

National Industry Liaison Group
NILG Webinar Series Speaker Details Meeting
Thursday, June 25, 2020
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Remote CART Captioning

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>> Operator: The broadcast is now starting. All attendees are in listen only mode.

>> ROSEMARY COX: Hello everyone and welcome to the two speaker series webinars for speakers and speaker handlers. Today on the call I'm Rosemary Cox I'm a senior consultant and I'm on the 2020 logistics committee. Today we have Tony Kaylin who is NILG Midwest chair and we also have Kevin Carpenter who is the NILG conference chair as well. So welcome. So first of all congratulations, we are very excited that you all will be joining us on this -- (multiple people speaking).

>> ANTHONY KAYLIN: Hold on for one second. We have Patricia who cannot hear any audio. All right. Patricia cannot hear any audio.

>> ROSEMARY COX: So congratulations on being selected as a speaker and thank you for volunteering as a volunteer speaker handler. We are getting a lot of participation in the virtual sessions, people are already signing up in the workshops, some in excess of 500 people have signed up so you're in for a treat and some of these audiences are going to be really large so we hope you're excited with us.

So let's talk about today some of the housekeeping items that we would like to have you think about before, during and after your session.

So one of the things that has already happened is you have received an e-mail probably this morning from Tony on the closed captioning. It's not as seamless as we will like it to be. There's a link and if you press that link you can see everything that I'm saying being captioned out. So if we have anyone who needs assistance we have that for those individuals so we are really excited about that. We will also be sending out the speaker presentations prior to the call.

We will also you might noticed in the chat box area there is a handout link there as well. So your audience will be able to get your presentation there if they didn't get it in advance or if they don't have it handy they can see it there as well. Really cool technology that we are trying to deal with in these interesting times that we are in.

So a couple of things that we want you to know. You should have received a listing, you can go onto the NILG website and see when your workshop date and time

are. Make sure you have it on your calendar and make sure that if you don't have it on your calendar or if you thought it was a different time that you get with Tony and the team as soon as possible.

You also should have or will be receiving a WebEx invitation or GoToMeeting invitation from Tony. If you haven't received your yet, let Tony know as soon as possible to make sure that that works. And you need to be on the call, both speakers and speaker handlers at least 15 minutes prior to your start time. That way we can test out the audio and make sure you know how to use the chat window and if you haven't talked to your speaker handlers, you can talk about when are we going to answer question, who is going to monitor the chat box, et cetera. So you want to make sure that you get onto your call at least 15 minutes in advance, minimum ten, but try and give yourself 15, please.

So let's talk about speaker handlers first. You want to be on the call 10 to 15 minutes earlier. Your job is going to be just as if you were in the room. You're going to welcome the participants, you're going to review the protocol with them, let everybody know that if they have a question, make sure to put it in the chat box. You should have already talked to your speaker or communicated somehow through e-mail or even just the 15 minutes before the call so that you can then say, you know, the speaker has requested that we keep all questions to the last ten minutes of the session so we will be monitoring that, or if they say they're going to answer them during the session then you can say that as well.

You also want to introduce the speaker. So there will be on each speaker presentation you're going to see the photo and the three sentence bio for each person. Hopefully we will get those to you in advance stow that you're not kind of reading it on the fly but you'll get it in advance. You want to introduce the speakers. You want to keep it short. Just like in a live conference, the longer you talk, the shorter the time the speaker has so we want to keep it really clear, clean, concise and pass it off to them.

You want to monitor the chat window for any incoming questions. And again, based on the conversation that you've had with your speaker you're going to know whether you're going to say, excuse me, Tony, I've got a question in chat box for you, whether you interrupt that speaker to tell them that or whether you hold it to the end but you want to monitor that window. You want to be a time keeper so make sure that you leave minimum five minutes at the end of the presentation for questions.

If the speaker wants longer than that, if they want more conversation than that, that's something you'll need to be working out with them. You want to read the questions to the speaker. If you can group them, so if you have ten questions come in and they all have a variance of, I don't know, recruiting in the time of pandemic, maybe you consolidate all those ten questions and kind of paraphrase it. That's why you want to be monitoring that chat window so you're not doing it at the end and see how many similar-type questions that you have.

And then we want you to close the sessions so the speaker will send it back to you, thank the speakers, and then thank the audience obviously and then remind them have the 2021 conference in Nashville. We have a slide for you in the back of this deck, we will talk about it in just a minute.

So the speakers, if you're speaking, the first thing we want you to do is

communicate with your speaker handler. So I'm going to be sending out my cheat sheet that I have on every session that's being held, who the speaker handler is, I'll put in the speaker e-mail and I'll send it out to everybody so that you'll know who is going to be the speaker handler for your call so that you can either send them an e-mail, jump on a call or again, utilize that first 15 minutes before your session starts to kind of talk about what you want them to do or say.

Tell them how you want to be introduced, again, shorter is better so that we get more time in for your content.

During your presentation make sure you're speaking clearly, use the phone rather than the microphone computer. We tend to have less feedback and echoing so you need to use your phone and not the computer. Make sure all distractions in your home or office are removed before the call. I know I have to get my dogs out the room. They will be quiet all day long and the second I'm on an important call the mailman is here or something. So make sure you get distractions out of the room before your call.

