



PROFESSIONAL ETIQUETTE FOR THE VIRTUAL MEETING FOR TRAINING OFFICERS CONSORTIUM (TOC) WASHINGTON, DC



TRAINING BY DESIGN, INCORPORATED
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**TRAINING BY DESIGN,
INCORPORATED
FOUNDED – JUNE 2002
DINA BELL NANCE - CLO**

Ms. Nance brings over 30 years of experience of Project Management, Life Cycle Methodology & Learning and Development Strategies.

The Diverse Training Team members bring a wealth of knowledge and experience from a variety of disciplines to include Education, Project Management and Training.

Training by Design, Inc. utilizes multiple methodologies for designing and implementing Learning and Designing solutions to include: ADDIE, Kirkpatrick Models and Federal ECQ Strategies.

Ms. Nance had the awesome opportunity to support the Federal Deposit Insurance Corporation for a 6 ½ year period as a Project Manager and a Senior Trainer prior to establishing Training by Design, Inc. in 2002.



**"Creating Global
Learning and Development
Solutions For You!"**



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TECHNOLOGY

MS Windows Operating System
MS Outlook Levels 1,2 &3
MS Word Levels 1,2 &3
MS Excel Levels 1,2&3
MS Access Levels 1,2 &3
MS PowerPoint Levels 1,2 &3
MS Project Levels 1,2 &3
MS Publisher Levels 1,2 &3

PROFESSIONAL DEVELOPMENT

Conducting Effective Meetings
Leadership Skills
Time Management
Presentation Skills
Telephone Etiquette
Customer Service Excellence
Project Management Skills
Stress Management
New Supervisory Skills
Effective Communication Skills
Professional Etiquette In the Workplace
Management Skills for Administrative Professionals
Dealing with Difficult People ~ "An Art To Be Mastered"

TRAINING BY DESIGN ON-THE-GO

Mobile Computer Lab Includes Laptops, MS Certified
Materials & Professional Trainer

CLIENTS

U.S. Interagency Council on Homelessness
Office of the Director of National Intelligence
U.S. Food and Drug Administration
U.S. Department of Homeland Security
The Revenue Authority of Prince George's County
U.S. Department of State
Humanim, Incorporated
McKennon, Shelton and Henn, LLP
Black Mental Health Alliance
The MD/DC Supplier Development Council
John Hopkins Hospital
Associated Black Charities
Prince George's County Chamber of Commerce
University of Maryland, University College
College of Southern Maryland

OUR PARTNERSHIPS

USDA Graduate School
Science Applications International Corporation
Federal Bureau of Investigation
Social Security Administration
Department of Transportation and Postal Museum
Bureau of Alcohol, Tobacco and Firearms
U.S. Coast Guard
Federal Aviation Administration

Knowledge, LLC

United States Patent and Trademark Office
Government Accounting Office
The Pentagon, Office of Assistant Secretary of Defense
Washington Metropolitan Area Transit Authority

Enlightened, LLC

U.S. Department of Housing and Urban Development
Department of Justice
Metropolitan Police Department
Court Services and Offender Supervision Agency
U.S. Court System
District of Columbia Pretrial Services Agency
Bureau of Alcohol, Tobacco and Firearms

INTRODUCTION CHAT

In the Chat, please share your name, agency or company and which city you are joining from today?

What was your highlight over the past week?



THE CHALLENGE

The Country is still in the midst of a Nation-Wide Pandemic and a large part of the workforce is Virtual. Many of the Virtual Meetings still appear unprofessional, unorganized and unproductive. Many of the individuals leading the meetings as well as the ones attending the Virtual meetings are overwhelmed, exhausted and many times uncomfortable speaking and/or attending in Virtual Settings.

In addition, while Federal, State & Local Agencies along with the Private Business Community are working extremely hard with putting protocols, guidelines and standards in place around the Virtual Workspace for Meetings, we want to share some proven techniques with you to enhance your future Virtual Meeting Experience.

Today, our focus is on sharing Professional Etiquette Strategies and Techniques for the Virtual Meetings & Events.

PROFESSIONAL ETIQUETTE FOR THE VIRTUAL MEETING

Purpose, Preparation, Practice, Presentation, Promotion & Performance Plan
Is Our Focus

By the end of the workshop, participants will be able to:

- Identify the Purpose for Attending or Delivering the Virtual Meeting
- Review Key Preparation Techniques for Success
- Assess Effective Ways to Practice for Upcoming Virtual Meeting
- Evaluate Techniques for Delivering or Attending Powerful Presentations
- Identify Ideal Methods for Promotion Following Each Virtual Meeting
- Create a Performance or Action Plan Following All Virtual Meetings

VIRTUAL MEETING – POLL QUESTION

Regarding Professional Etiquette for the Virtual Meeting, which items do you think are true and multiple options can be selected?

- Preparation is not mandatory if I am only attending a Virtual meeting versus leading the meeting?
- My wardrobe should match my mood and not my position or role in the Virtual Meeting?
- Networking in a Virtual meeting is only for Leaders and Executives?

VIRTUAL MEETING / EVENT ASSESSMENT

Using the following brief meeting assessment, please rate yourself using the numbers 1, 2 or 3 with 3 being the highest in success level around your current Professional Etiquette skills.

- I recognize the importance of following or using Professional Etiquette in the Virtual Meeting or Event?
- I have a clear understanding of when Professional Etiquette techniques should be applied?
- I recognize the importance of Networking professionally in chat boxes for meetings and events I attend?



