Roles and Responsibilities of Virtual Team Meeting Facilitators - Greeter, Time Manager, Action Manager

Three key virtual team meeting roles:

<u>Greeter:</u> Joins meeting about 5 minutes early. As everyone joins the meeting, greets everyone, asks them social or work related questions to spur conversation (e.g. How was your weekend? Today's agenda looks interesting don't you think? etc.) You might want to consider writing down a few questions in advance of joining the meeting (just in case you might be nervous). In addition, for meeting participants who are not logged onto WebEx, their sign-in reads in the participant window "Caller user 5." During the "greeting" process, see if you can identify who these callers are by name. Then immediately at the start of the meeting or using the WebEx chat dialog box inform the meeting facilitator (e.g. "Caller user 5 is Charlie").

<u>Time Manager:</u> Responsible for keeping the topics and meeting on time. In advance of the meeting, review the agenda to identify how much time has been allotted to each topic. As each topic begins, take note of the start time and calculate the end time (by adding the allotted minutes to the start time). For a five or ten-minute topic, at about two minutes before the time has expired, alert the meeting facilitator or group. For topics lasting longer than 10 minutes, alert the meeting facilitator or group five minutes before the allotted time is to expire. Using the chat dialog box within WebEx you can send your message to the meeting facilitator or the group. Conversely you can also communicate this verbally to the group.

<u>Action Manager:</u> In advance of the next meeting, contacts all participants who were assigned an action from the previous meeting. The AM should remind the participants that they have an action, and ask if the action will be complete by the meeting. During the current meeting, the AM listens carefully for any actions that might come up in conversation and takes note of these actions. At the conclusion of the meeting, the AM will review with the group all of the actions noted on the current meeting and ask for validation (e.g. "Does this action need to be added to the action list, Joe?"). Immediately following the meeting, the AM sends to facilitator the list of confirmed actions.

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