

5 TIPS FOR VIRTUAL MEETINGS

Improve your connection with your clients in a virtual world

CREATE AN INCLUSIVE ENVIRONMENT

- consider ways to make people feel welcome like not requiring enabling video
- consider different learning styles by using visuals
- consider accessibility by incorporating hearing aides

COMMUNICATE CLEAR GUIDELINES AND INSTRUCTIONS

- scale back content or slow pace to keep people engaged
- set ground rules
- send agenda and expectations in advance

GROUP DYNAMICS

- provide space at the start of a meeting to identify ways people can engage
- dedicate time for personal reflection
- encourage human connection over strict meeting agendas

SHOW EMPATHY

- laugh off inevitable technology mistakes
- consider individual needs and match tone
- safe environments create deep conversations

ACTIVE LISTENING

- take time to confirm understanding
- use follow up questions to clarify
- check in frequently throughout meeting