



# Tips and Tricks for Working Remotely

PART 2: Extending a Virtual Hand to a Large Audience

June 3, 2020

Lisa Maddaus, P.E.  
Michelle Maddaus, P.E.  
Annikki Chamberlain



*MADDAUS  
WATER  
MANAGEMENT INC.*

# WEF Young Professionals Team



**Megan Livak**  
Moderator



**Kathryn Yoshimura**  
Moderator



**Daniel Koge**



**Brittany Obando**



# Speakers: Maddaus Water Management Inc.

[www.maddauswater.com](http://www.maddauswater.com)



**Lisa Maddaus, P.E.**



**Michelle Maddaus, P.E.**



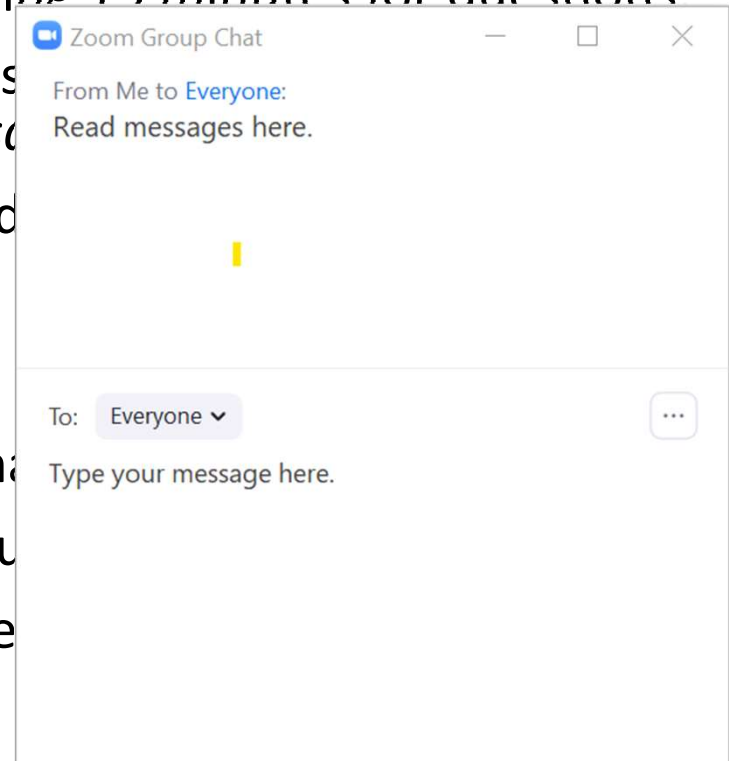
**Annikki Chamberlain**

Special thanks to the Alliance for Water Efficiency and the California Water Efficiency Partnership for past webinars and some slide content: <https://calwep.org/remote/>



# Welcome!

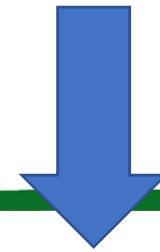
- This webinar will be 90 minutes, including 15 minutes for questions
- For audio, call in with your phone OR use your computer & speakers (*just don't use both at the same time*)
- The webinar phone line will be muted during the presentation
- Video is completely optional.
- This webinar is being recorded.
- Use the chat box to ask questions or share your screen
- We will also use polling to get your input
- Let's walk through how you can use the chat box



AUDIO/VISUAL



CHAT BOX



# Agenda



Welcome and Introduction



Icebreaker



Public Engagement



Creating Maximum Interest



Navigating Technical Issues



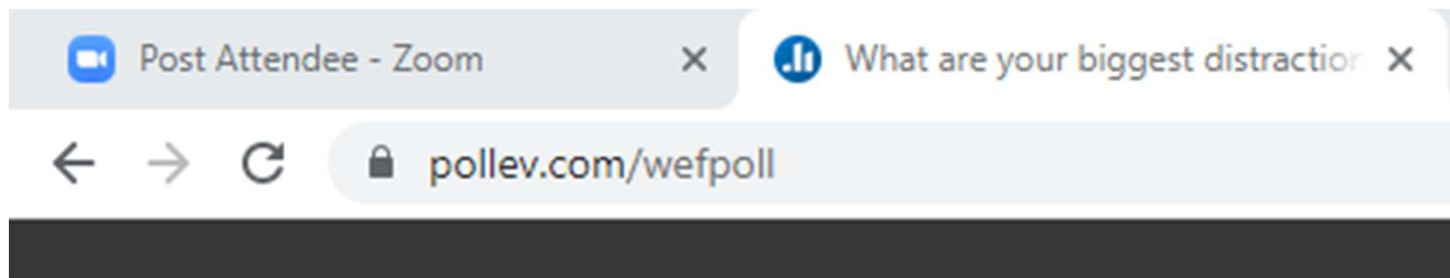
Wrap Up and Questions



# Poll Everywhere Instructions

1. Open a second browser.
2. Type this URL into browser's address bar:

[pollev.com/wefpoll](https://pollev.com/wefpoll)



3. Answer questions when prompted.
4. Leave tab open for polls throughout presentation.







# Capturing Meaningful Virtual Public Engagement

Ocean of Opportunities

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# Moving from In-person Engagement to Effective Online Experience



Start by assuming all important in-person engagement can be done virtually



In-person meetings do not always need to be replaced by remote meetings



Solutions won't be perfect



Deciding to Proceed



How to Use Science (tools) + Art  
(connecting with people)

- **Knowing your audience**
- **Size of your audience**





# Key Driver Is Size of Virtual Engagement: Small vs. Medium vs. Large

## Tips

- Start with the Why?
- Number of attendees (if known)
- Streamlined agenda for necessary feedback
- Experience level with material drives depth of detail
- Scale of timing and tools (chat, polling, muting, etc.)

## Tricks

- Whole name of the game: when to apply what tools to connect



TED Talk: Simon Sinek – *How Great Leaders Inspire Action*  
[https://www.ted.com/talks/simon\\_sinek\\_how\\_great\\_leaders\\_inspire\\_action](https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action)



HELLO

my name is

Poll:

What's Your Experience Level?



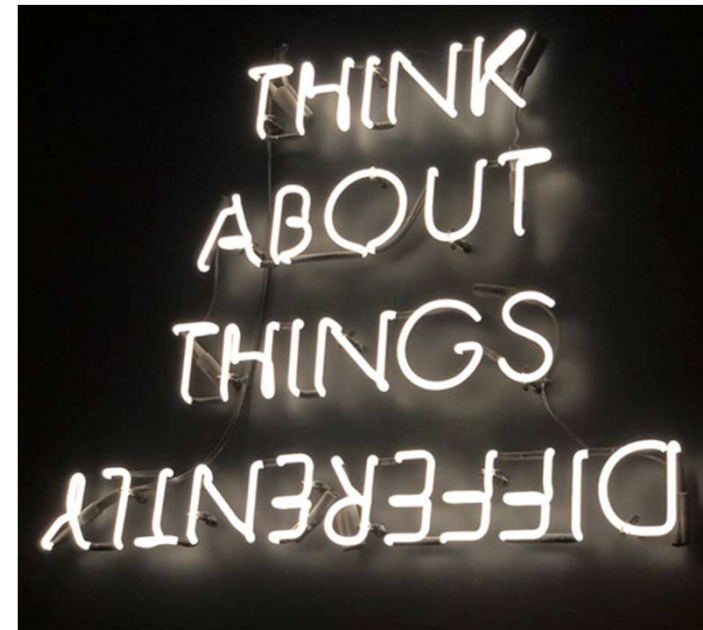
# Highs and Lows of Virtual Meetings

## Opportunities

- More efficient
- Less intimidating platform for some
- Connects many more people
- More feedback
- Larger audience capability

## Challenges

- Reduced networking opportunities
- Zoom fatigue
- Awkward for group conversation and brainstorming



# Tips – Planning an Online Event or Activity

## Key Best Practices Include:

- Start with existing communications and crisis plans
- Let the public know how to participate in advance
- Integrate legal requirements related to public access to information
- Use what's already available and familiar
- Prepare to support your audiences as they engage
- Plan for those who cannot participate online
- Plan for those who will be participating via their mobile device
- Partner with community service providers
- Accessibility compliance (ADA needs)




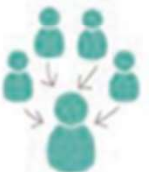

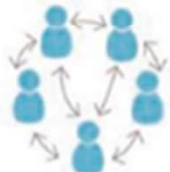

<https://mavensnotebook.com/2020/05/06/now-available-local-government-commissions-new-virtual-engagement-best-practices-guide/>





A number of different **reasons to engage and types of formats for engagement events** are listed below, in order from least to greatest need for interaction.

