybrid scenarios
Mute yourself when you are not speaking	Call/Web Conference
Use headphones	Call/Web Conference
Minimize distractions	Call/Web Conference
Check your internet speed (turn off your video if less than 5mb)	Call/Web Conference
Avoid talking over others	All work situations
Be present and don't Multi-task	All work situations
Be open, honest and respectful when communicating	All work situations
Suspend self-interest and fully listen to other opinions	All work situations
Use an agreed upon decision-making process (i.e. Directive, Consensus, Analytical)	All work situations
Clear up ladders within 48 Hours of the event	All work situations
Call a "Time Out" if you feel the conversation is not valuable or if the topic is off track	All work situations
Use the "Parking Lot" for any topics that are off the purpose of the meeting	Calls/Meetings

REMEMBER YOUR AUDIENCE TYPES AND THEIR ENVIRONMENTS

Extroverts – need talk time

- Spotlight them – they like to be on video
- Need to brainstorm
- Large group conversation

Introverts – need think time

- Give the agenda in advance with expectations
- Prefer round robin
- Talking in pairs



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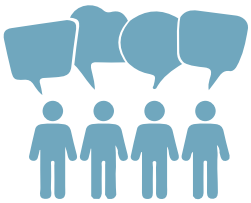






	○ PEOPLE PEOPLE	○ PARTY PEOPLE	○ PLANNER PEOPLE	○ POINT PEOPLE
Pattern	Open/Indirect	Open/Direct	Guarded/Indirect	Guarded/Direct
Pace and Orientation	Slower/People Oriented	Faster/People Oriented	Slower/Task Oriented	Faster/Task Oriented
Their Goal	Steadiness	Influencing Others	Compliance	Dominance
Work Area	Casual, Conforming	Stylish, Interesting	Formal, Functional	Busy, Structured
Wants to	Build and Maintain Relationships	Interact and Be Recognized	Gather Information and Know Process	Get to the Bottom Line and Decide Quickly
Fear	Conflict	Loss of Prestige	Embarrassment	Loss of Control
Aggravated by	Insensitivity	Routine	Surprises	Indecision
Makes decision by	Considering Options	Spontaneity	Deliberate Action	Decisiveness
Decisions are	Careful	Impulsive	Planned	Steadfast
Measures success by	Compatibility, Depth of Relationships	Recognition, Applause, Compliments	Precision, Accuracy, Activity	Results, Track Record, Progress

Which do you relate to the most?

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ADAPTING TO OTHER STYLES

- Think about someone you have trouble communicating with.
- Determine which style best represents that person.
- Click on the boxes for the tips you plan to use when communicating with that person.
- Plan your next interaction with that person and used the tips.
- Use the tool again to plan a conversation with another person.

☐ To adapt to People People

Be warm and sincere by:

- ☐ supporting their feelings by showing personal interest when possible
- ☐ assuming they'll take things personally
- ☐ allowing them time to trust you
- ☐ discussing personal feelings – not facts when you disagree
- ☐ moving along in a slower, informal, but casual steady manner
- ☐ showing that you're actively listening

☐ To adapt to Party People

Show interest in them by:

- ☐ supporting their opinions, ideas and dreams when possible
- ☐ being upbeat, stimulating and fast-pace
- ☐ tolerating digressions and not hurrying a discussion
- ☐ trying not to argue – you'll seldom win
- ☐ being enthusiastic, spontaneous and casual
- ☐ explaining how action can enhance their image
- ☐ sparing them the details

☐ To adapt to Planner People

Show yourself to be thorough:

- ☐ supporting their organized, thoughtful approach when possible
- ☐ showing commitment through your actions, not just words
- ☐ being detailed, accurate and logical
- ☐ listing advantages & disadvantages of any plan organized
- ☐ providing solid, tangible evidence
- ☐ adhering to established procedures
- ☐ giving assurances that decisions won't backfire on them

☐ To adapt to Point People

Be efficient and competent by:

- ☐ supporting their goals and objectives when possible
- ☐ keeping your relationship businesslike
- ☐ using facts – not personal feelings – if you disagree
- ☐ being precise, effective and well organized
- ☐ recommending alternate actions with brief supporting analysis
- ☐ getting to the point quickly
- ☐ stressing competitive results and growth opportunities

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HYBRID ENVIRONMENT PLANNING

- Understand company's governing policies
- Identify your goals and objectives
- Survey employees on psychological safety and preferences
- Consult with HR on policies
- Consult with IT on tech usage and limitations
- Assume virtual attendees in meetings
- Plan a hybrid environment structure based on goals and objects
    - Which employees need to be in the office?
    - How often?
    - When?



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TOOL: KNOW YOUR AUDIENCE

Before planning your meeting, make sure your content matches your audience's needs.

	AUDIENCE DESCRIPTION
WHO WILL BE ATTENDING? • How many? • Time Zones? • Describe the audience.	
WHAT HOOKS THEM? • List the most important topics to your audience.	
WHAT ARE THEY WILLING TO COMPROMISE? • Time • Cost • Quality	
WHAT DO THEY EXPECT? • Do they expect a lot of details? • Do they like to get straight to the point?	
INTERACTION OPPORTUNITIES • List ideas to plan activities, discussion points and relevant information to present.	
GROUND RULES • What should they know before the meeting?	

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TOOL: VIRTUAL MEETING CHECKLIST

MEETING GOALS

GOALS AND OBJECTIVES
- Purpose
- Motivation
- Outcome

AGENDA
- What topics will cover or address the goals and objectives?

MEDIA
- What content will be used in the meeting?

MEETING INFORMATION

Meeting name	
Meeting Date/ Time	
Meeting ID	
Password	
Host key	
Admin contact	
Tech contacts	
Presenter(s)	
Moderator	

FEATURES NEEDED

What features do you need?

- ☐ Screen Sharing
- ☐ Polling
- ☐ Whiteboard/ Annotations
- ☐ Chat
- ☐ Q&A
- ☐ Raise Hands
- ☐ Breakout Rooms
- ☐ Record Meeting

PARTICIPANT SETTINGS

Permitted audience features

- ☐ Allow unmute
- ☐ Allow sharing
- ☐ Allow video
- ☐ Allow Private chat
- ☐ Allow file sharing
- ☐ Allow recording
- ☐ Allow save chat
- ☐ Allow invite others

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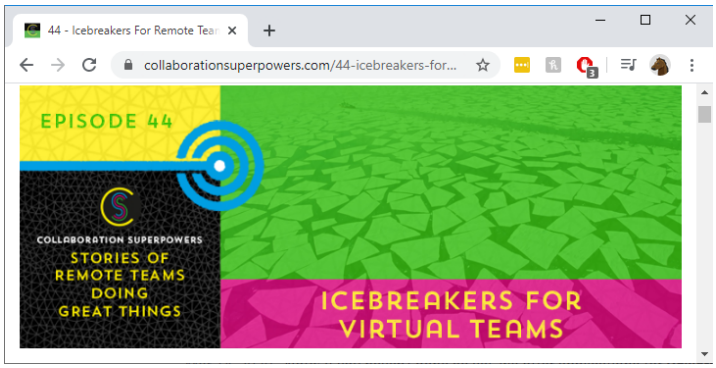
IDEAS FOR SETTING THE TONE

[Podcast & Article: 44 Ice Breakers for Virtual Teams]



https://www.collaborationsuperpowers.com/44-icebreakers-for-virtual-teams/

- Activity before the meeting in chat
- Music & slideshow
  - » Team-building pictures
  - » Recent successes
  - » Team awards
- Icebreakers
  - » Trivia
  - » Change your name in the participant panel to a famous character or person
  - » Introductions
  - » Polling & Annotations
  - » Human bingo

OTHER ACTIVITIES TO INTERACT AND ENGAGE

Screen Share

- Collaborate on a shared document
- Share a picture, video, webpage
- Share a best practice

Other

- Solve a problem using things at your desk
- Find 3 things in your office to solve X
- Roll the dice to decide X
- Create a story with random word generator
- Continuum story
- Illustrate with annotations

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REMEMBER YOUR AUDIENCE TYPES AND THEIR ENVIRONMENTS

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Introverts – need think time

- Give the agenda in advance with expectations
- Prefer round robin
- Talking in pairs

HOW TO ADAPT TRADITIONAL ACTIVITIES

- Work anniversaries & birthdays
- Celebration of wins
- Award Ceremonies
- Lunch and learn

TALK WITH, NOT OVER

Polite ways and moments to create space to begin speaking when others won't stop

Timing

- When the speaker is pausing to breathe
- When the speaker is finishing a phrase or sentence
- When you have a good point to make that would contribute positively to the discussion (be sure to measure your timing carefully, so as to not appear rude!)

