



# VIRTUAL ENVIRONMENT QUICK REFERENCE

Concepts	Description
Setting	Establish a productive setting and negotiate Rules of Engagement (ROE) for working at home with the goal of minimizing distractions.
Effective Listening	Listen to understand versus listening to respond. Let others finish speaking before rearticulating.
Effective Questions	Ask thought provoking questions that typically start with 'How?' or 'What?'
Using Media Effectively	Utilize the appropriate meeting tools effectively to enhance the facilitation and support your engagement's objective. Rehearse to ensure technical proficiency, and identify a back-up plan in case of technical difficulties.
Engagement Triggers	Call on participants periodically throughout the session to keep everyone engaged. Keep a list of participants handy to remind you who the players are. To maintain momentum, ask 'What else?' as responses slow.
Maintain Balance & Control	Enforce Rules of Engagement, assert yourself by verbally halting dominating conversations, and use a Parking Lot to capture issues that can be addressed later.
Maintain Tempo	Minimize pauses and delays between speakers and topics to keep the discussion and meeting on track.
Invite the Right People	Determine and limit attendees to those needed to accomplish the objectives of the engagement. Inviting too many attendees poses additional challenges when managing in the Virtual Environment (VE).
Comms Compass	All participants share information from the meeting up, down, and sideways as appropriate.

Concepts	Description
Know When to Rearticulate for Clarity	Rearticulate respondent's inputs only when appropriate to avoid constant repetition.
Rehearse Technology	Become extremely familiar with the overall functionality and nuances of your technology before presenting.
Avoid 'Hot Mic'	Minimize distractions from ambient noises. Don't overload the system with white noise.
Provide Read-Aheads	Save time, and prep your participants by sending relevant materials ahead of time.
Refrain from Multi-Tasking	Avoid the common pitfall of attempting to multi-task in a Virtual Environment. Respect your teammates by staying focused and engaged to enable more efficient and mindful collaboration.
Plan Your Meeting Location	Ensure you have adequate connectivity, minimal background distractions, and find a place to work free from interruptions. Prepare your computer and other aids before the meeting such as pen and paper, refreshments, etc.
Come Prepared and on Time	Review read-ahead materials such as purpose, objectives and the agenda to ensure you understand your role as a SME.
Get Better Each Time/Every Time	At least initially, identify and note what worked and what could be better, and share with team and leader.