



# Tips for effective remote working & virtual meetings

March 2020



Recommended guidelines

## How to run a virtual meeting - **Top 10** tips for the chair



Test your technology ahead of time (sharing screens, audio, polling tools, headsets(...,



If the technology is new to your participants - send them a practical user manual or guidelines, and inform your participants what kind of participation is expected (webcam, audio(...,



For smaller meetings - insist on the use of webcam. It brings all participants in the meeting (higher engagement)



Provide clear meeting basics: a clear agenda, pre-readings, expected outcome, next steps, accountability. Creating a Microsoft Teams space where participants can enrich experience and enhance engagement. Ask participants to check-in/summarise what they want to achieve



Set clear ground rules for participation. Consider things such as video versus audio only, muting phones during the meeting, use of the chat functionality (how and when.)



Be a respectful host. Start and end the meeting on time. Include a 5-10 minute break for any meeting over one hour in duration. Avoid using your keyboard to take notes as the noise can be distracting to participants.



Compile a group of people to support you with running the meeting. Secure someone to provide technical support for larger meeting, someone to keep abreast of online questions/chat discussion, someone to record the meeting/take minutes.



Minimise the length of your presentation, instead focus on fostering discussion.



Encourage questions and input throughout the entire meeting, not just at the end. Consider a virtual 'going around the table' for smaller meetings.



Capture real-time feedback and summarise conclusions, actions and next steps

## Participating in a virtual meeting - **Top 10** tips for participants



Test your technology ahead of time. Can you start a Microsoft Teams virtual meeting? Do you have webcam? Does your webcam work properly?



If webcam is required, ensure you are in a non-distracting environment (for noise and visually)



If in a meeting room with more people attending the same meeting - respect those dialling in (and close your own laptops and tools) to avoid distraction



Come to the meeting prepared to participate. Familiarise yourself with the agenda, read pre-readings, understand the desired outcomes.



Actively use the Microsoft Teams space to inform the chair what you want out of the meeting (and give feedback on any pre-readings, etc).



Respect the meeting ground rules set by the Chair. Enter muted, remain muted when not speaking, use the chat function in the way requested, avoid typing when unmuted



Engage in the meeting  
Use the chat function to ask questions and react to other participant's contributions



Do not stay silent - you are a participant - as a participant your opinion and view matters



Remember that outcome of a virtual meeting is just as important as a face-to-face meeting - your accountability remains the same



Use the Microsoft Teams space to stay updated on all relevant information

## Privacy and security guidelines

As every meeting, use your common sense when you start a virtual meeting. Please also refer to the following privacy and security guidelines. If in doubt, please consult your privacy and security representative.



When in doubt, follow or refresh an Information Security awareness course on teleworking



Use your company device for remote working



Be aware of your surroundings. Avoid shoulder surfing and eavesdropping by others. When using webcam blur out the background



Always inform participants in advance that meetings will be recorded, all participants need to be notified when a recording is started



Use the Microsoft apps only. Although some Office365 platforms allow connections to third party apps, consult IT Services before using these

## Remote working - 8 top tips to keep you productive



Set yourself up - Make sure you have a comfortable place to work from, check your connections and video conferencing tools so you know everything works.



Human contact - Make sure to schedule a coffee with a friend every couple of days, or call someone. Humans love interaction and you are no different. Working alone can be difficult so make sure you schedule contact time.



Plan your day - Without the daily requests from people around the office it can be difficult adjusting. Plan your working day the night before to help you to be productive and define the end of it. Check with your manager what you need to achieve and don't forget your timesheet.



Ignore the chores - If you are not used to working from home the chores can become something you didn't know you loved. Don't get distracted by the laundry or the hoovering. Pretend you have that weird house blindness that some people you live with might have when they ignore housework that needs doing.



Work ready - Get ready to go to work. Get up, have breakfast, make a coffee. Keep a routine to maintain focus.



Reward yourself - Without others around you it is important to praise or reward yourself for completing activities or tasks. Schedule in that tea or coffee for getting the job done!



Work contact - Try to have your normal meetings even if working remotely as this helps to keep continuity in your work routine and ensures you are still feeling like you are part of the team. It also allows for you to share the experiences you may be having as everyone may have similar feelings and challenges.



Finishing your day - Make sure you know when to finish working. Working from home you can lose hours or get totally sucked into what you are doing distraction free. Unless it's a deadline there will always be something to do, so have a realistic finish time and go and do your life activities.



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