

RUNNING EFFECTIVE VIRTUAL MEETINGS

RMA Webinar

PRESENTED BY

Maria deBruijn & Ian McCormack

April 9, 2020

© 2020





Maria deBruijn, MA
EMERGE SOLUTIONS, INC.



Ian McCormack, CMC, BA
STRATEGIC STEPS, INC.

AND SO, HERE WE ARE.



ELECTRONIC MEETINGS

WHAT'S CHANGED?

NOTIFICATIONS

PUBLIC INVOLVEMENT

SUBMISSIONS

ATTENDANCE

PUBLIC HEARINGS

QUORUM



GOOD PRACTICE STILL APPLIES



PRINCIPLES of EFFECTIVE MEETINGS



- Clarity of purpose
- Agenda
- Attendance/roles & responsibilities
- Recording
- Timing
- Rapport
- Structured contributions
- Transparency & accountability
- Continuous improvement

FRAMEWORK

for EFFECTIVE
**VIRTUAL
MEETINGS**





PLAN



- Procedure Bylaw
- Policy implications
- Notifications
- Meeting procedure considerations
- Implications for other boards and committees
- Other considerations

PLAN

Roles & Responsibilities



Reeve

Councillors

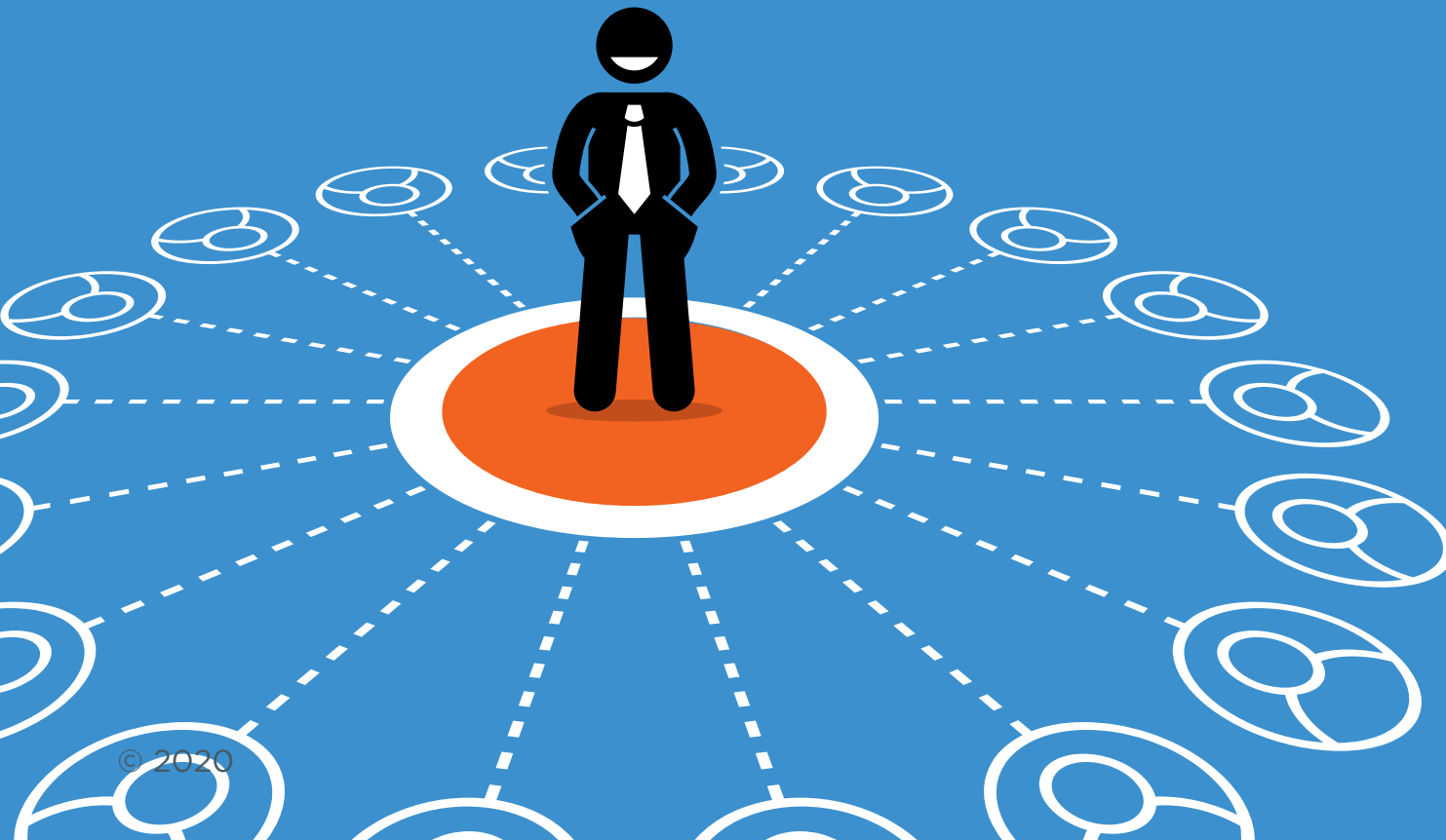
Clerk

IT Support

Recording Secretary

CAO

Public Gallery



PLAN

Technology & Security



- Teleconference or web platform
- Access codes
- Roll call and dashboards
- Sensitive information (e.g., in camera items)
- Test equipment
- Save bandwidth
- Know your role



PLAN

Processes for technical glitches



Test first

Trouble accessing the meeting

Losing connection

Can't hear participants

Can't see video

Technical issues with web platform or teleconference service





PLAN ACT



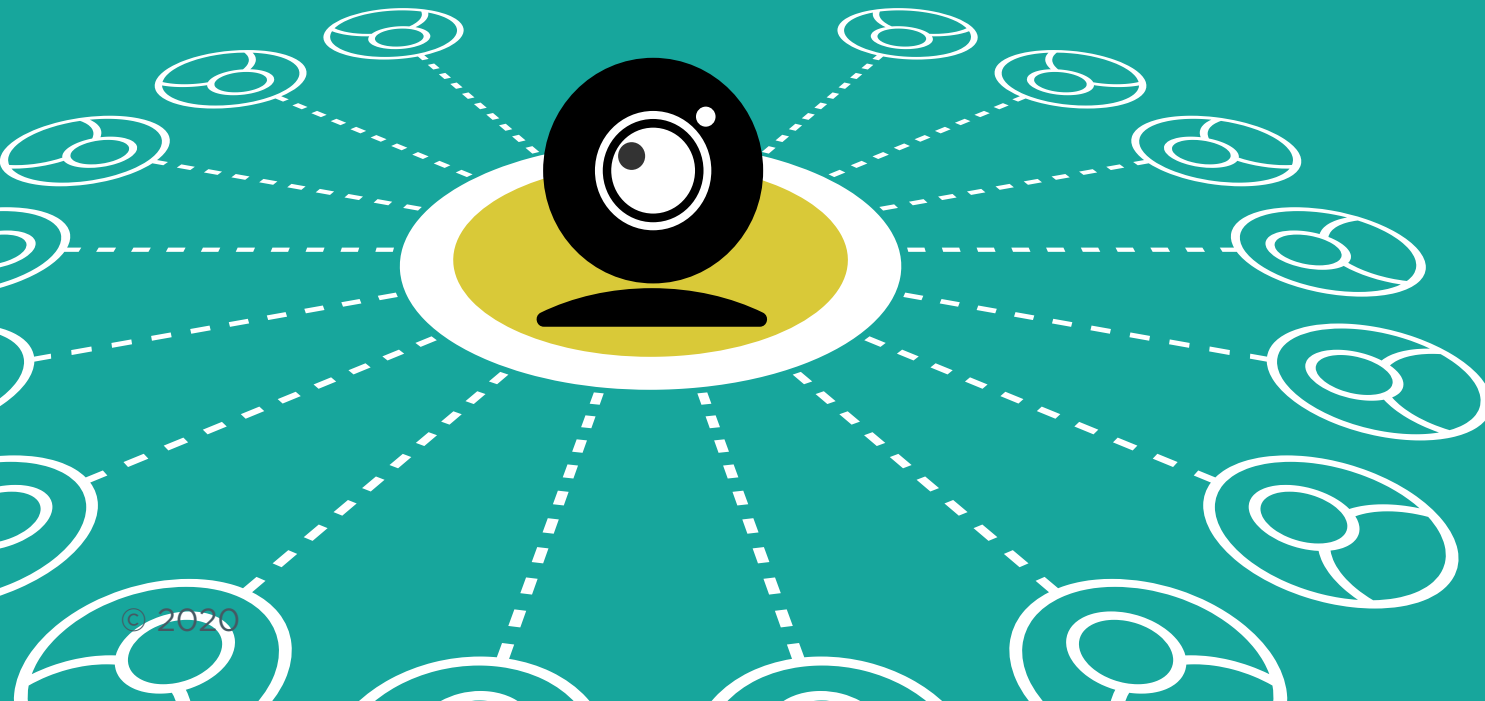
- Involving the Public
- Meeting Processes
- Meeting Etiquette
- Other types of meetings