Get Attention

- Raise hand on camera or in the room
- Use a filler word (so, uhm…)
- Unmute (facilitators can see when you unmute)

Be Cordial

- I need to add something here…
- May I add…
- I'd like to add…
- Let me add something…
- That reminds me…
- Before we move on to the next point, may I add…?
- Before you move on, I'd like to say something.
- Before you go on, I'd like to say something.

Seek Clarity

- Could you clarify that?
- Sorry, could you explain that a little more?
- Do you mean...? (try summarize your understanding)
- Would you tell us/me a little bit more about that?
- Could you clarify that last point before we move on?
- Can I check to make sure we're on the same page?

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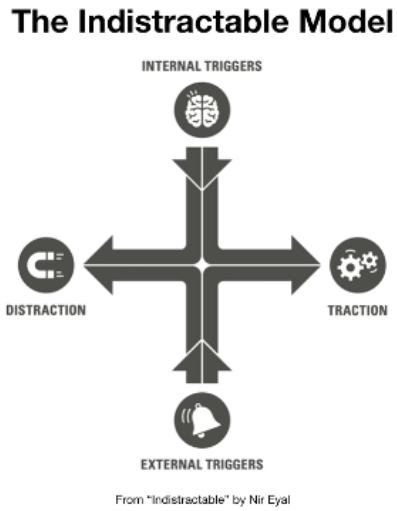
DISTRACTIONS

Step 1: Get rid of the distractions in your work environment

(especially when you're working from home)

1. Remove the clutter from your workspace
2. Design your immediate environment for "laziness"
3. Choose the right music (or none at all) for the right task
4. Optimize your workplace for light, nature, and air



Step 2: Optimize your tools and tech to be distraction-free

1. Do a notification audit on your apps and tools
2. Learn to love Do-Not-Disturb mode
3. Push as much of your work as possible to your laptop
4. Use distraction-free tools (and settings)

Step 3: Minimize your internal distractions

1. Prioritize ruthlessly so you know what work matters
2. Use a productivity system like Getting Things Done to organize your time
3. Batch your communication time (and set clear expectations with your team)
4. Follow your body's natural flow of energy and take more breaks

MINDFULNESS EXERCISES

- Mindfulness practices can help develop healthy thought patterns and prevent negative beliefs.
- This can help improve their mood and feel better overall.
- Mindfulness Exercises for Everyday Life
- Self-Guided Meditation or Yoga Playlist for Mindfulness Exercises or Studying





HOW TO HAVE A GREAT PRESENCE ONLINE OR IN-PERSON

- Trustworthiness
- Integrity
- Respect
- Inspiration
- Polish & Poise
- Sincereity
- Passion
- Confidence
- Clarity
- Thoughtfulness
- Warmth
- Openness

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TOP TECH TIPS

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3. 5 ways to MUTE
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5. Set your mic volume as high as possible without distortion. Click "Test" to record and listen for quality
6. Uncheck auto adjust if you have noise cancelling mic or studio quality mic
7. Use Noise Removal by default
8. Use Music mode when playing musical instruments through a mic
9. Use Optimize for my voice with many people speaking in the background
10. Use Optimize for all voices when at a conference table with others
11. Speak closer to or resposition the speaker phone
12. Be considerate of anything that could create noise
13. Know where the microphones are and avoid blocking
14. Look at the Decision Maker while speaking to the mic
15. When addressing the Decision Maker or target audience, position yourself to be seen and heard

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VIRTUAL MEETING INVITE EXAMPLE

Hi _____,

Thank you for registering for the _____ meeting on DATE/TIME.

We will be using (name of video conferencing platform). Click here to download and a quick tutorial video.

Here are the meeting details: _____

Meeting Link: _____

Meeting Password: _____

Dial-In Information: _____

Our presenter will be _____ and moderated by _____.

Here are the topics we'll discuss:

Item 1 _____

Item 2 _____

Item 3 _____

We will be holding Q&A sessions throughout the meeting, but feel free to send us questions for our presenter by replying to this email or (admin email).

Additionally, we will be using our polling features and chat during the meeting.

Also, please see our Meeting Ground Rules & Instructions below to help optimize your experience during the meeting.

If you have technical problems logging in, contact (Tech Support #)

If you need assistance with your registration, contact (Admin support)

MEETING GROUND RULES & INSTRUCTIONS

MUTE YOURSELF WHEN YOU ARE NOT SPEAKING

Every sound picked up by your mic can be a distraction to everyone on the call.

MINIMIZE DISTRACTIONS

In windows, right-click the Notification Center icon in the bottom right to choose "Turn off notifications"

USE HEADPHONES WHEN POSSIBLE

Avoid feedback by using headphones. Some have built-in microphones which may also have noise-filtering capabilities.

AVOID TALKING OVER OTHERS

Use the raise-hand feature or visually raise your hand on screen for the moderator to unmute you and mute everyone else.

CHECK YOUR SPEED

Use speedtest.net to make sure you're upload and download speeds are at least 5mb. Otherwise, turn off your video to avoid lag.

BE PRESENT

Maintain eye contact and try not to multitask.

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VIRTUAL MEETING CONTINGENCY PLANS

Internet connection

- Co-Host with copy of content
- Dial into meeting
- Multiple internet connection teaming
    - Connectify Software
    - Internet connection aggregators

Computer crash

- Co-Host with copy of content
- 2nd Computer with content
- Dial into meeting



Malicious interruptions

- Safeguard meeting info
- Enable “allow removed visitors from reentering”
- Enable registration only & Authenticated users only
- Avoid using your personal room ID
- Use Lock Meeting options

SECURITY BEST PRACTICES

Participant settings	
Permitted audience features	
Allow unmute	
Allow sharing	
Allow video	
Allow Private chat	
Allow file sharing	
Allow recording	
Allow save chat	
Allow invite others	

- Disable participant features listed in the Virtual Meeting checklist for public or conference scenarios.
- Avoid sharing links on social media
- Never reuse passwords
- Enable waiting room
- Lock meeting once all participants have joined
- Mute, block or remove disruptive participants
- Disable the “Allow removed participants to rejoin” option
- Do not share your Audio PIN with anyone
- Do not share the Host key with anyone
- Provide meeting passwords only to users who need them.
- Never share sensitive information in your meeting until you are certain who is in attendance.

WebEx Settings

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FEATURE COMPARISON: WHAT'S YOUR MEETING TYPE?

