

Stakeholder Engagement In a Global Environment

Keeping them off Facebook and in your meeting



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Now your
kids can
suffer just
like you!

Grab your latte and
get ready to join the
conference call that
never ends! From the
hold music to the
endless circular
conversation, the Soul-
Crushing Meeting
Playset will keep your
kids busy for hours!

Comes with:
Conference Phone
Conference Table
4 Chairs
4 Coffee Cups



Fisher-Price



Soul-Crushing Meeting™

Conference Phone
Conference Table
4 Chairs
4 Coffee Cups



WHY?

Collaboration

+ Engagement

= Building Consensus

Variables:

- *Local*
- *Global*



Ordering pizza

Combination or Consensus?

Combination



Consensus



Where are we going?

*Gaining
consensus
requires proper
planning*

Prepare...

*Get where you need to be with
fewer meetings*

During the meeting...

*Tips to ensure your participants are
participating*

**Ongoing
engagement...**

*Keeping them interested beyond
those initial meetings*



Prepare...

NARROW THE FOCUS

What do you really need to discuss?

What is the main purpose of your meeting?



Tips

- Limit to 1-2 topics
- Agenda/Purpose in invitation
- Separate email





SELECT VIRTUAL TOOLS

Tips

Video on

Helps to keep everyone engaged
More effective with smaller groups

Video off (or optional)

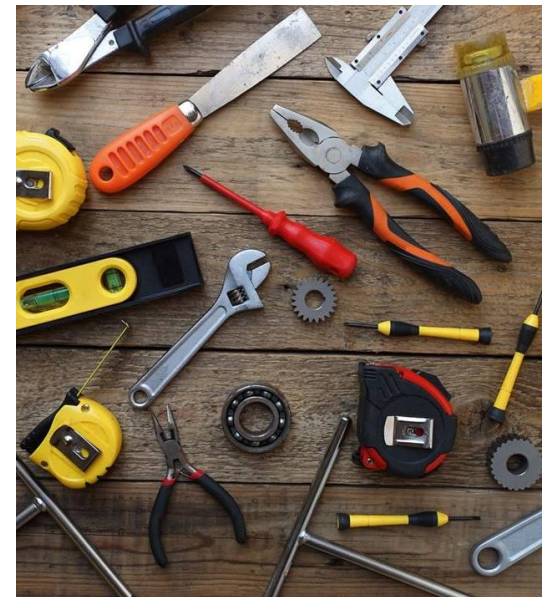
Large groups
When delivering information (less collaboration)

Screen sharing

- Brainstorming
- Recording Notes
- Showing details

Interactive Tools

- Ideaboardz: <https://ideaboardz.com>
- Miro: <https://miro.com/app/dashboard/>
- Jamboard: <https://jamboard.google.com/>
- Mindmeister: <https://www.mindmeister.com/folders/1679933>



Respect their time

PLAN A LATER START TIME

Why start later?

How would you spend your 15 minutes?



Tips

- Move start time by 10-15 minutes
 - Back to back meetings are common
 - Gives time to prepare and focus
- Schedule within working hours for invitees
- [Time and Date website](#)
 - Pick meeting times
 - Seasonal time changes
 - Bank holidays





