



MASTERFUL eMEETINGS *Ignite an eMeetings Revolution!*

Why it works:

This course is designed to help leaders like you drastically improve the efficiency and productivity of your virtual meetings. You'll learn from our dynamic instructors who model the practical techniques taught in a highly engaging and interactive format. Starting with an understanding of the common problems faced by virtual meeting leaders, this course presents the solution - a vision of *Masterful eMeetings* and provides step-by-step instructions you can use right away for seamlessly managing your virtual meetings.

Learn how to:

Dramatically improve the quality of your virtual meetings by:

- Starting on time with everyone present
- Minimizing technical issues
- Keeping remote participants engaged, focused and involved
- Handling disagreement
- Managing participants' urge to multi-task (and other dysfunctional behavior)
- Collecting feedback in an organized fashion
- Facilitating virtual group interaction
- Overcoming the challenge of not being able to read remote participant non-verbal cues
- Creating a "TEAM" feel among remote participants
- Closing the session on time with clarity and commitment
- Following up on actions

Ideal for:

Any professional who leads virtual meetings in which all or a portion of the employees, team members, clients, vendors, contractors and other meeting participants are offsite, especially those who use WebEx, Adobe Connect, Microsoft LiveMeeting, GoToMeeting, or any other web conferencing tool.

Objectives:

- Identify the role of virtual meetings, different types, and how to avoid unnecessary meetings
- Describe typical problems with virtual meetings
- Define the qualities of a *Masterful eMeetings*
- Provide a starting set of virtual meeting rights to empower participants
- Describe detailed techniques for achieving *Masterful eMeetings*
- Practice using the *Masterful eMeetings* techniques
- Provide a roadmap for improving virtual meeting throughout your organization

Agenda:

Day 1

Session 1: 8:30AM – 10:00AM
- Introduction to *Masterful eMeetings* and the Tool

Break: 10:00AM – 11:00AM

Session 2: 11:00AM – 12:30PM
- Preparing for the meeting
- Starting the meeting

Lunch / Practice Exercise: 12:30PM – 3:00PM

Session 3: 3:00PM – 4:30PM
- Executing the meeting
- Gathering Information
- Closing the meeting

Day 2

Session 3: 8:30AM – 10:00AM
- Managing Dysfunctional Behavior

Break: 10:00AM – 11:00AM

Session 4: 11:00AM – 12:30PM
- Managing Disagreement and Building consensus
- The Master Plan for transforming your meetings



Why This Course?

Surely you have sat through them. Those meetings that...

- Don't start on time
- Don't have a purpose
- Don't stay on topic
- Don't resolve the critical issues
- Don't manage the technology effectively
- Don't keep participant engaged and involved
- Don't reach a decision
- Don't produce an outcome worthy of the time invested

Why do we tolerate bad meetings? They just waste time and resources! And remote meeting participants and web conferencing technology often only makes it more challenging. Have we let the bar be lowered so much that bad meetings have become the norm? Why do we allow it? Enough is enough. It is time to declare war!

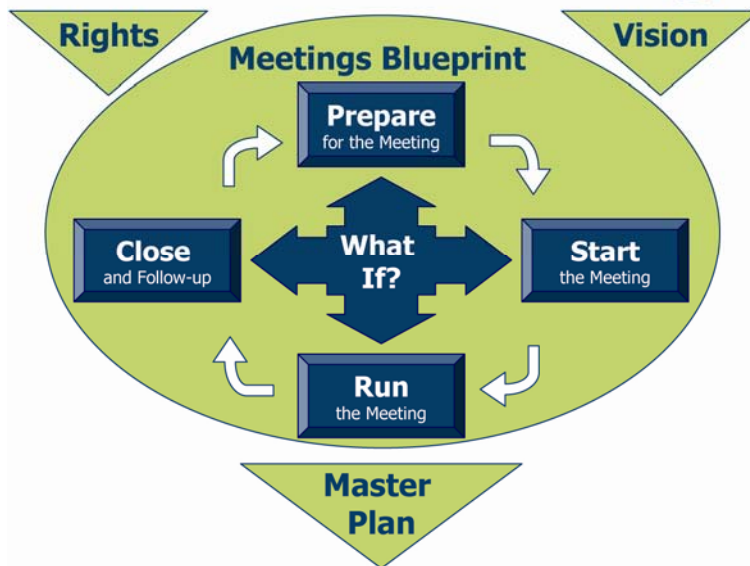
This course equips you with a step-by-step guide for igniting and sustaining a meetings revolution. Create a culture that permanently changes the way you and your entire organization run virtual meetings.



