

# Remote Meetings

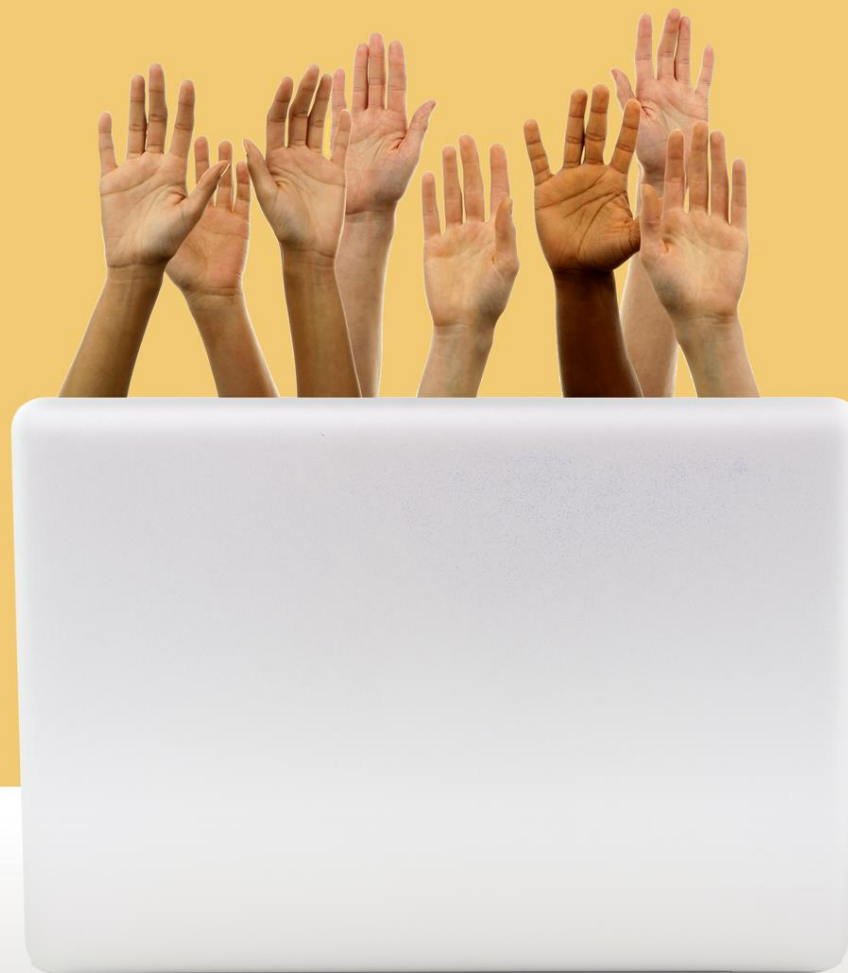
*A toolbox for your multi-cultural, multi-discipline  
and multi-generational encounters on line*

**Maria Angela Capello**

*SPE Honorary Member*

*Consultant I (North Kuwait Directorate) Kuwait Oil Company*





## ***Remote Meetings***

*A toolbox for your multi-cultural, multi-discipline and multi-generational encounters on line*



# Maria Angela Capello

- Kuwait Oil Company Executive Consultant
- SPE Honorary Member
- DL Distinguished Lecturer 2018/19 and 2020/21
- BML Business, Management and Leadership Committee Chair
- SEG Director at Large
- UN UNECE Co-Chair for Women in Resources Management



A handwritten signature in gold ink, appearing to read "M. Capello", enclosed within a yellow rounded rectangular border.

# Maria Angela Capello



# Outline

- Introduction
- Remote meetings
  - ✓ Common biases
  - ✓ A global Framework
  - ✓ Timing and schedule
- Pitfalls and Best practices
  - ✓ Host -Leader
  - ✓ Participants
- Take-aways





Change happens

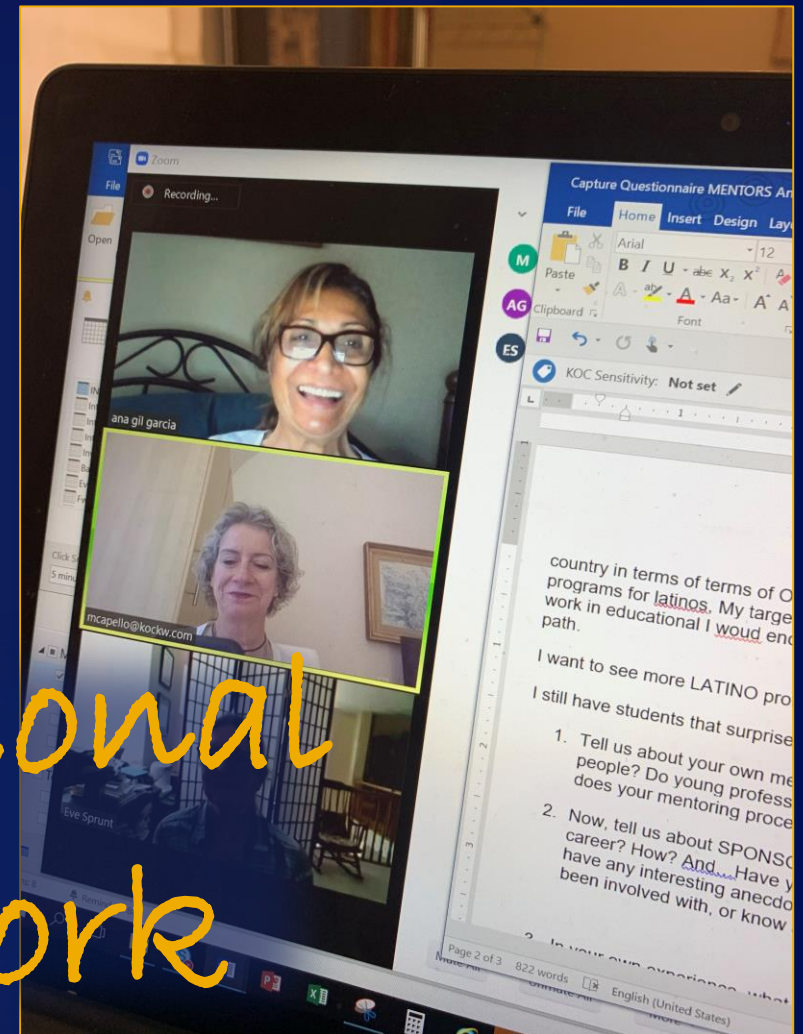


We need to embrace new approaches to work, learning new things as we go!

