Meeting Center
Best Practices

Facilitating Effective Meetings

Participant Guide
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About the Course

Purpose

This course is designed to show experienced Meeting Center users how to conduct effective meetings that produce results using a variety of features in Meeting Center. Through discussion, demonstration, and hands-on practice, users will develop skills and techniques to use in their next online meeting.

Audience

The target audience for this course is experienced Meeting Center Hosts and Presenters.

Prerequisites

- Basic understanding of computers and Windows operating system.
- Familiarity with the Internet and the use of Web browsers.
- Completion of Meeting Center Foundations: 1 & 2 courses.

Logging In

To log in to the training session:

1. Open a browser window.
3. Locate the course name and click on the link provided.

Minimum System Requirements

- Microsoft Windows 95, 98, ME (Millennium Edition), XP, 2000, XP or NT.
- Intel Pentium 166 MHz or faster processor.
- 32 MB RAM (64 MB Recommended)
- Microsoft Internet Explorer 4.x or later, Netscape Communicator 4.x or later
- JavaScript and cookies enabled on the Web browser; ActiveX enabled on Internet Explorer
- Internet connection (For the remote computer, a dedicated, broadband Internet connection, such as DSL, cable modem, ISDN, or T1 connection; for the local computer, at least a 56K connection)
Using this Manual

This course will include discussions, demonstrations of step-by-step procedures, and interactive exercises designed to give you hands-on practice. Throughout this guide, you will also find tips on best practices and notes containing additional information or cautions. The icons listed below identify the kind of information being presented.

<table>
<thead>
<tr>
<th>CONVENTION</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>🧡</td>
<td>This icon indicates a discussion topic.</td>
</tr>
<tr>
<td>🧡</td>
<td>This icon indicates a demonstration of a step-by-step procedure.</td>
</tr>
<tr>
<td>🧡</td>
<td>This icon indicates an opportunity to practice what you have learned by completing an exercise.</td>
</tr>
<tr>
<td>🧡</td>
<td>This icon indicates an opportunity to check your understanding by answering review questions.</td>
</tr>
<tr>
<td>Select Menu Name &gt; Menu Item</td>
<td>This text indicates a navigation path to execute a command on the menu bar.</td>
</tr>
<tr>
<td>Click Button Name</td>
<td>This text indicates clicking on a button or icon.</td>
</tr>
</tbody>
</table>

Participant Guide Overview

Whether you downloaded this participant guide before attending class or received it as a file transfer at the end of class, it will serve you as a valuable resource.

Using the bookmarks feature in this PDF document, you can easily navigate to the topics you want. You can also search for words or phrases throughout the manual. This document is designed to be printed double-sided. Below are a few pointers to help you use it efficiently.
To Navigate the Document

1. If the PDF did not open with the Bookmarks showing, click the Bookmarks tab.

2. To expand a topic, click on the + sign to the left of the heading.

3. To go to a topic, click on the words and you will be linked to that topic in the manual.

To Search the Document

1. Click on the Find button on the Toolbar or from the Edit menu select Find.

2. Type in a word or phrase and click Find.

3. The word or phrase will be highlighted in your document. If this is not the occurrence you want, then click Find Again.
Introduction

Course Goals

*Meeting Center Best Practices: Facilitating Effective Meetings* is an applied class which models the best use of Meeting Center tools and techniques. During the class, you will learn tips and tricks for the best use of Meeting Center.

Course Objectives

At the end of this course, you will be able to:

- Plan and conduct an effective meeting.
- Confidently use a variety of Meeting Center features.
- Keep participants engaged and accountable in online meetings.
- Minimize the impact of technical difficulties.
- Maintain control of your online meetings.

How will we do it?

1. **Presentation:** We will discuss the topics presented in the course.
2. **Demonstration:** We will go through the steps to complete each task.
3. **Hands-On Practice:** You will have the chance to practice what you have learned.
Throughout the session, you will have the chance to ask questions and participate in discussions and exercises. You will be using Raise Hand, Chat, and Annotation features.