Try to time your presentation in advance so that you can make sure that you do leave time for questions. I know we all give workshops or webinars or do this all the time we feel, but this is the first time we have done a full virtual conference, if you will. So we want to make sure that we are representing ourselves and NILG very professionally and we want to make sure that we treat our workshop attendees as if they were sitting in the room with us.

For Q&A, answer as many questions as you can during the session. You're probably not going to be able to answer all of them. If you're not able to answer them, what we will do is we'll be taking the questions from the call and we will send you an e-mail. Try and answer all of them in the e-mail if you can and then we will get those sent out to whoever was in the webinar with you.

We don't want to have people necessarily unless you do we don't want to have people e-mailing you especially since Tony has alluded to very large populations coming, over 500 in some cases, I don't think you want 500 people e-mailing you so try to stick to this protocol. If you answer all the questions in the e-mail, send them back to whoever sends you the question list and that person will be responsible for getting it out to everybody who attended the webinar.

At the end make sure you turn the session back over to the speaker handler for wrap up. Make sure you thank the people for attending. And then make sure we really kind of pump up Nashville. I think everybody is going to be excited to go to Nashville number one and excited to get back together as a group because it's always much better in person than it is trying to do this virtually but still we want to pump up that Nashville conference.

Just a friendly reminder, please don't sell your company services or products. We want to just make sure that we are respectful of the topic at hand. Don't deviate from the topic. We have had some presenters in the past who have submitted a proposal for one thing and then they alter it so we ask that you don't do that. Stick to whatever you're supposed to be speaking on. We have a lot of sponsors that have come forward for the virtual conference and we want to make sure that we thank them so we will probably and Tony, correct me if I'm wrong, we will probably be adding a slide like this to all the presentations just to make sure we get the names of these companies

out because they certainly really went virtual, they did not have to continue this sponsorship but we are so thankful that they did.

>> ANTHONY KAYLIN: That is correct.

>> ROSEMARY COX: Perfect. We are getting HRCI certification credits for these so that will be the same. We have got the list of people who are signing up for these so we make sure that that happens. I don't know that that will come up as a question. It might be one of the and I'm thinking out loud now, it might be something that we want to add again to everybody's presentation at the end just so that we make sure that everyone knows that there are credits or HRCI credits available.

>> ANTHONY KAYLIN: Rosemary, that's correct. We will add a slide at the end showing the as well. We will not be applying for CLE. Anyone who wants CLE can apply on their own. We are doing 24 or 25 sessions, we have to apply each session separately for this conference. So it becomes not cost effective for us to be doing CLE's across the board for this virtual webinar.

>> ROSEMARY COX: Perfect. One of the things that just struck me that I did not say, so Tony is going to be on all -- Tony or Kevin will be on all the webinars that are going on. So they will be there to assist you if you have technical difficulties or any kind of problems at all.

The speaker handlers are going to be given organizer mode -- organizer view and that way you can see all the (choppy sound) functionality available to you. Speakers, you will be given presentation mode so you will be advancing your own slides, unless you for some reason don't want to and you would rather have your handler do it or Tony or Kevin do it, you just need to let them know. But you'll be in control of your session.

>> ANTHONY KAYLIN: Rosemary, if I can jump in for a second. Couple things to follow up on Rosemary. Number one we ask you again to please show up around 15 minutes before. I will open it up a half an hour before and you can join any time up to that point. But 15 minutes we will do our practice and I will switch over the presentation to you as a presenter and you can practice moving your slides.

Second we ask you to call in on a telephone all presenters and speaker handler because there's a slight glitch with the GoToWebinar tool. We had it happen at times when the tool was somehow not being heard, the presenter was not being heard. And we are unable to get a recording of the session. All sessions are being recorded, all sessions will be downloaded, we will also have transcripts for all sessions. It's important to make sure when you call in to use the audio pin number so you'll see that in your invitation for those that are presenter you should see that in your presentation I mean in your invitation. For those that are speaker handlers, now that we have the list finalized I'll be sending out the e-mail tomorrow.

And again, we got a question about slides. I did send out the slides for today presentation earlier. It's also in the download if you can see the handouts, you can download it but I will send it out again to anybody who needs it. If we have co-presenters in two locations do both have the ability to advance slides? Yes. What we can do, when you come on, we can switch the presenter to a different presenter when you tell us to.

So it may take a second but we can do that.

Will the presenters be visible during webinar or voice only? At this point we are going to do voice only. We could do a web cam, but that's a little more complicated so right now our plan is all voice only.

Any other questions that are popping up?

Let's see. Did I get everything? Co-presenters.

I got the visibility, and someone said voice only is great. I guess they don't want to have to get dressed up, they can be in their shorts and T-shirt, wearing a Cubs or White Sox T-shirt that's good, because I'm from Chicago and baseball is starting.