...I will share my learnings



Board  
Meetings

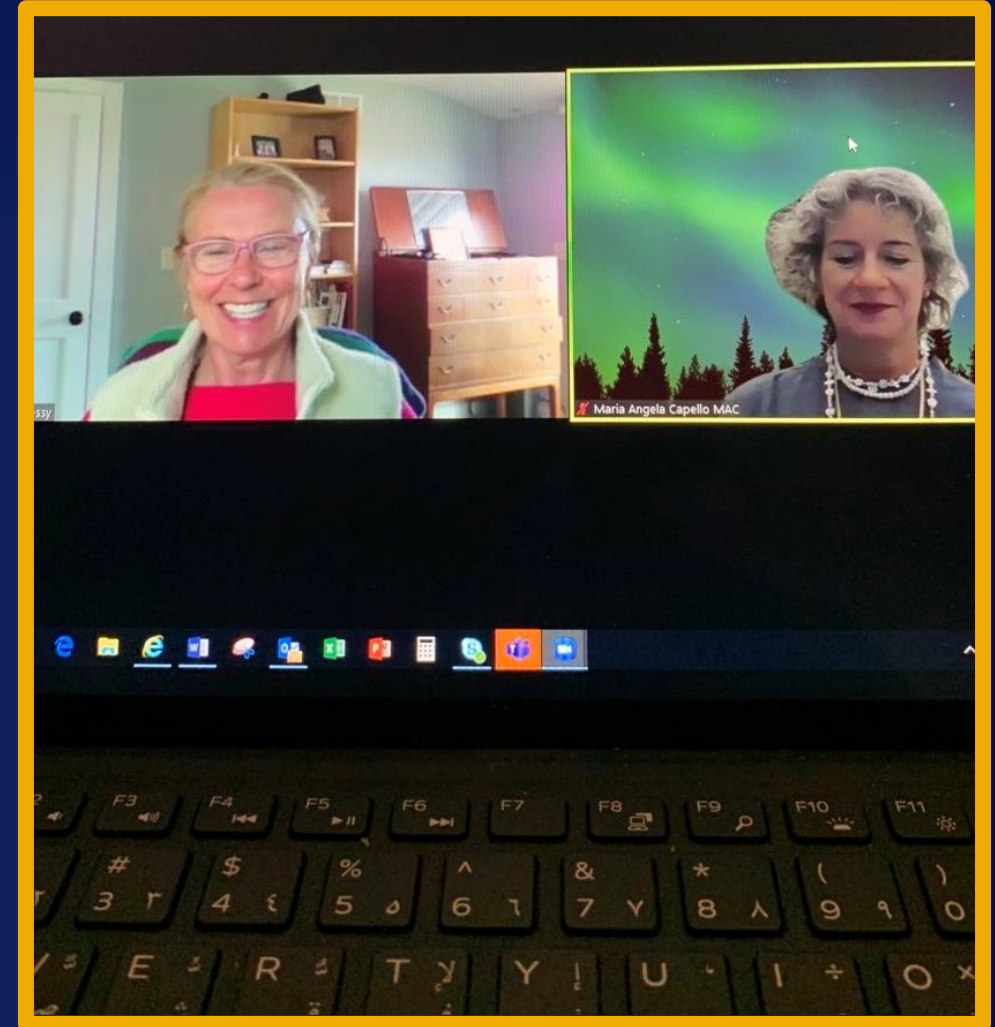


Personal  
Work

# What is a Remote Meeting?



- A meeting where at least **one person** is not in the same room with the rest
- A meeting that uses an **IT-enabled platform**, with video and sound
- A meeting that occurs not in the **usual** work place
- Also called “**Virtual**” meeting



# ...And remote working can be busy!



# Common Biases



- Remote Meetings work the **same way** than on-site meetings
- Leaders can run Remote Meetings **without changing** style
- The Perception of Hierarchy will remain **unchanged**
- **Culture** does not matter



**SAY**

**WHAT?!**

# A Global framework is the norm for many



- Virtual teams **empower** companies, as there is the possibility of dislocating work, collaborating with talent globally
- The need to **prepare and contribute** is enforced
- Teams and Sub-Teams are shaped on-line
- Local content and **customization** is vital



# Remote working in Oil and Gas?



- As our industry requires on site **extraction of resources**, remote working is not the norm
- We do liaise with a variety of global support, services, and technology companies for which on line collaboration and meetings are standard
- COVID19 just **accelerated** a needed transition