Use features to match your scenario:

Meeting Types	Screen Sharing	Chat	Polling	Raise Hands	Annotations	Breakout Rooms
Collaborative brainstorm with large group	X	X	X	X	X	X
Conference call	X	X	X	X	X	
Group Discussion	X	X		X		
Committee Meeting	X		X	X		
Online office hours	X	X				
Online Class /Training	X	X	X	X	X	X
Webinar/ Presentation	X	X	X			

ENGAGEMENT TIPS & IDEAS

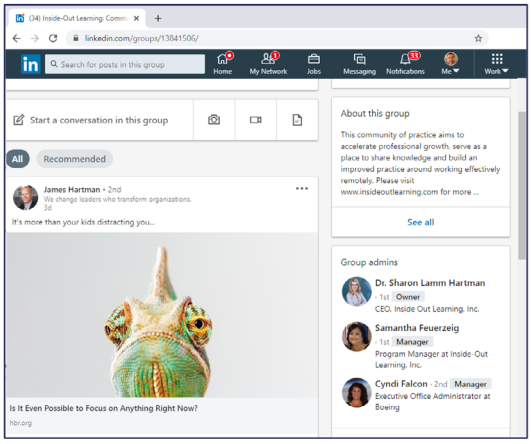
On Camera

- Ask for a show of hands
- Thumbs up/down
- Show & Tell or Props
- Hat day
- Fun background day



Screen Share

- Collaborate on a shared document
- Share a picture, video, webpage
- Share a best practice



Other

- Solve a problem using things at your desk
- Find 3 things in your office to solve X
- Roll the dice to decide X
- Create a story with random word generator
- Continuum story
- Illustrate with annotations

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WHEN THINGS GET OUT OF CONTROL

Focus

- "Let me ask you to refocus so that we can stay on track."
- "Let's focus on the task at hand."

Flexibility

- "Since you seem to be familiar with this material, let me move ahead to…"
- "It seems as though these issues have already been addressed. Would you like me to continue or end here?"

Firmness

- Assert your authority by using your voice – lower, not louder
- Ask directly, "Considering the scope of this presentation/meeting, what information would be of most benefit to you?"

Other Options

- Mute all
- In WebEx, synchronize view

SCREEN SHARING BEST PRACTICES

1. **Prevent or eliminate distractions**
    - Close email and chat programs
    - Turn off notifications
        - How to for Mac & PC
    - Use a nice background
        - Reddit wallpapers
    - Clear your desktop
        - How to hide icons on PC & Mac
2. **Smooth & intentional mouse movements**
    - Avoid moving the mouse sporadically on screen
3. **Prepare and open content and webpages in advance**
    - Avoid showing autotype results
    - Avoid typos
    - Open webpages on separate tabs
4. **Use the "pause sharing" feature when switching between programs or other content.**

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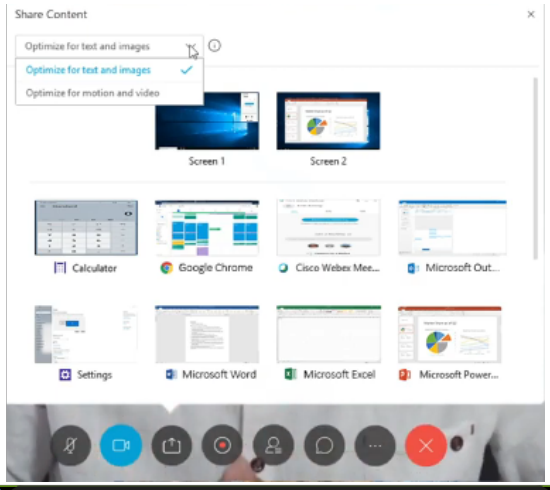
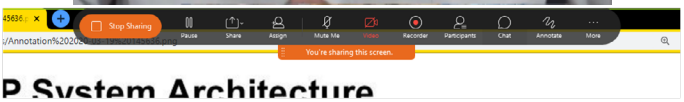
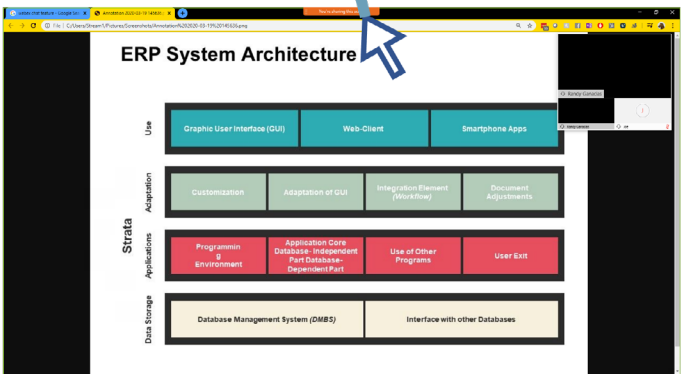
WEBEX: SHARING YOUR SCREEN AND PROGRAMS

- To share files or programs, click Share.
- WebEx will display all available screens and programs.
- Screen sharing is the easiest method. If you would like to share a specific program, select it and click Share. All other items on your screen will not be visible.
- If you have multiple monitors, move your mouse over the screen buttons to identify which monitor to choose.
- If you plan on showing videos, choose “Optimize for motion and video” (not available in the free version of WebEx).
  - Keep this option unchecked to ensure text and graphics are as clear as possible.
- When you share content, the WebEx window will automatically hide.
- The WebEx controls can be accessed by hovering your mouse over the orange sharing tab.

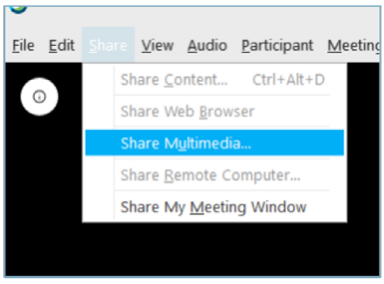


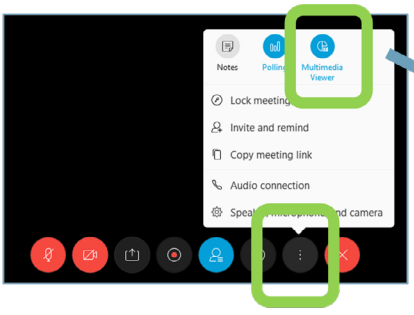


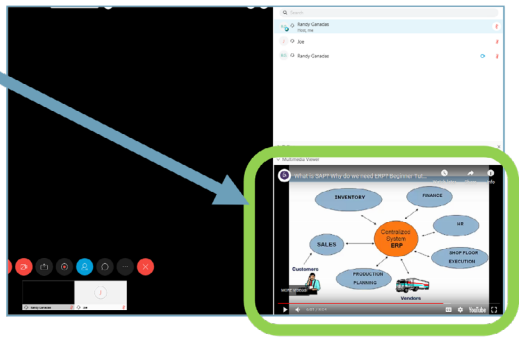


WEBEX: SHARING VIDEO VIA THE MULTIMEDIA PANEL

- If you would like attendees to access a video at their convenience, you can share a link to a video by clicking Share, then select “Share Multimedia”.
- The video will appear in the Multimedia Viewer by click on the “more options” button, then select Multimedia Viewer.