UTC-time	Toronto	Prague	Pune	Beijing	Melbourne
Tuesday, June 5, 2018 at 02:00:00	Mon 10:00 pm	Tue 4:00 am	Tue 7:00 am	Tue 10:00 am	Tue 12:00 noon
Tuesday, June 5, 2018 at 03:00:00	Mon 11:00 pm *	Tue 5:00 am *	Tue 8:30 am	Tue 11:00 am	Tue 1:00 pm
Tuesday, June 5, 2018 at 04:00:00	Tue 12:00 midnight *	Tue 6:00 am *	Tue 9:30 am	Tue 12:00 noon	Tue 2:00 pm
Tuesday, June 5, 2018 at 05:00:00	Tue 1:00 am *	Tue 7:00 am *	Tue 10:30 am	Tue 1:00 pm	Tue 3:00 pm
Tuesday, June 5, 2018 at 06:00:00	Tue 2:00 am *	Tue 8:00 am *	Tue 11:30 am	Tue 2:00 pm	Tue 4:00 pm
Tuesday, June 5, 2018 at 07:00:00	Tue 3:00 am *	Tue 9:00 am *	Tue 12:30 pm	Tue 3:00 pm	Tue 5:00 pm
Tuesday, June 5, 2018 at 08:00:00	Tue 4:00 am *	Tue 10:00 am *	Tue 1:30 pm	Tue 4:00 pm	Tue 6:00 pm
Tuesday, June 5, 2018 at 09:00:00	Tue 5:00 am *	Tue 11:00 am *	Tue 2:30 pm	Tue 5:00 pm	Tue 7:00 pm
Tuesday, June 5, 2018 at 10:00:00	Tue 6:00 am *	Tue 12:00 noon *	Tue 3:30 pm	Tue 6:00 pm	Tue 8:00 pm
Tuesday, June 5, 2018 at 11:00:00	Tue 7:00 am *	Tue 1:00 pm *	Tue 4:30 pm	Tue 7:00 pm	Tue 9:00 pm
Tuesday, June 5, 2018 at 12:00:00	Tue 8:00 am *	Tue 2:00 pm *	Tue 5:30 pm	Tue 8:00 pm	Tue 10:00 pm
Tuesday, June 5, 2018 at 13:00:00	Tue 9:00 am *	Tue 3:00 pm *	Tue 6:30 pm	Tue 9:00 pm	Tue 11:00 pm
Tuesday, June 5, 2018 at 14:00:00	Tue 10:00 am *	Tue 4:00 pm *	Tue 7:30 pm	Tue 10:00 pm	Wed 12:00 midnight
Tuesday, June 5, 2018 at 15:00:00	Tue 11:00 am *	Tue 5:00 pm *	Tue 8:30 pm	Tue 11:00 pm	Wed 1:00 am
Tuesday, June 5, 2018 at 16:00:00	Tue 12:00 noon *	Tue 6:00 pm *	Tue 9:30 pm	Wed 12:00 midnight	Wed 2:00 am
Tuesday, June 5, 2018 at 17:00:00	Tue 1:00 pm *	Tue 7:00 pm *	Tue 10:30 pm	Wed 1:00 am	Wed 3:00 am
Tuesday, June 5, 2018 at 18:00:00	Tue 2:00 pm *	Tue 8:00 pm *	Tue 11:30 pm	Wed 2:00 am	Wed 4:00 am
Tuesday, June 5, 2018 at 19:00:00	Tue 3:00 pm *	Tue 9:00 pm *	Wed 12:30 am	Wed 3:00 am	Wed 5:00 am
Tuesday, June 5, 2018 at 20:00:00	Tue 4:00 pm *	Tue 10:00 pm *	Wed 1:30 am	Wed 4:00 am	Wed 6:00 am
Tuesday, June 5, 2018 at 21:00:00	Tue 5:00 pm *	Tue 11:00 pm *	Wed 2:30 am	Wed 5:00 am	Wed 7:00 am
Tuesday, June 5, 2018 at 22:00:00	Tue 6:00 pm *	Wed 12:00 midnight *	Wed 3:30 am	Wed 6:00 am	Wed 8:00 am
Tuesday, June 5, 2018 at 23:00:00	Tue 7:00 pm *	Wed 1:00 am *	Wed 4:30 am	Wed 7:00 am	Wed 9:00 am
Wednesday, June 6, 2018 at 00:00:00	Tue 8:00 pm *	Wed 2:00 am *	Wed 5:30 am	Wed 8:00 am	Wed 10:00 am
Wednesday, June 6, 2018 at 01:00:00	Tue 9:00 pm *	Wed 3:00 am *	Wed 6:30 am	Wed 9:00 am	Wed 11:00 am

PREPARE

To get more from your stakeholders, take less of their time

Narrow the focus

Plan to discuss fewer topics than you would in person

Add topics to meeting invitation

Separate email with agenda

Select tools

Video conferencing

Conference call

Screen sharing

Interactive

Plan a later start time

Give them time to prepare

Back-to-back meetings are common

Use the time for final prep

Time and Date

The background is a solid blue color. There are two white circles. A large circle is centered on the left side of the frame. A smaller circle is positioned to the right of the large circle, overlapping its right edge. The text "During the meeting" is written in white, bold, sans-serif font, centered horizontally and partially overlapping both circles.

During the meeting

Sound like you care

TONE

Your voice tone

Set the tone for the Meeting - Ground rules



Tips – your voice

- Open with upbeat tone
- Smile
- Stand up / walk around
- Slow your speech
- Shorter sentences



Tips – Meeting tone

- No dead air
- Roll Call / Introductions
- Should cameras be on?
- Mute for large groups
- Windows Key + M





Tell them you care

ENCOURAGE PARTICIPATION

Active listening.