To Ask a Question

1. Click **Raise Hand**.

2. The Raise Hand icon will appear next to your name in the Participant’s list for the Host and Presenter.

OR

1. Type your question in the Chat box.

2. Click **Send**.
To Use Annotation Tools

1. Select one of the annotation tools from the toolbar: Pointer, Text, or Pen.

2. Click inside the Content Viewer (where Presentations, Documents, etc. are displayed).

Summary
Now that you know how to ask questions and participate using annotation tools, let's get started.
Lesson 1: A Look at Effective Meetings

Before we look at how to use Meeting Center features to more efficiently run online meetings, let’s review some basic information about what makes any kind of meeting effective.

At the end of this lesson, you will be able to:

• Describe the process for planning/running an effective meeting.
• Identify key elements of an effective meeting.

What Makes a Meeting Effective?

Think about the last meeting you attended (online or in person). Was it an effective use of your time? Did you accomplish anything? If you answered “no” or “not sure,” you’re not alone. Statistics indicate that most professionals admit to daydreaming, missing all or parts of a meeting, and multitasking during meetings (source: www.effectivemeetings.com). Since so many of us spend part of our day in meetings, wouldn’t it be more rewarding to attend fewer, shorter, and more focused meetings?

The ultimate reason for holding a meeting is to produce results. Different types of meetings produce different results, but everyone wants to come away from a meeting feeling like they have accomplished something. For example, a brainstorming meeting ideally produces a list of ideas whereas in a decision making session, a final analysis and a decision are the outcomes.

The list of questions below will get you started toward an effective meeting:

• Is this meeting necessary?
• Do you need to share information only or solicit input from others?
• Could the information be covered in memo or e-mail instead?

Process for an Effective Meeting

Once you’ve determined that your meeting is necessary, it is helpful to follow a general process that there is a general process that will be helpful to follow to ensure that your meeting is successful. In general, the tasks you, as meeting host, need to perform fall into three main phases - Pre-Meeting, Meeting, and Post-Meeting.
During the pre-meeting phase, tasks fall into planning and preparation categories. The more thorough you are in this phase, the less surprises you will have during your meeting; unfortunately this is the phase where people spend the least amount of time.

During your meeting, the tasks you perform as host fall into starting, running, and ending categories. Of these categories, most meeting hosts focus on running the meeting and neglect to start and end strong.

Finally, post meeting activities include follow-up and possibly planning for the next meeting. Many times the accomplishments of a meeting are wasted because follow-up is neglected and meeting participants do not implement (or even remember) solutions that were agreed to during the session.

It all sounds so simple and basic - but most of us are too busy to remember the basics. Before you can be an effective meeting host using Meeting Center, you need to focus on the basics.

**Elements of an Effective Meeting**

Once you have determined that your meeting is necessary, there are some additional elements that you need to consider.

- What is the meeting goal or objective?
- Do your agenda items support this goal? Is there sufficient time allocated for identified tasks?
- Will appropriate people be in attendance? Do you have people necessary to make decisions?
- Be sure to start and end on time.
- Have “next steps” been recorded and assigned? Do assigned tasks have due dates?
Summary
In this lesson you reviewed the basics of an effective meeting; concepts that apply to both in-person and online meetings. You reviewed the process for creating and running an online meeting and identified elements that ensure results.

In the next lesson, you will review specific tasks and Meeting Center features that you can use in the pre-meeting phase that will make your meeting effective.
Check Your Understanding

1. How do you know your meeting is effective?
2. List the 3 phases of an effective meeting.
3. Identify 5 elements of an effective meeting.
**Answers to Lesson 1**

1. How do you know your meeting is effective?
   - It produces results!

2. List the 3 phases of an effective meeting.
   - Pre-meeting
   - Conducting the meeting
   - Post-meeting

3. List 4 elements of an effective meeting.
   - Stated goal or objective
   - Agenda
   - Key players in attendance
   - Starts and ends on time
   - Next steps recorded and tasks assigned
Lesson 2: Planning and Preparation

In this lesson, we look at the pre-meeting phase in more detail. We already know that an effective meeting starts long before the session begins. Now let’s look at what types of activities take place before the meeting starts to ensure that the time spent in the session produces the desired results. We’ll also review which Meeting Center features can be useful as well.