ACT

Involving the public



- Teleconference
- Video conference
- Or both at the same time

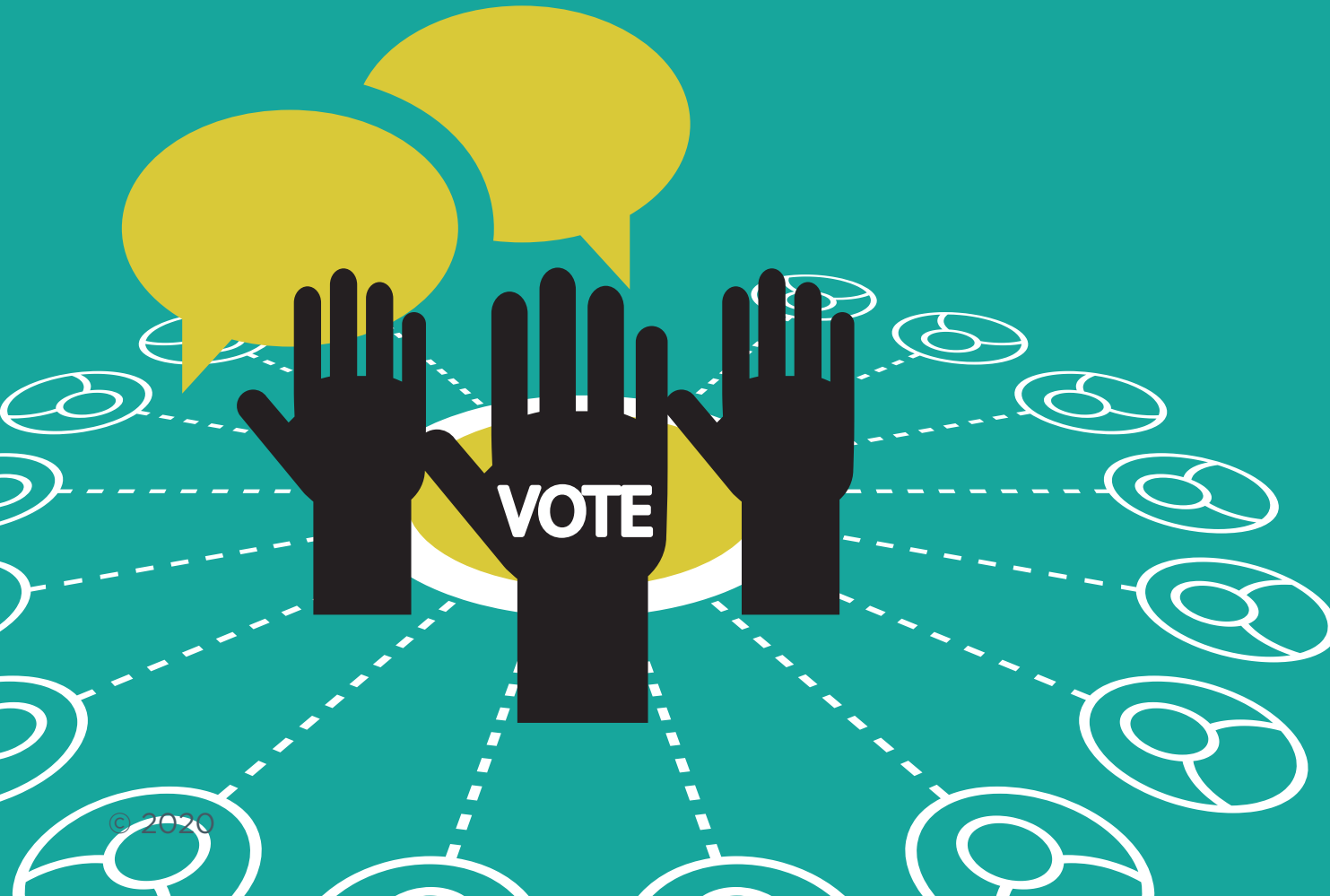


ACT

Meeting processes



- Raising hands
- Voting
- Delegations
- In camera
- Public input sessions

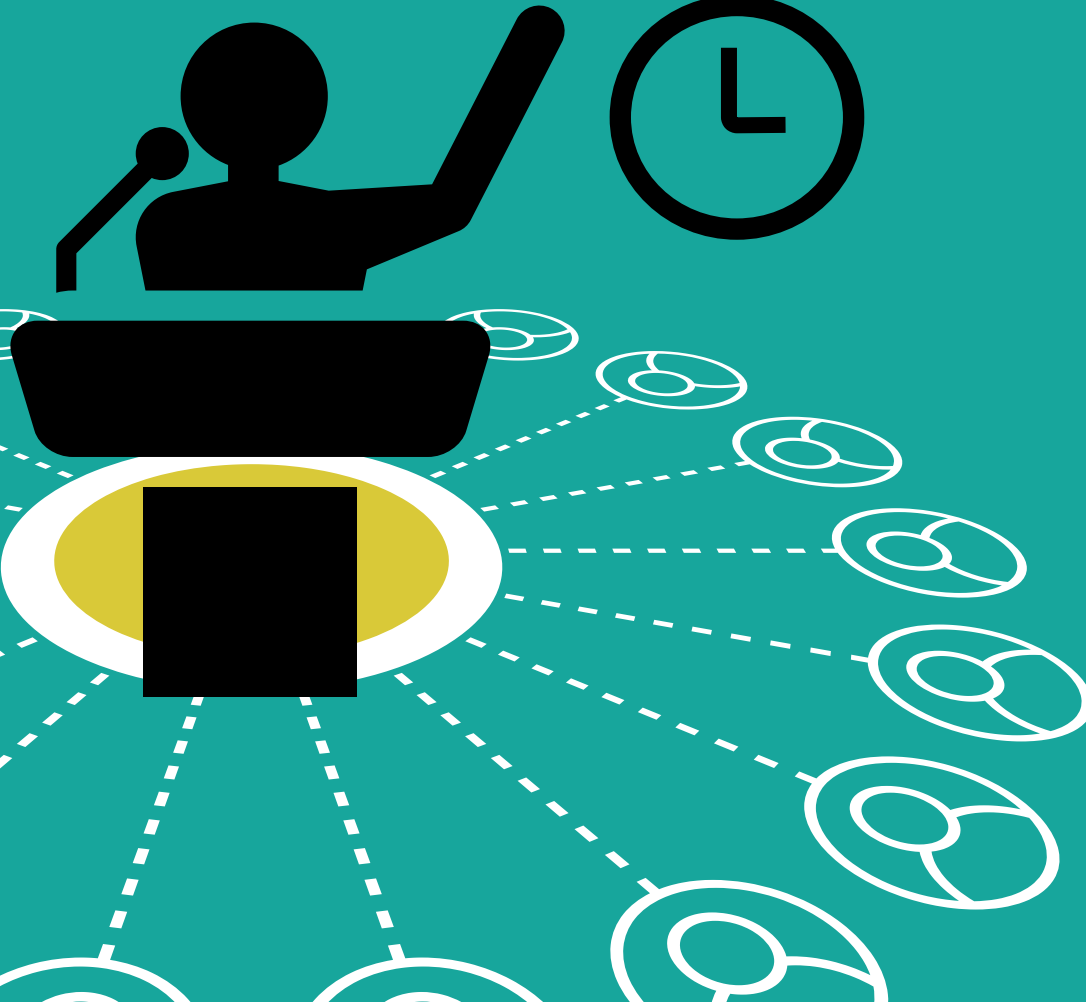


ACT

Meeting etiquette



- Be on time
- Pre-meeting chats
- Crosstalk and other ambient sounds
- Speaking
- Identify yourself & others

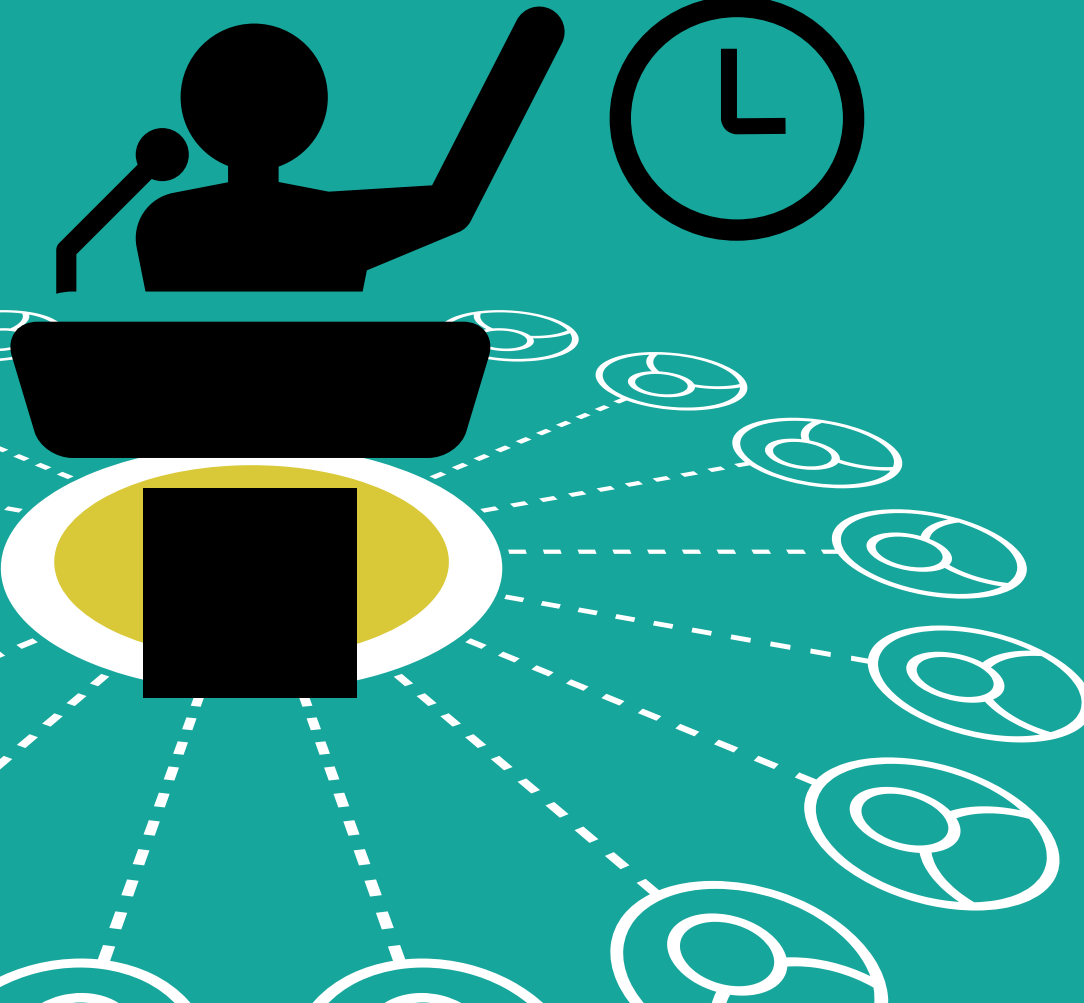


ACT

Meeting etiquette



- Mute
- Minimize distractions
- Attire & location
- Give some grace

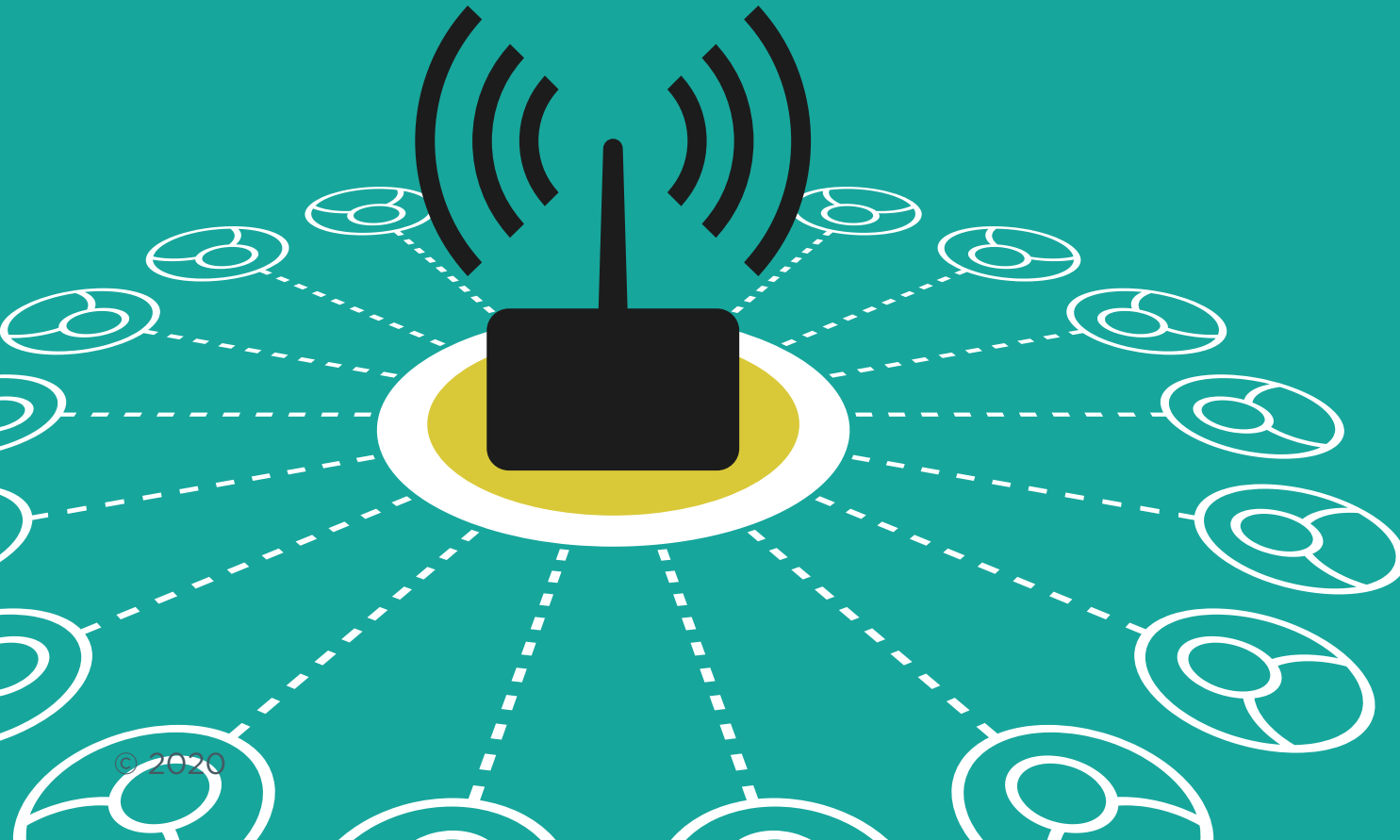


ACT

Other types of meetings



- In camera
- Special
- Public Hearings
(statutory – i.e., ASPs)
- Committee
of the Whole
- Emergency
Meetings



An illustration of two hands writing on a clipboard. The left hand holds the clipboard, and the right hand holds a yellow pencil, pointing at the text. The clipboard has a white sheet of paper with the word 'Report' at the top and several horizontal lines below it. The background is orange with yellow concentric circles.

Report

ACCOUNTABILITY & TRANSPARENCY

Ensure clear and concise information is shared with the public

Record voting and post online

Document all decisions and why you made the choice



Report

ACCOUNTABILITY & TRANSPARENCY

Follow your
Procedure Bylaw for
posting meeting minutes

Post audio or video
of the meeting

Retain the audio and/or
video of the meeting on
your municipal website
based on your records
retention policy

EVALUATE MEETING DEBRIEFS

- What went well?
- Where are there opportunities for improvement?
- How well did the technology support our processes and meet our needs?
- Were we able to effectively meet our obligations to the public?



REMEMBER...

- New for everyone
- Process will not be perfect
- Don't be in a rush
- Support one another by reaching out to those who are in the same boat and share your learnings:
 - Sturgeon County
 - Westlock County





Thank you.



EMERGE
SOLUTIONS INC



**STRATEGIC
STEPS
INC**

The content provided in this webinar has been developed by EmERGE Solutions, Inc. and Strategic Steps Inc. It is provided for the benefit of RMA members and their municipalities. Commercial re-use or re-sale of this material without the permission of EmERGE Solutions, Inc. and Strategic Steps Inc. is not permitted. © 2020

maria@emergesolutions.ca
(780) 718-7328

ian@strategicsteps.ca
(780) 416-9255