



As a team leader, and especially a moderator, your mission is to have all meeting participants feel heard. With so many virtual meetings, large meetings, and much to say, it can be too easy for a participant to slip off into the background. Help your team get engaged, stay engaged, and you will look brilliant in the meantime.

Kristin

#### IN THIS MONTH'S **ISSUE**

- ◆ [“Go Around the Room” to Hear From All Zoom Meeting Participants](#)
- ◆ [5 Ways to Balance Panelist Airtime During a Panel Discussion](#)
- ◆ [From the Bookshelf: Bridge the Gap](#)
- ◆ [Contact Kristin](#)

#### **“GO AROUND THE ROOM” TO HEAR FROM ALL ZOOM MEETING PARTICIPANTS**

Use this Zoom tip during a “Go around the room” to keep track of who has already spoken.

As a meeting facilitator, I often start a brainstorming session by “going around the room” or summarizing a conversation with a “lightning round” where everyone gets a chance to weigh in.

For in-person meetings, it’s pretty obvious. You simply go around the table. During virtual meetings, it can be challenging to remember who has already spoken and who remains.

So here’s a quick tip to keep everyone engaged and keep track of participation on the Zoom platform:

Start the brainstorming session or lightning round by calling on one person to answer the question, and then when they are done, they have to “pass the ball” to a teammate.

When in [Gallery View](#), click and drag that person’s video frame to the top of the screen – and remember who started the session! When the second person speaks, click and drag the second person’s video frame to the top of the screen. You’ll notice that all the other participant tiles will shift and stay in the same order as they speak. New participants will be added to the bottom-right, on the last page.

Your custom order will be seen only by you. And as you get to the tail end of the number of people to chime in, you can mention who is still in the “queue”!

And if you’re the host, you can deploy your custom view to all participants. This order can also be released and the order will revert to the default.

Zoom offers [these helpful directions](#) to change and set the participants’ video layout order:

1. Click and drag any participant video to the location on-screen you want.
2. Continue as needed to achieve your desired on-screen order.

3. (Optional) As the host, click View to enable or disable these options:
  - Follow Host's Video Order (only available to the host): Force all participants to display your custom video order. Participants will not be able to change the order when this is enabled. (The custom order will apply to Gallery View and Active Speaker View for participants using the desktop client, mobile app, or Zoom Rooms.)
  - Release Video Order: Release the custom order and revert to the default order.

Note: This technique will not work while screen sharing and the Gallery View cannot be customized while Hide Non-Video Participants is active.

People are delighted that I can quickly tell who has not spoken yet or when we have gone around the room during a brainstorming or lightning round session.

## 5 WAYS TO BALANCE PANELIST AIRTIME DURING A PANEL DISCUSSION

One of the core values for all moderators is the notion of "fairness." Every panelist should have roughly the same number of questions asked of him/her, the same type of questions (hardball to softie), and the same amount of time to speak. And when that doesn't happen, it becomes glaringly obvious.

There are five ways a panelist gets airtime:

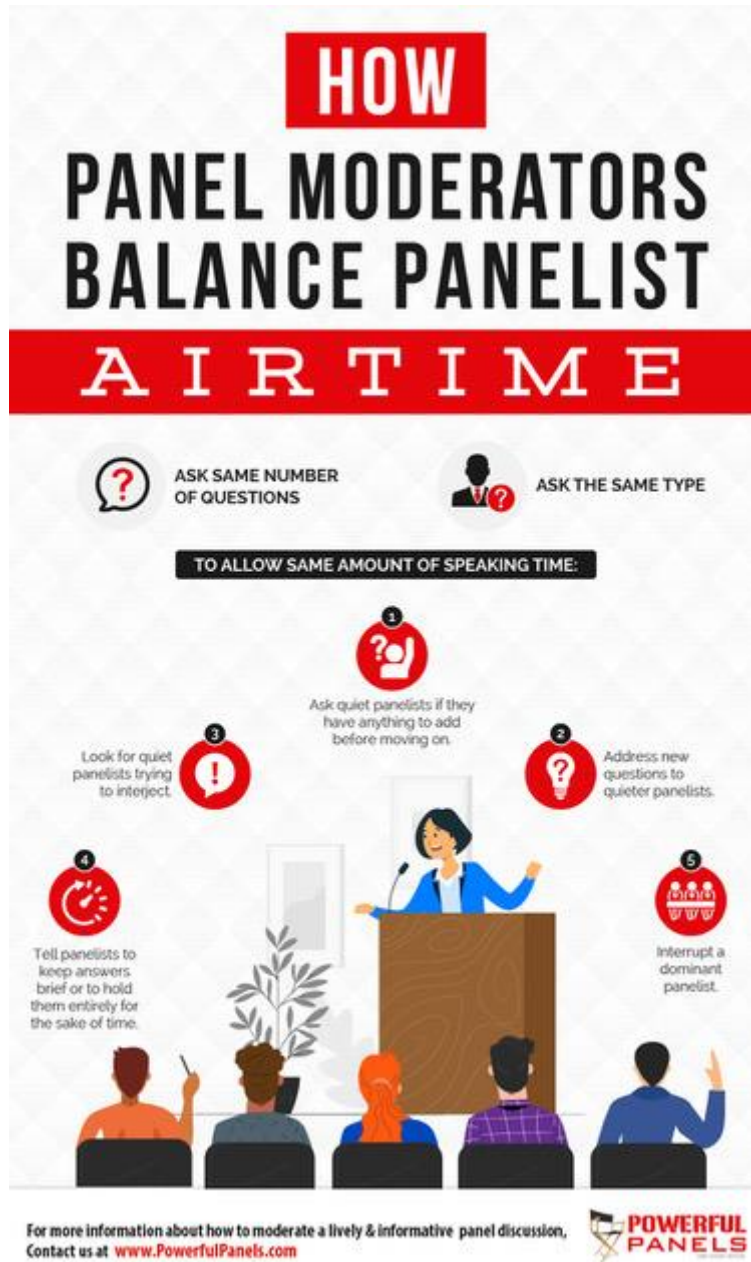
- The moderator asks a direct question to a panelist.
- The moderator allows a panelist to respond because the panelist's name was invoked in the question or in the response to a question (otherwise known as a rebut).
- The moderator selects a panelist to respond to another panelist's remarks.
- The moderator fails to intervene and allows a panelist to speak beyond the time limits set at the beginning of the panel OR what is appropriate for the session.
- The panelist so strongly butts into the conversation that the moderator yields the floor to that panelist.

ALL of these are in the hands of the moderator, so pay attention to who is contributing and for how long.

Take five active steps to balance it out:

- Ask quieter panelists whether they have anything to add before you move on to another question.
- Address new questions first to people who have spoken less.
- Look for the quieter panelists who are trying to interject and facilitating their interruption.
- Tell a panelist to keep their answer or interjection brief (or to hold it entirely) for the sake of time.
- Interrupt a panelist if they're taking over.

Radio and podcast host [Stephanie Zvan](#) says, "I know it can feel rude to signal to a speaker that they're talking too much, but it's also rude to your other panelists and to your audience to let one or two people dominate the discussion. People committed their time to your event expecting a panel, not a speech."



**FROM THE BOOKSHELF: EVERYDAY LEGACY: LESSONS FOR LIVING WITH PURPOSE RIGHT NOW**

I've always been fascinated by "turnaround" stories where the underdog overcomes tremendous adversity. [Bridge the Gap by Michael Rodenberg](#) is such a story. Just a bit over 100 pages long, it is NOT written as a fable (as many business books are these days). It is the true accounting of how Rodenberg and his team transformed an abysmal manufacturing plant into an award-winning Best Manufacturing Plant to Work.

I doubt if I will be given the same opportunity to be the CEO of a manufacturing plant, but I CAN imagine a time where I might inherit a broken-down team – maybe at a manufacturing plant or at any other business. You're the new sheriff in town and your boss

is looking to you to turn it around. But people are wary, they don't know you, they have been conditioned to put their heads down to survive.

Rodenberg provides his turnaround roadmap along with interesting stories and anecdotes:

Step 1: **Survey the damage** in the first 90 days. Face the brutal truth. Understand the company/team culture and engage your team.

Step 2: **Repair the foundation** by establishing the vision, defining what is mission-critical, and grow talent from within.

Step 3: **Prepare for the future** by looking outside of the plant/team, identifying future personnel needs, and establishing partnerships with others.

Step 4: **Open the bridge** by expecting greatness from people, giving them the tools they need to succeed, and then letting them run with the vision.

Sounds simple enough, but probably hard to do with the intentionality this book brings to the game. If you are being newly assigned to a broken-down team, or currently leading one, or even on the leadership team, you can use this as a roadmap to success.