Directors' Forum

For Directors, By Directors

Executive Summary for Director Discussion 1 - June 2, 2020
'Enhancing Remote Board Meetings: An Interactive Discussion'

1. **Anthony welcomed the group and shared the results of the registration demographics:**

- 40% Chairs
- 20% Vice-Chairs
- 40% Other
- 50% attended the CCUA presentations last week on this topic

2. **Leo summarized the 5 main strategies for enhancing remote board meetings, from the two CCUA presentations led by Alisdair Smith:**

 i. Who needs to be there – six is the ideal number; don't need the entire staff
 ii. Radio time – start and end on time; 90 minutes is the ideal time with a 10 minute break after every 45 minute interval
 iii. Leverage the technology – use the breakout rooms, whiteboards, chat functions and features available to run the meeting; maintain the protocols (e.g., mute, etc.)
 iv. Encourage active participation – call people by their first name; limit URL links in chat boxes as they take up bandwidth; make it fun/enjoyable
 v. Encourage/Expect radio on – people need a break from being "on" all the time so share screen time – this increases participation

 Remember:

 - Camera angle, lighting, background
 - Maintain privacy - board meetings are confidential!
 - Use the 5 finger consensus method
 - Give participants time to read the screen

3. **Anthony asked the group to share the most important thing they learned from Alisdair's presentations:**

- Agenda planning and time management of meetings – shorter meetings are more productive
- Variety that software allows you to do and where this can take a meeting
- Dedicated resource to deal with technology/functionality is helpful

- Breakout rooms exist!
- Having someone else run the session other than yourself is very helpful

4. **Anthony explained how to use the chat feature in Zoom and then addressed participants' questions from the chat box:**

- Zoom white board/annotate tool demonstrated
- How to manage disruptive technical issues during a meeting – share all meeting docs and resources beforehand and have your docs cued up and running in background so it takes less time to pull up when needed; phone-in feature is useful when video isn't working
- Voting – should be set up by Moderator beforehand; participants can email Anthony if they want a demo after the discussion
- Moderators – are useful but depends on size of the group – not really necessary for a board meeting

5. **Participants were delegated to breakout rooms to discuss two topics, which were then shared with everyone.**

Topic 1: What's working/not working at your virtual board meetings?

Topic 2: What future discussion and presentation topics would you suggest?

TOPIC 1 SUMMARY

Part 1: What's working…

- Personal interaction is important, been having video meetings. Convenient when you can't be there in person.
- Make Chair co-facilitator
- One Board has been using Zoom pre Covid 19, also used for AGM
- Went well
- Learning new techniques all the time
- Hosted AGM Online
- 108 Voting members attended
- Used Skype then MS Teams
- Zoom for most meetings
- Board meeting was better, broke things up, allowed to move around a bit
- Getting materials out well in advance is important, and how it is done
- Sticking to agendas is also important
- Voting was discussed
- Asking for those opposed first, better control of response

- Getting used to the technology and practice
- CCUA had 500 attendees for their virtual AGM
- Hired support
- Used a separate moderator to support the Chair
- It is allowing more people to attend AGM than in the past when travel was an issue
- Technical aspect is a huge learning curve but functionality is great
- The social component is missing – started hanging out after meetings to network informally
- Keeping meetings short – hosting more frequent informational sessions and updates and be creative on how to break it up
- Having good meeting packages in advance is very helpful – leads to more focused meetings and better time management
- Preparing beforehand is key – leads to more meaningful conversations
- Don't overload meetings with documents and PPTs but leave room for discussion
- Using the 5 finger consensus method
- Having tech savvy staff is very useful and makes the meeting run seamlessly
- Joining the meeting a bit earlier when not tech savvy for demos is helpful
- Using technology to its fullest capacity so that people are engaged (video is preferable)
- Providing a judgement free area where technology is concerned is key
- Ensuring the proper protocols are in place

Part 2: What's not working…

- Difficult to run meeting when you can't see people
- Running fairly well, difficult to get human connection when online
- Definitely not the same, no social interaction, works in getting the business done, but no social connection with other board members.
- Miss the physical interaction, miss the discussions with friends and colleagues
- Technical issues – can and are disruptive
- Internet goes out/power goes out for board chair/secretary
- Need to be fast and flexible to replace
- Rural areas were an issue, when they got bounced out and returned, they're no longer had the ability to actively participate, only observe.
- User familiarity is an issue
- Audit was too long – 3 hours of sitting is too much
- Video technology is difficult for rural participants, but the phone-in/audio feature is useful
- People talking over each other when there is a mix of video and phone
- Getting people motivated to talk, distractions and being "zoomed out"
- Environment can be distracting and even offensive at times
- People walking around – turn camera off if you're doing this!

- Technology use at home can be challenging when multiple family members are using multiple devices
- Getting to know new board members virtually is a challenge

TOPIC 2 SUMMARY

- Perhaps a session on ZOOM training? More in-depth training
- Would like more information to allow participation for people in remote/rural areas
- Team Building Sessions
- Ice breakers
- How to get to know new Board members in this new world
- Building trust at the table with technology
- Changes in measures in this new way of doing things, what should we be asking
- Ways to enable social interaction
- Having guest speakers, similar to conference – how credit unions and co-operatives are impacted by COVID
- Hand on approach is very helpful – more of this
- Planning sessions for CUs during COVID-19 – losing side convos that take place in-person is difficult; challenge of holding this virtually over a week versus 2 -3 days; what kind of information needs to be available in advance?
- More industry information on what COVID means for directors and the system

6. **Anthony shared the poll results from the 19 respondents:**

   I. 100% agreed we should host another Director Discussion session
   II. 90% liked the breakout rooms exactly as they were
      - 1 felt it was too short
      - 1 felt it was too long
   III. 95% liked the poll exactly like it was
      - 1 wished you had used more polls in the session
   IV. 85% liked the chat discussion exactly as it was
      - 3 did not like the chat discussion
   V. 95% liked the big group chat
      - 1 did not like it
      - 1 wished it went on longer
      - 1 wished it was shorter
   VI. 80% felt all CU directors should be invited to the next session
      - 2 said Chairs and Vice-Chairs only
      - 2 said "other"