



Virtual Meetings and Communications

June 17, 2020

Welcome!

Our panel discussion will begin at 9:30 am

Please mute your microphone/audio and turn off your camera when not speaking





Today's Topics



Virtual Etiquette Jeopardy

Rules

1. Use your chat box
2. TYPE the Category and Level into chat box (i.e. Virtual Etiquette for 100)
 - Host will use 1st response in chat box.
3. Host will read question.
4. Person who selected the question has 1st chance to unmute and provide answer to whole group.
5. If the answer is incorrect, anybody else can answer in by TYPING "I'm ready!" in the chat box.

Virtual Etiquette Jeopardy

Consider the Viewers	Tips for Yourself	(category 3)	(category 4)	(category 5)
100	100	100	100	100
200	200	200	200	200
300	300	300	300	300
400	400	400	400	400
500	500	500	500	500

What is the **MUTE** button?

The button you should press when you're not talking.

What is VIDEO?

The function you should turn off while you're walking or driving.

What is EATING?

What you should not do on video or sound, no matter how hungry you are!

What is APPROPRIATE ATTIRE?

**What to wear during a virtual call,
including a shirt at minimum!**

What is the **BATHROOM**?

A place you should not go while in a virtual meeting?

What is a BREAK?

Something you should take for five minutes every hour during a long meeting?

What is a VIRTUAL BACKGROUND?

**The function in Zoom that hides your
messy home office.**

What are STRIPES?

**A clothing pattern you should avoid
when on video**

What are HEADPHONES or AIRPODS or a HEADSET?

A device that improves audio quality for speakers *and* listeners.

What is the BROWN ACT?

The law that requires public meetings (including video and conference calls) be open and public?



Meet Our Panel



Claire Collins
Hanson Bridgett



Michelle Maddaus
Maddaus Water Management



Lisa Ohlund
East Orange County Water
District



Allison Schutte
Hanson Bridgett





Join Us After the Event for Breakout Discussions!

- Breakout Rooms will automatically begin after the event.
- Please use the opportunity to continue the conversation, ask questions of our experts, and network with your colleagues.
- Breakout rooms will close at 11:30 am.



Brown Act Basics: Principles of the Brown Act and California Constitution in Connection with Board Meetings

The Brown Act's core rule:

“All meetings of the legislative body of a local agency shall be open and public, and all persons shall be permitted to attend any meeting of the legislative body of a local agency, except as otherwise provided in this chapter.”

Cal. Const. Art. 1, Sec. 3(b)(1) (Prop. 59):

“The people have the right of access to information concerning the conduct of the people’s business, and, therefore, the meetings of public bodies and the writings of public officials and agencies shall be open to public scrutiny.”

How the Executive Orders Have Modified Approach to Brown Act

- **Executive Order N-25-20 (March 12, 2020)** – Original declaration of emergency. Paragraph 11 speaks to Brown Act.
- **Executive Order N-29-20 (March 17, 2020)** – Supersedes Paragraph 11. Suspends in-person requirements under the Brown Act, allows teleconferencing as exclusive means of meeting.
- **Executive Order N-35-20 (March 21, 2020)** – board members may receive updates from government officials, and ask questions of them, related to the Covid emergency. But, members of a board cannot discuss amongst themselves or take action on this information without a properly-noticed meeting.

(SEE HANDOUT)

Minimum Requirements for Any Meeting (Video or Phone)

- Agenda must include:
 - web access and/or call-in information for public
 - clear description of method for public comment
 - procedure for receiving request for & implementing reasonable modifications or accommodations for persons with disabilities
- Ability for board and staff to hear and be heard
- All votes by roll call
- Enable public to hear and be heard
 - But agency must have ability to control public comments to avoid interruption, inappropriate conduct.
- Telephone and Video/Virtual meetings are options