What is Covered

The course covers the four components of the *Masterful eMeetings* Framework. Together, these components provide a vehicle for you to ignite a revolution that transforms the way virtual meetings are run throughout your organization.

Masterful eMeetings



Your eMeeting Rights: Discover the tools for empowering meeting participants to make bad virtual meetings unacceptable.

Masterful eMeetings Vision: Understand the vision of *Masterful eMeetings* and the role meeting leaders and meeting participants play in realizing this vision.

Masterful eMeetings Blueprint: This course provides a roadmap for meeting leaders to prepare, start, execute, and close *Masterful eMeetings* by overcoming a series of "what if" scenarios.

- What if there is dysfunctional behavior?
- What if there is disagreement?
- What if there are technology issues?
- What if I can't read the non-verbal cues?

The Master Plan: While the *Masterful eMeetings* Blueprint provides a guide for meeting leaders to run a great virtual meeting, the Master Plan provides a guide for organizational leaders to transform all meetings inside the organization.

The Master Plan covers key steps for transformation, including:

- Gaining buy-in from the organization's leaders to implement the *Masterful eMeetings* Framework.
- Establishing a baseline that measures the current effectiveness of meetings.
- Putting in place a transformation team.
- Providing support and skill-building opportunities.
- Implementing accountability.
- Rewarding successes.
- Measuring and sustaining progress.



What Makes This Course Unique: The PDI Difference!

The focus on meetings transformation is not just improving your virtual meetings.

- Bad meetings waste time, consume resources, have a negative effect on the passion we have for our work, and often result in bad decisions that are poorly thought through, void of innovation and missing the necessary support for success.
- This course is designed for meeting leaders and explains how to bring about a comprehensive transformation of meetings throughout your organization, starting with virtual meetings.
- This organizational approach to meetings makes this course unique and attractive as an organization-wide investment for every virtual meeting leader to participate in transforming meetings.

Masterful eMeetings is taught using the **PDI** style common to all of our courses: **practical, dynamic, interactive.**

Practical...You'll be able to use it! Expect concrete situation-specific techniques that you can apply right away.

- ❑ We take the "touchy-feely" concepts - like engaging a group and consensus building - and isolate the detailed, step-by-step strategies. We break the most difficult concepts down to their critical elements for success.
- ❑ We let you know what techniques work; we show you why they work, how they work and when and where to use them.

Dynamic...You'll get into it! Expect energetic instructors that consistently promote high-energy and fun to keep you engaged.

- ❑ Our facilitators are trained in using level 3 energy – dynamic techniques for engaging and focusing groups.
- ❑ We use the "WII-FM" principle to excite participants by letting them know "What's In It For Me."
- ❑ Throughout the session we use a variety of techniques to keep the energy high and participants engaged.

Interactive...You'll really get it! Expect intensive interaction, practice and feedback throughout the session.

- ❑ We use practice sessions to ensure active learning. You will have numerous structured opportunities to both exercise the techniques taught and receive feedback.
- ❑ We reinforce learning through "backward buildup" by constantly engaging teams with content specific questions about material previously covered.
- ❑ We use team quizzes and interactive games (e.g., Jeopardy, Three Question Panic) requiring team decision and action to vary the pace and increase comprehension.

The cumulative result of employing these techniques is the creation of a learning environment which encourages participation, engagement and application.



The Instructor as Role Model

While the timing varies by class and by participant, at some point over the course of the class sessions, participants realize that the techniques being taught are simultaneously being modeled by the instructor. They begin paying attention to how instructors introduce exercises, how they ask questions, how they use the pen, how they keep the group focused and on track. Instructors must not only be able to teach the material, they also must be instinctive and proficient users of the techniques as well. For this reason, our instructor certification program is extensive.



Other Features

Spring Forward – We encourage you to implement your learning by providing a 60-day check-in to confirm your progress. At the end of the course you will be asked to indicate at least one technique you will implement in the next 30-45 days. We then follow up to have you report your progress.

The Secrets of Masterful Meetings –You also receive this book! Written by our CEO, this book is becoming THE handbook for meeting leaders to use in running meetings.