Tips for Setting Up and Managing Successful Online Meetings

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Do's and Don'ts for Online Meetings

1. Test Everything

- Find another person and test all equipment.
- Log on 5 or 10 minutes early and invite people who are new to online meetings to come early.
- Be aware of any team member limitations.

2. The Power of Mute

- Make sure all attendees can locate and use their mute button in case there is background noise at their location.
- Hosts of online meetings can usually adjust settings and control the participants' mute options.

3. Headsets and Earbuds Encouraged

- Avoid poor audio quality and feedback or echos.
- Provides a simple microphone.
- Increase participant focus and participation.

4. Create a Meeting Agenda

- Create an agenda.
- Include breaks if applicable.
- Outline timelines for each topic.
- Set goals for the meeting.

5. Choose the Right Meeting Software

- What features do you need?
- What other third party tools are you using? Are there integrations?
- Who will host and take the lead on the tech?
- Free versions often have limitations.

Suggested Meeting Tools

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GoToMeeting

MOST POPULAR!

Professional

~~$14~~

$12.00
/organizer /month* ⓘ

SAVE 14%

150 Participants ⓘ

Select

See add-ons ⌄

Business

~~$19~~

$16.00
/organizer /month* ⓘ

SAVE 16%

250 Participants ⓘ

Select

See add-ons ⌄

Enterprise

Call
Get custom rates & bundled savings on webinars, room solutions, and phones.

Up to 3,000 Participants ⓘ

Contact Sales

See add-ons ⌄

Zoom

Basic	Pro	Business	Enterprise
Personal Meeting	Great for Small Teams	Small & Med Businesses	Large Enterprise-Ready
Free	**$14.99**/mo/host ⓘ	**$19.99**/mo/host ⓘ	**$19.99**/mo/host ⓘ
		* Minimum of 10 hosts	* Minimum of 50 hosts
Sign up, It's Free	Buy Now	Buy Now	Contact Sales
Host up to 100 participants ⓘ	All Basic features +	All Pro features +	All Business features +
Unlimited 1 to 1 meetings	Includes 100 participants	Includes 300 participants	Enterprise includes 500 participants
40 mins limit on group meetings ⓘ	Need more participants? ⓘ	Need more participants? ⓘ	Enterprise Plus includes 1,000 participants
Unlimited number of meetings	Meeting duration limit is 24 hrs	Dedicated phone support	Unlimited Cloud Storage
Online support	User management ⓘ	Admin dashboard ⓘ	Dedicated Customer Success Manager
+ Video Conferencing Features	Admin feature controls ⓘ	Vanity URL ⓘ	Executive Business Reviews ⓘ
+ Web Conferencing Features	Reporting ⓘ	Option for on-premise deployment ⓘ	Bundle discounts on Webinars and Zoom Rooms
+ Group Collaboration Features	Custom Personal Meeting ID	Managed domains ⓘ	
+ Security	Assign scheduler ⓘ	Single sign-on ⓘ	
	1GB of MP4 or M4A cloud recording ⓘ	Company branding ⓘ	
	REST API	Custom emails ⓘ	
	Skype for Business (Lync) interoperability ⓘ	LTI integration ⓘ	
	+ Optional Add-on Plans	Cloud Recording Transcripts ⓘ	
		+ Optional Add-on Plans	

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Zoho

Monthly 🔵 Yearly

MEETING

$8

/host/month billed annually

100 Participants
Storage for 10 recordings ⓘ

WEBINAR

WEBINAR - 25	WEBINAR - 50
$15	**$23**
25 Attendees	50 Attendees
WEBINAR - 100	WEBINAR - 250
$31	**$63**
100 Attendees	250 Attendees

/host/month billed annually
Storage for 25 recordings ⚠

Features you get

These pro features are included based on the editions you purchase.