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 **accenture**

**Deloitte.**

 Microsoft

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**ORACLE**

**BCG**

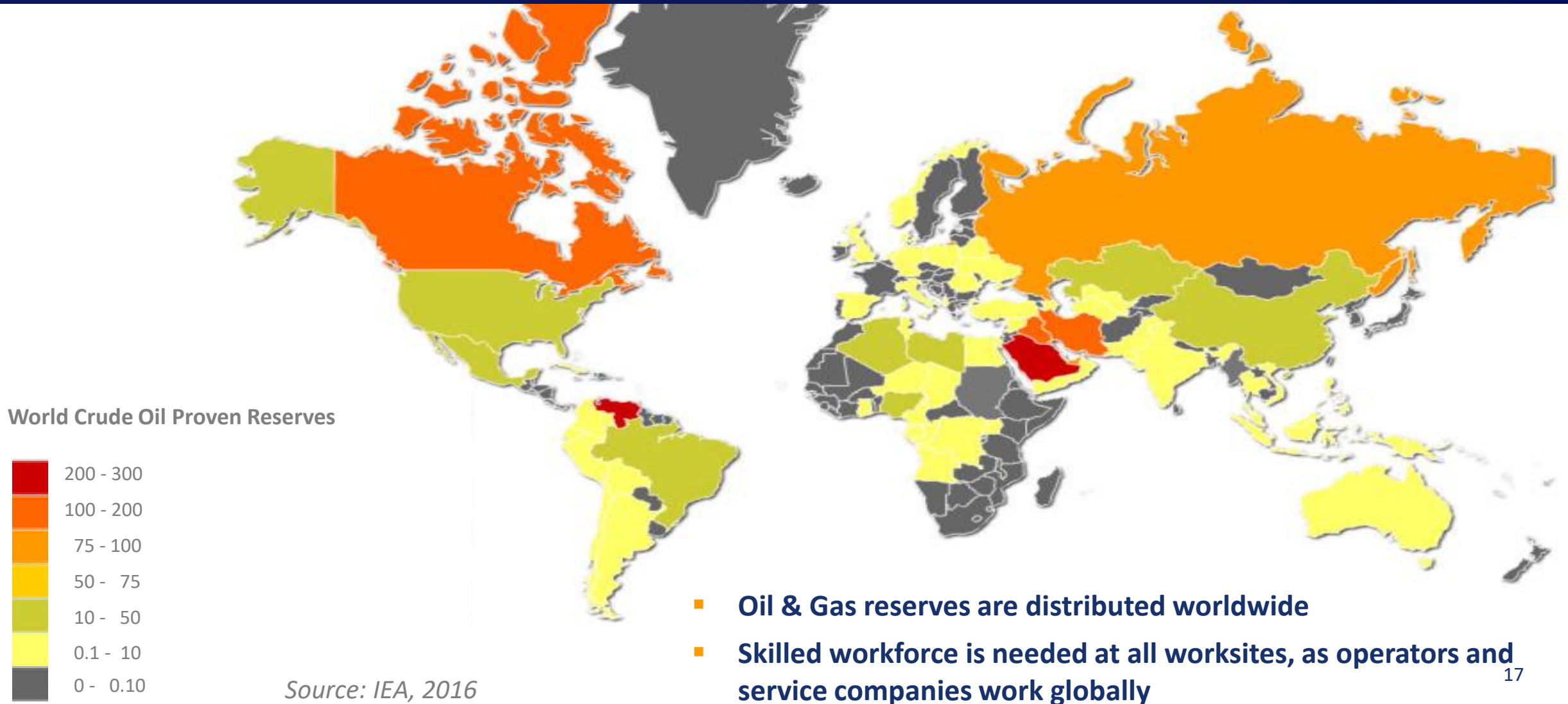
# Change was already happening



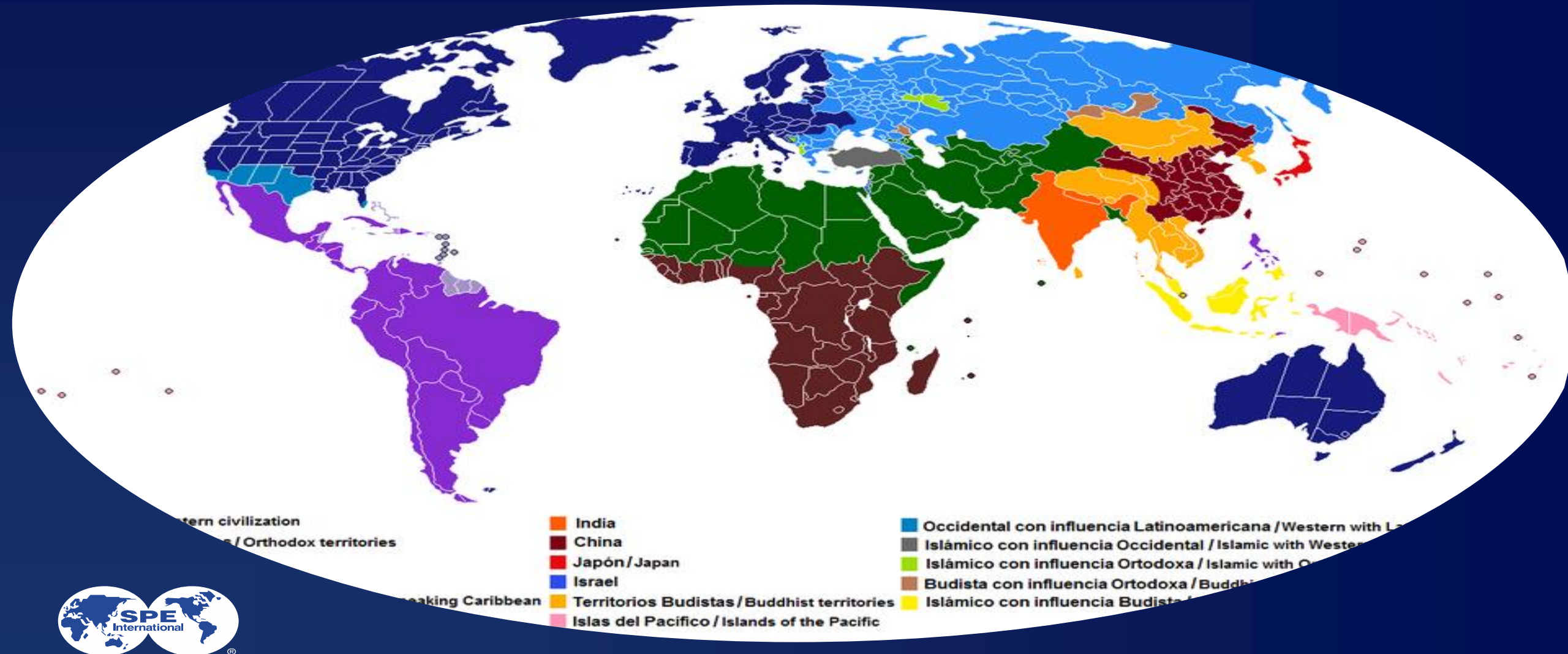