Meeting Planning

Planning is crucial to an effective meeting. In fact, there is a direct correlation between pre-meeting activities and meeting effectiveness - specifically in the areas of material and agenda preparation. (Source: MCI Conferencing White Paper Meetings in America: A study of trends, costs and attitudes toward business travel, teleconferencing, and their impact on productivity (Greenwich, CT: INFOCOMM, 1998) The more time spent planning and preparing for your meeting the more effective it will be.

In our busy work environment, many people only have time to do a minimal amount of planning in order to schedule their meeting - they identify a date/time, attendees, location, and topic. However, as the chart above shows, spending more time thinking about what you want to accomplish in your session allows you to not only stay focused and productive, but also allows you to anticipate how you will handle any difficult situations. In addition, you can identify activities to increase interactivity in your meeting and keep people involved. This is especially important in an online meeting because you do not have the benefit of non-verbal communication to let you know if your attendees are engaged.
Below are some factors to consider when planning your meeting:

- Envision the meeting as you would like it to take place and determine what must be done in preparation to make it a reality. In an online environment, this will help you determine what activities are appropriate to keep the group engaged and accountable.

- Determine what type of meeting you are conducting - brainstorming, decision making, status update, demonstration. This will determine the type of interactivity among participants.

- Set a proper duration for your meeting. If you have a large task to accomplish, you may want to schedule multiple meetings and break the task into phases to ensure that you have enough time to make wise decisions. Be sure to set expectations in the invitation so attendees can determine if they will be able to dedicate the appropriate time to attend both sessions.

- Be sure that all meeting attendees are clear (and in agreement) about the goal of the meeting. Determine what roles people will play in your meeting. Not only will this ensure presentations are cohesive & meeting serves one purpose, but will also help you, as meeting host, determine attendee privileges.

- Invite only those people necessary to accomplish the goal. If others need to be aware of the meeting information, but are optional attendees, consider emailing the information to them or recording the meeting and making it available afterwards.

**Meeting Preparation**

After you’ve spent some time planning, it’s time to put that plan into action and actually prepare for your meeting by completing various tasks. These tasks include:

- Create and distribute an agenda that supports your meeting goal. List desired outcomes for each agenda item.

- Identify any pre-work that needs to be completed by various meeting participants. Notify participants of any pre-work.

- List meeting roles and participants acting in those roles - make sure each knows what role they will perform in meeting.

- Schedule your meeting and send out meeting invitations.

- Prepare meeting materials and activities. Distribute (or upload) prior to session if appropriate. Activities that can be created ahead of time include polls.
• Create a backup plan. Anticipate any possible challenges you may have during the meeting and how you will deal with them. Collect information such as attendee names, meeting number, host key, and technical support telephone number.

• If you are sharing multiple websites during your online meeting, you may want to create a text document with all URL’s so that you can copy and paste into the web browser instead of typing the URL’s.

• Make provisions to record your meeting if appropriate. If you choose to record your session, it is best for someone OTHER than the presenter to do the recording. Determine how you will share the recording after the meeting and inform others that a recording will be available.

Meeting Center has some features built into the meeting scheduler screens that can help you make your meeting more effective.