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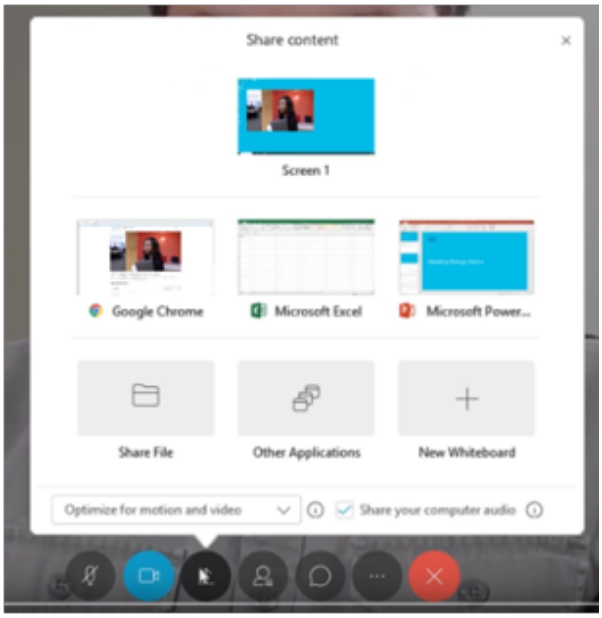
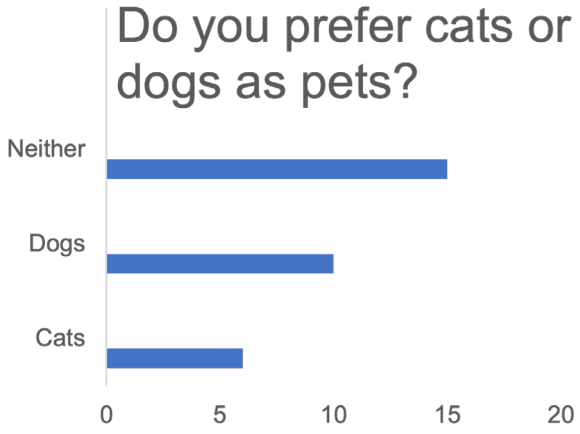
WEBEX: SHARING VIDEO VIA THE MULTIMEDIA PANEL



- Click the Share button and choose “Optimize for motion and video”.
- Click Share your “computer audio”
- To avoid feedback or echo, instruct all attendees to mute their audio.
- Once the video is finished, wait a few seconds before unmuting your phone in the event of slower playback by an attendee.

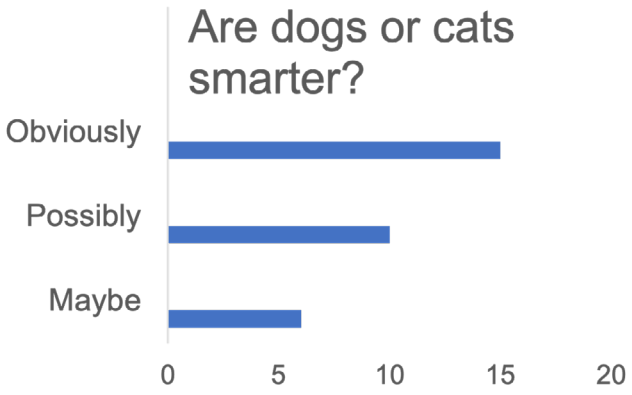
WHEN TO USE POLLING

- When it is understandable
- When it shows insightful data
- When you are able to interpret the data
- When you or a moderator can operate the feature efficiently



WHEN YOU SHOULD NOT USE POLLING

- When it is vague
- When it doesn’t add to the objectives
- When the question is not prepared
- When it complicates your message or presentation
- When the results cannot be interpreted



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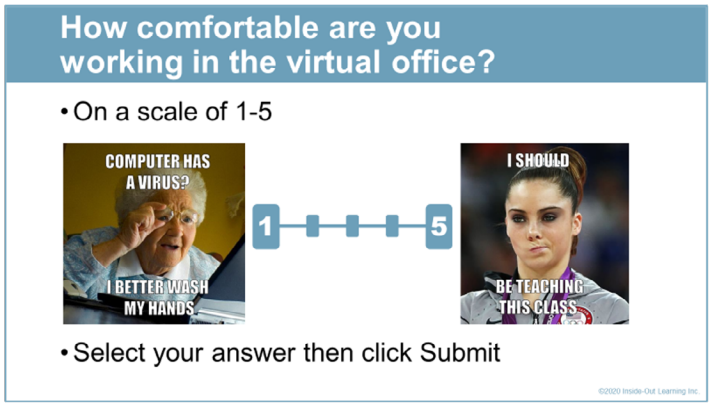
POLLING BEST PRACTICES

- Focus on objectives of the meeting.
- Use questions that support your content.
- Write questions that will be understood by every participant.
- Create polls before the meeting.
- Create a list of responses or talking points based on each poll result.

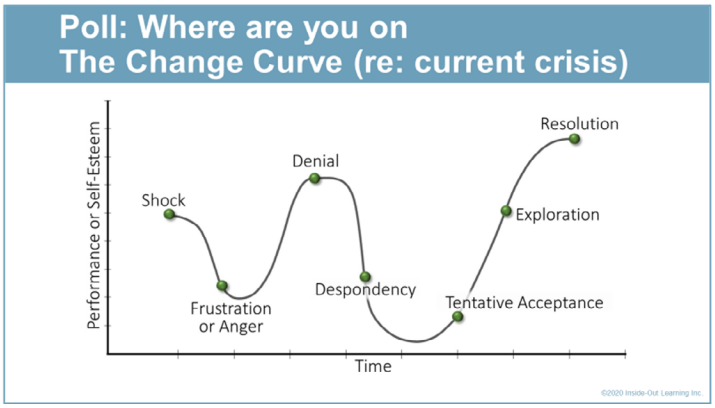
EXAMPLES



- Understanding the audience
  - Characteristics
  - Segments



- Prioritizing content
  - Use to vote on agenda items



- Insight – Change Curve
- Discussion topics
  - Questions that create a debate or dialogue
- Knowledge/Test questions
  - What's the audience's level of understanding?

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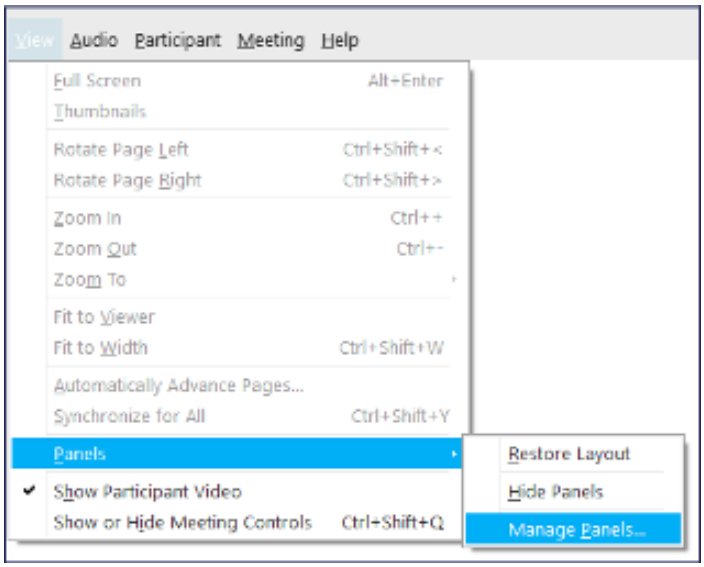
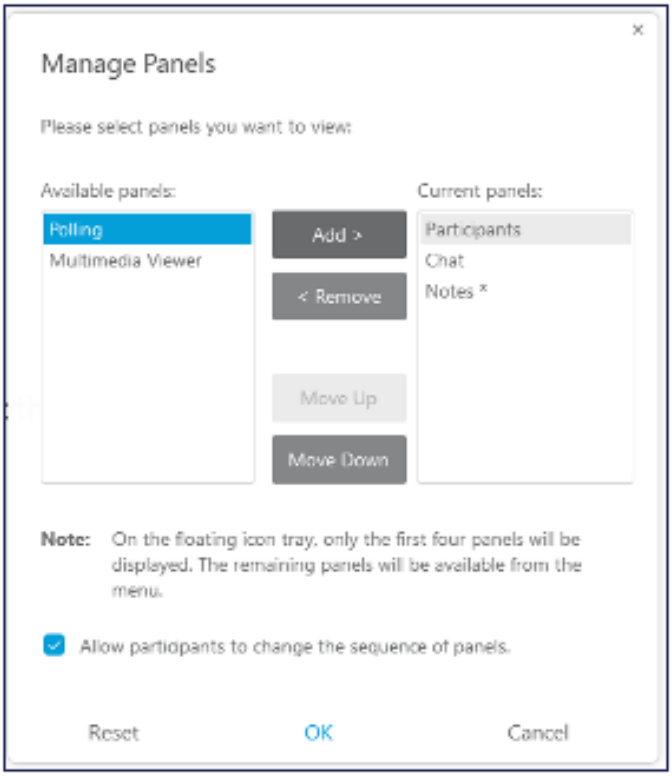
HOW TO CREATE A POLL BEFORE STARTING A WEBEX MEETING

