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Facilitating Communications within a Global Project Team: Practical Tips

Presenter

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Topics

- Communication Fundamentals
- Proactive Planning
 - Project Meetings
- Conclusions



Communication Fundamentals

- Foundation
 - Know your team members
 - Primary and secondary languages
 - Translator
 - Acronym, abbreviation, jargon
 - Time zone
 - Preferred / necessary communication platform
 - Use of email / request follow-up
 - Culture's working 'style' (delivery, planning)



Communication: Establish (cont.)

- Roles and Responsibilities
 - Reference documents
 - Task and responsibility 'grid'
 - Kick-off meeting slide deck
 - Record presentation(s)
 - Team list: locations and time zones



Proactive Planning

- Begin and end day with global planning
 - Prioritize your day / team requests
- Request information / initiate follow-up at time of day to maximize responsiveness from team based on time zone
- Be aware of local holidays
- “Think 6 Ws”

Who	When	Why
What	Where	World-wide



Meeting Planning for the Global Team

- Everyone is busy ~ how can you help?
 - Adjust schedules / meeting times
 - Employ effective meeting forums (teleconferencing, webinar, video conferencing)
 - Use “recurring meeting invitation”
 - Brief study identifier and project code in “Subject” line (e.g., “ABC CNS; ABC-2000”)
 - Meeting format in “Location” line
 - Back-up connectivity to meeting



Meeting Invite “Best Practices”

The screenshot shows a Microsoft Outlook meeting invitation window titled "ABC CNS: ABC-2000 - Meeting". The window has a menu bar with "File", "Edit", "View", "Insert", "Format", "Tools", "Actions", and "Help". Below the menu bar is a toolbar with icons for "Add WebEx Meeting", "Send", "Recurrence...", and "Cancel Invitation". The main area is divided into two tabs: "Appointment" and "Scheduling". The "Appointment" tab is active, showing a message: "Invitations have not been sent for this meeting. Adjacent to another appointment on your Calendar." Below this, there are fields for "To:" (Jacqueline Zarro), "Subject:" (ABC CNS: ABC-2000), and "Location:" (webinar: link below in invite). The "Start time:" is set to Tue 6/30/2009 at 10:00 AM, and the "End time:" is set to Tue 6/30/2009 at 11:00 AM. There is a checkbox for "All day event" which is unchecked. Below the time fields, there is a "Reminder:" section with a checked checkbox, a dropdown set to "15 minutes", and a "Show time as:" dropdown set to "Busy". At the bottom of the appointment form, there is a "Meeting Workspace..." section with a checkbox "This is an online meeting using:" and a dropdown menu set to "Microsoft NetMeeting". Below the form, there is a text area containing the following text: "Please join me for the weekly project meeting for the ABC CNS study (ABC-2000). This weekly meeting is held via webinar and should be accessed via the following link using the meeting number below. Link: [Webinar.com](#) Meeting number: 123. If there is a technical difficulty and you are not able to access the web link, please join by dialing the teleconference only: call numbers are below; meeting code is: 12345. U.S. 800-555-5555 U.K. 877-777-7777 Australia 888-888-8888. Thank you in advance for your participation. Sincerely, Name Title".



Meeting “Etiquette” for the Global Team

- Meeting facilitator is responsible for:
 - Facilitating meeting
 - Introducing / reintroducing team members, as need
 - Ensuring time well spent (on-time start / end, maintaining focus of discussions, action outcome)
- Greetings – acknowledge time zone differences
- Allow for roll call (minimum, the parties represented)



Meeting “Etiquette” for the Global Team (cont.)

- State goal / purpose of meeting
 - Note time constraints / impact, if relevant
- Be mindful of teleconference ‘pitfalls’
 - State each agenda topic
 - Use “mute” button
 - State / repeat questions, items, actions
 - Support team members with connectivity challenges
- Time check for on-time start / conclusion



Agenda and Minute Preparation

- Agenda and Minutes
 - Send agenda minimum of 24 hours prior considering earliest time zone
 - Minutes sent as soon after meeting as possible (ideally within 24 – 48 hours for action item distribution)

Mon	Tues	Wed	Thurs	Fri
Review draft Team Meeting minutes	Finalize minutes / agenda and distribute	Collect information from global team members, as needed	Prepare for Team Meeting; collect any final information from global team	Team Meeting held



Other / Ad Hoc Meetings

- Send meeting invite
- Include note in body of invite to indicate discussion points
- Be sensitive to schedules and review the availability via the “schedule tab” in the meeting invite (if have access)
- Consider a standing meetings between any primary team members in order to proactively manage time zone differences



Conclusions

- Know your team members
- Proactively plan
 - “Think 6 Ws”
 - Time zone
 - Aid yourself and your team with helpful details
- Integrate global thinking

