

# Suddenly Virtual: Making Remote Meetings Work

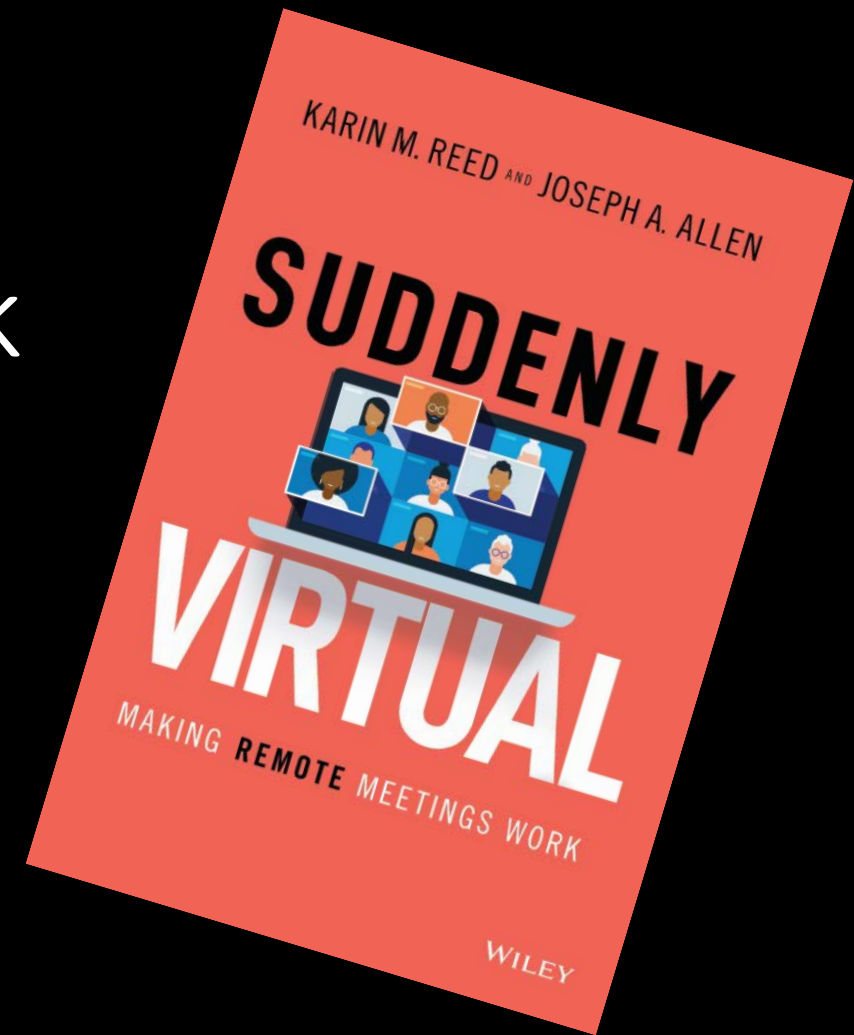
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# REFLECT ON YOUR MEETING EXPERIENCES

- Describe, in the chat, October 2019, in terms of your meetings...
- Now, describe, in the chat, May 2020, in terms of your meetings...



# The COVID-19 Effect

FORMAT		
Format Style	Pre-COVID	Post-COVID
Face-to-Face	77.6%	11.3%
Telephone	5.4%	24.7%
Video	3.6%	60.2%
Hybrid	13.3%	2.4%



# The COVID-19 Effect

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LENGTH		
Format Style	Pre-COVID	Post-COVID
Face-to-Face	54.15 min	39.23 min
Telephone	46.96 min	43.74 min
Video	54 min	49.92 min
Hybrid	63.18 min	48.6 min

# The COVID-19 Effect

SIZE		
Format Style	Pre-COVID	Post-COVID
Face-to-Face	16 people	10 people
Telephone	18 people	10 people
Video	19 people	11 people
Hybrid	19 people	22 people



# What do these changes mean?

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- New Challenges

- Technology
- Work-family Conflict
- Electronic Meeting Fatigue



- New Opportunities

- Technology
- Work from anywhere
- Meeting flexibility
- Overall reach of services



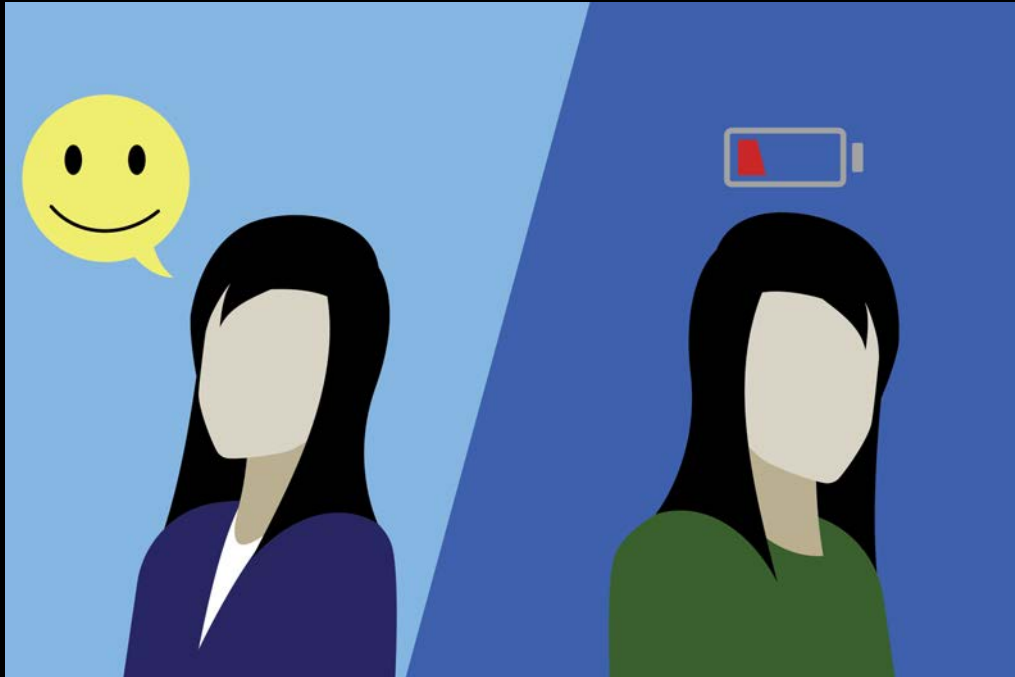
# What about “zoom fatigue”?