Meeting:

✓ RSVP scheduling
✓ Add to calendar
✓ Screen/Application sharing
✓ VoIP
✓ Chat
✓ Webcam sharing
✓ Embed meeting widget
✓ International dial-in numbers
✓ Toll-free add-on
✓ Meeting recording
✓ Email reminders
✓ Calendar integration
✓ Share screen for participants
✓ Lock Meeting
✓ Moderator controls
✓ New Give Control
✓ New Sign in and meet from iOS app
✓ Attendee join notification

Webinar:

✓ Registration moderation
✓ Customizing registration form
✓ Embed registration widget
✓ Add co-organizers
✓ Reminder emails to all attendees
✓ Screen/Application sharing
✓ VoIP
✓ Webcam sharing
✓ New Q&A, Polling, and Raise Hand
✓ New Allow attendee to talk
✓ International dial-in numbers
✓ Toll-free add-on
✓ In-depth analytics and reports
✓ Webinar recording and cloud storage
✓ New Join webinar from iOS and Android
✓ Automated email settings

Organization admin access:

✓ Co-branding with logo and name
✓ Add and manage users to account
✓ Video setting for the Org
✓ Integration with other apps
✓ Manage your editions and add-ons

Apps:

✓ Desktop plug-in
✓ Google Chrome extension
✓ New Firefox extension
✓ iOS app
✓ Android app

Add-ons:

✓ Recording **$192**/year/organization
✓ Toll-free **$192**/year/organization

Other Favorite Tools

join me™

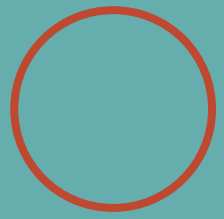Webex Meetings

The New Google Hangouts Meet

BlueJeans

Ring

skype™

Common Companion Tools

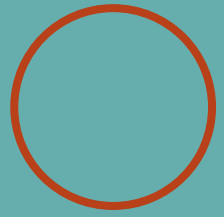# Tips for Keeping People Engaged

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Simple Beginnings and Endings

Make it easy to get started and conclude with next steps.

- start with ice breakers, meme of the week, check-ins, breathing, etc.
- end with rose and thorn, gratitude, shout outs, etc.
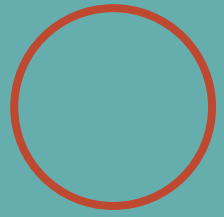- with large groups, consider breakouts

Meet with Cameras On

Seeing each other increases focus and attention.

- ask people to prepare a space at home where they can be on camera
- make exceptions for participants with slower internet
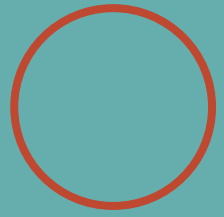- set standards for appearance

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Set Meeting Norms/Agreements

**Agree to approach the meeting with the same values.**

- What is good behavior? Example: don't talk over each other.

- How to relate to others? Example: assume good intentions.

- How will we vote on ideas? Example: thumbs up, down, or center.

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Highlight Team Members

Shout outs and recognition builds confidence and connection.

- Who has lived the brand values and how?
- Who went above and beyond for a customer, project, or coworker?
- Who has excelled, improved, or learned a new skill?

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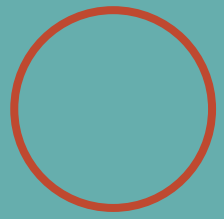
Clearly Identify Next Steps

Be sure everyone understands the outcomes of the meeting.

- What are the next steps for the team?

- Who has individual tasks or action steps they need to take? Are there deadlines?

- Were all of the goals accomplished? If not, why?

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Pro Tip

Larger groups may require multiple facilitators for meetings.

- One person leads the conversation and agenda.
- One person manages any technical difficulties and the chat.
- One person records notes or audio/video.

Pro Tip

Create feedback loops with people attending meetings.

- Ask them to rate the meeting.
- Send a poll to see what worked and what didn't.
- Regularly solicit new ideas about how to connect.

Free learning opportunities:

★ [Free Monthly Webinar](): Our next Digital Drop-in is Wednesday April 8, 2020
★ [Free Community Webinars](): more to be announced April 1, 2020
★ [Free Digital Marketing Toolkit]()

Online courses and Asheville events:

Find out more about the [Content Strategy Roadmap]() and our upcoming online [April 14th half-day bootcamp]() on "New Social Media Strategies to Increase Engagement: How to Build Personal Relationships with Messaging Apps and Chatbots."

Sarah Benoit
Lead Instructor & Co-founder of JB Media
Institute
President of Creative Original, Inc.
(828) 242-0277
sarah@jbmediagroupllc.com
www.JBMediaInstitute.com
www.SarahBenoit.com

Connect with me on social media!
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