## Spectrum of Public Participation

	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
<b>Public Participation Goal</b>					
	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
<b>Promise to the Public</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
<b>Example Techniques</b>	<ul style="list-style-type: none"> <li>• Factsheets</li> <li>• Web sites</li> <li>• Open houses</li> </ul>	<ul style="list-style-type: none"> <li>• Public comment</li> <li>• Focus groups</li> <li>• Surveys</li> <li>• Public meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Workshops</li> <li>• Deliberative polling</li> </ul>	<ul style="list-style-type: none"> <li>• Citizen advisory committees</li> <li>• Consensus-building</li> <li>• Participatory decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Citizen juries</li> <li>• Ballots</li> <li>• Delegated decision</li> </ul>

source: International Association for Public Participation, [iap2.org.au](http://iap2.org.au)

# Tips – Hosting an Online Event or Activity

## Key considerations for hosting virtual events

- Check in early
- Check your equipment
- Ensure you have knowledgeable people managing the tools
- Create dedicated roles
- Redundancy in tools and roles
- Set expectations that remote meetings are slower
- Make materials available to the public
- Create participation guidelines and enforce them



# Tricks for Virtual Meeting Set-up and Agendas



Plan for extra prep time



Designate a facilitator



Review meeting rules



Provide agenda



Be sensitive to time



Designate a time for questions



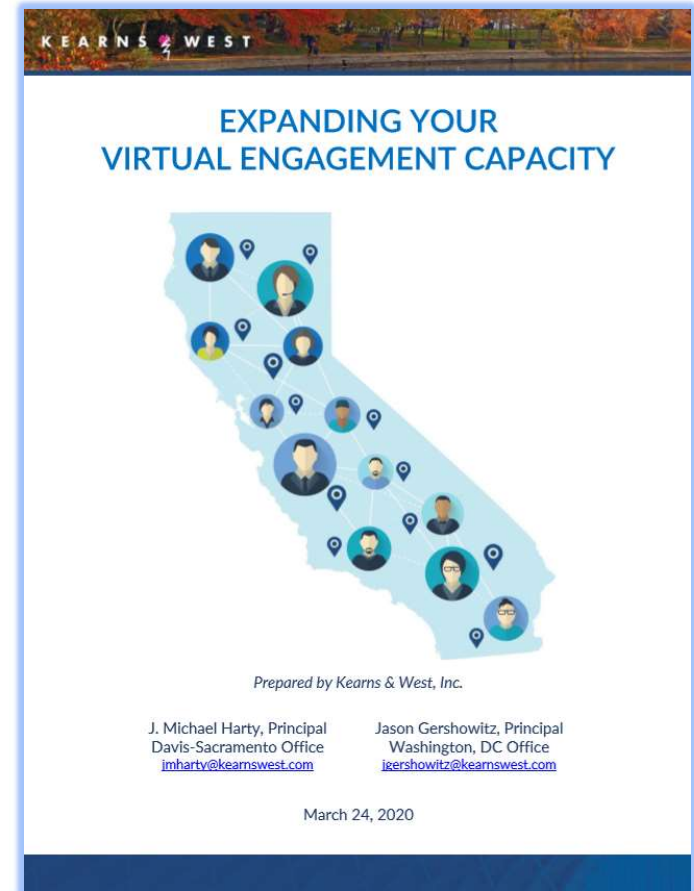
Answer as many questions as possible during meeting



# Tips: Research Specific Legal Requirements and Platform Needs

## Different meeting types will have unique requirements

- Elected officials present
- NEPA (CEQA) requirements for accessibility to make comments
- Government Agency IT Restrictions/Constraints
- Host is new to using the platform means longer lead time to prepare
- Plan for time allotments with monitoring speakers and unmuting
- Plan for those less connected/tech savvy (technology equity), like elderly, etc.
  - Land line
  - Internet access
  - Handouts
  - Email





# Numerous Resources Available



## Sources on WEF MAX YP Summit #2

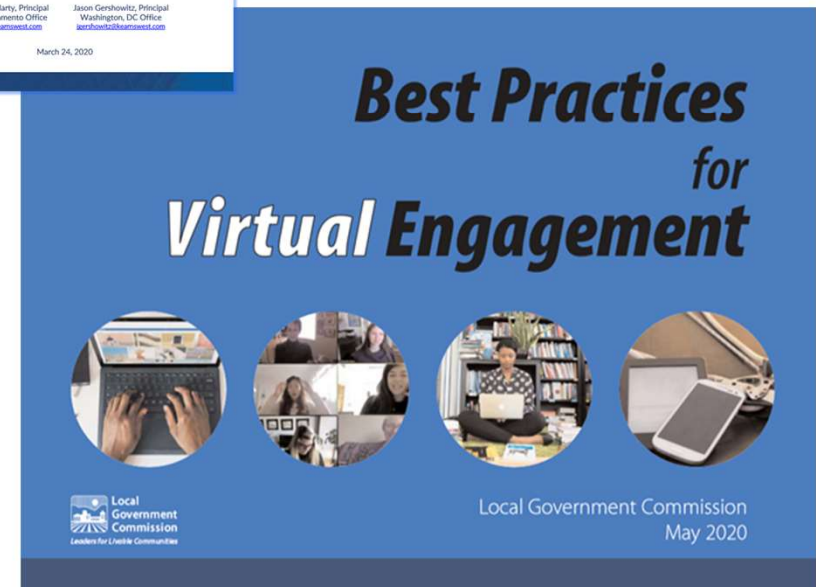
- <https://www.wef.org/membership/wef-member-associations/wefmax/>