# A Global Framework



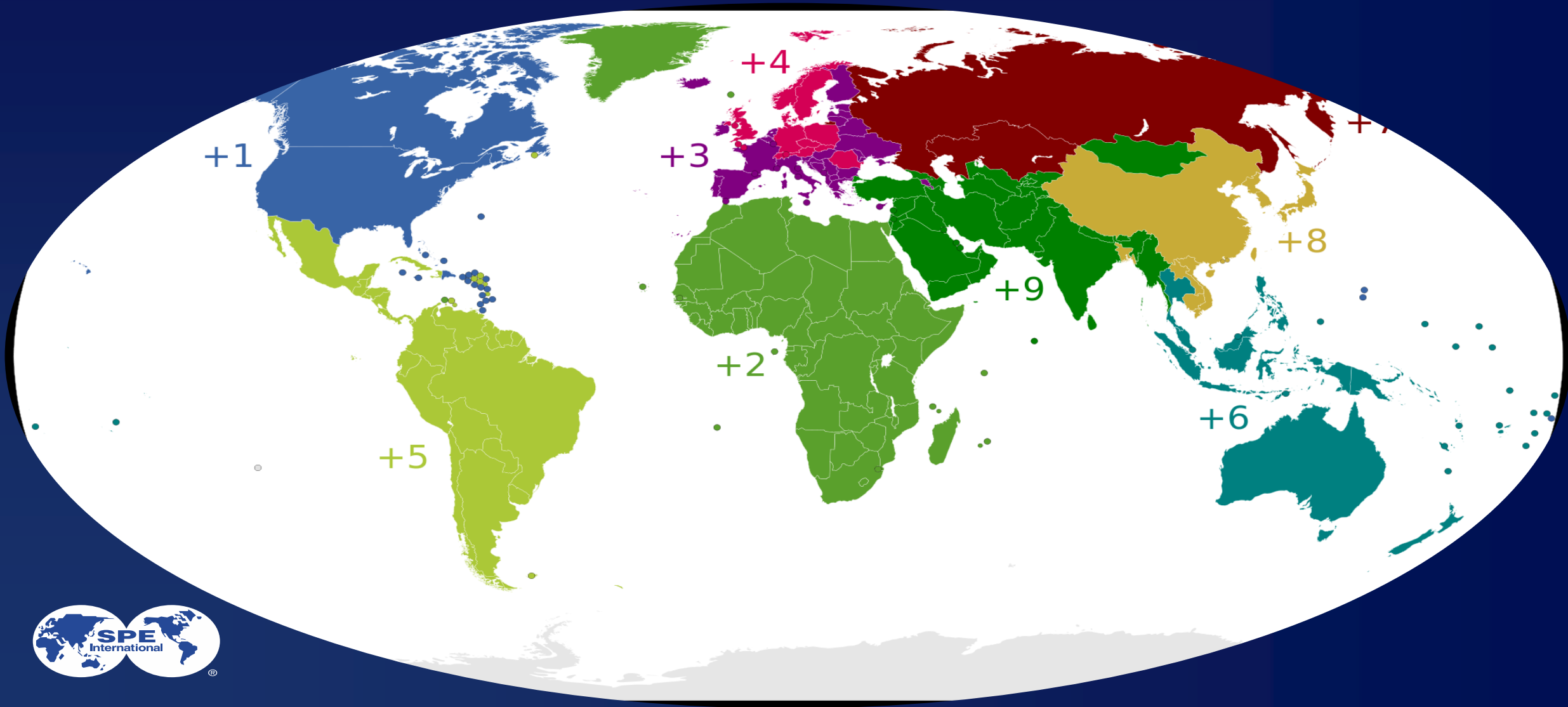
# Oil and Gas Reserves



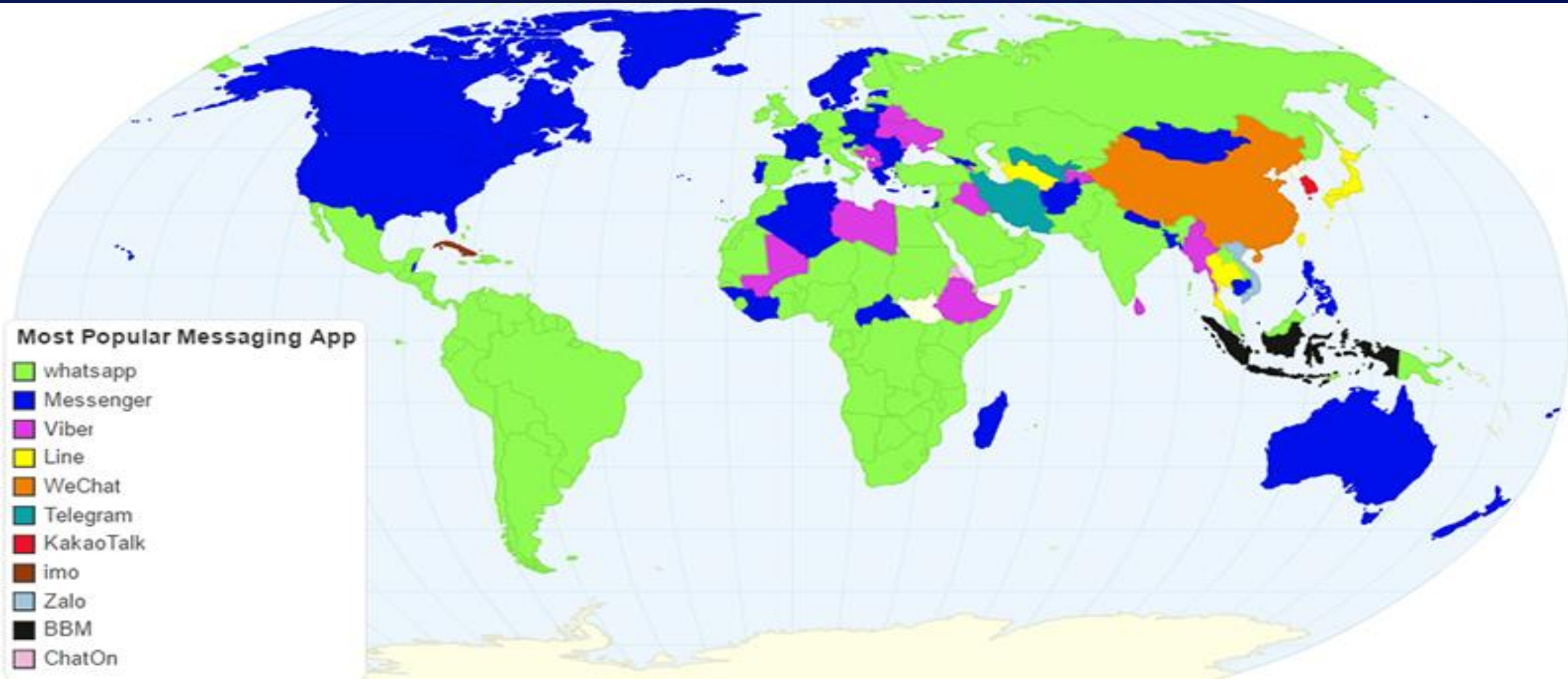
# Religions in the World



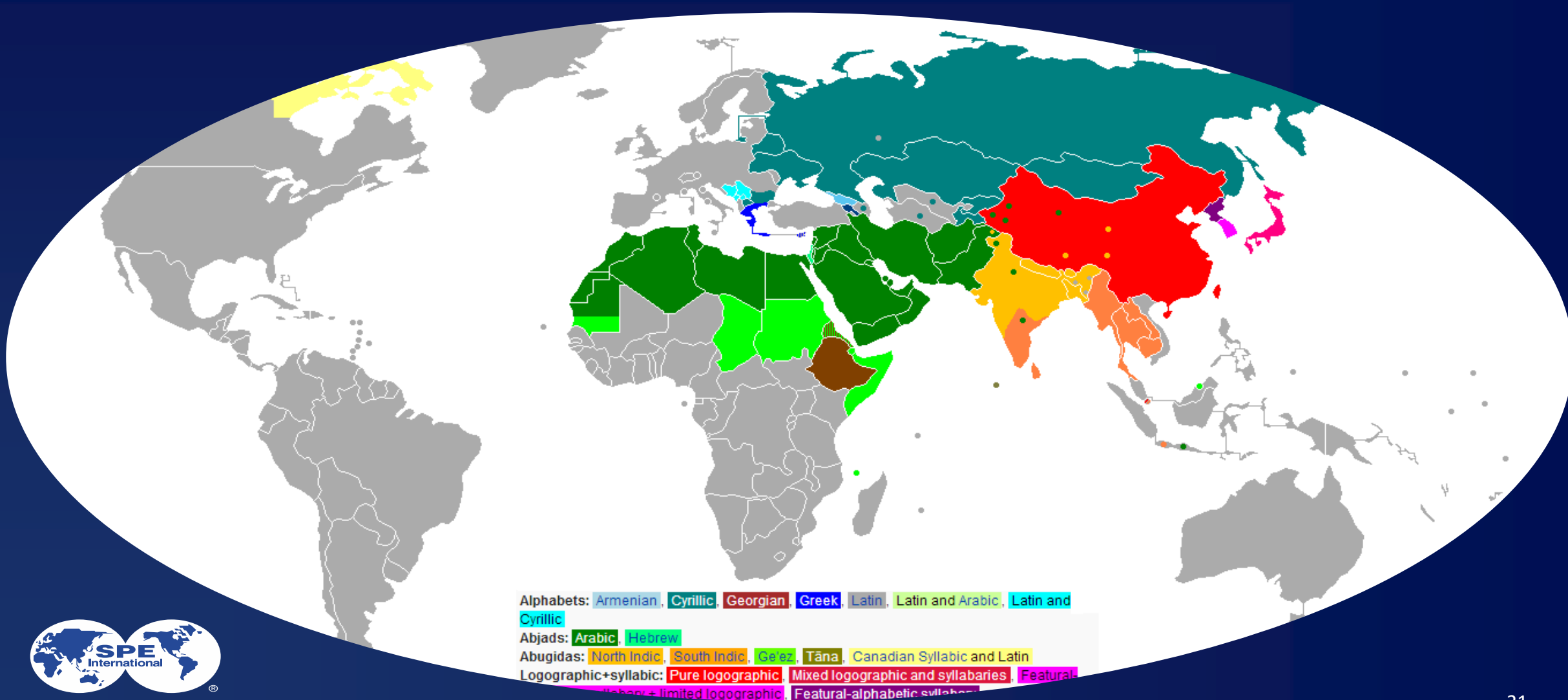
# Phone numbers codes



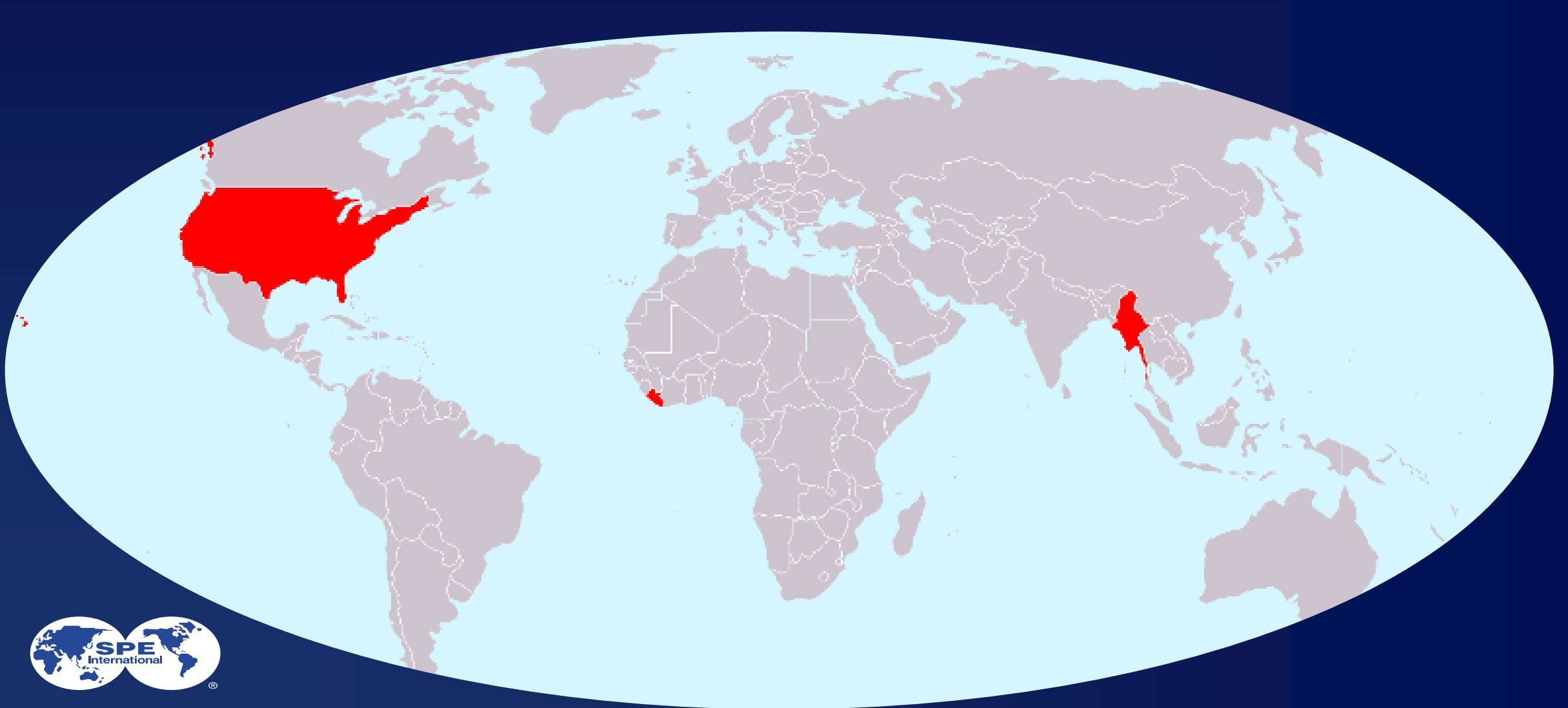
# Messaging systems



# World Alphabets



# Countries not