### Tools You Can Use

<table>
<thead>
<tr>
<th>Meeting Center Feature</th>
<th>How You Can Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduler - step 6</td>
<td>Add agenda items. Upload file(s) to automatically run when participant joins meeting. <strong>Note:</strong> These files need to be in UCF format to automatically run on join.</td>
</tr>
<tr>
<td>Scheduler - step 7</td>
<td>Change meeting options - Chat, Video, Notes. Enable or disable beep on entry.</td>
</tr>
<tr>
<td>Scheduler - step 8</td>
<td>Change attendee privileges - Save, Print, Annotate, ability to Chat privately, ability to see other participants in meeting.</td>
</tr>
</tbody>
</table>

### Summary

In this lesson you reviewed the tasks associated with planning and preparing for your meeting. You also learned some Meeting Center features that allow you to quickly and easily set your meeting up to get off to a good start.

In the next lesson, you will review specific tasks and Meeting Center features that you can use while conducting your meeting that will make it more effective.
Check Your Understanding

1. Why is planning important to an effective meeting?

2. True or False: Meeting agendas are ideal but optional in an effective meeting.

3. Which Meeting Center feature should you use if you want to give a participant remote control of a document but do not want everyone to have access to other applications you have running on your computer?
Answers to Lesson 2

1. Why is planning important to an effective meeting?
   • Studies have shown that there is a direct correlation between the amount of time planning and the effectiveness of a meeting. Planning allows you to anticipate difficulties and identify solutions as well as to create interactivity that keeps everyone focused on meeting outcome.

2. True or False: Meeting agendas are ideal but optional in an effective meeting.
   • FALSE

3. Which Meeting Center feature do you want to use if you want to give a participant remote control of a document but do not want everyone to have access to other applications you have running on your computer?
   • Share Application
Lesson 3: Conducting an Effective Meeting

You’ve planned and prepared for your meeting; now it’s show time. As the meeting host, you know it’s your responsibility to keep your meeting on track and on time. There are a variety of techniques and Meeting Center features you can use to ensure your meeting is focused and productive.

Starting Your Meeting

Starting your meeting right sets the tone for the rest of your session. What you do (or don’t do) as the meeting host during the first few minutes not only sets the expectations for the rest of the meeting, it lets people know that you respect everyone’s time and effort as well.

Start Early

• If you use instant messaging (IM), set your status to “away” or “in meeting” to reduce the number of distractions. If your participants have difficulties joining your Meeting Center meeting, IM can be a great way for them to reach you. Be aware however, that if you use the Share Desktop feature in Meeting Center, any IM screen that appears is visible to all meeting participants.

• If possible, use a second computer to log into the meeting - that way you can see what the participants see during the session. Also, if you experience technical difficulties on your primary computer, you can switch to your backup computer and continue to host the meeting with minimal disruption to participants.

• Once you’ve started your Meeting Center session, write down your Host key and meeting number. If you experience technical difficulties this information is helpful.

• Review Attendee Privileges to ensure that participants are able to interact as you planned; can they annotate, save, print?

• If you have not uploaded agenda items when scheduling the meeting, use the Share Presentation or Document feature in Meeting Center to display the agenda while people join your session. This Meeting Center feature allows you to see the Participant list and Chat which is helpful if people have difficulties joining your meeting. If people join late, you may want to welcome them virtually using Chat.
Lesson 3: Conducting an Effective Meeting

• If necessary, use the Invite button on the Participants panel to send last-minute meeting invitations to attendees.

• Use Share Presentation or Document to “upload” your presentation before participants join your session. This way you can quickly switch to your presentation after reviewing the agenda.

Start Right

• Welcome participants by name as they join your session. Depending on the group, you may want to allocate time for introductions.

• Start on time! You may even consider locking the session after a certain amount of time. It sounds harsh, but starting on time and restricting access lets people know you are serious about accomplishing your meeting goal.

• Consider letting the group know what roles have been assigned to different participants.

• Review any meeting rules to set expectations about how attendees can participate.

• Remind participants about the notes panel in case they want to take notes online during the meeting. When the session ends, they can save and/or print their notes.

Managing the Meeting

Effectively managing the interaction in your online meeting requires a blend of interpersonal and technical skills. You need to be familiar enough with the Meeting Center interface that you can use a variety of features while focusing on the human interaction in your session. In addition, you need to be clear about how much human interaction you want in your meeting and be skilled at guiding the group to achieve the meeting goal(s).

