Successfully conducting remote interviews and meetings

Hands-on course of 2 days - 14h
Ref.: UNI - Price 2024: €1 370 (excl. taxes)

How can you ensure discussions are productive and participatory in the context of a conference call or video conference? How can you anticipate unforeseen events? This course will show you the methods and tools you need to efficiently prepare, lead and frame your remote meetings.

EDUCATIONAL OBJECTIVES
At the end of the training, the trainee will be able to:

Prepare and frame a remote meeting

Ensure the technical environment is available

Adapt communication and facilitation to the technical environment

Affirm your leadership as a facilitator

Handle sensitive situations

ROLE-PLAYING
Case studies. Practical use of appropriate behaviours on role plays. Self-diagnosis.

THE PROGRAMME
last updated: 06/2024

1) Prepare a conference call or video conference
- Leverage the benefits of a remote meeting.
- Define the preparatory steps for remote interviews and meetings.
- Set an agenda according to the objectives and actions to be undertaken.
- Choose the profile and number of participants.
- Send out a clear and engaging invitation.
- Plan the booking of the necessary equipment.
- Communicate on how to use the chosen technical environment.
Exercise : Preparing the agenda and invitation to a remote meeting.

2) Know how to lead a remote meeting
- The role of facilitator: identify your own ways of working.
- Organise group work: methods, rules, information-sharing tools, etc.
- Make the meeting lively, structured and participatory.
- Regulate discussions, listen, reformulate.
- Sum up, respond, regain control.
- Use eye contact and/or voice.
Role-playing : Working on your voice and eye contact to better communicate remotely.

3) Conducting a remote meeting
- The specificities of a remote interview.
- Prepare the checklist.
- Focus on the introduction and conclusion.
- Manage the essential roundtable presentation.
- Create group dynamics and ensure individual participation.
- Manage the timing and mutual listening of participants.

- Create a climate of trust.
- Immediately write up clear minutes.
Role-playing : Preparing the introduction and conclusion of a meeting. Conducting a meeting remotely. Group debriefing.

4) Managing sensitive situations
- Compensate for the lack of non-verbal communication: focus on conference calls.
- Some principles for responding to disruptions: focus on videoconferencing.
- Understanding cultural differences.
Role-playing : Leading a sensitive meeting. Individual and collective debriefing.

5) Preparing your progress plan
- Self-diagnosis of your leadership as a facilitator.
Group discussion : Discussions on different progress plans.

DATES

REMOTE CLASS
2025 : 27 Feb, 16 Jun, 18 Sep, 01
Dec