WHAT IS A VIRTUAL MEETING

Virtual meeting is a perfect video conferencing mode for organizing briefings, status meetings, board meetings, town hall meetings, and webinars.

By TrueConf



IDENTIFY YOUR ROLE & THE INVITATION

Identify Your Role

- Federal Agency Leader, Federal Staff Member, Expert or SME, Support Staff, Business Owner or Executive, Vendor, Consultant, General Attendance

An Invitation

- You have been invited to either attend or lead a Virtual Meeting / Event

Opportunity for Exposure

- An Invitation is an Opportunity for Exposure. This opportunity is a moment in time to seize it with Integrity, Strength, Humility and Empathy and to function in accordance to your past experiences, knowledge, education, degree's, certifications and the variety of skillsets you have gained over time. Remember, you are representing your agency or organization as well as yourself and your first impression has everything to do with your next Opportunity of Exposure.

Professional Etiquette Begins The Moment The Invitation Is Received!

IDENTIFY THE PURPOSE

What is Your Purpose for Attending or Leading the Virtual Meeting?

Your Role

- Federal Agency Leader, Federal Staff Member, Expert or SME, Support Staff, Business Owner or Executive, Vendor, Consultant, General Attendance

Attending Virtual Meetings – What is Your Purpose?

- Representing the Agency / Organization
- Gaining Insight & Capturing Information
- Share Information, Wisdom, Data, Statuses

Leading Virtual Meetings – What Is Your Purpose?

- **Informative Meetings** – The focus of this meeting is to provide interesting and useful information to your audience. You may also have to deliver bad news.
- **Demonstrative Meetings** – This meeting is similar to the informative one, with a focus more on delivering some type of demonstration.
- **Persuasive Meetings** – The focus of this meeting is to persuade or convince people to change in some specific way.
- **Motivational Meetings** – The focus of this meeting is to motivate or enhance the audience's well-being and confidence while helping them achieve future goals.

REVIEW KEY PREPARATION TECHNIQUES FOR SUCCESS

Review Sample Preparation Techniques

- Clarify Meeting Purpose
- Design Meeting Agenda, Materials, Activities
- Know Your Audience & Their Goals
- Create Opportunities for Virtual Networking
- Announce and Invite Attendees to Virtual Meetings
- Research and Select Meeting Platform
- Identify Effective Virtual Meeting Location & Room Design Layout

Meeting Basics

- Minimize Presentation Length
- Suggest Video Options On
- Call On Participants For Input / Share Your Plan

Select Activities & Exercises to Enhance Meeting Layout

- Check-In Points
- Breakout Groups
- Think Tanks
- Round Robins
- Individual Exercises
- Virtual Chats & Polls



REVIEW KEY PREPARATION TECHNIQUES FOR SUCCESS

According to Cindy Ann Peterson, Internationally (CIP) Certified Image Professional, in her articles based on wardrobe and the Virtual Meetings, she shares the following:

“In the absence of clear rules defined by Virtual Meetings, one way to look at your wardrobe is to assess how you want others to view you? Regarding your Virtual Wardrobe:

1. Does your wardrobe demonstrate personal respect for the position you hold?
2. Does your wardrobe demonstrate respect for your peers?
3. Does your wardrobe demonstrate respect for the institution or agency of which you belong to?

VIRTUAL MEETING BENEFITS

- Greater Attendance & Reach
- More Opportunities To Gain Knowledge
- Improved Polling
- Enhanced Collaboration
- Powerful Brainstorming Options
- Humanizing Relationships with Leadership



ASSESS EFFECTIVE WAYS TO PRACTICE FOR VIRTUAL MEETING

- Setup Practice Sessions for Technology
- Partner with Technology Support for Meeting
- Create a Back-Up Plan for Technology Problems
- Develop Individual / Team Practice Session for Timing / Materials
- Conduct Practice Sessions for Breakout Rooms / Activities





EVALUATE TECHNIQUES FOR DELIVERING OR ATTENDING A VIRTUAL MEETING

Attend Virtual Meetings

- Arrive Early / Introduce Yourself / Follow Meeting Protocol In Chat
- Upload / Display / Print Meeting Materials
- Ensure Great Lighting / Natural Light is Better
- Position Computer Camera to Focus Directly At You / Use Stand
- Be Prepared to Take Notes
- Minimize Distractions & Be Present
- Network Professionally In Event / Use Chat Option with Purpose
- Dress Accordingly
- Follow Up with Attendees

Lead Virtual Meetings

- Check In With Participants As They Arrive Virtually
- Welcome Your Participants Formally
- Announce Plan for Meeting / Event
- Lead with Energy
- Be Clear About Purpose
- Engage, Educate, Equip Attendees
- Create Check-In's Often
- Deliver Meeting with Purpose & Power
- Setup Follow Up One-On-One Sessions

IDENTIFY IDEAL METHODS OF PROMOTION FOLLOWING THE VIRTUAL MEETING

- Gain a Seat / Voice at the Table
- Career promotions in the workplace
- Leadership & Learning and Development opportunities
- New Business opportunities and partnerships
- Establish New Mentor or Business Relationships



PROFESSIONAL ETIQUETTE IN THE VIRTUAL MEETINGS FOR TOC WRAP UP

Please take a moment to identify 2 elements you learned today that you will implement immediately into your workday?



Do you have any other questions?

Thank you,
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TRAINING BY DESIGN, INCORPORATED

CONTACT INFORMATION



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