- Start a meeting.
- Display the polling panel:
  - Go to the **View** menu, then select **Panels > Manage Panels...**
    The 'Manage Panels' window appears.
  - In the Available panels: section, select **Polling**, then click the **Add >>** button.
  - Click the **OK** button.
- Create a poll with the desired questions, see: Manage Polls
- Go to the **File** menu, then select **Save > Poll Questions.**
- Choose a location to save the poll, enter a file name, then click the **Save** button.
- In your next meeting, enable the polling panel using step 2 above.
- Go to the **File** menu, then select **Open Poll Questions....**
- Select the previously created poll, then click the **Open** button.

ENABLE THE POLLING PANEL IN WEBEX

- Click View>Panels>Manage Panels.
- Select Polling>Add>OK





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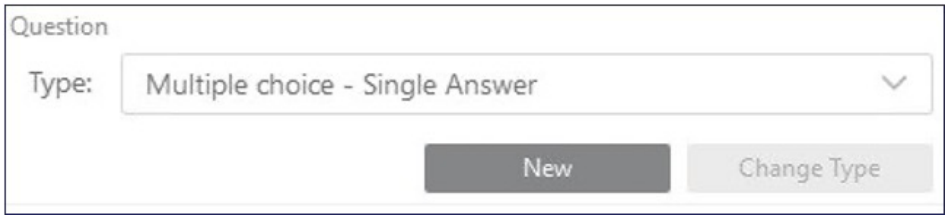
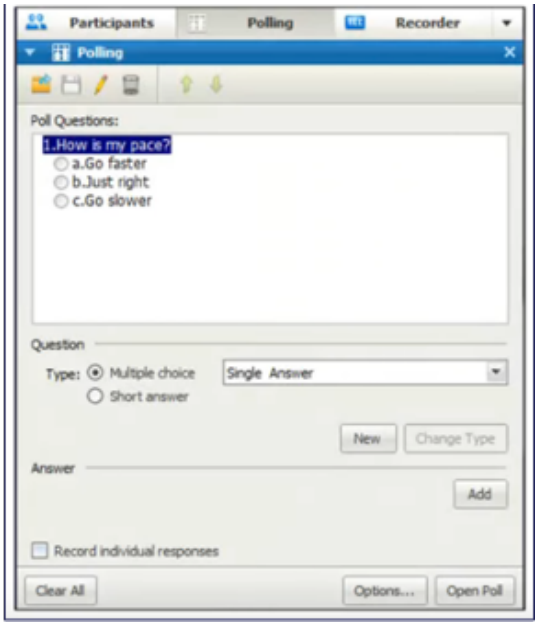
LAUNCHING A POLL IN WEBEX

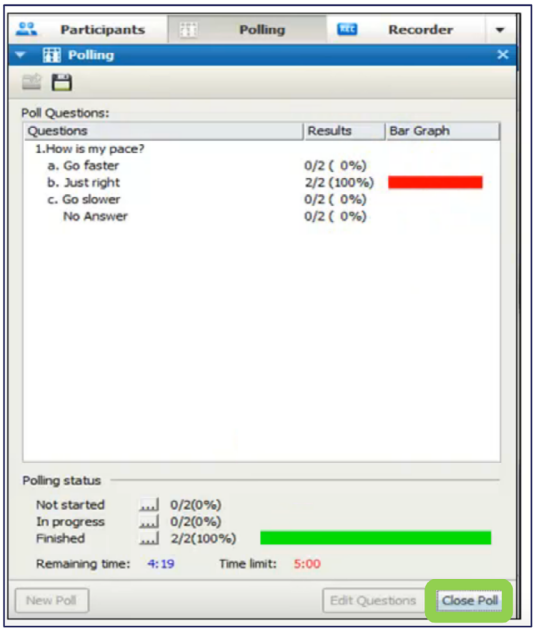
- Select the question type from the drop-down list in the Question section of the Polling panel.



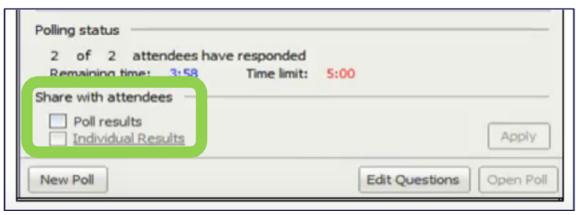
- Select Short answer if you want a poll with a type in short answer.
- Select Multiple choice - Multiple Answers if you want a poll with multiple answers from a list of possibilities.
- Select Multiple choice - Single Answer if you want a poll with one answer from a list of possibilities.
- Click New to create a new question.
- Type your question in the text box that appears and press Enter. In the text box that appears, type an answer to your question and press Enter.
- (Optional) Repeat this process for as many questions and answers that you want to add.
- Click Open Poll.



- Click the Polling Tab & select a question.
- Click Open Poll



- The responses will appear immediately
- When finished, click “Close Poll”
- To share poll results, select “Poll results” then Apply



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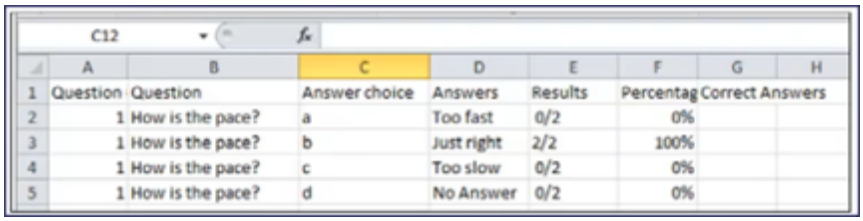
POLL REPORTS IN WEBEX

- Select File > Save > Poll Results.
- Select a location at which to save the file.
- Click Save. You can now view poll results by opening the file.



	A	B	C	D	E	F	G	H
1	Question	Question	Answer choice	Answers	Results	Percentag	Correct Answers	
2	1	How is the pace?	a	Too fast	0/2	0%		
3	1	How is the pace?	b	Just right	2/2	100%		
4	1	How is the pace?	c	Too slow	0/2	0%		
5	1	How is the pace?	d	No Answer	0/2	0%		

WHEN TO USE ANNOTATIONS

- When the instructions are understandable
- When you are able to present the results
- When the whiteboard or canvas is prepared
- When you or a moderator can operate the feature efficiently

Using Myers Briggs types, create instructions on how to make an ice cube for an "S" audience

1 – Pour water into a tray
2 – Place tray in freezer for 3 hours
3 – Wait 3 hours
4 – Take tray.....