using the metric system



# The World: Countries!





# Timing and Schedule





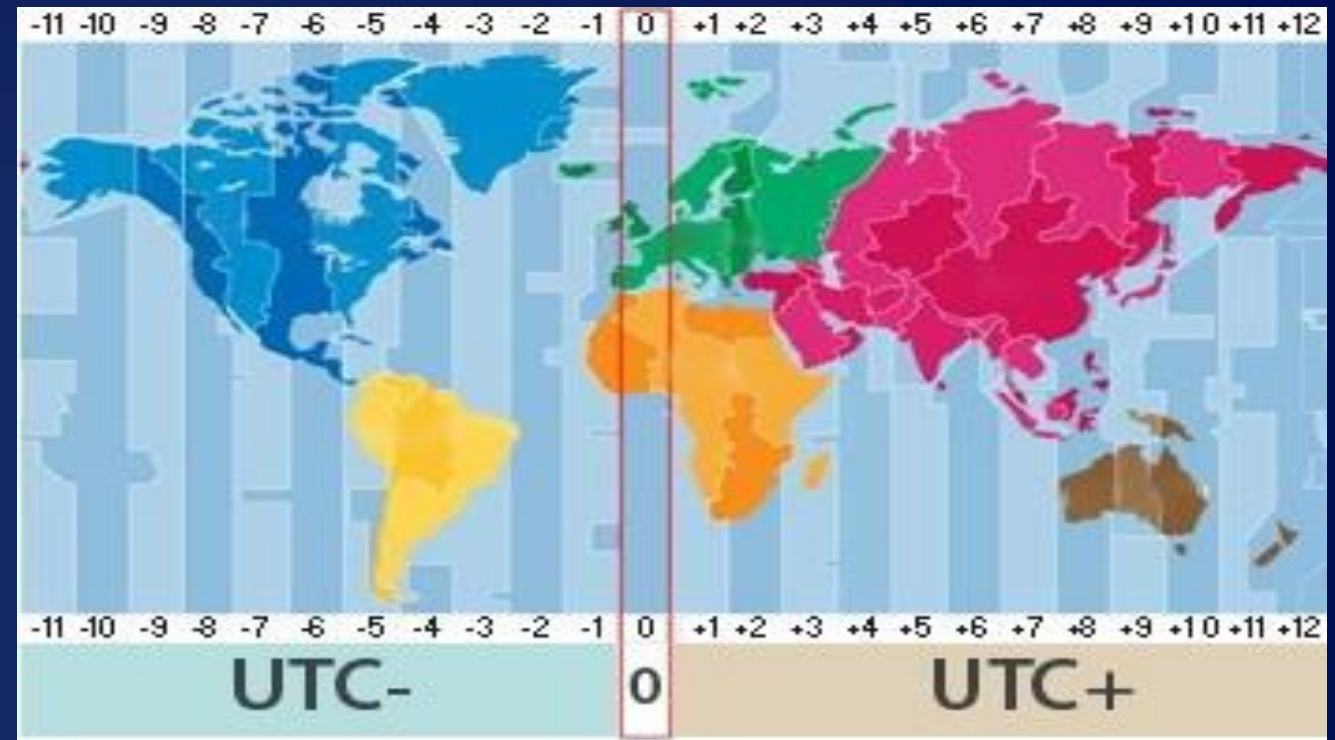
# Time scheduling





# Universal Coordinated Time - UTC

- The world **standard** is UTC
- USA has negative UTCs (-5 to -8)
- **Know** where you are
- Majority of the world is at UTC+



# Mind your peers

- Scheduling meetings in Outlook **helps all** attendees
- **Do not** use timings in your local system (USA Pacific, Mountain time, Light saving,...)
- **Do use** early morning times in US and evening in Africa/Europe/Asia
- **Be aware** weekend-holidays-religious schedules elsewhere

