

# SIM Charlotte COVID-19 response Virtual Meeting - Lessons Learned



LEADERSHIP TRAINING, COACHING, AND SPEAKING

Tom Cooper, Principal

## On the technology:

- Zoom doesn't automatically record breakout rooms. I'll have to see if that's a preference.
- While the breakout rooms are open, it keeps recording the main room (Either just me, or blank when I "step into" a room.)

## On the Process:

- Short "spin up time" led to less organized session than we usually run
- Would have been nice to have an agenda ahead of time with topics and timing listed
- A slack channel for SIM members could be helpful

## What was valuable for you about this session?

- Human connection! It matters.
- We're not alone - we are dealing with the same stuff and we are in this together.
- We got some practice on this tool.

## What has been harder than you expected?

- Obtaining emergency HW
- Paper processes that don't transfer to remote or digital easily.
- Other house occupants sharing home workspace.
- Everyday is bring your kid to work day - multitasking.
- Getting everyone up to snuff in the video conferencing, and ensuring
- Support to ensure everyone has the right credentials and access
- Overload of COVID-19 meetings – disruptive
- Mindset – whole idea of what's been going on
- Business is stalled – call me in a couple of weeks due to budget pull-backs
- Working from home is difficult for some as they're very interactive and relationship building

## What has been easier than you feared?

- Group video conference - once invitation process ironed out.
- Zoom video touch ups - to enhance my image.
- Different virtual platforms – handling the basics
- Utilizing tele-health capabilities

## What's a lesson you've learned?

- Innovative uses of video - group happy hour / coffee.
- Emotional toll the pandemic is taking as infections escalate - it's getting very real for people on top of working from home and forced togetherness, childcare and other stresses.

Lessons gathered by Pete and Daidre (thank you!)

More tips at: <http://BrightHillGroup.com/videotips>