



# VIRTUAL ENVIRONMENT QUICK REFERENCE

Concepts	Description
Setting	Establish productive setting for working, 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 in case of technical difficulties.
Engagement Triggers	When taking roll, take note of who is in the meeting and call out participants periodically throughout the session. 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 Parking Lot to capture issues that can be addressed later.
Maintain Tempo	Minimize pauses between speakers and topics as well as delays when capturing to keep the discussion going.
Invite the Right People	Create a list of attendees based on 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.

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Know When to Rearticulate for Clarity	Rearticulate respondent's inputs only when appropriate to avoid constant repetition.
Rehearse Technology	Become extremley familiar with the overall functionality and nuances of your technology before presenting.
Beware of a 'Hot Mic'	Be aware that anything you say can be heard in he VE.
Provide Read-Aheads	Save time, and prep your participants by sending relevant materials ahead of time.
Refrain from Multi-Tasking	Establish productive setting for working, and negotiate Rules of Engagement (ROE) for working at home with the goal of minimizing distractions.
Plan Your Meeting Location	Test to ensure that is adequate connectivity, minimal background distractions, and find a place to work free of innterruptions. 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 initaly, ID and note what worked and what could be better, then share with leader.