## Local Government Commission Guide

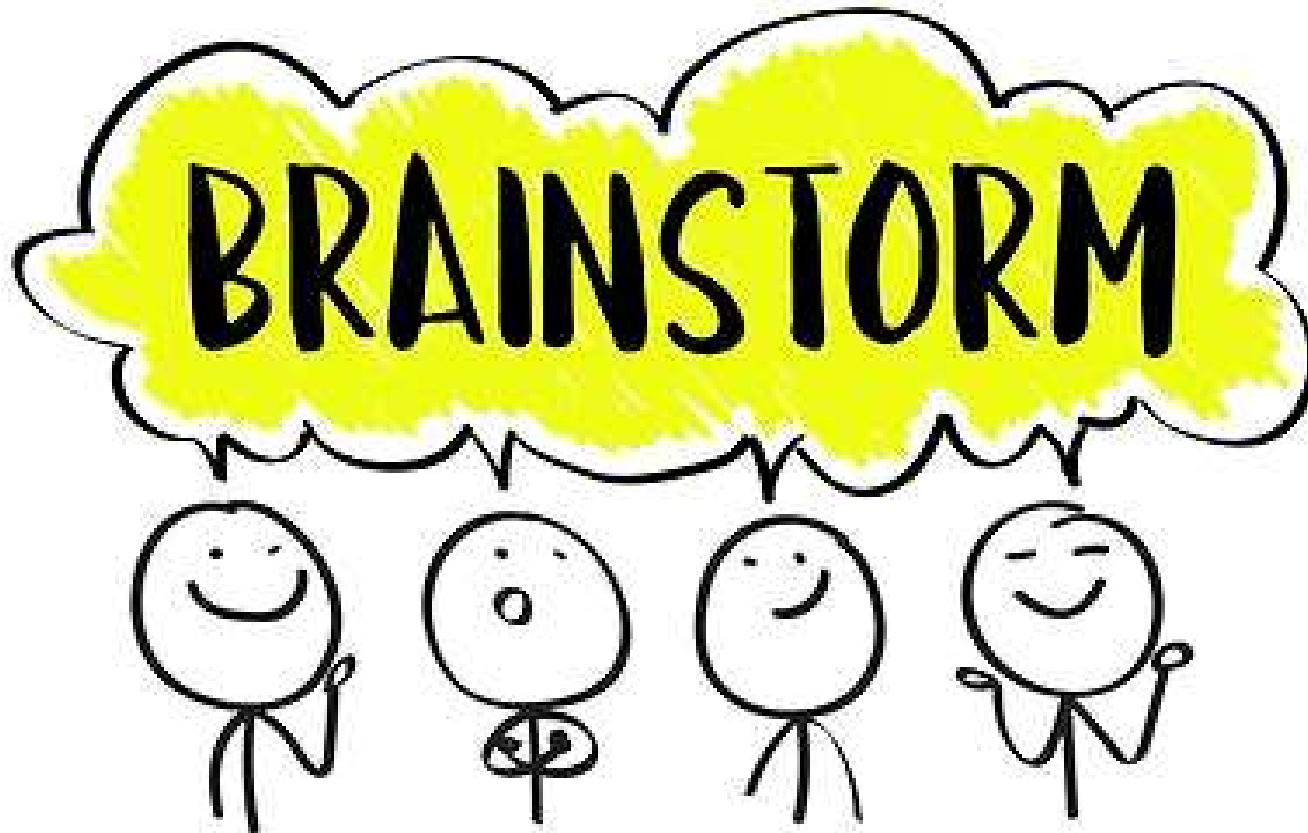
- <https://www.lgc.org/virtualengagement-best-practices/>

## Smart Meetings White Paper

- <https://www.smartmeetings.com/tips-tools/125267/covid-19-planning-during-a-pandemic>



# Brainstorm Break





## How to Create Maximum Interest: Small Virtual Meetings, Trainings to Large Conferences

<https://www.meetingdesigninstitute.org/why-you-should-embrace-virtual-engagement>

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# Interactive Tools



## Tips

- Make an effort to keep audience engaged
- Provide opportunities for participation
- Explore tool options
- Limits may differ for free vs. paid accounts
- Explain tool and provide instructions

## Tricks

- Verify capacity before meeting
- Practice before meeting
- Use site support and tutorials
- Designate person to capture “live” screen shots
- Minimize logistical requirements as much as possible





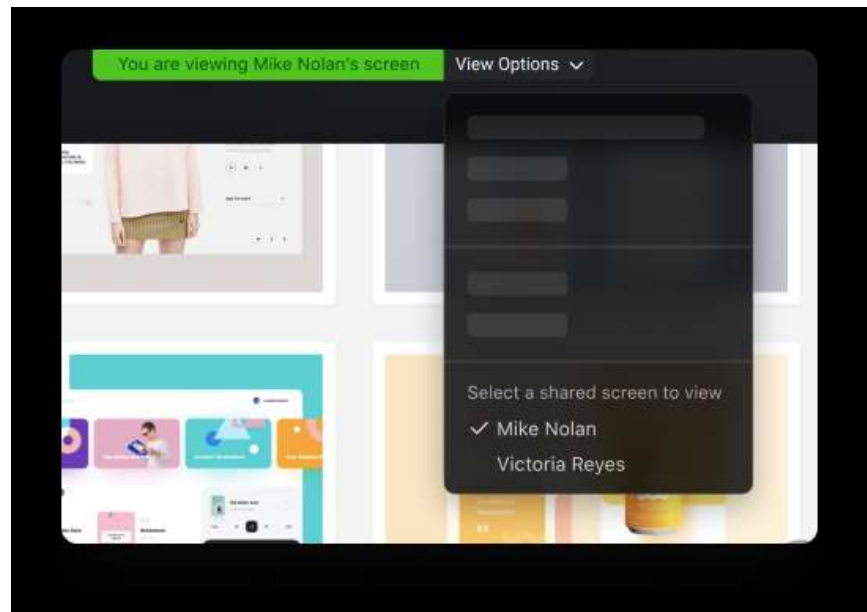
# Selecting the Right Tool for the Job

Multiple Choice	Voting	Word Cloud
Direct Feedback	Surveys	Whiteboarding
Clickable Image	Ranking	Competition



# Zoom Tools

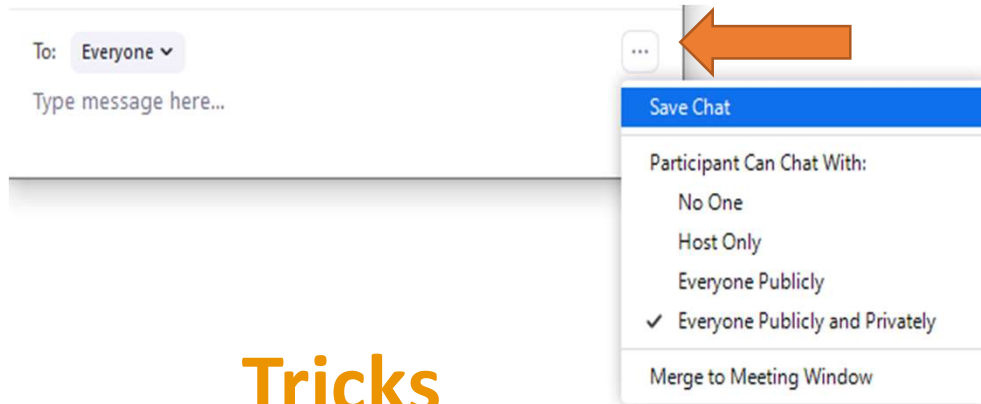
- Polling Options
- Chat Box
- Breakout Rooms
  - Board members
  - Committees
- Multi Share
- Whiteboard



<https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms>



# Chat Box



## Tips

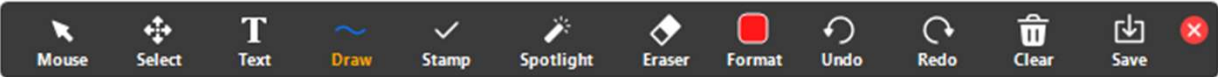
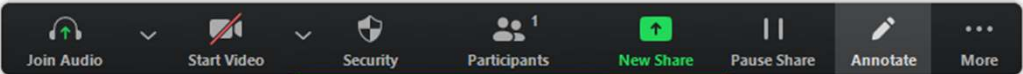
- Great tool to communicate, especially for large meetings
- Provides systematic approach to questions
- Alert participants to chat box
- Clarify how it will be used and when questions will be addressed.

## Tricks

- Host can control who can comment in chat box
- Designate a person to monitor chat box
- Check it regularly
- Save chat log for later reference
- Understand there will be a delay as people type.



# This is a Whiteboard:



# Recording Virtual Meetings

## Tips

- Great for sharing meetings
- Effective training tool
- May carry legal constraints
  - Depends on agency/topic
  - Check with Legal Dept.
  - Verify ownership if posting to external site (i.e., YouTube)
- Notify attendees of:
  - Intent to record
  - Intent of use



## Tricks

- The file size can be large
- Plan to share with data share platform
- Edit video to remove breaks
- Search 'zoom' if you can't find recording on computer.