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- First, it’s real!
- Second, it’s all about emotional labor.
- Third, consistent with the job-demands/resources theory/paradigm
- Humans have a finite amount of cognitive, physical, and emotional resources.
- Job demands are placed upon them that they must respond to.
- If successful, feelings of accomplishment emerge. If unsuccessful...

**STRESS!!!**

# The COVID-19 Effect



## SURFACE ACTING

Format Style	Pre-COVID	Post-COVID
Face-to-Face	2.36	3.14
Telephone	2.09	2.57
Video	2.18	2.79
Hybrid	2.12	2.29



# What do we do about it?

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# #1: Recognize the Need for Recovery

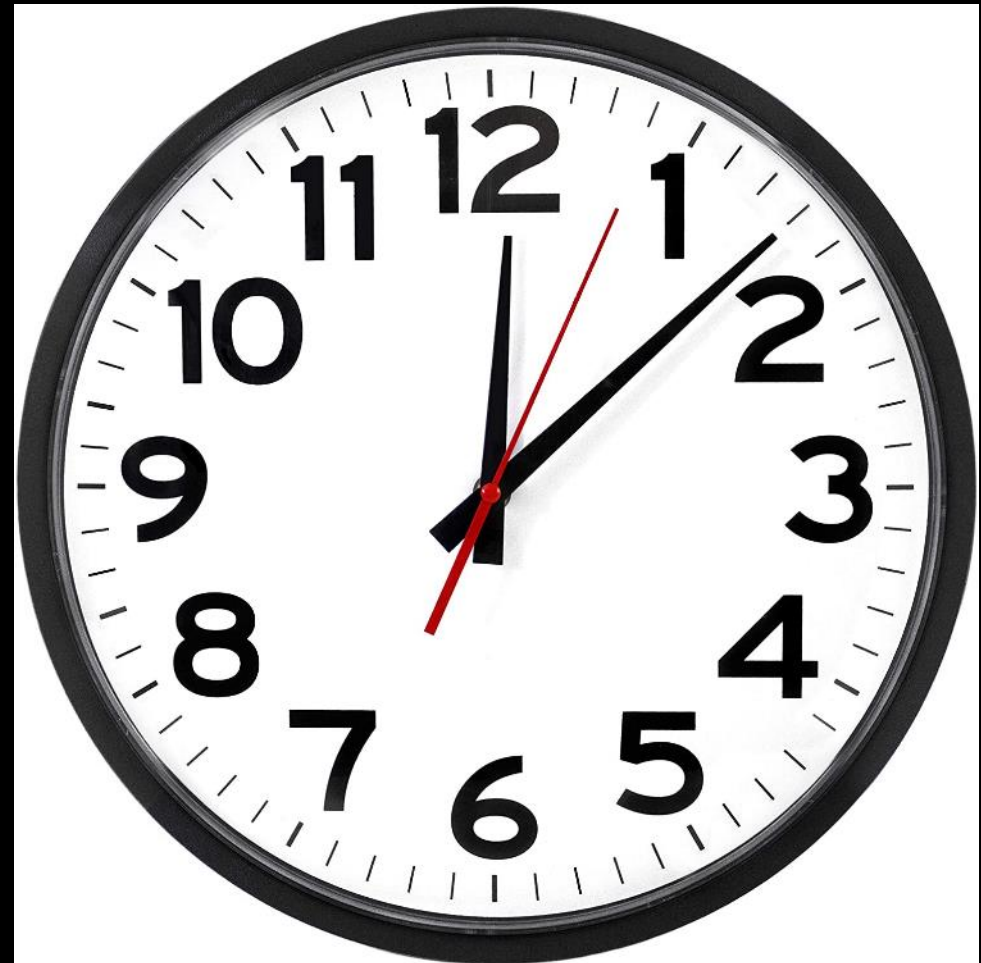
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- On average, a person needs 17 minutes to recover from a BAD meeting.
- On average, people are doing more emotional labor in their meetings now than ever before.
- People NEED time to recover.
- Give them time. Allow yourself time (e.g. short breaks).

## #2: Engage in Best Practices...then and now!

- Pre-COVID Best Practices “mostly” still apply
- New Best Practice!
  - Reduce meeting times by 10%
- Embrace ideas for on-camera optimization
  - Production value
  - Framing
  - Video and audio quality



# #3: Take Advantage of New Opportunities

- Partner with the Center for Meeting Effectiveness for
  - Observation/feedback services
  - Best practice reflection workshops
  - Software options through partners
- Participate in generating new knowledge
  - Participate in new work on telehealth
  - Connect on new survey tools
  - Reach out in 2021 for lab-based team coaching interventions/trainings

# Want more?

- Reach out for more insomnia curing research 😊

OR

- Check out my forthcoming book entitled, “Suddenly Virtual: Making Remote Meetings Work” <https://www.joeallen.org/books>

# CME

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