

TOP 10

TOP 10 VIRTUAL/HYBRID MEETING BEST PRACTICES

1

Use a Platform You are Familiar With

When it comes to your virtual events, go with what you know. If you have used a platform before and found it to be user-friendly, consider using it for your chapter meeting/session.



2

Research Options

If you are not familiar with a specific platform, take some time to explore your options. There are many video conference and meeting platforms available. Each vary in capabilities as well as price. It's important to research the options to determine the right platform that will fit your members' and meeting needs. Here are a few options worth exploring:

[Zoom](#) | [WebEx](#) | [Facebook Live](#) | [Google Meet](#) | [Skype](#) | [Microsoft Teams](#) | [Slack](#)

3

Ask for Help & Do Your Homework

Once you select the platform, you'll want to take some time to familiarize yourself with its functions. Many, if not all platforms, have training resources, live or recorded trainings, help sections with FAQs, and in some cases a chat/instant messaging system for help and questions. Also, other chapter leaders that have conducted virtual/hybrid meetings are a great resource for questions and help.



4

Start with Learning Objectives

Similar to any face-to-face course or session, virtual or hybrid sessions should also include objectives, and attendees should still be able to walk away with takeaways from the meeting. For more information on how to write objectives, please refer 'How to Create Learning Objectives' in the Prior Approvals Toolkit on ANFPConnect.

5

Find the Right Moderator

The right moderator can make or break a virtual/hybrid session. They should be someone that is quick on their feet, is good at public speaking, and can improvise if needed. They are responsible for introducing speakers, asking the right questions, and maintaining the program flow.





6

Practice, Practice, Practice

Take the time to set up practice sessions with your moderator, speakers (if needed), and some of your fellow chapter members or leaders. Practice sessions will help you understand how the platform works, the functions that are available, and how to use them. It will also give you an understanding of the attendees' experience and how it can be maximized to their benefit. You may wish to have more than one practice session depending on your needs and comfort level.

7

Assign Volunteers to Help Facilitate the Session

While you may have one or two chapter leaders responsible for developing the program, there are many facets of a virtual session that require support and attention. Consider having one volunteer dedicated to monitoring the questions that come through on chat, dedicate another volunteer for technology troubleshooting for attendees that have difficulty with the technology, and designate someone as the virtual moderator.



8

Create an Event for a Virtual/Hybrid Platform

Trying to give your attendees the exact same experience as an in-person meeting is not feasible. Sitting in front of a screen watching a slideshow or a 'talking head' is far less engaging than being in a room with other attendees and a live speaker. Keep this in mind as you develop your agenda and consider a shorter program broken up over several days or even weeks. Be mindful of the time your virtual attendees will be in front of the screen, and plan for breaks for both in-person and virtual attendees.

9

Plan for Interactive Components

Maintaining engagement during a virtual or hybrid session can be difficult. Often attendees have many behind-the-scenes distractions that compete for their full attention. To make the session more engaging, consider implementing polls, asking for feedback via the chat function (depending on the platform), Q&A sessions, trivia, bingo, or using an app like Kahoot during the session and breaks. In some cases, you may wish to utilize virtual breakout rooms that allow for small group work or networking.



10

Have a Back-Up Plan

Technology can be unpredictable at times; the Internet may go out unexpectedly or a speaker's connection may be unstable. When these challenges occur, think about how you can navigate the obstacles and most importantly, have a contingency plan in place. That may be that you have an alternate date to reschedule the session/meeting. Or perhaps speakers pre-record their sessions and call in for the Q&A session, or you have two (or three) people assigned as co-hosts that can step in if needed. The important part is to have a back-up plan in place for possible challenges that may arise.