Choosing a Platform – Considerations

- Popular telephone and video conference platforms that have web-based features: Cisco WebEx, GoToMeeting, Zoom, RingCentral and Microsoft Teams
 - Ease of use for Board members, Staff and public
 - Interactive meeting v. webinar
 - Host has ability to mute & name attendees
 - Hand raise feature
 - Screen sharing for Agenda presentations
 - Waiting room feature
 - Merge/unmerge meetings for Closed Sessions
 - Passwords and other protections
 - Numerical limit for attendees

Technology Needs – Set Your Agency Up for Success

- Board and Staff access to:
 - Computers
 - High speed internet
 - Quality cell reception
 - Audio headsets
 - Higher quality external video camera
 - One on one training
- Agency budget to provide these resources at home & assist in document execution
- Assist with upload of Attendee Photo; virtual or blurred backgrounds

Roles & Preparation

- Clarify roles for managing meeting:
 - Chair
 - Chief Executive/General Manager
 - Secretary
 - **New Meeting Role: Meeting Host** – one or more people to manage technical aspects of meeting, public comments
- Script to open meeting and set ground rules – who will announce?
- Review password protection; waiting room; ability to remove participants – who will manage?
- Practice in Staff meetings, small committee meetings

How to Handle Public Comment

- Minimum requirements: reasonable public access; telephonic and/or written
- Best practice is to have a single way to comment during a meeting (but, consider redundancy)
- Request commenters to alert Board Secretary in advance of meeting if plan to speak (place on agenda and website)
- Request commenters to identify self and agenda item at beginning of meeting
- Have a script for handling meeting disruptions

Making Personal Connections on Virtual Platforms



Two years ago...

\$\$\$\$\$\$\$\$\$\$\$\$





We found Highfive



So boom –
COVID hits...



They're like...



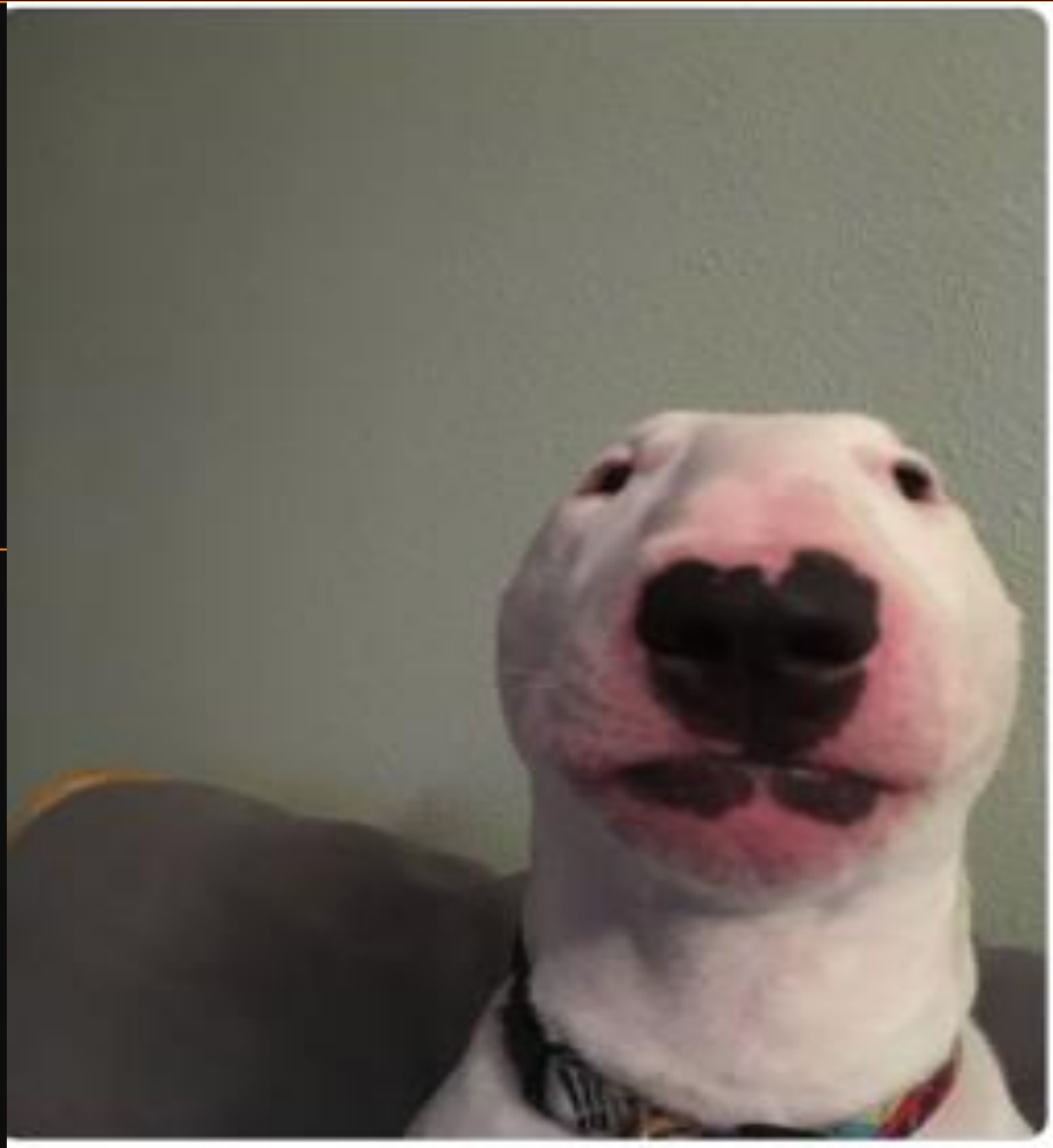
I'm like...