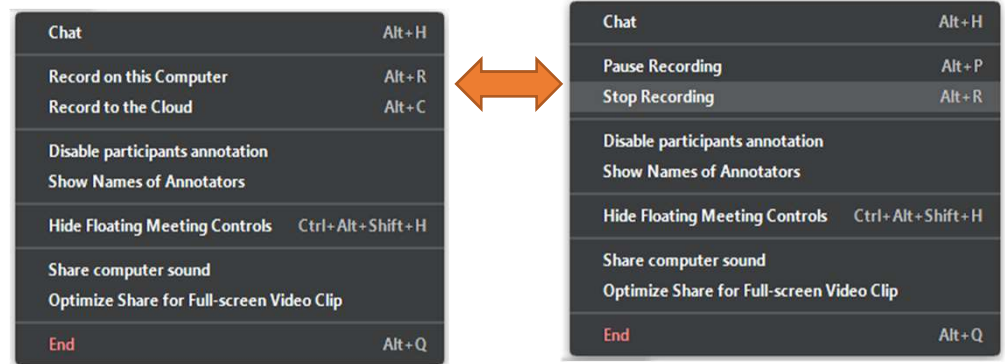


# Steps for Recording Zoom Meetings

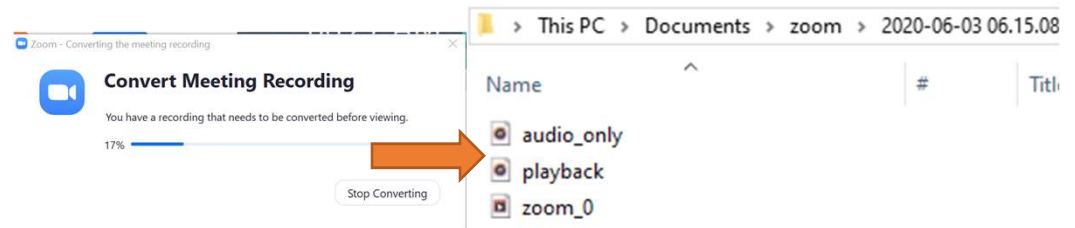
- Select 'More' on Control Bar



- Start, Stop, or Pause Recording



- Zoom automatically converts



# Visual Engagement: Tips and Tricks

## Tips

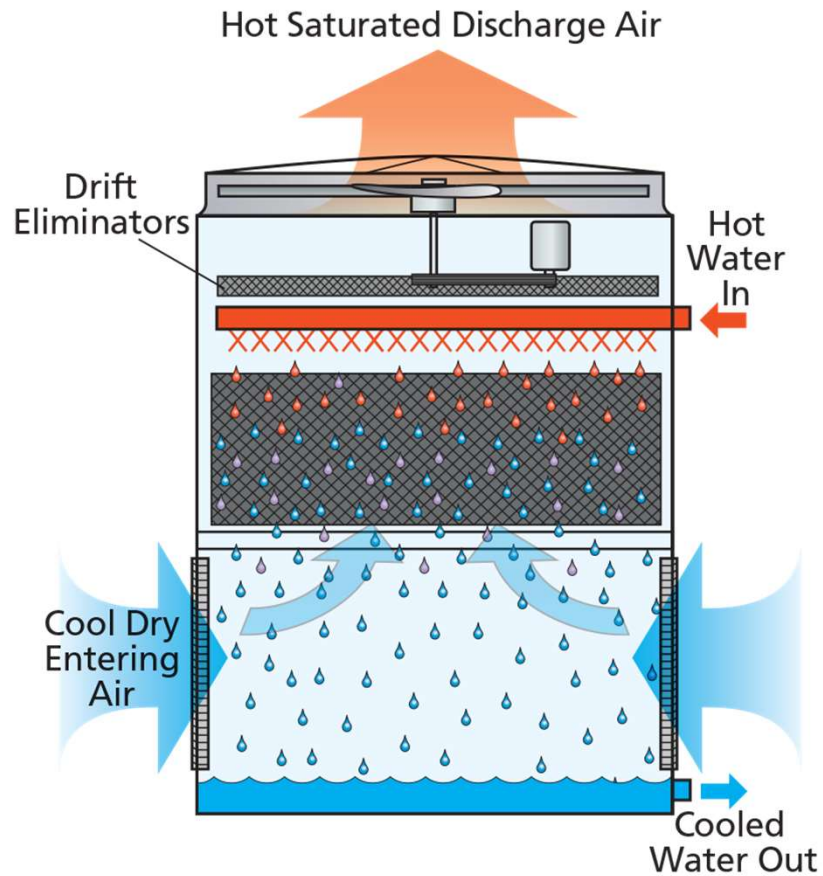
- Keep their attention
  - Make it more visual
  - Use photos and interesting graphics
- Plan for engagement
  - Quizzes
  - Polling
  - Pausing
- Maintaining attendance
  - Change up speakers
  - Provide breaks

## Tricks

- Use GIFs
- Use video for hands-on display
- Log in and out with Plan B
- Slow down verbally and visually due to lag in video sharing

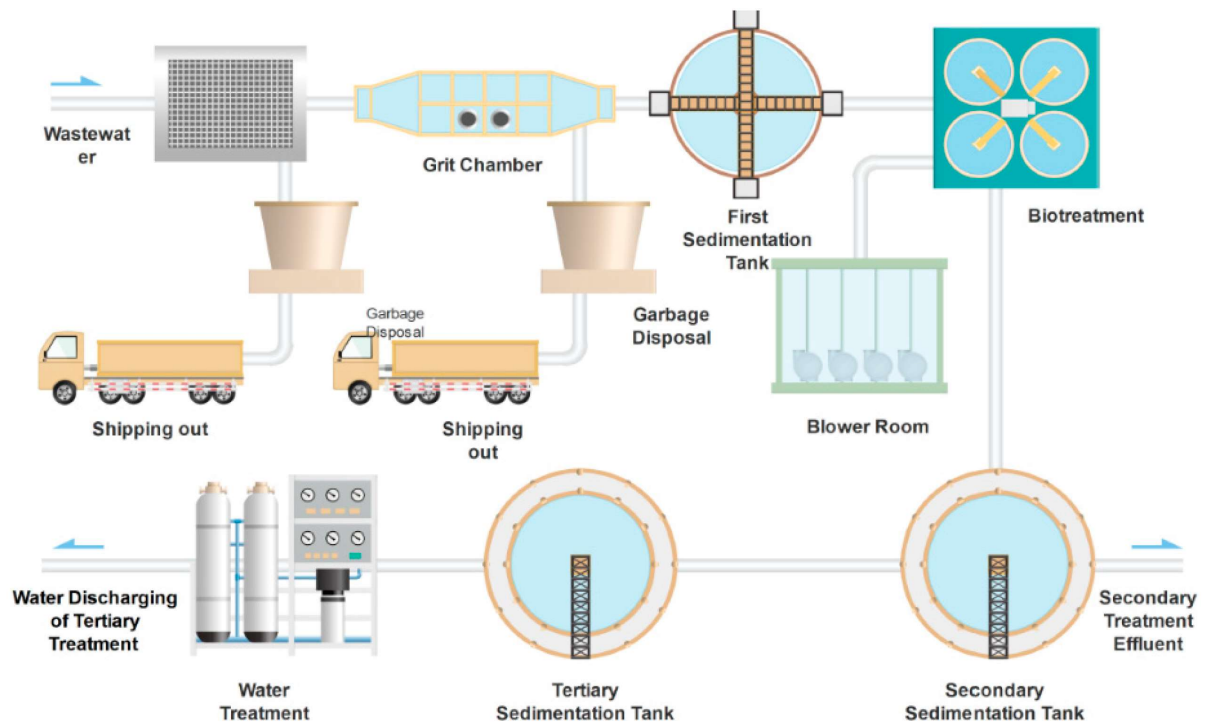


# Visual Engagement: Static vs. Dynamic



# Words vs. Images: The Wastewater Treatment Process

- Step 1: Screening and Pumping
- Step 2: Grit Removal
- Step 3: Primary Settling
- Step 4: Aeration/  
Activated Sludge
- Step 5: Secondary  
Settling
- Step 6: Filtration
- Step 7: Disinfection
- Step 8: Oxygen Uptake



