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Video Conference Ready - Workshop Specification

With the advances in video and communications technology, and increasingly global operations video conference has added to our armoury of communications channels. It is the closest that technology has yet given us to face to face communication, but it is **not** face to face communication, and much danger lies in us believing so.

Our competence with face to face communication has evolved over millions of years, the phone less than a century. Email has been with us for around 30 years, and many would argue that we have not yet mastered that technology.

As business people most of us spend around 20% of our time in quality face to face meetings with stakeholders. This is arguably the most influential and important time of our working lives. The outcomes of these meetings largely dictates the success we have in the rest of our working life.

- If in our appraisal we are successful, we might enjoy a pay-rise and promotion, and agree achievable objectives for the forthcoming period to potentially enjoy further success. If we are less successful, we might miss the promotion and pay-rise, and be saddled with highly challenging objectives to retain our job.
- In a sales call, a good outcome might end up in a new deal, whilst a poor outcome might mean we have to start looking around for new opportunities in order to make budget this year.

- In a project meeting a good outcome might mean we sign-off a milestone, and move forward to the next phase, whilst a less successful outcome might mean we have a lot of rework, delays in moving forward and staff on the sidelines for an extended period until we can start the next phase.

Each of these examples shows how important meetings are to our entire working life. It may be worth investing some time in getting better outcomes to meetings, understanding how and when video conference can be utilised, what we can do to make video conferences more effective for all participants, and understand the limitations of the technology - when face to face is the only effective solution.

This is not the typical “Meetings 101” course focussing on process, agenda, minutes, protocol and basic communication skills. Nor is it a technical instruction of how to use your video conference equipment.

JHW’s “Video Conference Ready” is a variation of “Outcome Focussed Meetings” and unsurprisingly focuses on practical outcomes. What do you want to achieve out of your meeting/video conference? It is designed to help an audience of smart business people that want to improve their productivity in all meetings, and then transfer and adjust these techniques to a video conference scenario. It gets participants thinking for themselves on ways to improve rather, force feeding them with process. It opens the mind to opportunities to improve, shares ideas on how we might improve, and then it provides challenging role play exercises (both face to face and video conference) to practice new skills and techniques. At the same time it introduces useful frameworks that assist participants to put their discovery into practice regularly and consistently.

Participants will leave the workshop with refreshed skills, greater confidence and a commitment to change the way they operate in meetings. In doing so they will increase their personal and company productivity by enjoying a greater success rate.

Format

The workshop is run as a one day event in-house, for up to 12 participants. The client will need to provide video conference facilities for role plays as well as a standard conference room. We can run concurrent workshops in different cities and run some of the practical exercise across the video link providing a comparison with the same exercise run entirely locally (face to face). We would not however propose to run the entire workshop over video conference link.

There is a blend of facilitator led discussions, group discussions and report back, and role play and review.

Video Conference Ready - Workshop Outline



Costs

Video Conference Ready is available as an in-house event at \$8,250 plus GST and includes all handouts and materials. The client will provide the venue including video conference facilities.