FOLLOWING UP

#69

Before the meeting disbands, indicate what type of meeting notes people can expect, when, and whether actions are required. If you need people to review before formalizing the document or expanding distribution, be clear what you're asking people to look for and when they need to respond, and to whom.

#70

Agree in advance how meeting notes will be shared and with whom. If notes are being shared with a wider audience, make sure they will be understandable to all and that the proper context has been provided for those who were not present.

#71

During the meeting, determine how actions can best be completed prior to the next meeting, and gain agreement as to who will work on needed deliverables. For virtual teams, being explicit about actions and commitments is vital while everyone is still on the call; otherwise, it's easy for actions to fall through the cracks until people are prompted at the next meeting, when some deliverables are already late.

#72

Decide how progress reports, updates and other documents of mutual interest will be shared, stored and updated. For example, will the team use a shared portal? Blogs? Wikis? Tweets? Email? Caution: The use of email to routinely distribute documentation updates is risky, especially when version control is critical.

#73

Make sure everyone has equal and easy access to any method the group agrees to use for sharing, editing and distributing content and ideas. Make sure that people are comfortable and competent in using shared methods. If not, make sure they have an opportunity to learn new tools ahead of time to accelerate adoption.

#74

Be clear about what everyone must review or do between meetings to make the best use of meeting time and speed progress. Don't wait until the next meeting to discover potential disconnects that may cause delays. When in doubt, put simple, clear actions or steps both within the meeting minutes as well as in the body of emails or web postings.