In what way will the chat be used? For those who are going to be speaker handlers, actually it's going to be in questions. The chat people put into the chat questions but they show up as questions. And show what we will do is copy and paste those questions on a separate sheet, answer privately to the person because it only shows unanswered questions only in that question toolbox that we have with GoToWebinar. And from there we will be able to ask the questions depending and depending on what Rosemary was explaining to you. In terms of chat I put in the chat what time we start. Generally we won't start on time. With 500 plus come on we will probably start a few minutes after the top of the hour. If you go beyond the time we will let people know. Most people are fairly good about that. We have had these webinars which we said we will stop at 3:30 but went to 4:00 and basically had 90% of the people staying on. When it comes to those situations we will let people know during the course of the webinar.

Any other questions that we have here? I don't see any.

What I'll do right now is take you off mute, if you've got a question that you're know thinking about, you can ask us. Let's see here. All right. It's not letting me take you off mute. Okay. There you go. All right. I should have everybody able to ask questions. No?

>> Hey, Tony, this is Anita, can you hear me?

>> ANTHONY KAYLIN: Yes, I can hear you Anita, go ahead.

>> Anita: (No sound).

>> ANTHONY KAYLIN: Now I can't hear you.

>> It's popping back and forth because I'm talking through the computer. That's interesting. Quick question about speaker handlers and speakers. You said log in about 15 minutes early. Will we be the only ones that can hear each other? Will the participants be able to log in that early?

>> ANTHONY KAYLIN: Participants can log in early but the only thing they will see is the screen you saw before we started the presentation. They will not be able to hear anything. And we can go through all the instructions again ahead of time without any problems. The only thing that you will see is when we start switching screens over on that practice, they will see that. But that's fine. That's normal for us.

>> Thank you.

>> ROSEMARY COX: Anita don't forget to call in through your phone and not your computer.

>> Will do.

(Laughter).

>> ANTHONY KAYLIN: Anyone else? I know Ornella (phonetic) is there. Ornella

(phonetic), I know you have questions. Do you have anything you would like to ask? You can take yourself off mute, I believe. I guess not. Okay.

>> Hi, Tony, it's Jennifer. I just want to say hi and hi to Kevin.

>> ANTHONY KAYLIN: Hi to you, Jennifer. Thank you. (Multiple people speaking). Thank you. And we do appreciate you presenting today.

Thanks -- presenting on July 8th. Thank you, very much. Ornella, you're now off mute. Go ahead. We can't hear you.

>> It would be helpful if we have an FAQ for the questions that were asked today.

>> Ornella I think I hear you barely if you're saying something.

>> ANTHONY KAYLIN: I think she's saying it would be good if we had had had some FAQs on this. That's what the prep time is for, we will take everybody through the same thing that we just did. That's what we have always used the prep time for. In terms of the FAQs we can write something up and I'll talk to Rosemary about that.

Anybody else? All right. Hold on. Okay. Rosemary, Ornella said she's taking some notes for the FAQs as well.

>> ROSEMARY COX: Perfect. Thank you.

>> Yeah, I was wondering as far as fielding the questions, is the speaker handler going to be interjecting with the questions over the voice or through the chat that goes directly to us where participants don't see that?

>> ANTHONY KAYLIN: (Multiple people speaking) we would prefer to be voiced. We prefer the voice because that way the people can all hear the questions.

Because that allows you not to have to stop for a second to see something.

>> Yep. That would be my preference as well.

>> ROSEMARY COX: And then you guys just need to decide whether you want it sporadically through the presentation or at the end.

>> That makes sense. Okay. Thank you.

>> ANTHONY KAYLIN: If you've been on presentations that I've been doing for the NILG, it all depends. I've been interacting at times within because a question is pertinent to something that someone just spoke about, and we kept them to the end and went through the list other times. So just let us know. Anita, the speaker handlers have been assigned already. Rosemary is in charge of that and she will have a listing -- like I said we will have a list of the speaker handlers and I'll be sending out the invites per each session that they will be doing.

>> Thank you.

>> ANTHONY KAYLIN: Any other questions?

>> Hi. Yes, Tony. I wanted to say good morning and thank you for setting up the test run today.

>> ANTHONY KAYLIN: Well, thank you. Appreciate it. And we appreciate everybody's participation. Just note we will have two different transcripts coming out. One of the things that's good about GoToWebinar, they also have a transcript as well but we are happy to be using this new service. The reason why we are unable to go with GoToWebinar and have closed captioning at the bottom of the screen is GoToWebinar does not allow for that. Most don't. Adobe connect does. I believe Teams does but we are not using those two, we are using the GoToWebinar tool which is our normal tool. And I've talked to GoToWebinar saying they need to do better.

Any questions, any other questions? Well then Rosemary, I think you can close it up.

>> ROSEMARY COX: Again I just want to thank everybody for coming today and if you want to listen, we are going to do this again on the 30th if you have more questions, feel free to come back then. In the meantime, we have got the Nashville information on the screen so hopefully you'll mark your calendars and help us try to pump up this conference as well. And you all have a wonderful weekend!

>> ANTHONY KAYLIN: Thank you, everyone. We do appreciate it.

>> Thank you. Have a good fourth of July everyone. Bye!