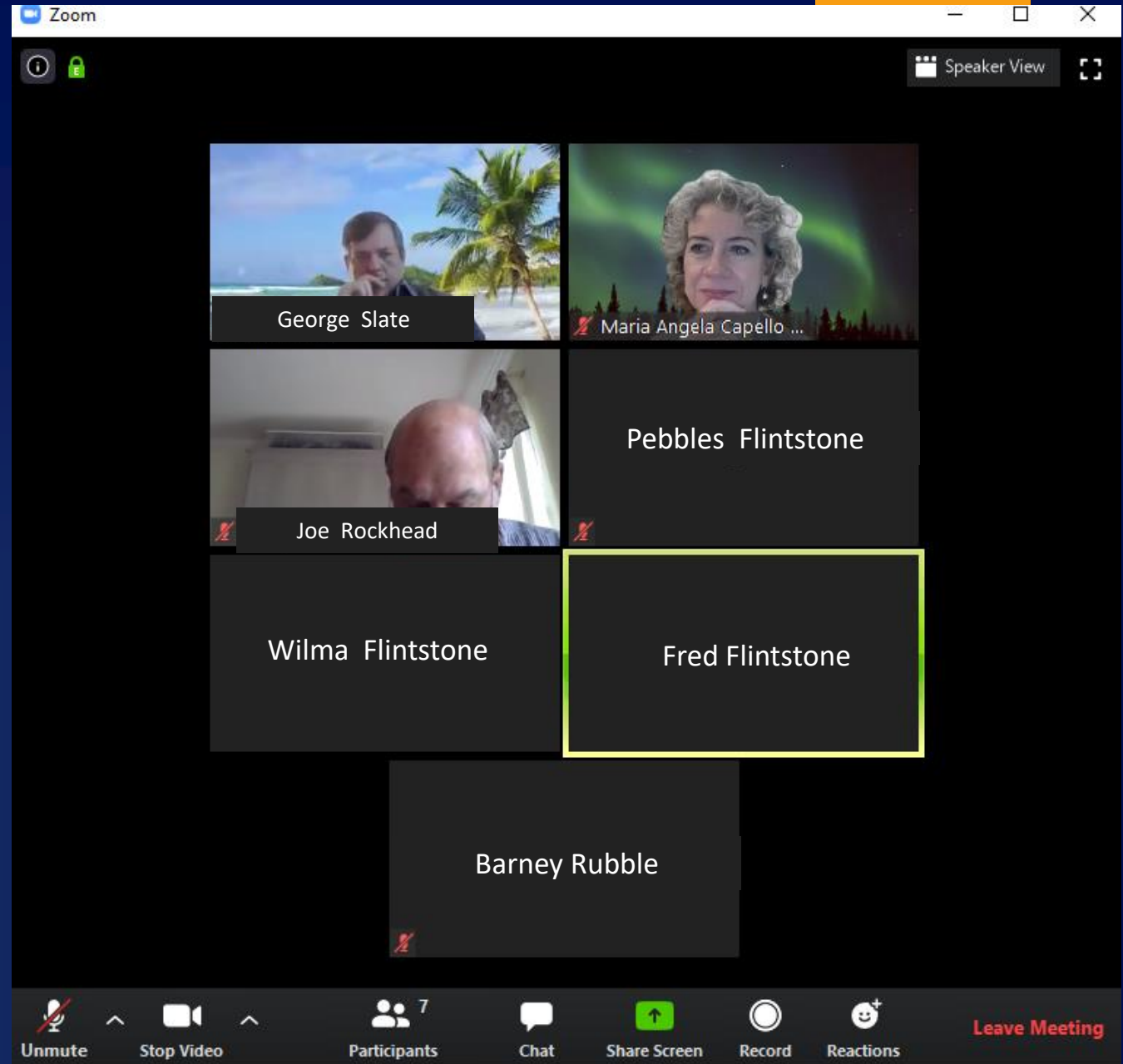


# Theory of remote meetings



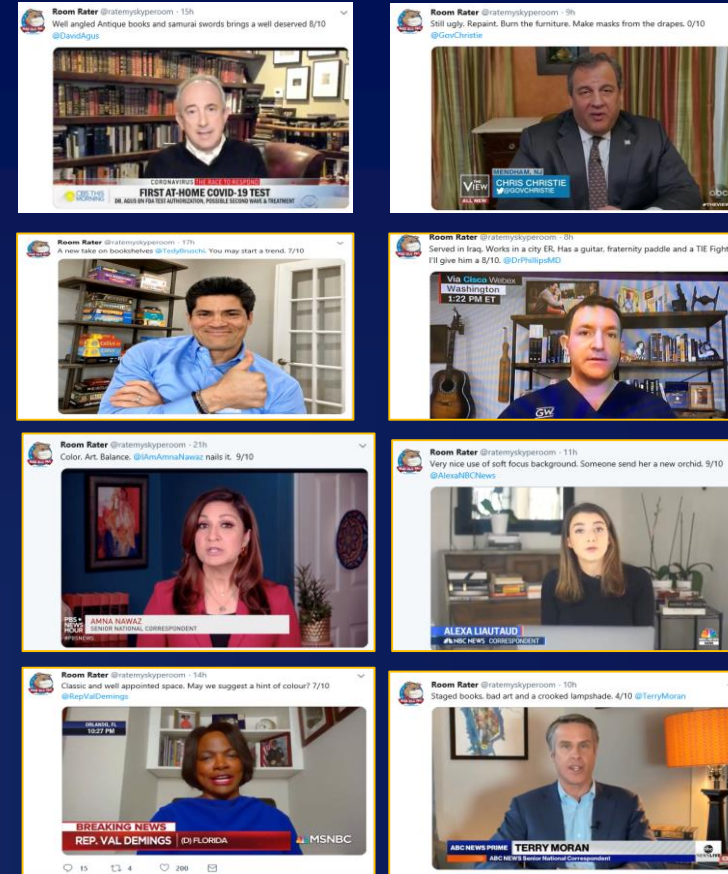
# ...The Practice!

- Participants are **not** on time
- Not all know the **tools** for videoconferencing
- **Video** is not on for all
- People are **distracted** by mobiles



# Room Raters

- Check your background
- People **notice** even slightest of details
- Use the virtual or fading feature
- Convey an image that portrays your real self



- ✓ “Classic and well appointed space. May we suggest a hint of color?”
- ✓ “Some one buys a new orchid for her”
- ✓ “Staged books and crooked lampshade”



<https://twitter.com/ratemyskyperoom>

# Best Practices



- Attend the meeting with your video
- The start is important. Make your own routine: announce (and cheer!) participants' accomplishments, share news, highlight any local events or unusual weather
- Be sensible to time zones, cultural nuances, holidays and even weather conditions of participants
- Make sure all attendees participate



# Best Practices



- Plan for short meetings, respect the agenda
- Know and use your videoconferencing system tools
- Your endorsements and disagreements
- Use humor – Side Conversations



# Cultures and Cultural Catalogues:

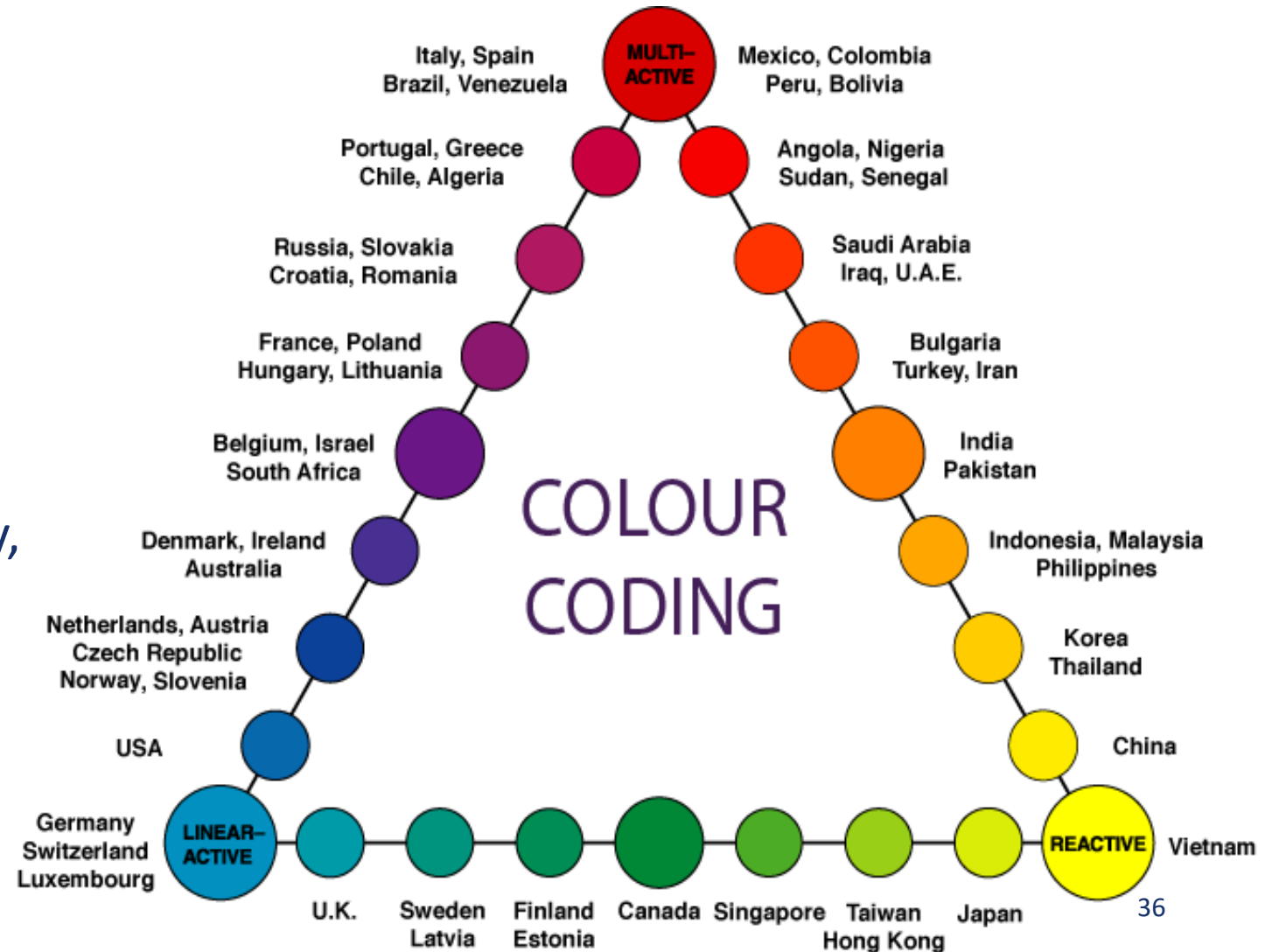
## Lewis Model

### ■ Approach to time

- Monochronic
- Polychronic
- Reactive

### ■ Color Coded

- **Blue:** calm factual planners, in control
- **Red:** warmth, emotion, loquacity, passion
- **Yellow:** harmony, courteous, listeners