**You have
to turn the
camera
on**

- **You must be seen**
- **Otherwise you are
the Wizard of Oz**
- **Non-negotiable**

Try not to look –
or act - like a
hostage



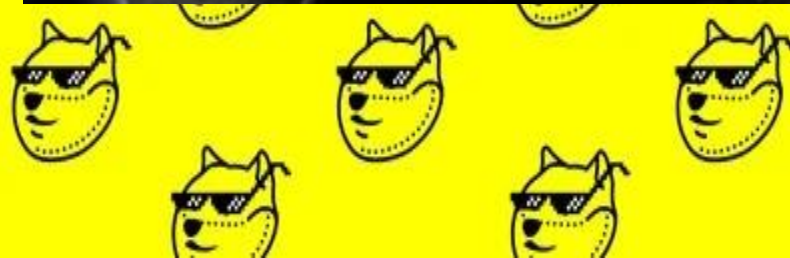
COSMOPOLITAN

“Can
you hear
me?”

100 GENIUS
EXCUSES TO LEAVE
THE CALL WHEN YOU
FIND THAT MISSING
PUZZLE PIECE

QUIZ:
Could this
meeting be
an email?

Tell us who
you are with
your virtual
background



Don't wait
until the
meeting
to log in



I will never object to a miracle appearing in the background – but other than that...





Make eye contact...