# Virtual Etiquette





# Virtual Etiquette: Tips and Tricks

## Tips

- Leave the keyboard alone
- Dress appropriately
- Be aware of your surroundings
- Mute your microphone when you're not talking
- Speak up
- No food allowed
- Stay seated and stay present

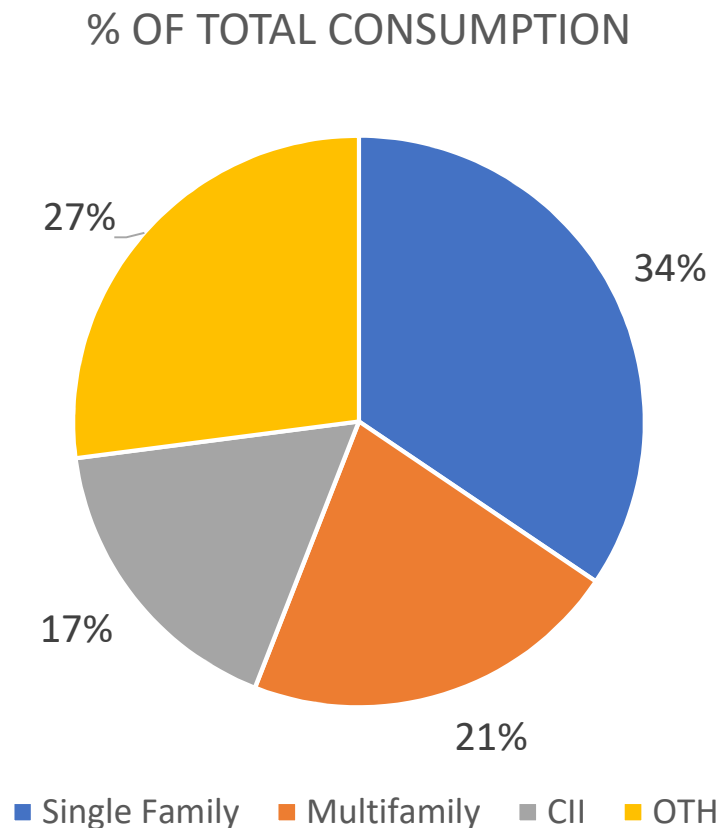
## Tricks

- Mute yourself to type
- Ask for a recording
- Write it down
- Use a virtual background
- Stop sharing your screen
- Introduce yourself visually, then stop sharing your video
- Guide viewers through technical content

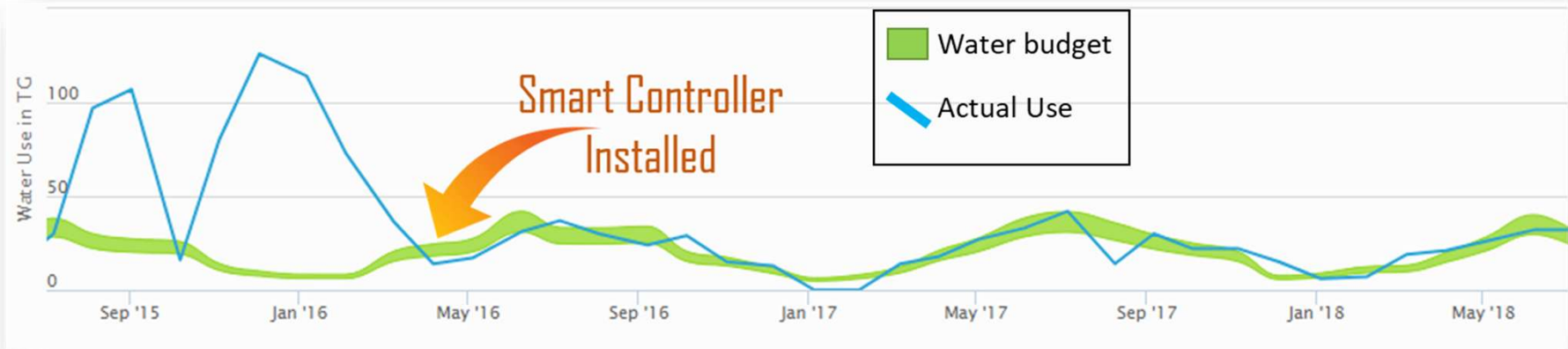


# Virtual Etiquette: Technical Content

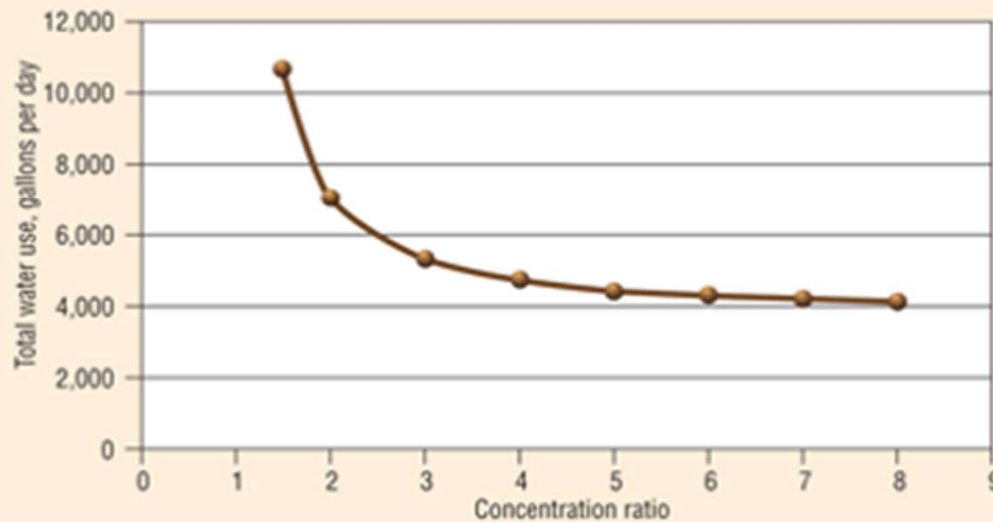
- Provide brief explanation of visuals
- Direct the viewer's eye
- "On the x-axis we have \_\_\_; on the y-axis we have \_\_\_\_."