# Cultures and Cultural Catalogues:

## Geert-Hofstede Model

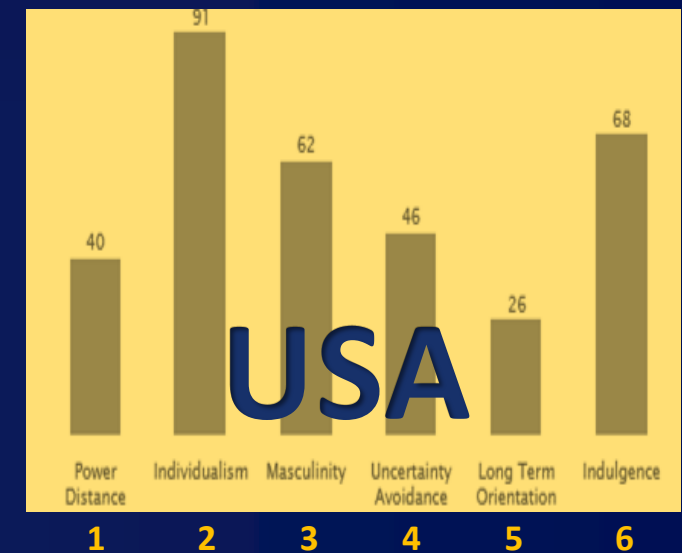
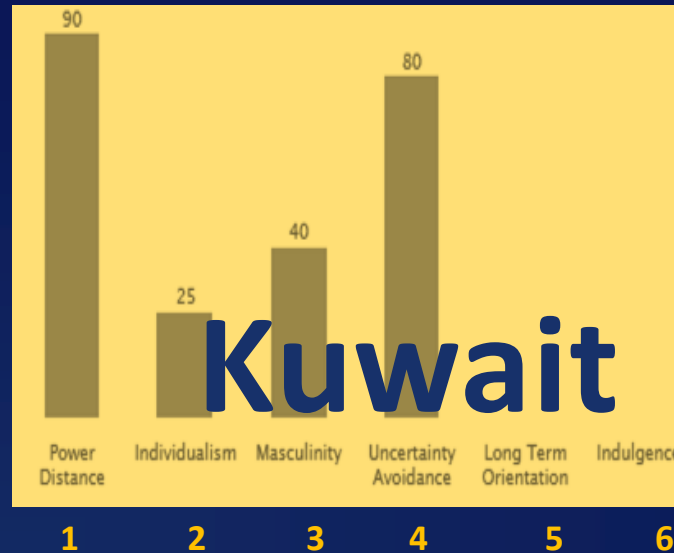


- Defines culture in the Workplace using six dimensions:

1. Power Distance
2. Individualism - Collectivism
3. Masculinity - Femininity
4. Uncertainty avoidance
5. Long-term - Short-term
6. Indulgence- Restraint



Source: [www.geert-hofstede.com](http://www.geert-hofstede.com) from March 2016



# Cultures and Cultural Catalogues:

## Erin Meyer Model - Leading



Source: Adapted from Erin Meyer “The Culture Map”; Getty Images

# Cultures and Cultural Catalogues:

## Erin Meyer Model - Evaluating



*Russia*      *Norway*      *Italy*      *US*      *Brazil*      *India*      *Saudi Arabia*      *Japan*  
*Israel*      *Germany*      *Denmark*      *Canada*      *Mexico*      *China*      *Korea*      *Thailand*  
*Netherlands*      *France*      *Spain*      *Argentina*      *Kenya*      *Ghana*      *Indonesia*



# Evaluating



Source: Adapted from Erin Meyer "The Culture Map"; Image: Thorin Klosowski blog "Lifehacker"

# So, what to do?



# Learnings from my experience: Leaders



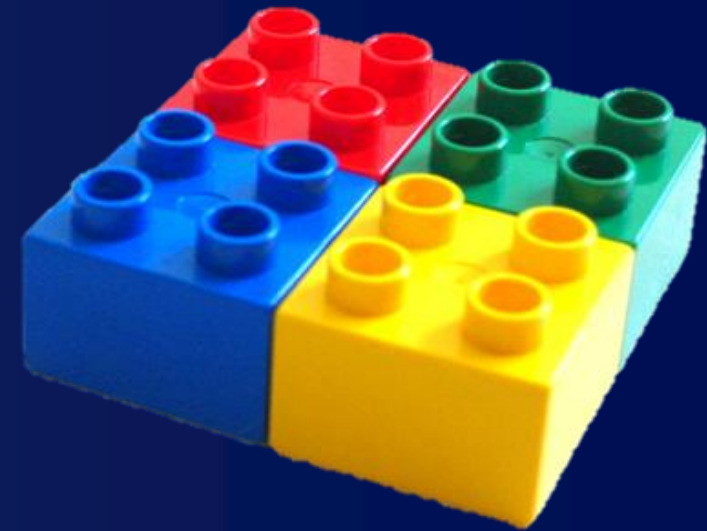
- Log in early
- Establish your “**opening routine**”
- **Mind** your own world maps
- Call participation from **all** attendees
- Inform you will expect video on from all
- Use **humor**
- **Praise** good work
- Use informal communication like **Whatasapp** between meetings



# Learnings from my experience: Participants



- Log in **early**
- Be there, engage in body and mind!
- **Do your part**: Read pre-reading materials, share your feedback pre- or during the meeting
- **Positive** attitude
- Know **your tools**: raise your hand, respect turns, give visual cues (thumbs up/down, clapping hands,...)
- Share, share, share!
- **Be yourself**



# 5 Tips for success in Remote or Virtual Meetings

1. **Be prepared:** Know your tools, pre-reading materials, your own homeworks ready... and log in early
2. **Remember your world maps**
3. **Concentrate**
4. **Invest in your home platforms:**  
Ergonomics, screens and fast web
5. **Be yourself**

The so-called experts

# FINAL REFLECTIONS



# What is strange here?



# My own learnings



- I learned it the hard way, connecting at 1 AM, spending long hours at meetings
- I breathe and live in Social Media, and my immersion has benefitted me.
- Virtual meetings expand my insights on people.
- The only way to do it properly is ... to just do it, make mistakes and re-do!



- I believe all questions are GOOD questions!



# My photos were downloaded as courtesy

- <https://external-preview.redd.it/4uUo8Yb8LPMGBjmNx4YVegu5ShUTLYlLk4wdZV-IDjw.png?width=960&crop=smart&auto=webp&s=5e61cbb99b4fa788c6a0398cb5d56a34b7cfca26>
- <https://pbs.twimg.com/media/Bt1Dmi3CUAEUy0n.png:large>
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