Facilitating Meetings with an Agile Mindset

Business Agility Global Conference
March 25, 2021

Colin C. Thompson
Oligye Enterprises Business and Consulting
Facilitating Meetings with an Agile Mindset

In today’s organizational work culture, meetings:

- are more prominent that ever (37% of employee time*)
- cost Fortune 500-2000 UK companies £15,979 yearly per head (£354.34 per meeting*)
- are the backbone of organizational agility

Facilitating meetings with an Agile Mindset:

- increases employee moral and productivity - key to business agility
- drives the conversation flow to tap into the collective insight of teams
- provides the ability to quickly adapt to changing circumstances during the meeting

* according to the theundercoverrecruiter.com
Facilitating Meetings with an Agile Mindset

Let’s Gain Common Understanding

**Trainers**
Manage the process and the content to ensure participants depart with compliance to a series of learning objectives.

**Facilitators**
Focus on the process, while the participants provide the content to achieve the intended results (decision, action plan, solve a conflict, etc.).

**Agile Mindset**
An attitude that equates failure and problems with opportunities for learning, and a belief that we can all improve over time. The key attribute of agile-driven facilitation is to focus on problem-solving.

**Agile Meeting Facilitators**
Break the meeting agenda down into modules and place more value on adapting to change than sticking to a plan. This assures audience engagement and makes the meetings productive.
Facilitating Meetings with an Agile Mindset

Group Exercise

Agile Mindset in Resolving In-Meeting Issues

5 Scenarios
Facilitating Meetings with an Agile Mindset

Agile Mindset in Resolving In-Meeting Issues

1. **Lost Perspective** — Moving from the big picture to granular details. The team jumps immediately into the weeds, falling down one rabbit hole after another.

**Example** — The discussion starts about how system ‘A’ and system ‘B’ are not loading correctly and then goes into details on the architectures of both systems.
2. **Lost Context** — Important although contextually irrelevant topics popped up. These are conversations that certainly need to be had yet this is not the time nor the place.

**Example** — Discussion starts on the issues behind getting reports submitted on time, then goes into reasons why the company has frozen hiring and what we think the company should do.
Facilitating Meetings with an Agile Mindset

Agile Mindset in Resolving In-Meeting Issues

3. **Lost Time** — You are nearly 45 minutes into a 90 minute meeting and have made zero headway toward the objective. *Poof* one hour almost, gone.

**Example** — Meeting started a few minutes late and the discussions are taking more time than planned.
Facilitating Meetings with an Agile Mindset

Today, facilitators are required to have an entirely new set of problem solving skills, primarily due to the increased use of **Online Meetings!!!**
Facilitating Meetings with an Agile Mindset

4. Technical Glitches — The online application is not fully functional.

- Lack of sufficient internet bandwidth
- Incompatible browser
- Sound lags
- Uninvited Guests (Zoom Bombing)
- Screen sharing is not working
- D'oh! Something went wrong...
- Download required

If that doesn't work, try signing out and back in.

Missing or bad meeting password

Error code - 503
Failed to reach: https://
5. User Issues — Team members are not experienced with the software or proper online meeting etiquette.

“Your on mute!!”

Unexpected Toilet Flush

Participants Multitasking

Family Members/Pets Joining

“Please go on mute!!”

Team members not paying attention
Facilitating Meetings with an Agile Mindset

Zoom Fatigue…..IS REAL!!!
Facilitating Meetings with an Agile Mindset

Agile Facilitation Tools and Techniques

- Utilize Visual Tools
- Implement Time Management Practices
- Online Meeting Routine
Utilize Visual Tools

- Collaboration is an ‘awake’ and ‘present’ activity
Facilitating Meetings with an Agile Mindset

Implement Time Management Best Practices

- (always) Start on Time
- Time-Box Agenda Items
- Utilize Simple Agreement Tools - Fist-to-Five
- The Strong (on time) Finish

5 = LOVE IT!
4 = Good idea.
3 = Yeah, I can support it.
2 = I have reservations, let’s discuss further.
1 = Opposed. Do not move forward.
Facilitating Meetings with an Agile Mindset

Online Meeting Routine

- Send out agenda, purpose, and outcome early
- Setup a test login and trial session a few days early
- Prepare your space (recall: Robert Kelly BBC)
- Recommend have cameras ‘ON’
- Find a method to share screen while seeing people to ‘read the room’
- Randomly ask people for input
Facilitating Meetings with an Agile Mindset

Contact Information

Coach Colin Thompson
- Oligye.com
- company/oligye-life-coaching
- CoachColinT@oligye.com
- @LifeCoachColinT
- @CoachColinT
- CoachColinT
- @CoachColinT
- @CoachColinT1

WeChat: CoachColinT
Facilitating Meetings with an Agile Mindset