Presenting vs Facilitating

Depending upon the type of meeting, you may find yourself playing the role of presenter, host, and/or facilitator. Although similar, each role has slightly different responsibilities:

• Host - starts and ends meeting, responsible for transferring presenter ball to various presenters (if applicable), acts as timekeeper, may also act as note taker during presentations.

• Presenter - shares information using one of Meeting Center’s Share features, manages time during presentation, guides ques-
tion and answer session - fields questions and knows when to “park” questions that aren’t relevant to information being shared, follows up after meeting when appropriate.

• Facilitator - guides group interaction during meeting, may use any number of Meeting Center features to encourage interaction between meeting attendees, keeps group focused on meeting objectives, and identifies areas for follow-up.

What Do Attendees See?

As Host or Presenter, you have access to different tools than your attendees. As a result, what you see in Meeting Center may be different than what your attendees see. The following list of tips outline some features and functionality that you may not have taken advantage of already:

• **Mouse Pointer or Arrow Tool** - Use the Arrow or Laser Tool to point to specific information on your screen when sharing Whiteboard or Presentation/Document. When sharing Application or Desktop, you can simply use your mouse pointer or I-beam to indicate a location on the screen.

• **Text Annotation** - Remember that others cannot see what you’ve typed with the Text tool until you click away from your entry.

• **Share Application and Share Desktop** - Others will see a “waffle screen” if you share an application then switch to another application. When sharing your desktop, remember that all applications except the Meeting Manager window will be visible to others. This means that any instant messaging windows and/or calendar reminders are visible to everyone.

• **Synchronize Views** - This feature refreshes your attendees’ screens; if they’ve switched to another window on their computer, it places the WebEx Meeting Center window in front again. It’s a great tool if you suspect attendees are multitasking on their computers; but be warned, it can be very annoying to some participants so don’t over use it.

• **Full Screen View** - This feature enlarges any presentation/document to fill the entire computer screen, for both you and your attendees. This can be helpful if you are sharing detailed information that is difficult to see in the Meeting Center window. Full screen view is also helpful because it synchronizes the attendees’ scroll bar with the presenter’s and hides attendees’ taskbar, which reduces the temptation to multitask.
Ending the Meeting

Ending your meeting well ensures that the work that you’ve done as a group in your session translates into actual results that are implemented. As meeting host, it is your responsibility to make sure that some key tasks are completed and that the meeting ends on time.

- Revisit the meeting goal and agenda to ensure the meeting accomplished its stated purpose.
- Review and assign any action items that were discussed in the meeting. Set deadlines and owners for each item. Set expectations about communicating with the attendees on status of action items.
- Notify attendees where they can go for additional information about meeting topics or whom to contact for more information.
- If necessary, discuss any follow-up meetings. Make plans to address any unfinished agenda items.
- Remind attendees that they can print/save their meeting notes.
- Use File Transfer feature in Meeting Center to distribute any meeting minutes or presentations.
- Thank attendees for their participation and close the meeting.

TOOLS YOU CAN USE

<table>
<thead>
<tr>
<th>Meeting Center Feature</th>
<th>How You Can Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll</td>
<td>Use as an icebreaker to start a meeting and get people used to interacting online. Use for making group decision - get group consensus.</td>
</tr>
<tr>
<td>Chat</td>
<td>Use to welcome latecomers to meeting without disrupting presenter. Attendees can use to add comments to conversation or ask question without disrupting speaker.</td>
</tr>
<tr>
<td>Raise Hand</td>
<td>Use for making group decision - get group concensus or asking for volunteer.</td>
</tr>
<tr>
<td>Mute</td>
<td>Use to mute one or all participants. This is helpful if someone has placed meeting on hold and everyone is hearing hold music.</td>
</tr>
<tr>
<td>Annotation Tools</td>
<td>Presenter can use to draw attention to specific parts of presentation or screen. Attendees can use to give feedback or add to presentations or documents.</td>
</tr>
</tbody>
</table>
Summary
In this lesson you reviewed the tasks associated with managing your online meeting. You also learned some Meeting Center features that allow you to efficiently share information, as well as to generate interactivity and online collaboration.