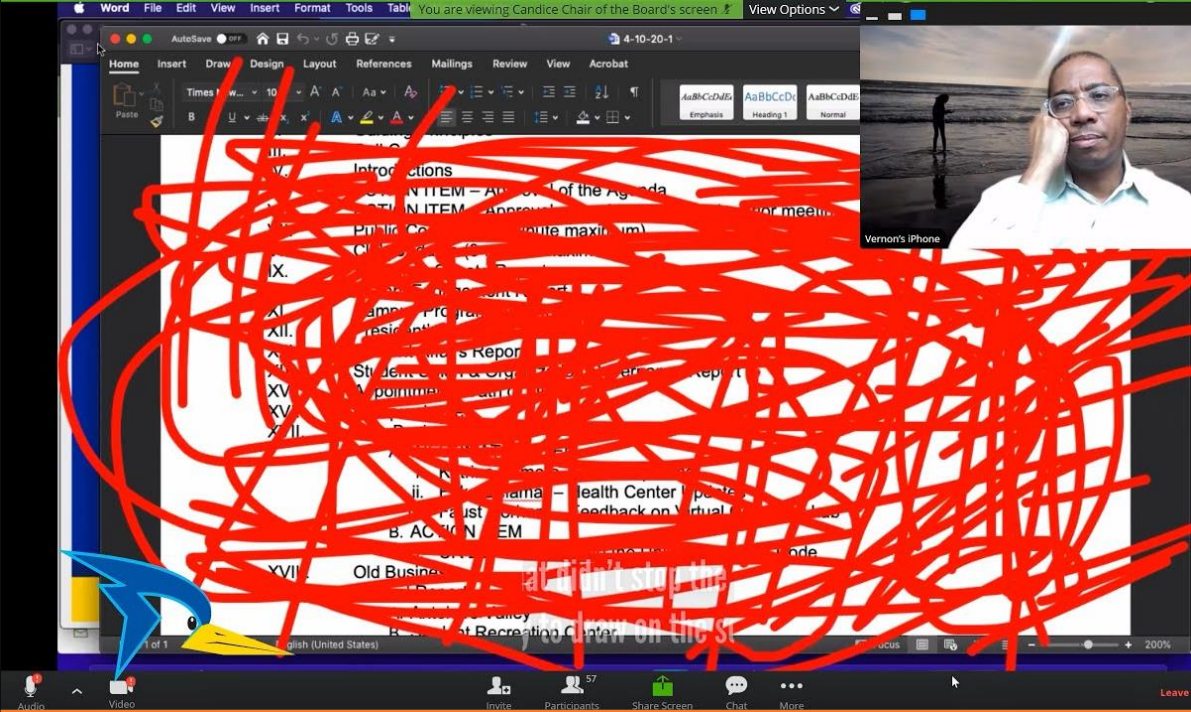
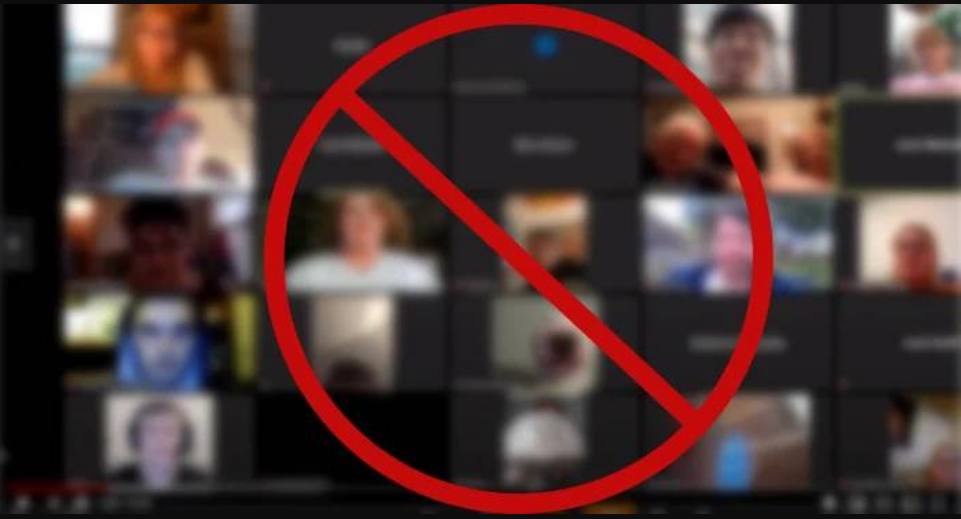
A dark blue, irregularly shaped graphic with a splatter effect, containing white text. The graphic is centered on a white background and has a rough, hand-painted appearance with some lighter blue and grey splatters around its edges.