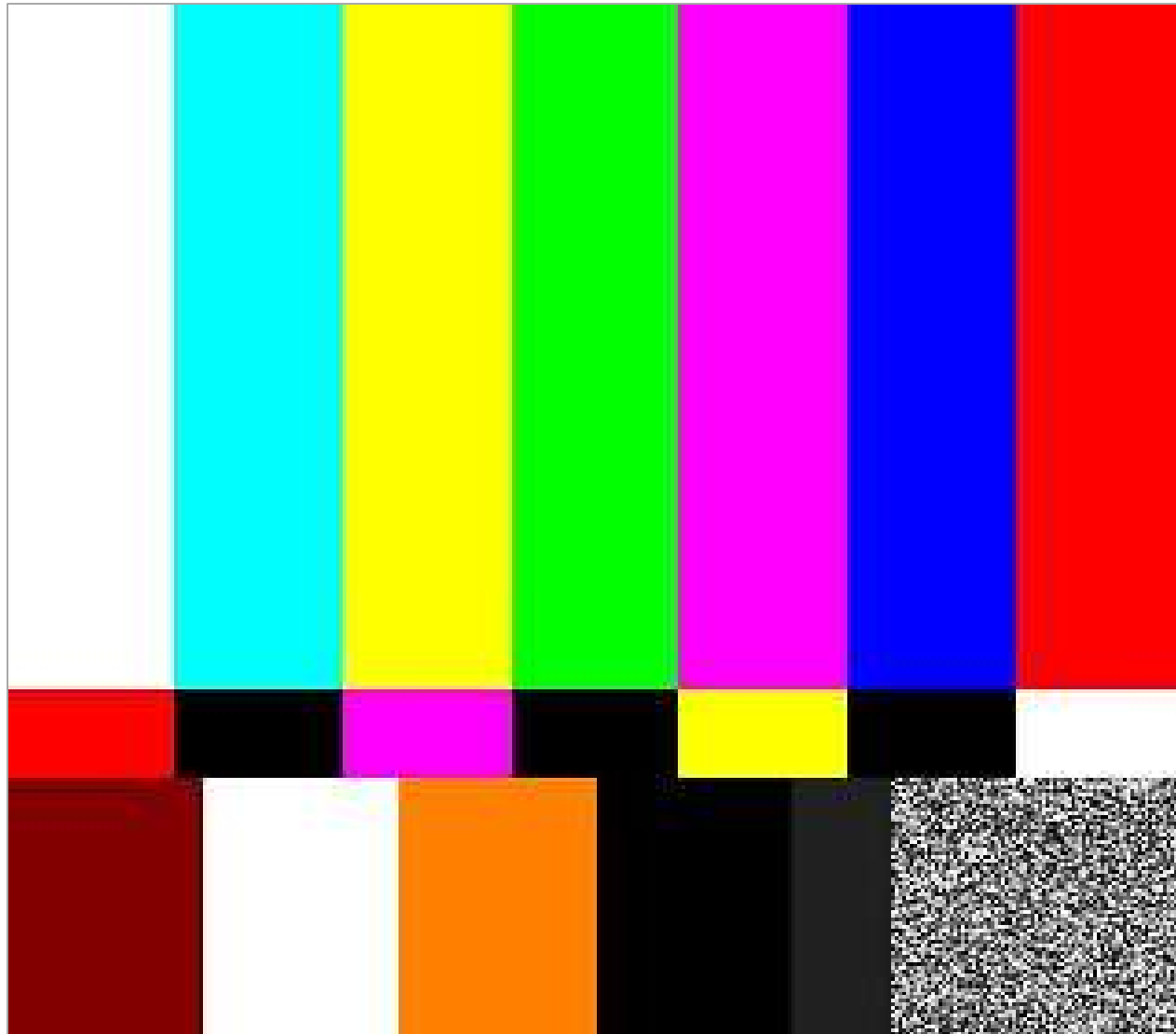
# Virtual Etiquette: Technical Content (cont.)



### Cooling Tower Water Use vs Cycles of Concentration



# Navigating Technical Difficulties



# Solving or Working Around Some Common Technical Difficulties

- Worst-case scenario and planning ahead
- Abilities of computer vs. phone apps
- Inappropriate viewing
- Understanding/not shaming those who are less tech savvy
- Loss of administrative controls
- Spotty connectivity





# Worst-Case Scenario and Planning Ahead

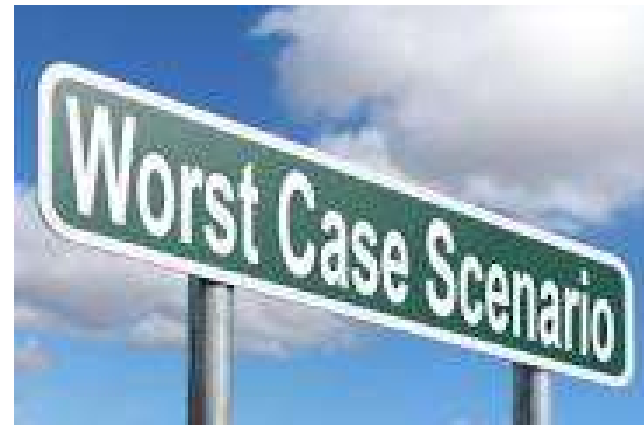
## Tips

- Have a Plan B
  - Plan for two hosts
  - Have another meeting platform ready
  - Laptop charged/plugged in
  - Phone charged
  - Meeting platform app loaded
  - Provide handout before the meeting

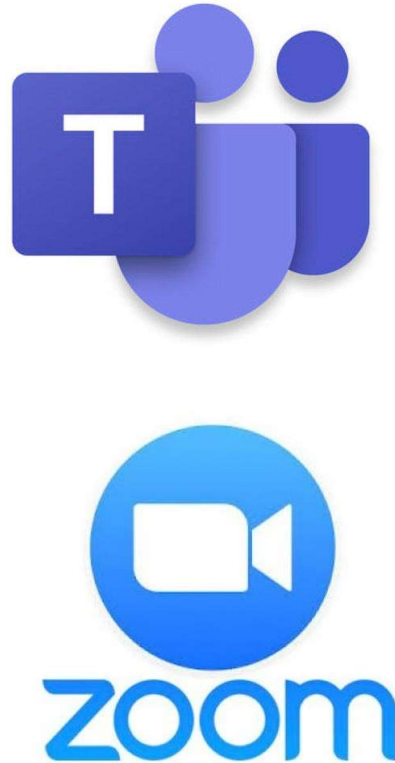


## Tricks

- Have a Plan C
  - Hard copy printout
  - Have a backup presenter – run through material with another person so they know it
  - Have another video space available



# Pros and Cons of Online Meeting Platforms



# Abilities of Computer vs. Phone App

- Computer Desktop
  - Can see all videos
  - Larger view screen
  - Easier to access controls such as chat box/mute
- Phone App
  - Mobile for travel
  - Hard to see multiple videos
  - Can be charged separately than computer
  - Can share photos or video from phone library



# Cell Phone App Options

- Not everyone will access meeting/conference from a computer
- Does app have a cell phone version too?
- Be mindful that those using mobile devices will see a different view than those using a computer



# Avoid Inappropriate Viewing

- Have a password to enter video conference to avoid being “Zoombombed”
- Zoom virtual background feature
- TEST background on video with yourself
- Photo choices
  - Free stock photos
  - Canva has free backgrounds





