



Day Five

ZOOM MEETINGS

Polished, Professional and In Control

Your checklist for perfect meetings:

- Check your background
- Check your lighting
- Check your camera angle (Make sure you're not too close and that you are within the frame from just below the chest upwards. Nobody likes to see a floating head! Or indeed no client likes to be looking up your nose!
- Check your sound settings, make sure they work and your mic is connected. you don't want to look flustered because your audience can't hear you.
- Have some water or a drink next to you. It looks better if your water is in a glass rather than a bottle and your coffee should be in a cup or reusable cup rather than a branded paper cup from Starbucks or Costa.

Phrases to remember:

To start a meeting:

I know how busy you are and I appreciate you taking the time to chat with me, I won't take any more than 20 minutes of your day.

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Phrases to remember:

To start a one-to-one meeting:

I know how busy you are and I appreciate you taking the time to chat with me, I won't take any more than 20 minutes of your day.

This phrase serves two purposes, It's human nature to like to know how long things will take so it satisfies that and it shows that small talk is over and it's now down to business.

To start a group meeting:

If you're presenting to a group, it's the same with the additional of "I know how busy you all are".

Never start a meeting with the words "shall we start or shall we begin".

To end a meeting:

To end a meeting with confidence and polish is equally as easy, with a single client you end with what we call an action phrase. I'm going to send you this over by email when we finish but are there any questions, I can answer for you before I do that? If the client has questions answer them and once you've done that say, John thank you so much, it was an absolute pleasure chatting with you today, I'm going to email this over to you now and I'd like to touch base again once you've had some time to go through it, maybe on Thursday afternoon if that works for you. If you're ending a group call you say, ladies and gentlemen are there any questions or anything I can clarify further for you. If there are questions answer them, then say ladies and gentlemen it was my pleasure speaking with you all today. And end the meeting.

TODAYS TASK

Today's challenge is an easy one to finish off the challenge!

Use these phrases in your next Zoom meeting and see if they help you maintain control of the meeting's direction.

NOW DO THIS

1. Congratulate yourself for a job well done!
2. Go to www.lux.ac/zoom to complete the task