Tear it Apart and Make it Better
Get the Most Out of Your Virtual Meetings

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Why people hate conference calls

“Who just joined?”

“Who’s that speaking?”

“I can’t see the slides!”

“Who has all the background noise?”
Don’t be one of these

THE TECHNOLOGY AMATEUR
THE YES, BUT GUY
THE HEAVY BREATHER
THE COMPULSIVE COUGHER
THE DISAPPEARING ACT
THE “IS ANYBODY OUT THERE?” PERSON
THE BIG ENTRANCE
THE CONTROL FREAK
THE SOCIAL BUTTERFLY
THE PESSIMIST
1. AGENDA
1. Agenda

Meeting Agenda Template

1. Purpose
   Why are we having this meeting

2. Desired outcomes
   Specific results that will be achieved during this meeting

3. Agenda
   Agenda items—information only, for input, or for decision

Don’t forget to set expectations: Video On?
2. DRESS
HOW DID YOU DRESS ON YOUR LAST VIDEO CONFERENCE CALL?

1. Didn’t think about it.
2. Dressed as if I was in person.
3. Dressed from the waist up.
4. Didn’t turn my camera on – because I didn’t shower.
2. Dress the Part

audio only

with video
2. Dress the Part
2. Dress the Part

MAKE SURE YOU LOOK CLEAN, PUT TOGETHER, AND PROFESSIONAL.

Certain visual cues, such as stains and wrinkles in your clothing, shouldn’t be visible on your outfit during your video conference.

These will create a distraction, as well as leave a negative impression.
2. Dress the Part

WHAT ABOUT A MORE CASUAL DRESS CODE?

If the environment is more relaxed try:

- Pullover sweaters or cardigans
- Less structured tops
- Khakis or formal, dark-washed jeans
2. Dress the Part

COLOR: WHAT WORKS

Typically, neutral or pastel tones are flattering, especially cool-toned shades of blue.

But, be sure to stick to colors that look the best on you and boost your confidence level.
2. Dress the Part

COLOR: WHAT TO AVOID

Avoid overly bright or extremely dark colors. They may interfere with image quality.

Avoid any colors that are too similar to your skin tone or any color that blends in with the background. This can cause the dreaded “floating head” effect on camera.
2. Dress the Part

JEWELRY: WHAT TO AVOID

Avoid jewelry that’s overly sparkly to the point that it’s catching the light and creating a disco ball effect around the room.

Avoid jewelry that make noise when you move, such as layered bracelets or dangly earrings.
3. PRACTICE
Poll

What virtual meeting platform do you use most?

1. Zoom
2. Microsoft Teams
3. Go-To Meetings
4. Webex
5. Google Hangout
6. Other
3. Practice

How to use Microsoft Teams (2019)
Full demo and tutorial experiences for chat, files, calls and meetings
3. Practice

TESTING,
TESTING,
123
3. Practice

Plan B
3. Practice- Camara
3. Practice-Lighting and Background

Professional Setting / Natural Lighting & Neutral Backdrop
4. LEADER
4. Leader
5. ROLES
5. Roles

- Time Keeper
- Leader
- Facilitator
- Recorder
- Participant
6. CALL IN EARLY
6. Call in Early
7. MUTE YOUR LINE
7. Mute Your Line

- Biggest complaint of participants is background noise!
8. ANNOUNCE YOURSELF
8. Announce Yourself

HELLO
my name is

Inigo Montoya
You killed my father
Prepare to die
9. LISTEN / BE PRESENT
When it comes to multi-tasking during a conference call, what are you doing?

1. Checking Social Media
2. Going to the Bathroom
3. Eating / Making Food
4. Checking Emails
5. Exercise
According to InterCall:

1. Checking Social Media (44%)
2. Going to the Bathroom (47%)
3. Eating / Making Food (55%)
4. Checking Emails (63%)
5. Exercise (26%)
10. EXPAND YOUR VOICE
10. Expand your Voice
10. Expand your Voice

- Pitch
- Volume
- Pace
- Timbre
10. Expand your Voice

VOCAL VARIETY HELPS EXPRESS EMOTION – DETERMINES PERSONALITY CHARACTERISTICS

AUTHORITATIVE

AUTHENTIC

ANIMATION

SLOW & LOUD

SLOW & SOFT

FAST & LOUD

FAST & SOFT

ANTICIPATION
10. Expand your Voice
CONFIDENCE IS KEY

Try
Hope
Think*
Might
Could
Maybe
Should
Believe*
Possibly

NO WIMPY WORDS
11. BE CONCISE
11. Be Concise
12. QUESTIONS & RECAP
12. Questions & Recap

Recap
COMMUNICATION WORKS FOR THOSE WHO WORK AT IT.
– JOHN POWELL
questions?

Feel free to call
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