Get used to
delayed feedback

Smile



Some personal connections to avoid



Video Conferencing Platform Comparison

					
Supported Devices	Windows, Mac, Linux, iOS and Android	Windows, Mac, Linux, iOS and Android	Windows, Mac, Linux, iOS and Android	Windows, Mac, Linux, iOS and Android	Windows, Mac, Linux, iOS and Android
Phone Call-In	✓	✓	✓	✓	✓
Security	SSL AES 256-bit encryption	Stronger encryption Skype and enterprise-grade security	MFA; Conditional Access; AES 256-bit encryption TLS	MFA; Conditional Access; AES 256-bit encryption TLS	MFA; Conditional Access; ATP; Encryption in transit and at rest.
Participants	Pro: 100 Business: 300+	250	Professional: 150 Business: 250	Professional: 50 Plus: 200+	250
Screen Sharing	✓	✓	✓	✓	✓
Real-Time Chat	Private and Group	Group	Private and Group	Private and Group	Private and Group
Raise Hand	✓	✗	✗	✓	✓
Share Materials	During	During	Before, During, After	Before, During, After	Before, During and After
Meeting Recording	✓	✓	✓	✓	✓
Mute Attendees	✓	✗	✓	✓	✓
Waiting Room	✓	✓	✓	✓	✓
Collaboration Tools	✓	✗	✓	✓	✓
Link	https://zoom.us/	https://www.skype.com/en/business/	https://www.gotomeeting.com/	https://www.gotomeeting.com/training	https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/group-chat-software

The information in this chart is compiled from online sources. We encourage you to research the features you require for your video conferencing needs. Platform features are always being changed and updated.



Wait, there's more?



Mental checklist for virtual meetings

Get there early, if something goes wrong, you've got a chance to fix it before the meeting

Check your internet connection

Have a Plan B in case there's technical difficulties



FB Live – inexpensive way to videocast your Board Meeting



Set up virtual meeting training and agree on protocols

**When all
else fails...**



At least you know you have on
clean underwear.



Go Padres!



Trust is earned in the smallest of moments.



The image shows a screenshot of the Brené Brown website. At the top, there is a navigation bar with links for "BOOKS & AUDIO", "BLOG", "DOWNLOADS", "Brené Brown", "UNLOCKING US PODCAST", and "DARE TO LEAD HUB". The main visual is a large graphic featuring a central key shape made of a textured blue material, set against a background of colorful, radiating lines in shades of yellow, green, purple, and brown. Below the key, the text "Unlocking Us" is written in a large, bold, black serif font, with "BRENE BROWN" in a smaller, all-caps, black sans-serif font underneath. At the bottom of the graphic, a white box contains the text: "Conversations that unlock the deeply human part of who we are, so that we can live, love, parent, and lead with more courage and heart."

BOOKS & AUDIO BLOG DOWNLOADS **Brené Brown** UNLOCKING US PODCAST DARE TO LEAD HUB ☰

Unlocking Us
BRENE BROWN

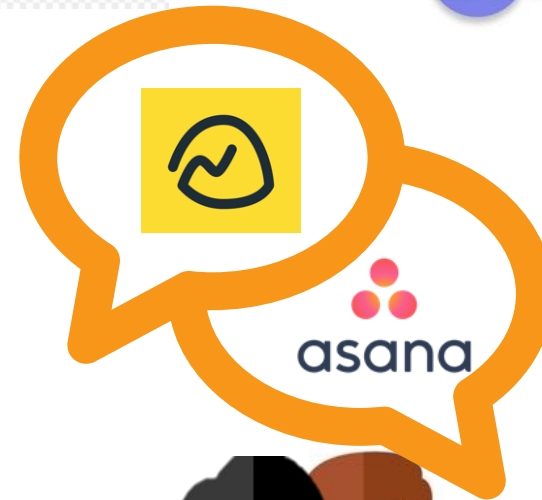
Conversations that unlock the deeply human part of who we are, so that we can live, love, parent, and lead with more courage and heart.

www.brenebrown.com

Team Engagement Virtually



zoom



Managing “Zoom Fatigue”

Cause

- Increased temptation to multitask
- More difficult to recover from distractions – plus more distractions at home!
- Increased screen time, decreased human time
- “Constant gaze” can be uncomfortable



Possible Solutions

- Avoid multitasking
- Build in breaks
- Reduce onscreen stimuli
- Make virtual social events opt-in
- Alternate between video, phone, and email