# Understanding the Less Tech Savvy

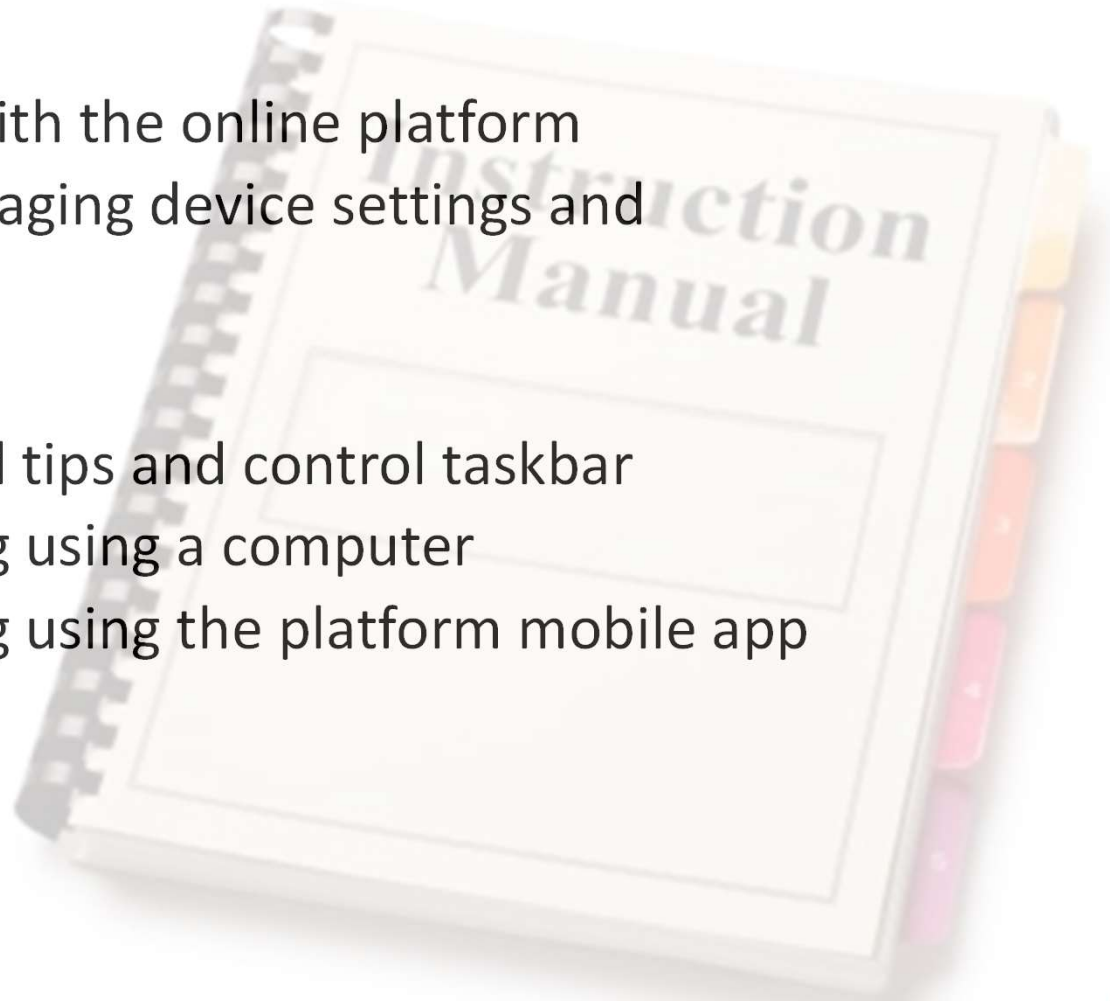
- Be patient, understanding
- Virtual meetings are new to a lot of people
- Offer phone number/email for those who can't access platform
- Have something for Tech Savvy to do
  - Have a live poll for those who know how to master IT
- Offer IT person for one-on-one support



# Send Detailed Instructions Before Meeting

**Handout Example Info Packet (at end of this slide presentation)**

- Purpose
  - Orient participant with the online platform
  - Provide tips for managing device settings and troubleshooting
- Handout Contents
  - Part 1 – Summarized tips and control taskbar
  - Part 2 – Participating using a computer
  - Part 3 – Participating using the platform mobile app



# Loss of Administrative Controls – What To Do

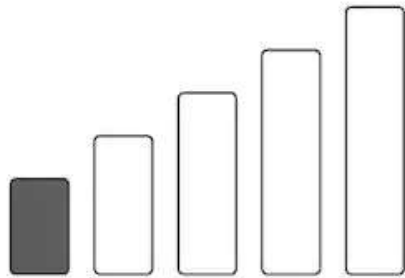


- Plan for two meeting hosts, if possible
- Troubleshoot the issue
  - Power?
  - Internet?
  - Connectivity?
- Offer another platform if current platform connectivity is not working



# Spotty Connectivity

- Disconnect video – more bandwidth with audio only
- Turn off WiFi
- Hot spot with your phone
- No audio/video with participants
- Review sharing bandwidth with others in household – family/roommates





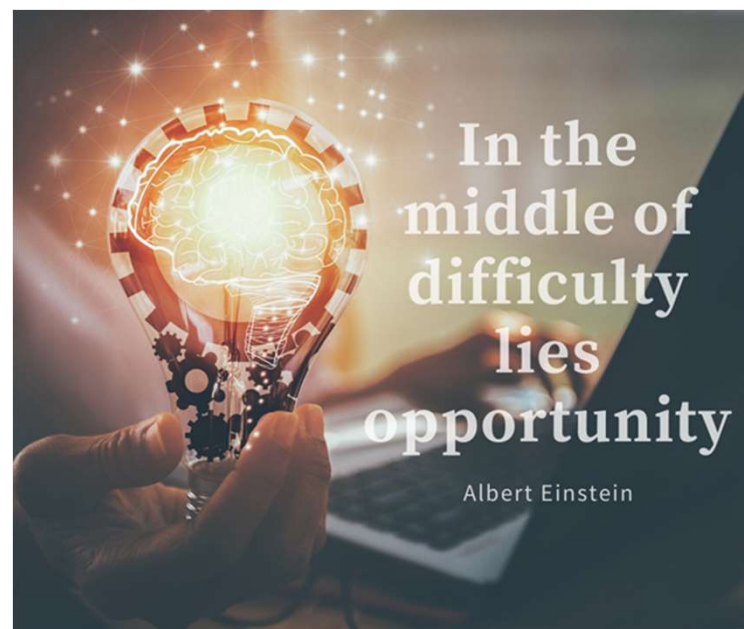


Got too much video?



# Summary – Carpe Diem

- Plethora of ways to engage
  - Allows new ways to gather information
  - Allows attendees from a variety of locations
  - Can be cheaper meeting format
  - Reduces in-person meeting time
    - Little-to-no commute/travel time
  - Allows a larger # of attendees
- Ideal time to try new skills
- Showcase your leadership traits
  - Volunteer for new team roles
- Expect lessons learned
  - Same calm and have compassion
- We are all in this together





Growth Mindset.  
Work Hard. Play Hard.  
Be Generous.



We want to connect with you.



# Special Thanks to the WEF YP Team!



**Megan Livak**  
Moderator  
[MLivak@wef.org](mailto:MLivak@wef.org)



**Kathryn Yoshimura**  
Moderator



**Daniel Koge**



**Brittany Obando**



# Contact Information



**Lisa Maddaus**  
Maddaus Water Management Inc.  
[lisa@maddauswater.com](mailto:lisa@maddauswater.com)



**Michelle Maddaus**  
Maddaus Water Management Inc.  
[michelle@maddauswater.com](mailto:michelle@maddauswater.com)



**Annikki Chamberlain**  
Maddaus Water Management Inc.  
[annikki@maddauswater.com](mailto:annikki@maddauswater.com)

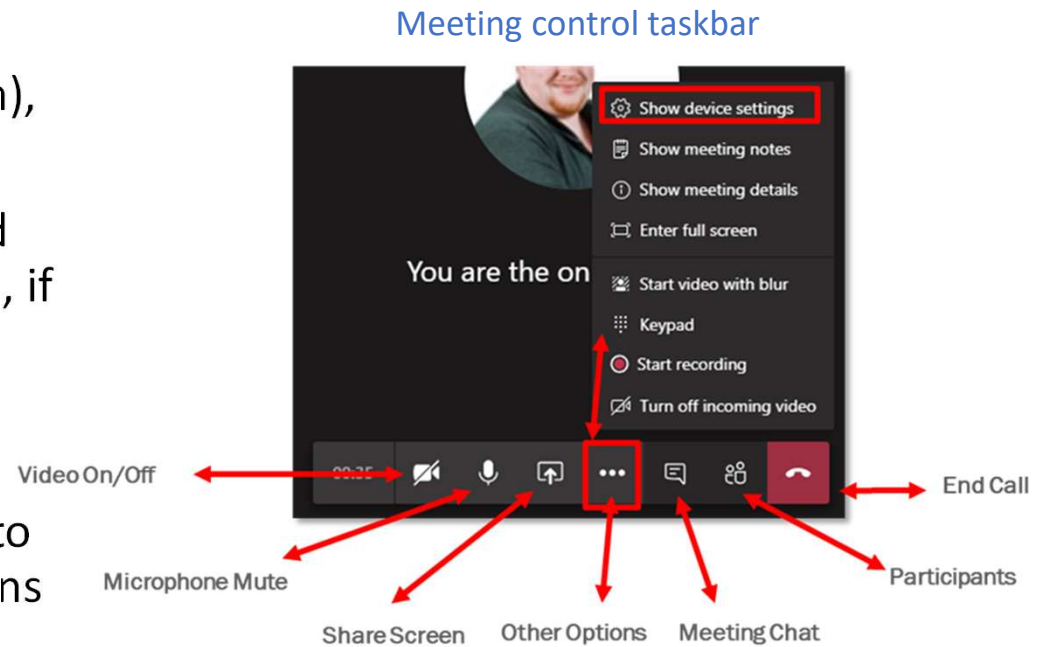
A special thank you to:



# Handout Example: PAGE 1

## Summarized Tips and Control Taskbar

- Use video (particularly when presenting or engaging in discussion), if possible
- Use your computer microphone and speakers for audio (not your phone), if possible, and mute when not speaking to limit disruptive background noise
- If participating by phone, press: \*6 to mute/unmute, or \*1 for more options
- Use the meeting chat to “raise your hand” if you’d like to speak
- If experiencing bandwidth issues, turn off video camera and incoming video (access the latter via “...” in meeting control taskbar)



# Handout Example: PAGE 2

## Participating Using a Computer



You can join a Teams meeting anytime, from any device, even if you do not have a Teams account. If you do not have an account and plan to view a shared screen or presentation, follow these steps to join as a guest.

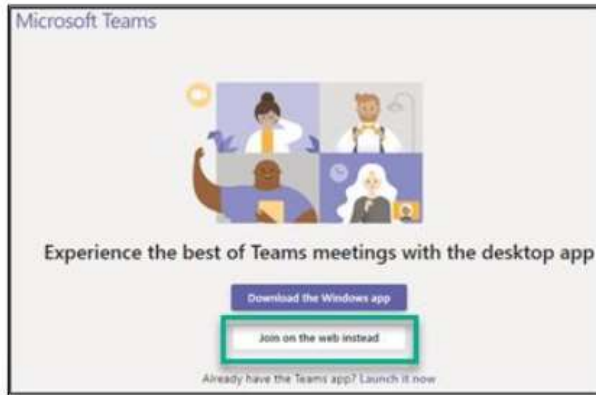
### CONNECT

**Minimum Requirements:** Computer, Internet Connection, phone, and **access to Microsoft Edge, Chrome or Firefox browsers.**

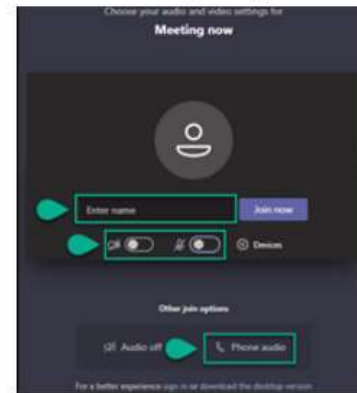
1. Click the "Join Microsoft Teams Meeting" link in your invite.



2. **Click** join on the web or for best experience download the app.



3. Enter **Display Name**, **Click Camera** (optional) & **Microphone** to mute.  
**First time?** Allow browser access to devices.
4. Click "**Join now**" if using computer audio, or "**Phone audio**" if calling in by phone



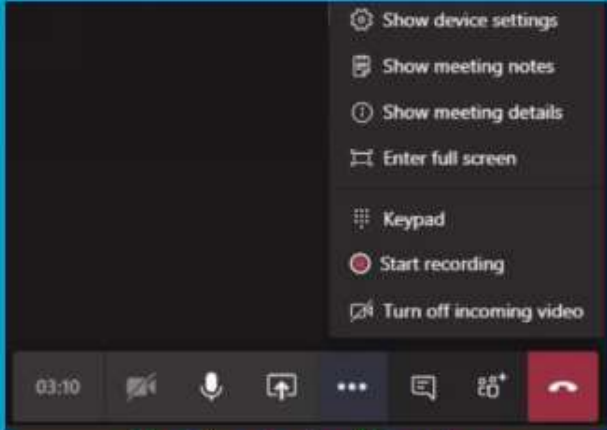


# Handout Example: PAGE 3

## Participating Using a Computer

### MEET

- Camera: Mute/unmute camera
- Microphone: Mute/unmute microphone
- Ellipsis: Additional Controls
- Group Chat: Access & join group chat
- Participant List: View/mute participants
- Disconnect: Disconnect from meeting



Meeting Control Taskbar

### TIPS & TRICKS

- ✓ Setup: For best results, download Microsoft Teams application for free. Internet browsers should be on most recent version.
- ✓ Computer: Plug-in power cord to ensure enough charge to last meeting.
- ✓ Network: Connect to a wired network connection for best results.
- ✓ Devices: External mic & speakers OR office phone are recommended.
- ✓ Phone - \*1 lists commands, \*6 unmutes the phone.
- ✓ Etiquette: Mute when not speaking.



# Handout Example: PAGE 4

## Participating Using MS Teams Mobile App



BCers and clients with Microsoft Teams accounts can take advantage of the convenience of joining a Teams meeting anytime from your mobile device by following the steps outlined below.

### CONNECT

#### What do I need?

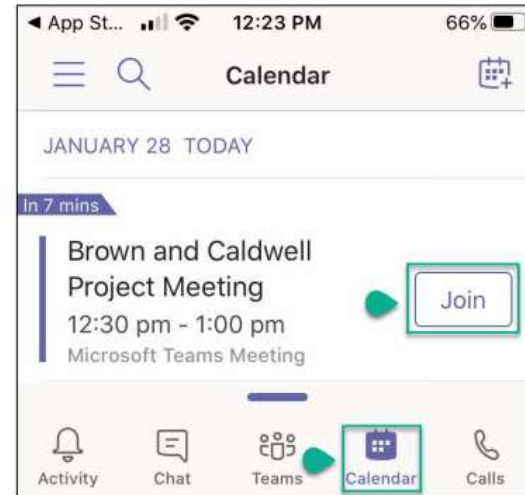
- a mobile device
- network connection (Wi-Fi)
- earbuds or other mobile audio device



**For best experience:** \*Download the Microsoft Teams App for Android or iOS.

\*No login required for meeting access.

1. Click **Join** in Teams Calendar



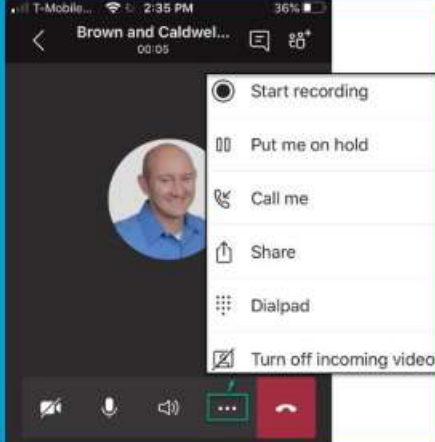
# Handout Example: PAGE 5

## Participating Using MS Teams Mobile App

### MEET

#### Meeting Control Taskbar Buttons

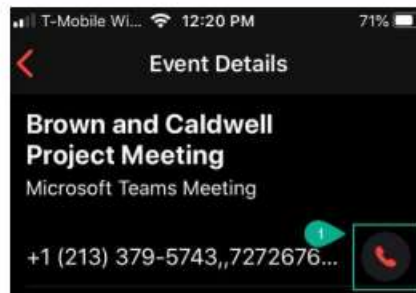
- Camera: Mute/unmute camera
- Microphone: Mute/unmute microphone
- Ellipsis: Additional Controls
- Disconnect: Disconnect from meeting



Meeting Control Taskbar

### TIPS & TRICKS

- ✓ Network: Connect to Wi-Fi
- ✓ Etiquette: Mute when not speaking
- ✓ Phone: \*1 lists commands, \*6 mutes/unmutes the phone



**Need a quick audio workaround?**

Join a phone call as Audio Only by clicking the email link to auto-dial or manually dial the conference number + code.