+3 hours =



WHEN YOU SHOULD NOT USE ANNOTATIONS

- When the instructionsare vague
- When it doesn't add to the objectives
- When you don't practice using it or are unfamiliar with the feature
- When it complicates your message or presentation

Make something neat



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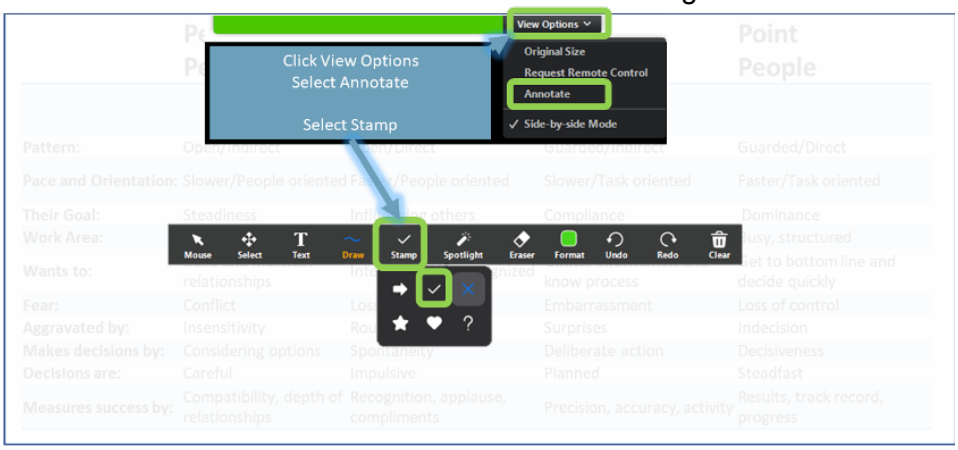
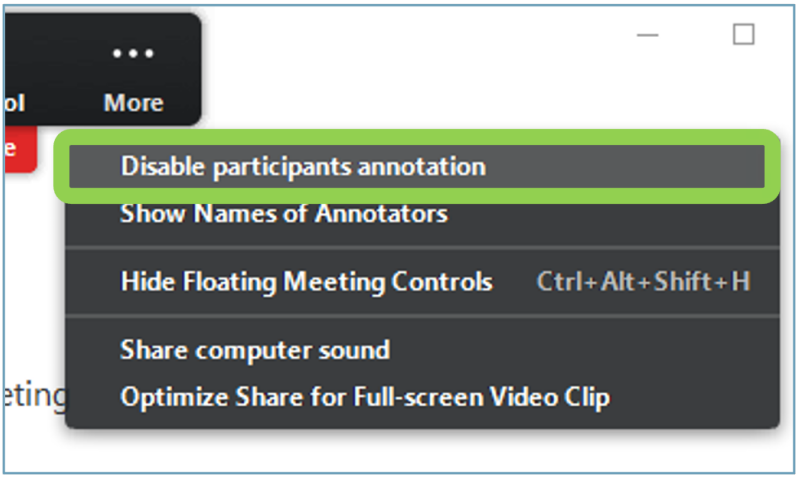
ANNOTATION BEST PRACTICES

- Use an appropriate canvas
- Remember the audience's preferences for content and interactivity.
- Prepare the audience before going into an Annotation or Whiteboard activity.
- Remind the audience with on-screen instructions before enabling the annotation controls.

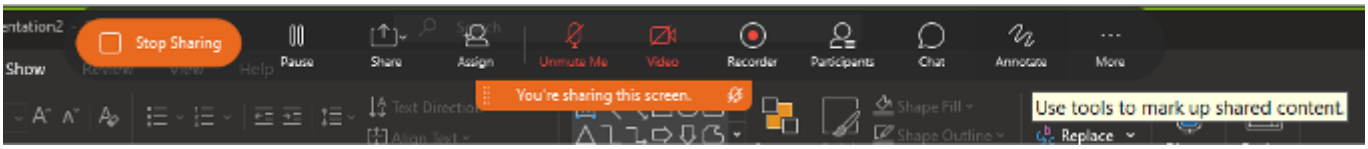


- Practice using the Annotation Tool
  - Enable participant annotations
  - Start
  - Save
  - Disable participant annotations
  - Clear
  - Stop
- Missing any of these steps can disrupt the flow of your presentation



WEBEX: USING THE ANNOTATION FEATURE

- While sharing content, you can allow for on-screen annotations by your attendees.
- To use this feature, click the Annotate button in the Sharing Tab.



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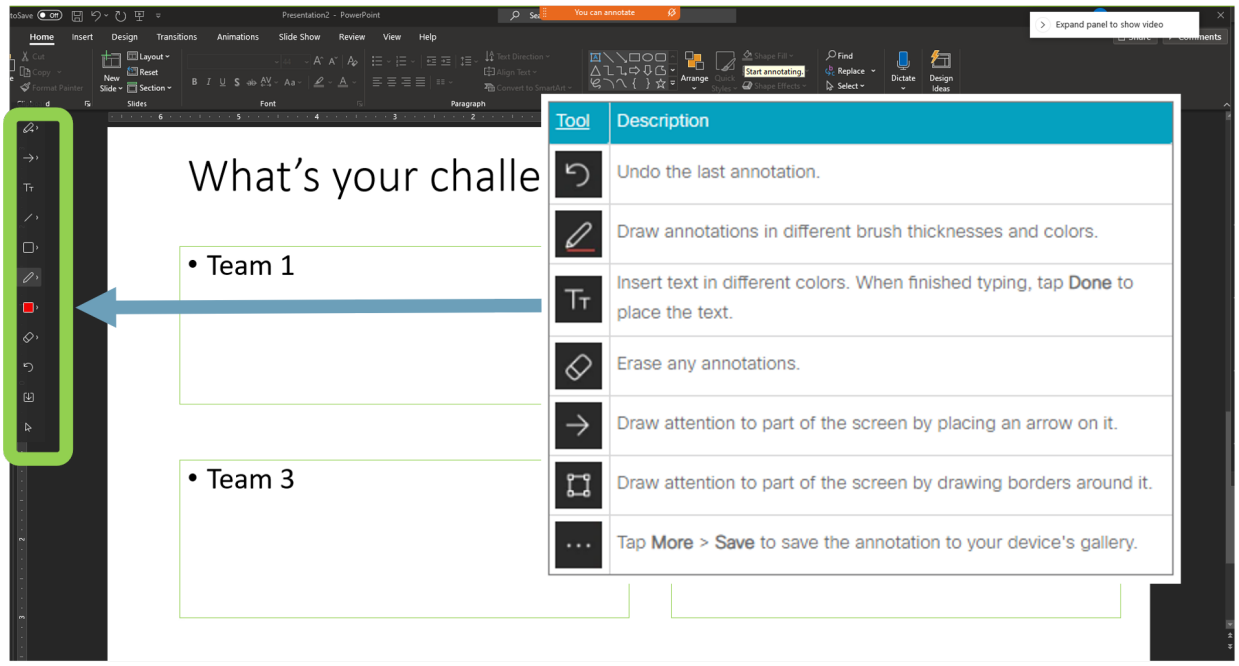
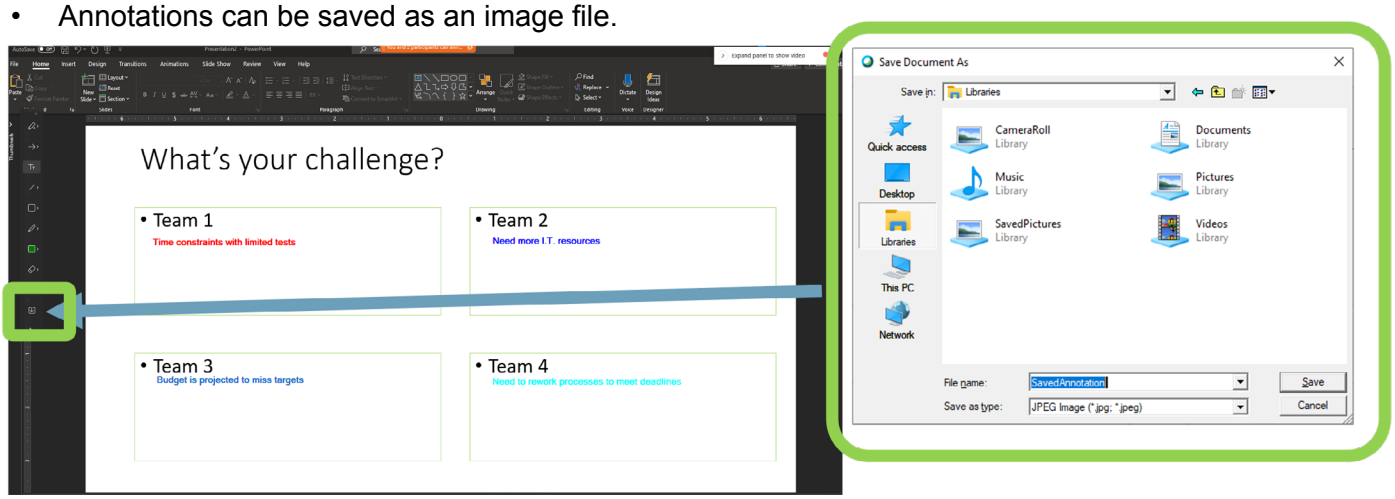
WEBEX: USING THE ANNOTATION FEATURE

- Controls will appear on the left side of the screen.



