Learn to Talk a Long Time
... and the World Is at Your Feet

Why do some people get everything they want at meetings, while others always leave grumbling? The successful ones know how to talk a long time. When the alternative is giving in or keeping the meeting going forever, most people give in. I can show you how to be one of the successful talkers who win.

All these results can be yours when you know the surprisingly simple secret of talking a long time. Send now for my 426-hour audio course, Learn to Talk a Long Time, and be one of the people who get their way in life. Money refunded if you are not satisfied when you have listened to the course all through.

MASTERY OF INDEFINITELY PROLONGED SPEECH ACADEMY
Robert McWelbin FitzGeorge Calvert de Pince-Nez Scheinauer Bracknell III, instructor
Everyone Has a Place at the Table.  
Now What?

Steve Knowlton  
Bess Robinson  
Perveen Rustomfam

Tennessee Library Association Annual Conference  
24 April 2015  
Memphis, TN
What makes a good meeting?
Respecting Your Attendees

• Start on time / finish on time
• Publish the agenda with times, leaders, and purposes
• Fix responsibility
• The meeting doesn’t have to be the first time you discuss something (personal chats / distribute documents)
Start on time / finish on time

• How do you get people to come on time?

• How do you get the meeting to finish on time?
Publish the agenda with times, leaders, and purposes

Library Meeting Agenda
December 32, 2014

1. Budget Update
2. Website Redesign
3. Upcoming Events
4. Proposed Revision to Fines Policy
Publish the agenda with *times*, *leaders*, and *purposes*

**MORE HELPFUL:**

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00</td>
<td>Greetings</td>
<td>S. Smith</td>
</tr>
<tr>
<td>10:05</td>
<td>Minutes of Last Meeting—approval required</td>
<td>K. Cole</td>
</tr>
<tr>
<td>10:06</td>
<td>Budget Update—informational discussion</td>
<td>R. Johnson</td>
</tr>
<tr>
<td>10:15</td>
<td>Website Redesign—seeking feedback for future plans</td>
<td>T. McNab</td>
</tr>
<tr>
<td>10:30</td>
<td>Proposed Revision to Fines Policy—second reading, discussion, final vote</td>
<td>A. Doyle</td>
</tr>
<tr>
<td>10:45</td>
<td>Upcoming Events—information discussion</td>
<td>B. Hayes</td>
</tr>
</tbody>
</table>
Fix Responsibility

• A decision isn’t really a decision until someone is put in charge of it
The meeting doesn’t have to be the first time you discuss something

- Distribute documents for complex issues, so attendees can come prepared instead of seeing things for the first time at a meeting

- For controversial topics, have personal chats with attendees before the meeting
Top 10 Things People Do While on a Conference Call

65% do other work
63% send emails
55% eat or make food
47% go to the restroom
44% text

43% check social media
25% play video games
21% shop online
9% exercise
6% take another phone call

Conference Calls

• Advantages
  ❖ No travel
  ❖ Shorter
  ❖ Participants can multi-task

• Disadvantages
  ❖ No visual clues
  ❖ Participants can multi-task
Conference Calls: Planning

• Confirm time
• Select location
• Check equipment, connections
• Have a computer
• Participants . . . together or individual?
Conference Calls:
Leader’s Responsibilities

• Send relevant materials
• Set ground rules
• Direct conversation
• Keep participants on-task
• Engage attendees
• Watch the time
• Has someone take notes or records the meeting
• Close
Conference Calls: Participant’s Responsibilities

• Be organized
• Be on time—or early
• Don’t talk while driving
• Turn off call waiting
• Be prepared
• Imagine that everyone can see you
Conference Calls: Participant’s Responsibilities

• Mute/Unmute . . . Hold
• Announce your presence
• Be aware of your voice
• Be aware of your words
• Pay attention!
Conference Calls:  
The Meeting

• Start when all are present
• Break into segments
• When speaking, remember
  ❖ Timing
  ❖ Context
  ❖ Address by name
• Close
Online Meetings: What in the World is an . . .

- Electronic meeting?
- Virtual meeting?
- Online meeting?
- Teleconference?
- Videoconference?

And what can I use it for?
Online Meetings:
Planning and Preparation

• Technical aspects
• Set up the meeting
• Send out the agenda and upload documents
• Join in early
• How do the tools work?
  ❖ Including PowerPoint presentations and/or videos
  ❖ Whiteboard
  ❖ Polling
  ❖ Chat
Online Meetings: Planning and Preparation

• Trial run, anyone?
• Camera placement
• Lighting
• Headsets
• What to wear
• Your environment
• Recording
Online Meetings:
During the Meeting

• Moderator
• How to behave
  ❖ Sit up straight
  ❖ No multitasking
  ❖ Speaking/Listening
• The lag
• Audio interference
• Ask questions
• Be concise, don’t ramble on
Online Meetings: Advantages

• Very cost-effective
• Very time-efficient
• Record meetings
• Sharing documents, videos, charts, etc.
Online Meetings: Disadvantages

• It’s not the real thing!
• Murphy’s Law
  ❖ Audio delay
  ❖ Video delay
  ❖ Browser plug-ins
  ❖ Freezing, low bandwidth, or gremlins
• Less intimacy
• Camera shyness
Online Meetings:
Selected Brand Names

For-Fee Services
- Adobe Connect
- BlueJeans
- GoToMeeting
- iCohere
- WebEx

Free Services
- Google+ Hangouts
- Skype
- FaceTime
Questions?
Everyone Has a Place at the Table.  

Now What?

Steve Knowlton  
University of Memphis  
sknwlton@memphis.edu  
901 678 8234

Bess Robinson  
University of Memphis  
merobnnsn@memphis.edu  
901 678 8206

Perveen Rustomfram  
University of Memphis  
prstmfrm@memphis.edu  
901 678 8203

THE UNIVERSITY OF MEMPHIS