In the next lesson, you will review how you can control your meeting by gracefully recovering from technology challenges as well as how to use Meeting Center features to deal with unruly participants.
Check Your Understanding

1. Why is it a good idea for the host to log into the meeting as an attendee on a second computer?

2. True or False: When sharing an application or desktop, the presenter needs to use the pointer or laser tool for attendees to see where they are pointing.

3. During your meeting, attendees have annotated the presentation. Is it possible to save these changes and share the file with attendees?
Answers to Lesson 3

1. Why is it a good idea for the host to log into the meeting as an attendee on a second computer?
   - The host can see what the attendees are seeing in the meeting.
   - If there are technical difficulties on the primary computer, the host can quickly assign host role to the secondary computer with minimal impact to the attendees.

2. True or False: When sharing an application or desktop, the presenter needs to use the pointer or laser tool for attendees to see where they are pointing.
   - FALSE - When sharing an application or desktop, attendees can see the presenter’s mouse pointer. The presenter needs to use the pointer or laser tool when sharing a whiteboard or presentation/document.

3. During your meeting, attendees have annotated the presentation. Is it possible to save these changes and share the file with attendees?
   - It is possible. The presenter can use File>Save Document to save the file and then use the File Transfer feature to make it available to all attendees for download during the session.
Lesson 4: Tips for Controlling Your Meeting

As an experienced meeting host, you know the importance of being prepared and flexible. Regardless of whether it is an in-person or online meeting, you will inevitably face challenges that can impact your meeting’s stated goal. Generally speaking these challenges fall into one of two categories - technology and people related challenges. This lesson focuses on how (and when) to handle technology related challenges as well as how to use various Meeting Center features to assist you in handling disruptive attendees during your meeting.

**Recovering from Technology Challenges**

As the meeting host, your goal is to be able to calmly respond to technical issues and to minimize the impact on your meeting attendees. To accomplish this, you need to know when to refer people to technical support and when to attempt to resolve the issue yourself. No matter what, a successful meeting host doesn’t let technology challenges prevent them from connecting with their attendees.

One of the best ways to handle technology related challenges in online meetings is to be prepared. This means having some key information written down as you start your meeting and if possible having a second computer logged into the meeting. The following list outlines the information you may want to have in writing:

- Meeting Number
- Host Key
- Names and email addresses of Attendees
- Telephone Number(s) of Technical Support Staff
The following table details some Meeting Center features you can use to deal with unruly participants or difficult situations.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Solution</th>
</tr>
</thead>
</table>
| Although attendees have enrolled for your meeting, no one is joining. What do you do? | a. Confirm you have created the meeting with the appropriate password.  
    b. Log into the meeting on a secondary system to make sure you are able to join successfully.  
    c. Use your Attendee list (which you printed prior to the meeting) and send invitation emails from within the meeting. |
| Your web browser crashes. What can you do to take control of your meeting? | a. Always write down your Host key and log into meeting with secondary system if possible.  
    b. Take control of meeting on your secondary system with the Host key. (If you don’t have a secondary system, have another attendee use Host key to take over host role).  
    c. Attempt to disconnect from session with your primary system and rejoin the meeting from your WebEx site.  
    d. Regain control with the Host key. |
| Someone has you on speakerphone or you are hearing hold music. What can you do? | a. Ask participants who have you on speakerphone to mute their lines.  
    b. If you are using WebEx’ telephony service, you can mute telephone lines as needed in the participant panel.  
    c. Send Chat letting attendees know that you are hearing hold music and ask them to rejoin the meeting and refrain from placing their line on hold. |