- Attendees can select different colors to distinguish responses.
- Annotations can be saved as an image file.



PASTE SCREENSHOTS IN WHITEBOARD

- Content from your clipboard can be pasted into a whiteboard.
- Open a new Whiteboard.
- Copy content such as a picture or screen shot.
- Paste into the Whiteboard canvas.

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GRANT ATTENDEE ANNOTATION PERMISSION

To avoid repetitive granting of permissions during a meeting, grant attendee annotation privileges in the settings

Cisco WebEx Meetings

- Go to the Participant menu, then select Assign Privileges....
- Click on the Participants tab.
- To grant annotation to specific attendees:
- On the left-hand side of the window, click the + icon next to All Participants.
- Select the attendee you would like to grant annotation privileges to, then click the Annotate box in the Document section.
- Repeat step 2 to add annotation privileges to additional attendees.
- Click the OK or Assign button.
- To grant annotation privileges to all attendees:
- In the Document section, check the Annotate box, then click the Apply button.

Cisco WebEx Training

- Go to the Participant menu, then select Assign Privileges....
- In the Document section, check the Annotate box, then click the OK button.

Cisco WebEx Events

- Go to the Participant menu, then select Assign Privileges To > Attendees.
- In the Document section, check the Annotate box, then click the Apply button.

WHEN TO USE BREAKOUT ROOMS

- When it serves the objectives of the meeting
- Large group vs small group
- When there are too many people
- To divide and solve a problem in segments
- To apply content from the main session
- To create discussions and dialogue
- To brainstorm when there are too many people
- When time can be allotted to accommodate moving participants, instructing them and assigning group leaders and spokespersons.

WHEN TO USE BREAKOUT ROOMS

- When time does not allow attendees to acclimate to the change in setting
- When attendees are not familiar with the breakout room features
- When there is limited experience in operating the breakout room feature
- When a group leader is not assigned to each room
- When the result of the breakout session does not meet the goals and objectives of the meeting

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BREAKOUT ROOM BEST PRACTICES

Pre-planning

- Provide accessible instructions in chat or verbally
- Use room facilitators when possible
- Consider participant capabilities. Do participants know how to use the features?

Breakout Room Tips

- Paste instructions in chat
- Instruction link
  - Copy slide to Dropbox/Google Drive
- Collaborative Document
  - Copy link in chat

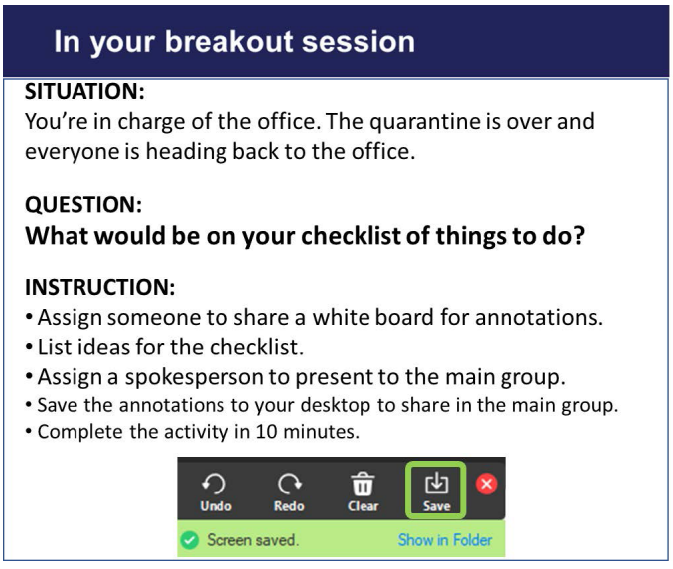
Moderator Tips

- Assign 2-5 people per room
- Assign as soon as possible or before meeting

BREAKOUT ROOM INSTRUCTION EXAMPLE

Include:

- Situation
- A question
- Easy to follow instructions
- Time limits



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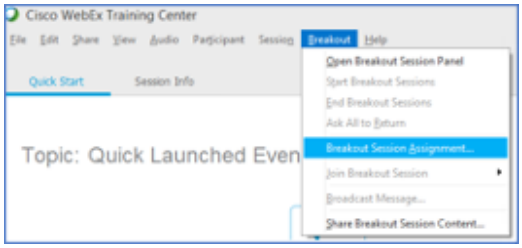
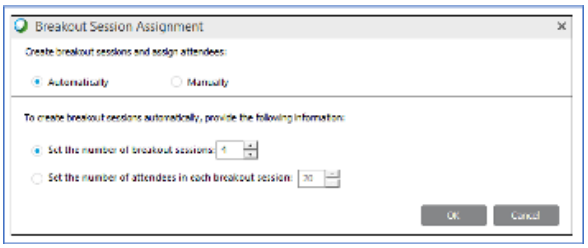
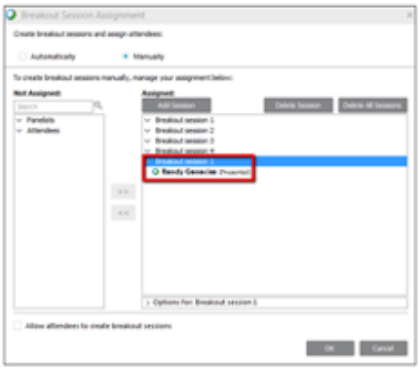
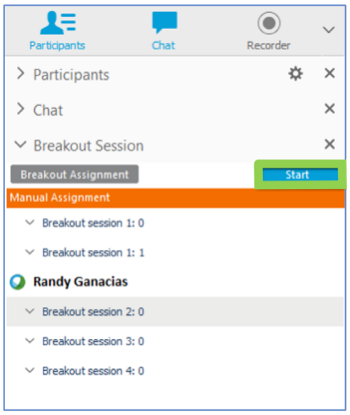
BREAKOUT SESSIONS IN WEBEX



- To start a breakout session, click Breakout and select Breakout Session Assignment.
- You can set the # of breakout rooms and automatically or manually assign attendees.
- Once the attendees are placed into breakout sessions, a presenter can be assigned in each session.