Tips and Tricks – Virtual Team Calls



Tips

- Team dynamics 100% supported
- How to engage the team (buy-in)
 - Voice, video/webcam, screen sharing, hand-raising, chat
 - Add structure, build in two-way communication, pre-think leading questions, take pauses
 - Agenda
 - Live call summary notes
- Online Meetings/Software
 - Learn from short video trainings:
 - <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

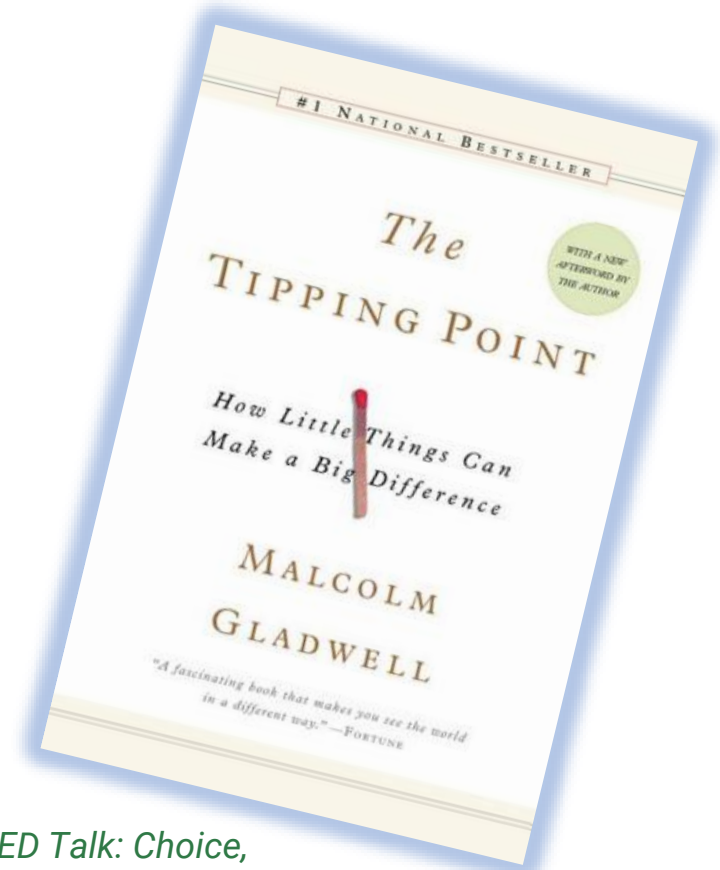
Tricks

- Different types of primary accounts to switch back and forth (if stuck or absence, use a master sign-in list)
- Currently having bandwidth issues with log-on and call-in (i.e., dropped calls)
- Most employees can benefit from screen sharing
- Consider free hosting accounts for occasional “meet now” options, when primary accounts are booked
 - Fewer features
 - Shorter times



Fun at Work: Virtual Team Building

- Take a SurveyMonkey for ideas or use Google Forms
- Virtual coffee/lunch
 - Mavens presents on a 5-10-15 min topic (volunteers email host for invitation, any PC topic)
 - Favorite 5 photos (family, pets, trips, sports, etc.)
 - Virtual birthdays
 - Bring a joke (favorite memes)
- Team fun list (input in program management software)
 - Free workouts
 - Books
 - Movies
 - Podcasts/TED Talks
 - Remote Learning



TED Talk: Choice,
Happiness and
Spaghetti Sauce



Team Fun: Picture Lunch

Grab your lunch and share your favorite pictures



Silver Linings

- Potentially increased public access
- Efficient use of staff and consultants
- Reduces commuting time
- Catalyst for Brown Act modernization?

Conclusion – Top 10 Takeaways

1. Be Patient
2. Evaluate Your Technology Options
3. Delegate Roles
4. Provide Instructions
5. Use a Script
6. Organize Public Comment
7. Train and Practice!
8. Expect Delays
9. Plan Closed Sessions Carefully
10. Have a Back-up Plan

(SEE HANDOUT)

Breakout Sessions Will Begin Shortly

Slides and handouts from today's presentation will be posted to the UWI website:

www.UrbanWater.com

Special Thanks for Our Zoom Host and Sponsors:

