

# Be A Better Zoom Host



*Presented by*  
**@CaelanHuntress**



**STELLAR**  
P L A T F O R M S

[caelanhuntress.com/masterclass/zoom](https://caelanhuntress.com/masterclass/zoom)

# MASTERCLASS AGENDA

- ♦ Icebreaker Exercises
- ♦ Meetings vs Webinars
- ♦ Virtual Facilitation Best Practices
- ♦ Agendas & Setting Expectations
- ♦ Checking In & Active Listening
- ♦ Keeping People Engaged

# Zoom Host Checklist



*Caelan Huntress*

“Your opening needs to be a kind of pleasant shock therapy. It should grab people. And in grabbing them, it should both awe the guests and honor them. It must plant in them the paradoxical feeling of being totally welcomed and deeply grateful to be there.”



- Priya Parker



# Connection Before Content





# Common Opening Exercises

- ◆ Answer questions in chat
- ◆ Show Thumbs Up / Reactions
- ◆ Mute Protocol
- ◆ Recording announcement
- ◆ Private chat / Raise hands / Participants panel
- ◆ Gallery vs Speaker View, Pin Video
- ◆ Agenda

# Meetings vs Webinars

What's The Difference?

# Virtual Facilitation





# Facilis

easy to do, easy, doable

# 4 Problems:

1

# Learning New Tech





2

# Disconnected People





# 3

# Distracted People





# 4

# Fear Of Being Ignored



# 4 Problems:

1. Learning New Tech
2. Disconnected People
3. Distracted People
4. Fear of Being Ignored

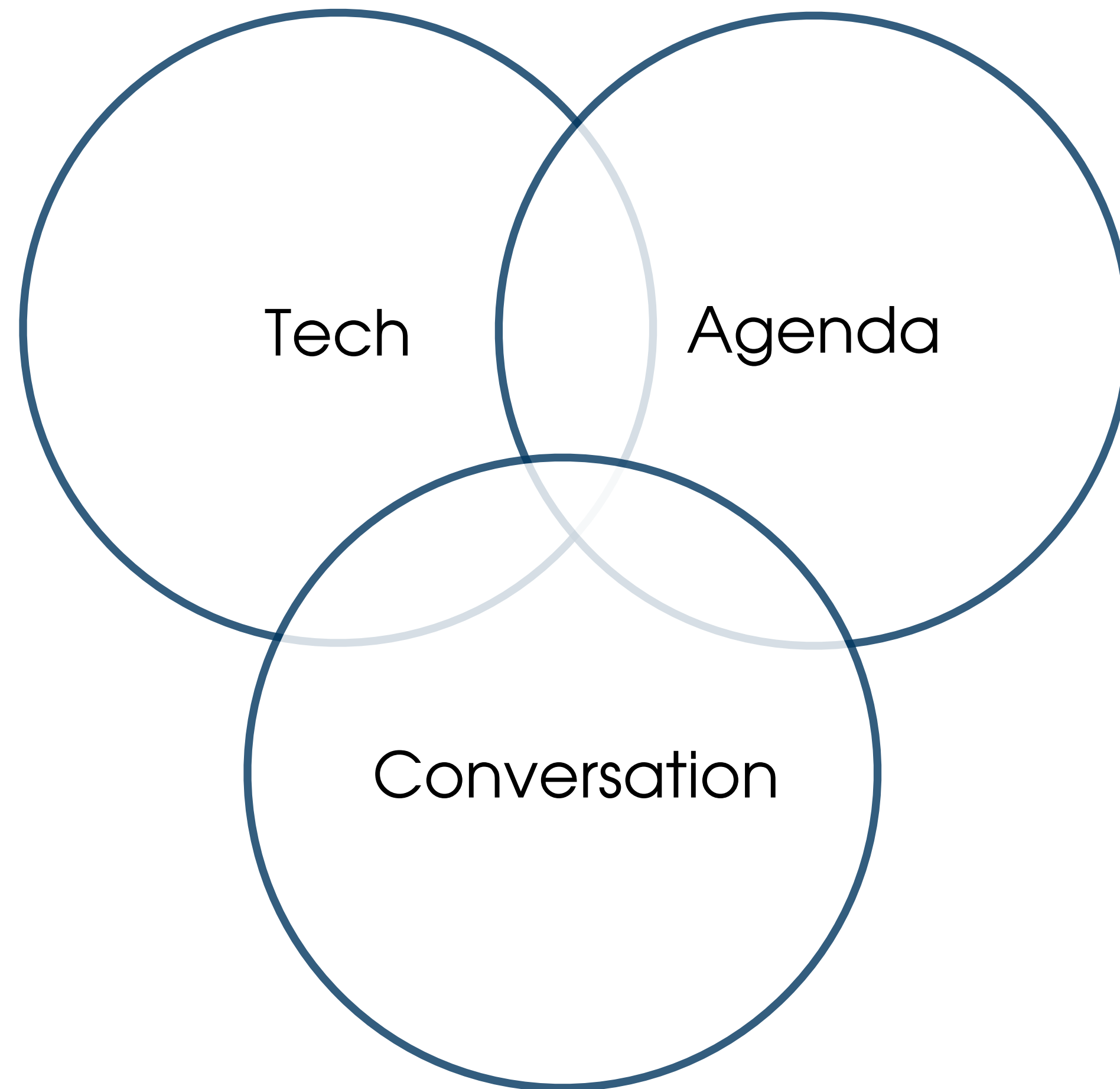


# Be A Better Zoom Host

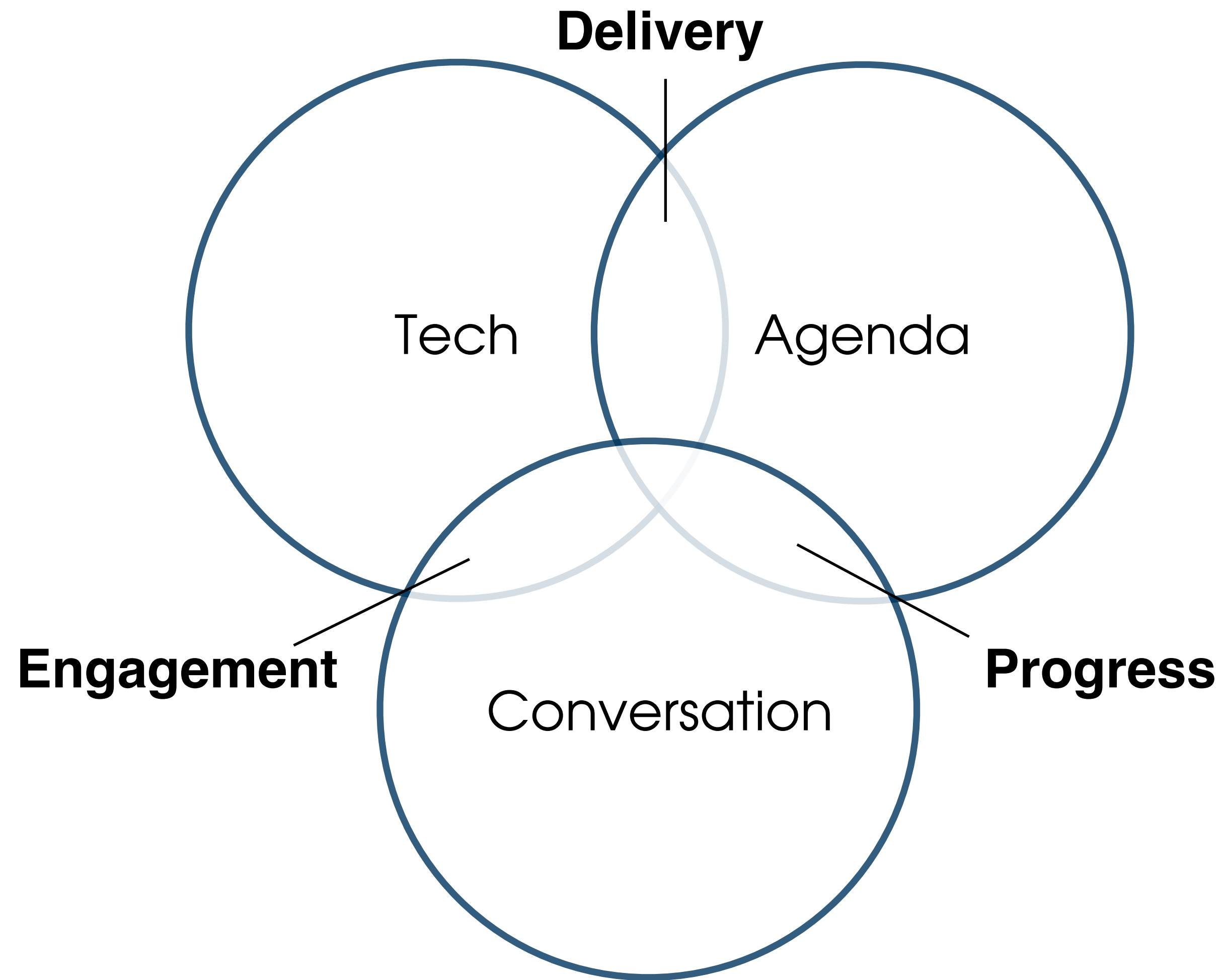




# Virtual Facilitation

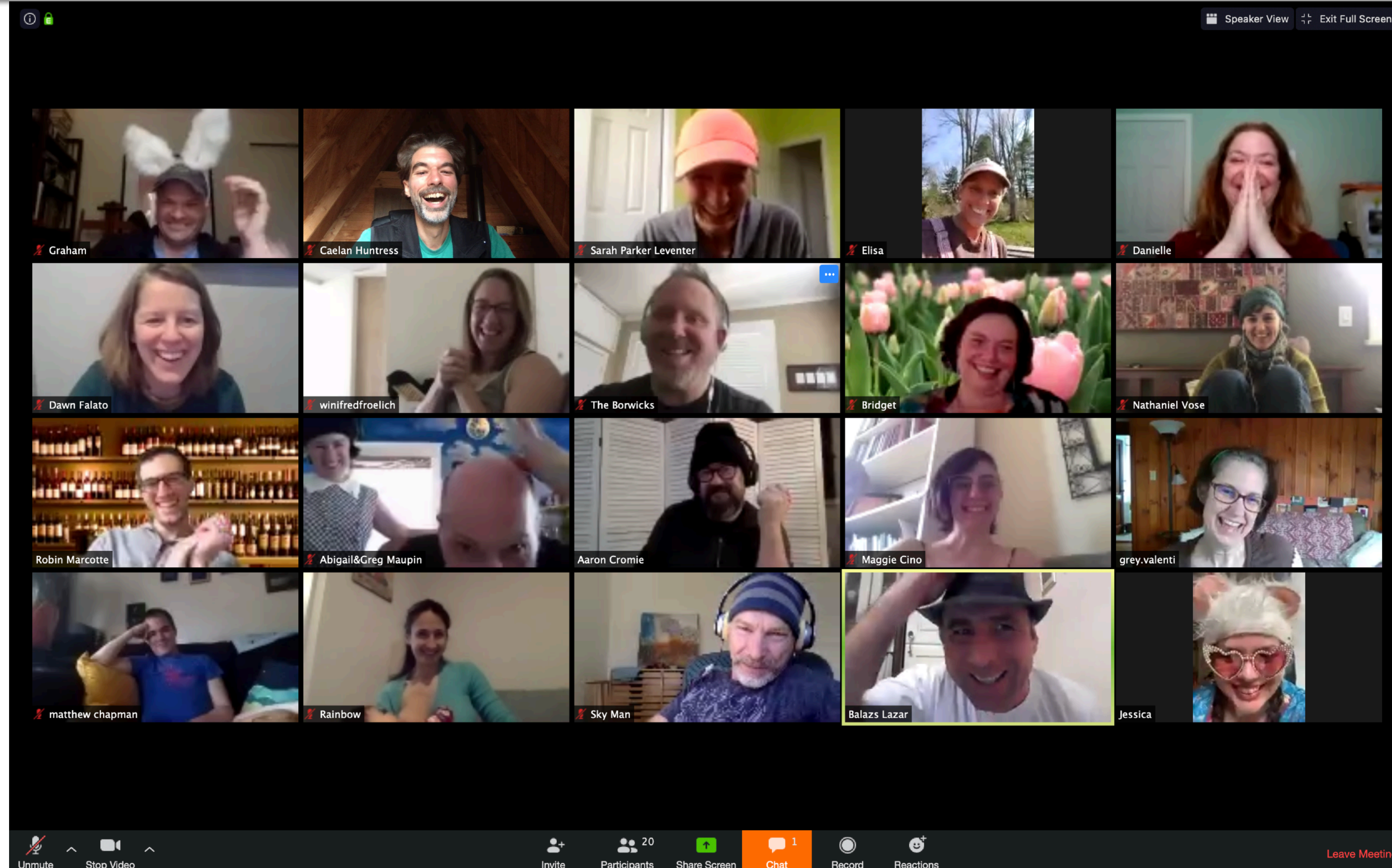


# Virtual Facilitation

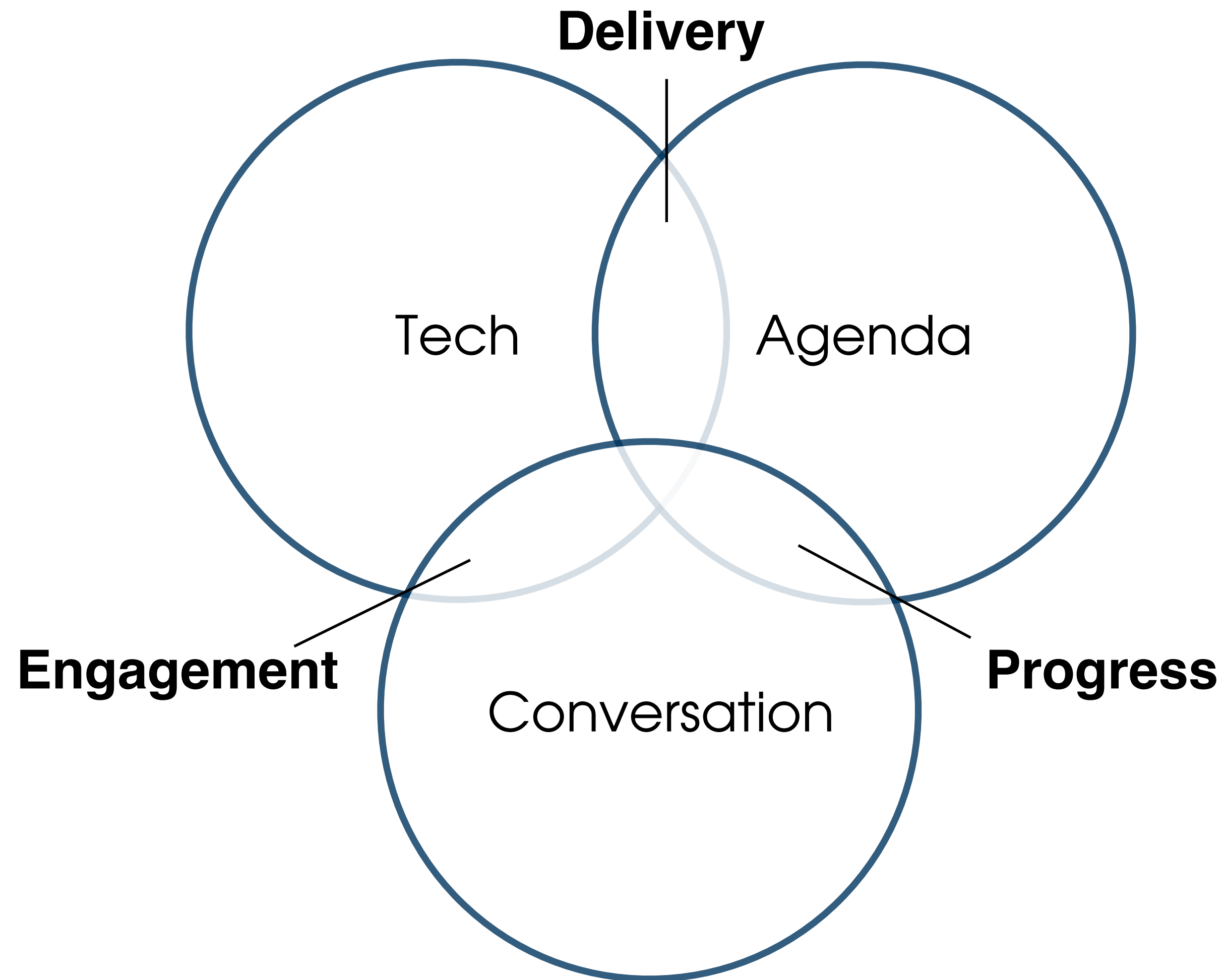




# Zoom Tech



# Virtual Facilitation





# Stage Manager



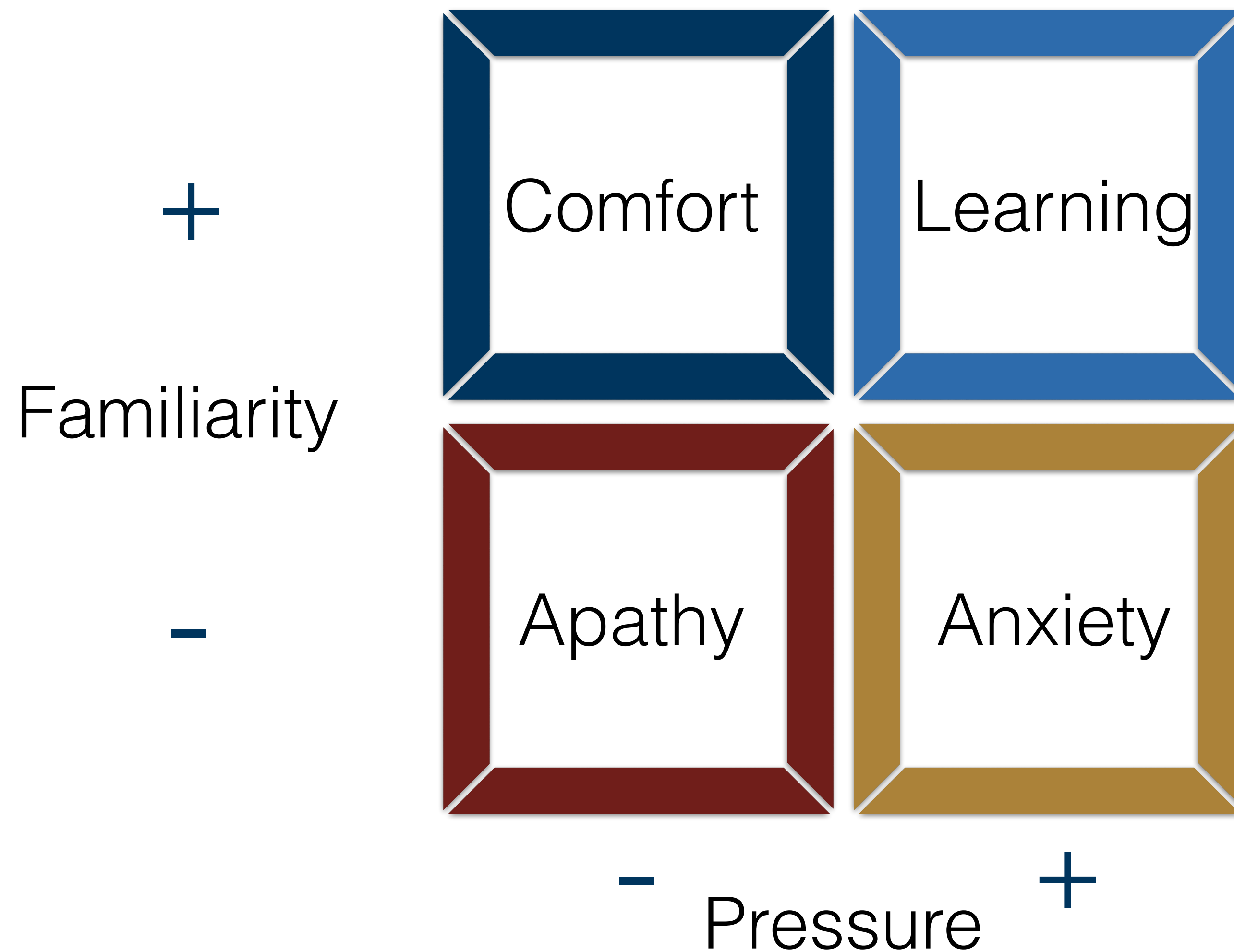


# Set Expectations





# Set Expectations



# Set Expectations

Performance increases with  
clear expectations



# Cornell University

Less than 37% of meetings have agendas



# Cornell University

Less than 37% of meetings have agendas

Meeting average expense in salary:

\$338



# Virtual Meeting Best Practices

- ◆ Send an agenda with every invitation
- ◆ Prep your questions beforehand
- ◆ Send notes and a recording after



# Doodle Study

Poorly organised meetings cost

US companies **\$399 Billion** / year

# McKinsey study

**70%** of change management programs fail  
because of employee resistance.



# Participant Engagement

Proactive

Contributing + 10

Reactive

Responding + 5

Passive

Listening + 0

Distracted

Ignoring - 5

Destructive

Sabotaging - 10

# Harvard Business Review

**90%** of people admit to daydreaming in meetings

**73%** admit to doing other work



# Insist On Engagement

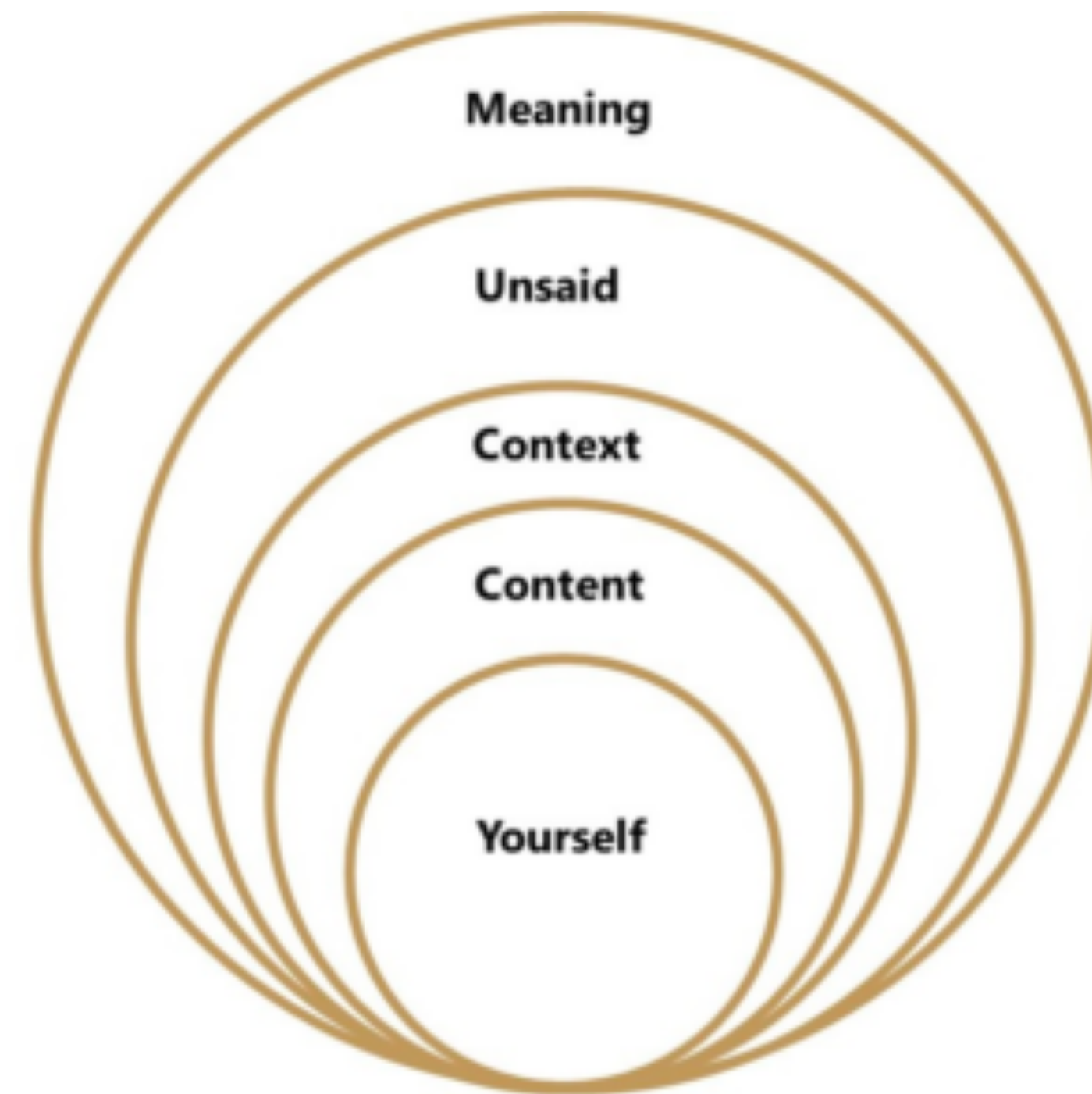
Checking in

Ask people to share

Active listening



# Active Listening





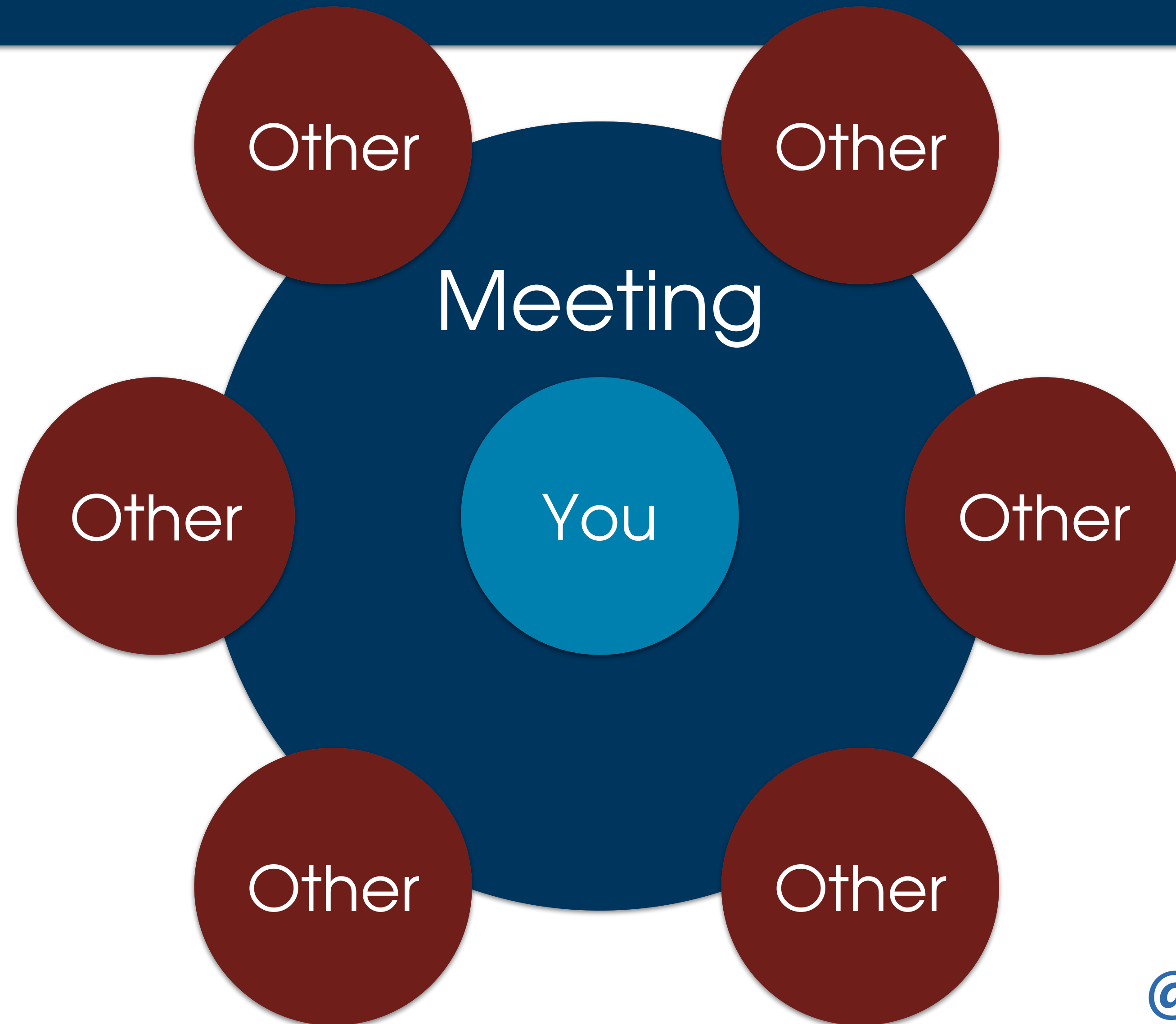
# Active Listening

“So if I understand you...”

“What do you mean by...”

“Say more about...”

# Leading the Energy





# Thermometer vs Thermostat





# End On Purpose

“What are your next steps?”

“What have you learned here today?”

“Is there anything else we need to discuss?”



# MASTERCLASS AGENDA

- ◆ Icebreaker Exercises
- ◆ Meetings vs Webinars
- ◆ Virtual Facilitation Best Practices
- ◆ Agendas & Setting Expectations
- ◆ Checking In & Active Listening
- ◆ Keeping People Engaged

# Zoom Host Checklist



*Caelan Huntress*



# Zoom Host Intensive



4 Weekly 90-Minute  
Training Sessions

# Zoom Host Intensive



4 Weekly 90-Minute  
Training Sessions

**\$600**

1 CEU



# Zoom Host Intensive



1 CEU

4 Weekly 90-Minute  
Training Sessions

~~\$600~~

**\$300**

Coupon Code  
'masterclass'

# Digital Badge





# Digital Badge



1 CEU

# Exercises

- ♦ Icebreaker Exercises
- ♦ Whiteboard Exercises
- ♦ Breakout Room Exercises
- ♦ Engagement Exercises



# Questions

- ◆ Conversational Questions
- ◆ Open-Ended Questions
- ◆ Collaborative Questions
- ◆ Introspective Questions

# Tech

- ◆ Calendar Tech
- ◆ Audio/Visual Tech
- ◆ Screenshare Tech
- ◆ Recording / Streaming Tech





**Angela Gruar**

Manager, Learning and  
Development at Te Pou

April 28, 2020, Angela was a  
client of Caelan's

Caelan worked closely with us to move our workshops from face to face delivery to virtual webinars in response to Covid-19. Our workshops are related to mental health and addiction, so it was important to still have high engagement with at times sensitive material, while providing a safe space. Caelan was able to work with our team providing advice on how best to use technology, in particular Zoom to achieve our learning outcomes of the workshops. He spent time with our internal staff, and external facilitators training them to best use zoom, and how to work best via webinar. Caelan worked quickly, with humour, provided a huge amount of support to the team, and was very professional. We are very pleased with how the webinars are now running.



**Patrice Dennis**

Programme Manager at  
Blueprint for Learning

April 28, 2020, Patrice was a  
client of Caelan's

Caelan worked with my team recently and supported us to move from face to face workshops to webinar series. This was at a really challenging time during Covid-19 climate, and under an enormous time pressure. Caelan was great to work with - he quickly grasped what we needed to do, understood our product, audience, and facilitators, and worked closely with the team. Caelan kept us all on the same page despite many moving parts - communicated quickly and clearly and ensured everyone had the information they needed. The end product was high quality webinars, and a confident team using brand new tech in a forum none of us had experienced before. Highly recommend.



# 4-week Live Interactive Program

- ◆ Engaging activities for collecting contributions from a team
- ◆ Practice scheduling and sending calendar invitations
- ◆ Automating email reminders and survey feedback
- ◆ How to handle digital assets like workbooks and PDFs
- ◆ Redirecting attention when the conversation is derailed
- ◆ Practice managing breakout sessions
- ◆ Exercises that target Visual, Auditory, and Kinaesthetic learners
- ◆ Advanced virtual whiteboard and collaboration techniques
- ◆ Practical techniques to keep your participants from multitasking
- ◆ Optimise your computer bandwidth to get the clearest connection

# Who Is This Program For?

- ♦ **Teachers** leading a class of students
- ♦ **Coaches** facilitating virtual groups
- ♦ **Speakers** presenting to a remote audience
- ♦ **Managers** leading distributed teams

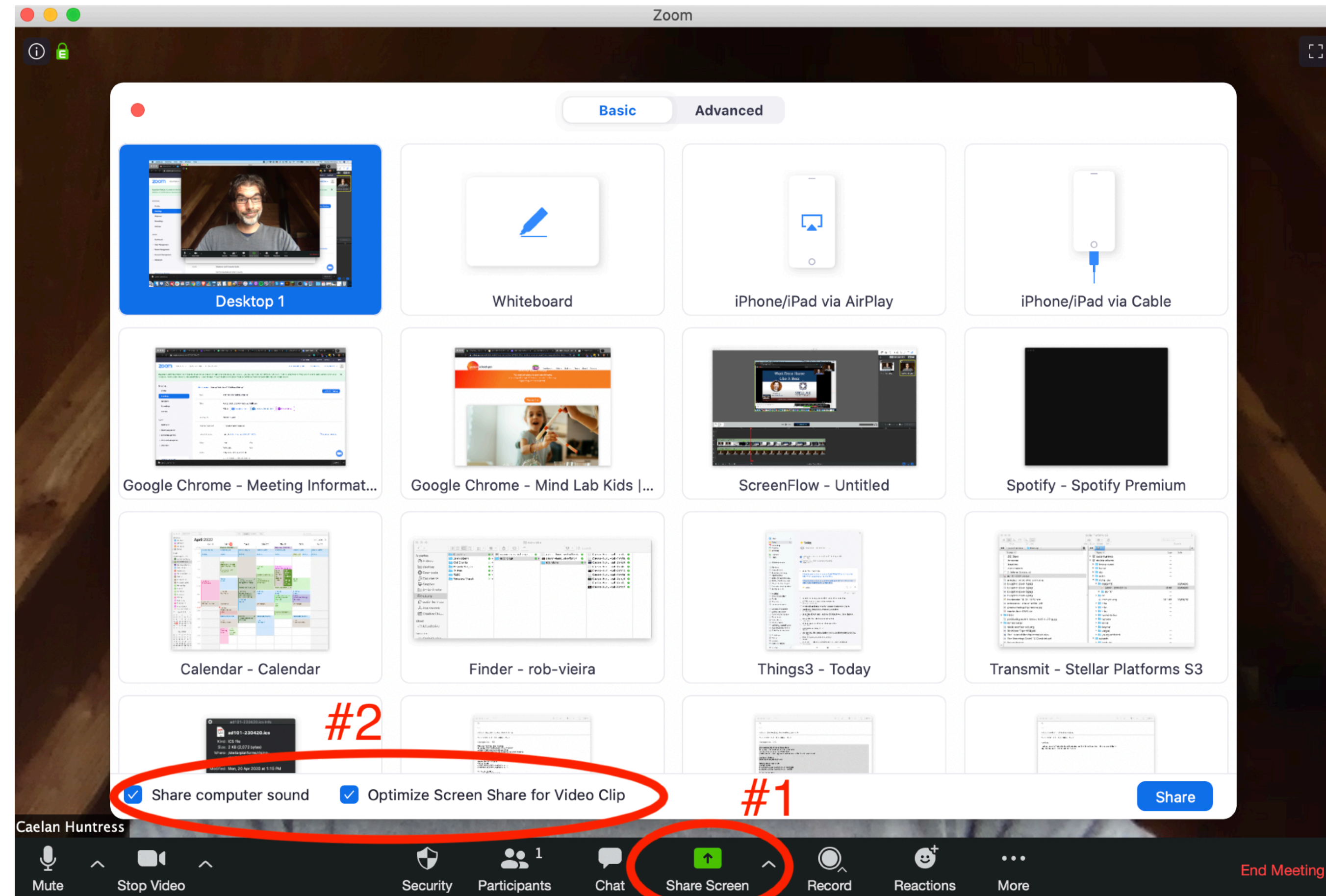


# Connection Speed



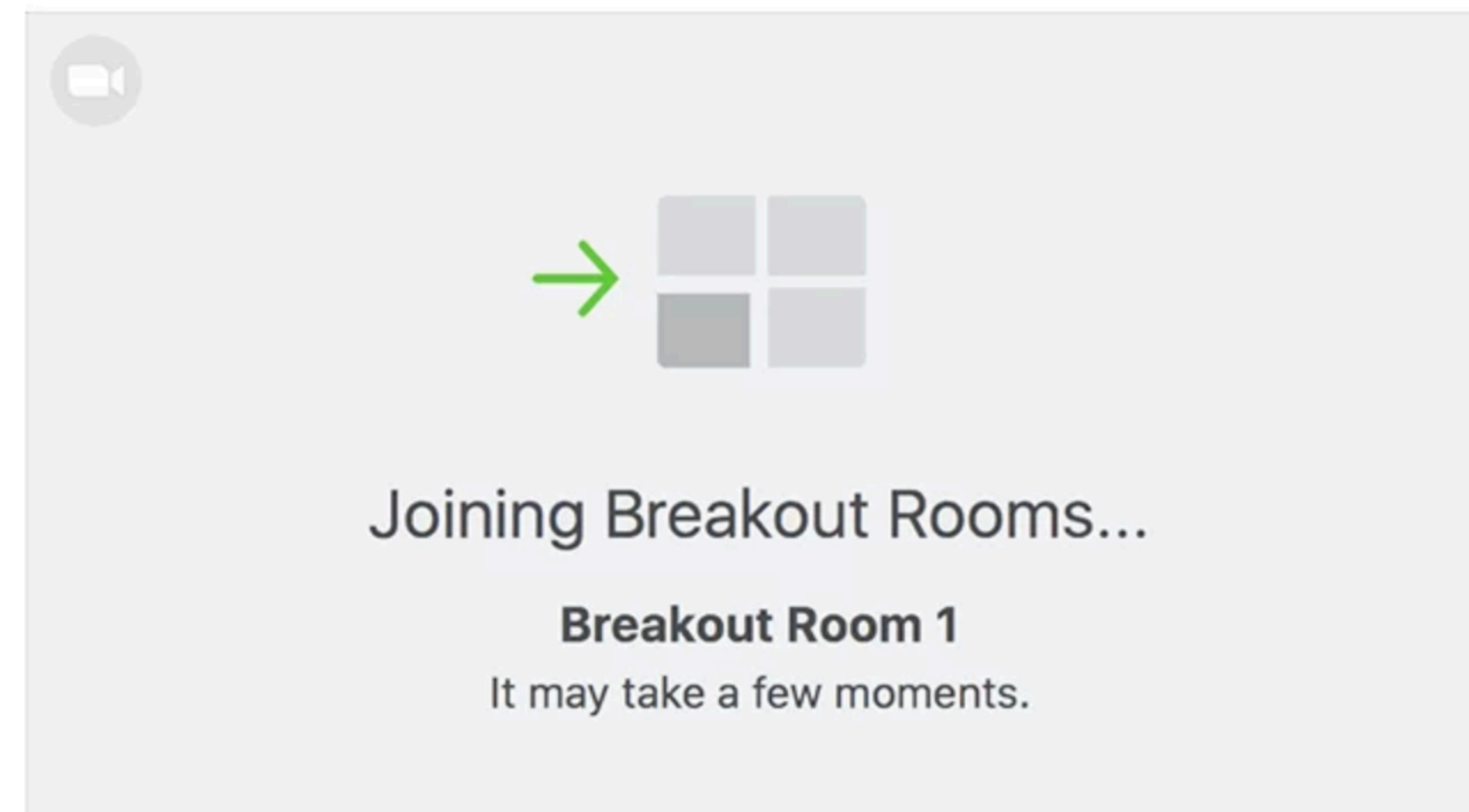


# Sharing a Screen





# Breakout Rooms



# Polls

Polling Questions in Progress 00:00:19

Attendees are now viewing questions 1 of 1 voted

1.What is your favorite color?

Red (0) 0%

Green (0) 0%

Blue (1) 100%

End Poll



# Moving Together





# Be A Better Zoom Host



*Presented by*  
**@CaelanHuntress**



**STELLAR**  
P L A T F O R M S

[ZoomHostIntensive.com](https://ZoomHostIntensive.com)