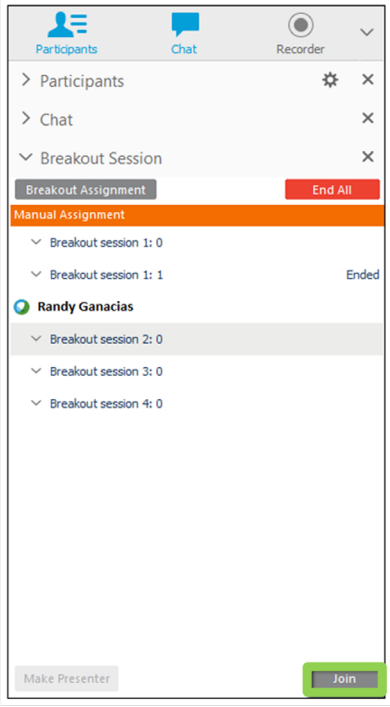




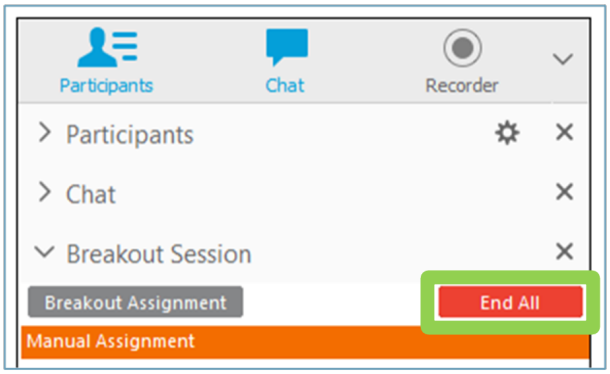


- Once attendees and presenters are assigned, click Start to begin.

- As a facilitator, you can join any of the sessions by selecting a session and clicking “Join”.
- All of the WebEx features will be the same as the main session, but attendees can only communicate within the breakout session.



- To end the breakout sessions, click “End All.”
- Attendees will be returned to the main WebEx session.



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WEBEX KEYBOARD SHORTCUTS FOR PC

Alt + F4	Close any dialog box
Ctrl + +	Zoom in during sharing
Ctrl + -	Zoom out during sharing
Ctrl + A	Copy text from the **Chat** panel
Ctrl + Alt + A	Share an application
Ctrl + Alt + D	Share your screen
Ctrl + Alt + N	Share a whiteboard
Ctrl + Alt + O	Share a file or video
Ctrl + Alt + Shift	Show the **Meeting Controls** panel while sharing
Ctrl + Alt + Shift + H	Hide the Meeting controls, panels, and notifications while sharing (Webex Meetings) Hide the Webex Events window (Webex Events)
Ctrl + Alt +S	Allow all participants to share
Ctrl + K	Assign privileges to participants
Ctrl + M	Mute or unmute your audio
Ctrl + O	Browse to open and share a file
Ctrl + Shift + <	Rotate the page left while sharing a file
Ctrl + Shift + >	Rotate the page right while sharing a file
Ctrl + Shift + Q	Show or hide the meeting controls
Ctrl + Shift + W	Adjust the page size to fit the viewer during sharing
Ctrl + Shift + Y	Synchronize the display of a shared page, slide, or whiteboard in all participant content viewers with the display in your viewer

Ctrl + Tab	• Switch between Panel View
	• Switch between tabs in the following dialog boxes:
	  • Invite and Remind
	  • Preferences
	  • Meeting Options
	  • Participant Privileges

Ctrl + W	Close a shared file or whiteboard
Ctrl + Y	Redo the last action
Ctrl + Z	Undo the last action
Esc	Cancel an action, or close an active window, menu, panel, or notification in full-screen sharing mode
F1	Access Webex Meetings Help
F6	Switch between the content area and the panels area
PgDn	During file sharing, use to advance to the next slide
PgUp	During file sharing, use to return to the previous slide

Shift + F10	• Use right+click menus in the following panels and elements:
	  • **Participants** panel
	  • **Chat** panel
	  • **Notes** panel (Webex Meetings)
	  • **Q & A** panel (Webex Events)
	  • **Closed Captions** panel
	  • **File Transfer** window
	  • Shared whiteboard and file tabs
	• Work with the participant list
	• Copy text from the **Chat** panel

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- How to Foster Psychological Safety in Virtual Meetings
- 3 Tensions Leaders Need to Manage in the Hybrid Workplace
- The Complete Hybrid Team Communication Guide
- Hybrid Work Best Practices
- Making Hybrid Work More Permanent? Set Some Ground Rules
- What Psychological Safety is Not
- 15 Ways to Promote Psychological Safety at Work

Harvard Business Review Video Series

- How to Make Virtual Meetings Feel More Real
- Does Virtual Presence Still Matter at Work?
- How to Answer the Question, “Tell Me About Yourself”
- How to Be Less Lonely at Work
- How to Say No at Work
- How to Make a Presentation Deck That Doesn’t Stink
- What Does ‘Just Be Yourself’ Really Look Like at Work?
- You Need Tough Feedback—Here’s How to Get It
- How to Speak Up in Meetings
- What Difficult Emotions Are Trying to Tell You
- How to Give Feedback — Especially When You’re Dreading it
- How to Build — and Repair — Trust at Work
- What’s the Point of LinkedIn, Anyway?
- How to Get Out of a Creative Rut
- How to Be More Productive
- How to Negotiate a Flexible Return to the Office
- How to Be Ready for a Layoff, Even if Your Job Feels Secure for Now
- How to Throw a Virtual Work Party That Doesn’t Stink
- How to Quit Your Job with No Regrets
- How to Find a Mentor Who Can Accelerate Your Career
- How to Really Use a Whiteboard

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FACILITATOR



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Randy has over 20 years of experience in technology, marketing, and business development roles ranging from the Design Principal at a product development company to Regional Director of Operations & Communications at Apollo Group, Inc.

He specializes in simplifying complex information and data into presentable content and has helped over 800 Boeing executives and professionals in creating their presentations. His marketing and visual communications work can be seen in presentations and communications through the hundreds of leaders that he has helped. Randy also helps companies of all sizes with internal and external communications, operational development and I.T. infrastructures.

Randy also founded a Toastmasters International chapter and in his former role of chapter president, has guided members in improving their public speaking skills. His extensive software training background has also helped in the development of member's PowerPoint presentations during his time with Toastmasters.

He also develops and directs presentations and live streams on platforms including WebEx, Livestream, YouTube Live & Twitch. Randy regularly assists clients with best practices for delivering presentations via WebEx. Many of his projects involving video productions have included notable figures ranging from former Soviet Union leader, Mikhail Gorbachev, to Doug Baldwin of the Seattle Seahawks.

Randy also has an extensive background in product development and has served in marketing and design roles for several commercial product launches. He produces training videos for software and CAD design with hundreds of online students around the globe.

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Aleah Smith (she/her), Program Coordinator/Executive Assistant for Inside-Out Learning (IOL).

Aleah is an organized and goal-oriented program coordinator who is highly passionate about personal development and career growth. Her focus is making little changes in people's lives that will positively impact their career and personal lives.

Aleah received her B.S. in Public Health from the University of Arizona in Tucson, AZ and worked in healthcare for 4 years before changing career fields.

Aleah's Myers-Briggs type is ESTJ and is primarily recognized as a Point Person.

Hobbies: Aleah is an avid sports fan, especially NFL and College football games. She also loves getting lost in a good book. Her favorite genres are suspense, romance and personal development. Above all, Aleah cherishes spending time with her friends and family and traveling.

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WHAT'S NEXT?

1. Free Community of Practice on LinkedIn Groups for Boeing Participants of Inside-Out Learning Programs
   www.linkedin.com/groups/12136775
2. Order Dr. Sharon's best-selling, award-winning book, *The Authenticity Code™: The Art and Science of Sucess and Why You Can't Fake It to Make It*

USA TODAY BESTSELLING AUTHOR

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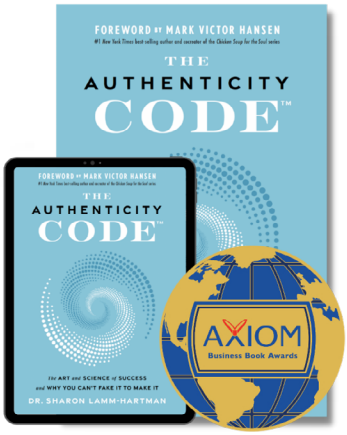

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