**Controlling the Virtual Room**

Hosting a meeting in a virtual environment presents special challenges because of the lack of nonverbal communication. You do not have the ability to actually see if your attendees are engaged and you are limited in your options to respond when attendees are disruptive.
The following table details some Meeting Center features you can use to deal with unruly participants or difficult situations.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>An unruly attendee is in your meeting. How do you manage?</td>
<td>a. Restate the purpose/goal of the meeting. Use the Whiteboard feature to note any topics for future meetings.</td>
</tr>
<tr>
<td></td>
<td>b. Send a private chat to the attendee letting them know you will be available to discuss non-agenda items one-on-one at a later time.</td>
</tr>
<tr>
<td></td>
<td>c. If attendee continues to interrupt, send them a private chat letting him/her know that you will be muting the phone line (if your telephony allows for such action).</td>
</tr>
<tr>
<td></td>
<td>d. If attendee is sending disruptive emails to the group, change chat to allow them to only chat with host or presenter.</td>
</tr>
<tr>
<td></td>
<td>e. If none of the above works, expel the attendee and restrict access to the session. Be sure to send a chat to the participant letting them know you are expelling him/her and will follow up after the meeting.</td>
</tr>
<tr>
<td>Attendees join late and want you to go over what they missed or they continue to ask questions regarding what was previously discussed. How do you handle?</td>
<td>a. Welcome attendees that join late. Let them know what topic you are discussing and that you can meet with them at the end of the meeting or at another time to review what they missed.</td>
</tr>
<tr>
<td></td>
<td>b. If you do not have time at the end of the meeting to cover missed topics, set up another time to discuss or refer them to the meeting minutes.</td>
</tr>
<tr>
<td></td>
<td>c. If attendee continues to disrupt meeting, send them a private chat letting them know you need to keep the meeting on track.</td>
</tr>
<tr>
<td></td>
<td>d. Encourage attendee to send their questions via chat so the questions won’t be forgotten and you will know what to recap for them at the end of the meeting.</td>
</tr>
</tbody>
</table>

**Summary**

In this lesson you reviewed some tips for keeping control of your online meeting. You learned how to handle basic technology challenges as well as which Meeting Center features you can use to handle unruly participants in your online session.
Check Your Understanding

1 True of False: You can transfer the Host role to another participant without the Host key.

2 True or False: If you expel someone from your meeting, they are unable to rejoin the meeting.

3 True or False: As the meeting host you’re always able to mute others’ telephone lines within the Meeting Manager window.
Answers to Lesson 4

1. True or False: You can transfer the Host role to another participant without the Host key.
   - FALSE

2. True or False: If you expel someone from your meeting, they are unable to rejoin the meeting.
   - FALSE - An expelled attendee will be able to rejoin your meeting unless you also restrict access to the session.

3. True or False: As the meeting host you’re always able to mute others’ telephone lines.
   - FALSE - you are only able to mute others’ telephone lines within the Meeting Manager window when using WebEx telephony services.
Summary

Course Review

You have now successfully completed the Meeting Center Best Practices: Facilitating Effective Meetings course. Using Meeting Center tools and techniques, you can now manage focused and productive meetings that keep participants engaged and accountable. Applying good meeting management skills, including planning and preparation, you will be a successful meeting host in any type of meeting.

You now have the skills to do the following:

- Plan and conduct an effective online meeting.
- Confidently use a variety of Meeting Center features.
- Keep participants engaged and accountable in online meetings.
- Minimize the impact of technical challenges.
- Maintain control of your online meetings.

For additional support, check out the list of resources below.

Post Training Support

Distributed Materials

Prior to training, your WebEx instructor provided:

- PDF file of the this Participant Guide

Additional Resources

- WebEx University offers live, interactive training sessions and self-paced training programs for all WebEx services. To view the course offerings, course schedule, and register for courses, visit: http://university.webex.com.

- WebEx Support is available 24 hours a day, 7 days a week. For further assistance, please visit WebEx Support at http://support.webex.com.

- Effective Meetings website offers a variety of tips for meetings. Visit http://effective-meetings.com.