

Results Washington Lean Transformation Conference 2022!



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“But I don’t want to turn my camera on!”

Reengaging Teams in an on line World

After the initial shock of a global pandemic, and adapting to working from home, how do we navigate this next phase of working remotely? Resetting our bar for team performance is crucial. How do we increase engagement and participation on line? How do we create clear expectations and make agreements about operating as a team in an on line environment? Join us to learn "easy to implement" strategies we've been successfully using to increase energy and results with teams on line.

1. Reset the CONTEXT

**Improving your meetings and increasing performance is a Process Improvement project.
GEMBA – Go talk to people!**

The Platinum Rule:

Ask Open Ended Questions:

- **What are the benefits you are seeing being able to work from home?**
- **What are your biggest challenges working remotely?**
- **How would improving the way you do meetings on line help you?**

The WHY! An example:

"As we reset and look at what we were doing in 2020 to accommodate a global pandemic! (OMG Right!)

I'm looking at ways we can raise our bar on how we do work going forward –

making our meetings (even more) efficient, and organized.

Here's how we can get a quick win:

*Since **70%** of communication is nonverbal –being able to see each other on screen definitely impacts the results we get in meetings.*

During the pandemic – we were all trying to figure out life in general.

Having our cameras wasn't such a big deal. Now almost 3 years later, we know the impacts.

We can get a lot more participation and get things done faster when we see other.

I'd like us to raise our bar and ask that we agree to have cameras in our

meetings starting (insert date).

We can see how this will increase our participation and performance.

In my role as facilitator (or – when I'm facilitating) , I'll reset too and make sure we have an agenda and stay on track.

We'll have a set of agreements I'll send out for your approval, to keep us focused and not waste a minute.

Thanks! Let me know what questions you have.

I'll send out an email to the team to tee this all up."



Welcome Team!

Peg Drummond here, your facilitator.

Thank you for all you are doing to make time to attend our meetings. You have my promise; I will do everything in my power to make sure your time is well spent!

This letter includes details to prepare you for our meeting reset.

Please schedule approximately **30 minutes** prior to our session to get set up.

DATE:

TIME:

- Thanks in advance for arriving **5 -10 mins early** for the first session to get connected and settled in.
- A ZOOM invite with the meeting link will be sent to you via email for the session.

OBJECTIVE:

AGENDA:

AGREEMENTS: To stay on track and focused, and get the best from ourselves and our time together, it is critical we have Agreements - ways we agree to work together in our meetings.

I've found these 6 agreements are a great foundation.

When we open our session we'll go over them and you can add any as needed.

- **Respect the Speaker** - One speaker at a time, avoiding side conversations and chats.
- **All Ideas Welcome** - Got an idea? Got a question? Please get your hand up! Your ideas spark others creativity.
- **Freedom to Disagree** - We can talk about anything - when we do it respectfully. In my facilitator role, I'll be sure we maintain a respectful, professional environment.
- **Start/End on Time** - We will start right on time.
Please see the instructions for ZOOM, so you can be on screen when we start. THANKS! (We will be taking frequent breaks so please have a timer/clock nearby.)
- **Electronics 'Off'** Thanks in advance for removing distractions - other browsers, phones, tablets, etc. as you arrive and during our sessions. Computers and **Cameras ON!**
- **Jump In** - especially in an on-line format, we will each be responsible for staying focused and engaged. You are a huge part of the meetings' success!
 - **Permission to check in / Round Robin** - In my role as facilitator, thanks for allowing me to call on you using round robins in discussions to help us stay focused and keep momentum moving forward.

WORKSHOP SPACE SET UP

1. Please **schedule at least 30 minutes** to review/learn how to use ZOOM on your computer if needed. The short zoom tutorial links listed below are helpful. Call or email me with questions. See my contact information at the end of this letter.

ZOOM LOG IN DETAILS:

Join a Zoom Meeting: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

Test your Computer Audio:<https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->

Test your Video: <https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->

Attendee Controls in a Meeting: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>

Participating in a Breakout Room: <https://support.zoom.us/hc/en-us/articles/115005769646>

2. Arrange your space so you can stand or sit and still see your screen.

Check your lighting so we can see your face. **Cameras on!**

PLEASE CHECK YOUR CAMERA ACCESS ASAP, so you can make arrangements before class to be on screen. Having your camera on will be critical to our success. Thanks much.

3. Utilize the largest screen/monitor you have available.

4. Please consider your background – Feel free to use a “blur the screen option”

Clear your workspace so you can take notes.

Feel free to have snacks and drinks available for yourself.

5. Please block your calendar, email and phones so you will not be disturbed while we are in session. We will be taking frequent short breaks so you can check in as you would if the meeting was in person.

Please let me know what questions you have. See you soon!

***For Your Success,
Peg Drummond***

SUPERTEAMS

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2. Resetting Our Habits

Setting Up Your Studio!

- Arrange your space so you can stand - your energy level and engagement with the team will automatically be higher!
- Consider your background – use a “blur the screen option”
- Check your lighting so your face can be easily seen. Get a Ring Light!
- Check camera angle. Look up into, or at, the screen
- Avoid windows and being back lit. This casts shadows on your face and decreases people’s ability to see you.
- Utilize the largest screen/monitor you have available. You’ll be able to read other’s nonverbal communication easier.
- Block your calendar, email and phones so you will not be disturbed while in session.
- What are you wearing? What is the message it is sending? Crisp, professional?

Make your Online Meetings LEAN

- Reset your Energy HIGH.
- Be prepared –OBJECTIVE and AGENDA.
- Start on time! Typical to spend the first 10 minutes or so getting organized: NOT LEAN!

Accelerated Learning:

- Smile
- HMOY – “How many of you... (want this next hour to be GREAT?)” You do a “hand raise” ask – “let’s see hands!”
- Move toward, then away from the camera, “Come here, lean in”
- Hand signals
 - “Focus like a LASER” “1, 2, 3 Things...”
- Ask Open ended questions.
- B.O. Rooms – Early and Often
- Minimize Power point. Condense your presentation into the “Top 3 Things” you want the team to walk away with. Email the rest of the data for them to read.
- Break often – every 45 – 60 minutes.

Going forward:

We’ve all been through a lot the last several years. Resetting expectations can be an important upgrade to your team’s performance. Consider a larger discussion about team expectations for working remotely.

- What are your resources for providing upgrades? Ring lights, etc.?
- What am I doing now that I might change to increase my own performance with my team?
- Having cameras on is a business strategy.
- If these facilitator tools feel unfamiliar or rusty –schedule an on line facilitator training.
- Put on your own mask on before helping others!