

Roundtable Abstract

Virtual Meetings in the New Normal

Executive Overview



Over the past year, we've all become comfortable and even effective in conducting and participating in virtual meetings. We've learned how to set up and use the various platforms and adopted meeting behaviors and rules of etiquette so that discussions are productive. Yes, we've become pretty good at it. And we've just assumed that once the COVID crisis is over we will return to face-to-face meetings as the norm. Right?

Well, perhaps not. Something important is happening. Let's face it: We're all beginning to realize that in some circumstances we may actually be **more** productive in virtual meetings than we were face to face. Can this really be true? And if it is, what do we do about it?

Sure, some will offer that virtual meetings have grown so productive simply because we've adopted virtual meeting protocols that we should have exhibited in live meetings all along, such as basic rules of etiquette. Some will insist that face-to-face meetings are better because people are able to express themselves by using body language, gestures and words, all of which combine to convey a message; and that communication is better in face-to-face meetings because misunderstandings are less likely, and relationships are more effectively developed in face-to-face meetings.

Others will insist that virtual meetings are preferable because they just seem to stay focused; that physical interaction is at times a barrier to objective discussions. Secondly, virtual meetings eliminate distance as a barrier to meetings; people can get together from anywhere. And meeting virtually from home provides much more flexibility. Finally, there are demographic factors involved, with Millennials, for example, much more comfortable with virtual environments than previous generations. It seems clear that in the question of virtual vs face-to-face meetings, *It Depends*.

Roundtable Content

This Roundtable will first explore, in a highly open and interactive discussion, the state of virtual meetings within HOA's today: What we've learned: what is going well, what isn't, and what needs to be done for improvement. It will then look ahead by discussing opinions of virtual vs face-to-face meetings post-COVID. What are our plans? Which types of HOA meetings are better face-to-face, and which are better virtually.

The Roundtable will then shift its focus to a more directed discussion of the various types of virtual meeting formats that exist and ways to determine which format to use for what type of virtual meeting. Such as:

- Webinars vs Town Halls vs Annual Meetings
- One way presentations vs interactive dialogue

Finally, it will explore the differences that exist between the virtual platforms themselves, such as Zoom, GoToMeeting/Webinar, Microsoft Teams, etc.

Value for Participants

- Networking
- Idea Sharing
- Discussion of Best Practices
- Comparison of options

The intent is for CVC-CAI to publish its Findings from this Roundtable for its membership and as a result it will be recorded for that reason only. It will not be offered on demand or viewable in any other way.