Tips

- Listen to understand - take notes
- Use verbal cues
- Repeat/summarize
- Call on people by name
- Consider different cultures
 - [Geert Hofstede – Dimensions of national culture](#)



Dimensions of National Culture

Power Distance
Hierarchies of power

Uncertainty Avoidance
Comfort level with uncertainty

Long Term Orientation
Value of traditions vs preparing for future

Individualism
Responsibility for self vs others

Masculinity
Tough vs tender

Indulgence
Self-fulfillment vs suppression

Keep them interested

STAY ON TRACK

What should be shared visually?
When should you park a discussion?



Tips

- Visual parking lot
- Screen sharing (brainstorming, note taking)
- OneNote - personal notes, share immediately
- Pen/Paper



Weekly Team Meeting - 9/26/2018

Wednesday, September 26, 2018

10:08 AM






Meeting Date: 9/26/2018 10:00 AM

Location: 2991728

Link to Outlook Item: [click here](#)

Invitation Message ([Expand](#))

Participants ([Collapse](#))

-  Amy (Meeting Organizer)
-  Paul
-  Bob
-  Kupe
-  Jennifer

Notes

- Annual policy review - done
- Performance reviews - done

DURING

Listen. Summarize. Encourage participation.

Tone

Upbeat and interested

Slow your speech

Shorter sentences

Ground rules

Encourage Participation

Use verbal cues

Summarize/Repeat

Take notes

Consider cultural differences

Stay on track

Share screen

Visual parking lot

Follow up meetings

The image features a solid blue background. Two thin, light blue circles are overlaid on the background. One circle is large and positioned on the left side, while the other is smaller and positioned on the right side, overlapping the larger circle. The text "Ongoing engagement" is centered in the middle of the image in a white, sans-serif font. The word "Ongoing" is on the top line, and "engagement" is on the bottom line.

Ongoing engagement

Respect their time

MEETING SUMMARY

How can you summarize discussions?

What will make your updates stand out?



Tips

- Send summary immediately
 - OneNote
 - Live online notes
- Summary – not minutes
 - Focus on decisions and relevant discussions
- Structure like a news story
 - Point form
 - Headings



VERSION 1

John is holding a session next month with the PMO related to automation tools. During that session, he will give an overview of the different tools available and their purpose. He will include T&T and RPA in the overview.

A, B, C, D and E are standard functionality and are available for all users who have access to those areas; whereas X and Y were created internally and have different ways to manage the access and view. The links from A are available for everyone, but only users who have access will be able to edit them.

Jane tested the file delivery. The functionality works, but is not user-friendly. We would prefer to have the files sent back to the original step. John will add this to the roadmap meeting tomorrow.

VERSION 2

John is holding a session next month with the PMO related to automation tools. He will give an overview of the different tools available and their purpose. He will include T&T and RPA in the overview.

Access and display of the XXX components

- A, B, C, D and E are standard functionality and are available for all users who have access to those areas
- X and Y were created internally and have different ways to manage the access and view

Links from A

- The links from A are available for everyone, but only users who have access will be able to edit.

File delivery

- Jane tested. Functionality works, but is not user-friendly.
- Preference is to have the files sent back to the original step
- John will add this to the roadmap meeting tomorrow



Most efficient method

COMMUNICATION CHANNELS

What is the best channel for the topic?

Is it a combination of two channels?

Tips

- Do you need an immediate reply? (IM)
- Has an email bounced more than 3 times? (Voice)
- Are there time zone challenges? (Email)
- How many people are involved? (Depends)
- Can you justify travel? (Ideal!)



Easy access

CENTRALIZED INFORMATION

What needs to be accessible?
Where can all stakeholders access it?



Tips

- **EVERYTHING**
 - Discussions
 - Decision/Change requests
 - Requirements
 - Meeting summaries
- MS Teams / Sharepoint
- Shared OneNote
- Intranet
- Google Apps
- Shared drive
- ...



ONGOING

Keep them informed and involved

Meeting Summary

Summary – not minutes

Focus on discussions/decisions

Send immediately

Keep it simple

Communication Channels

What is appropriate?

How urgent is it?

How many are involved?

Across time zones?

Centralized Information

EVERYTHING

Which tools to use?

Who has/needs access?

What we covered

Keep your stakeholders informed and they will remain engaged

Prepare...

- ✓ Narrow the focus
- ✓ Select virtual tools
- ✓ Plan a later start time

During the meeting...

- ✓ Tone
- ✓ Encourage Participation
- ✓ Stay on Track

Ongoing engagement...

- ✓ Meeting Summary
- ✓ Communication Channels
- ✓ Centralized information

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