



Video Conference Ready Workshop

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work out how to use it so that we
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Rationale

We have invested in technology and reduced our travel costs, yet our projects (and/or business as usual) have actually become less productive. It is a common plight. Video conference does not equal face to face. Whilst some matters can be dealt with quite effectively (and efficiently) over video conference, others should not even be attempted! Working over video conference will not work unless participants adapt to the technology. "Video Conference Ready" is a variation of "Outcome Focussed Meetings" that deals specifically with the challenges presented by video conference technology.

Outcomes

As with "Outcome Focussed Meetings" participants will improve their entire meeting technique. They will have more short meetings that achieve outcomes, and less long meetings where people talk about "stuff". They will start to earn a reputation for progress — worth spending time with. They will waste less time in meetings they didn't need to attend, and will have less "omigod" moments in meetings as they will be well prepared for whatever comes up. They will also understand the limitations of video conference — what I can/can't do over video conference and what alternatives exist. They will get direct comparisons — same meeting both face to face and video conference.

Audience

All staff that have access to video conference facilities.

Workshop elements

A balance between theory sessions around engagement and dealing with different personality styles, and more practical sessions on meeting preparation and outcome focus. Most of the afternoon is taken up with practical role plays with comprehensive feedback.

Duration

The workshop can be a 1 or 2 day event.

Key Topics

- Communication Channels & their Effectiveness
- Conscious Competence
- Stakeholder Engagement
- Diverse Personalities
- Preparation (The Call Plan)
- Role Plays & Review (using video conference and face to face)
- Review of Video Conference etiquette



Comments from Previous Participants

Great course. *The facilitators kept us engaged and its probably about the only course I have not zoned out (or dozed off in). What I have learned I can put into practice at work and pass the information along to my teenagers to give them a head start. Looking back on this I wish I had done this course years ago. Hopefully my kids can use the knowledge to get a jump on everyone else their age.*

Very entertaining, *great delivery of the course was excellent and very engaging. Valuable skills learnt and will be very useful in my role.*

*This is one of the most effective workshops I have attended so far. **Extremely practical** and relevant in the day to day work that I do.*

Fantastic workshop *held by highly motivated and experienced trainers. Thoroughly enjoyed the training and gained a lot out of it. Thanks.*

*Great workshop, **very interactive and highly recommended** for all who wish to understand how they tick and how to interact with effectively with others.*



JHW offers the following workshops:

- Engagement Skills Workshops
- A Seat at the Table
- Consulting/Engagement Skills One Day Refresher
- Gaining Commitment
- Project Launch
- Makin' Movies (Team Building/dynamics)
- Effective Presentation
- Outcome Focussed Meetings
- Win/Win Negotiating
- Facilitation Services
- Power Without Authority
- Video Conference Ready

JHW workshops are grounded in achieving behavioural change by shifting the participant's mindset from —

- Task to Outcome
- Purely technical focus towards the relationship
- Being efficient, towards being more effective.



Our Clients

JHW Pty Ltd has delivered workshops in Australia, New Zealand, USA, Argentina, UK, Italy, Romania, India, China, Singapore and Malaysia for many and diverse clients:

Banking & Finance

ANZ Banking Group
National Australia Bank
Bankwest
Westpac
INVESCO
BNZ
AXA
MLC

IT&T & Services

Infosys
SAP Consulting
Telstra
SAP Global Delivery
TelstraClear (NZ)
Data Agility
Park Lane
Worely Parsons
BDO
Ajilon
Ernst & Young
KPMG
BearingPoint
Oxygen
QSP
Maximas
UXC

Other Commercial Operations

Australia Post
Bio-Rad
WTFN
Smarter Bathrooms
Leighton
Orica
BHPBilliton
Toll
AGL

Public Sector

ACMA
ANDS
CSIRO
VicTrack
Bureau of Meteorology
Southern Health Network (Vic)

Not for Profit

Salvation Army
CanTeen
Reach
Brotherhood of St Lawrence
Vic Swim
Planet Give
RYLA Rotary
Guide Dogs Victoria
Turning Point
RDNS
Vakabauta
The Smith Family
Wildlife Victoria
World Vision
Able Australia
Leukaemia Foundation
Royal Institute for Deaf and Blind Children

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