

Virtual Meeting Tips & Tricks: Run of Show

A clear run of show will help your virtual meetings run smoothly. Check out the notes below to help in your planning process. Notes provided by Brendan Riley, Director of Policy at the North Carolina Community Health Center Association.

- **Why a run of show?**
 - Freewheeling conversations may be useful for an in-person visit, but do not necessarily translate well for a virtual visit.
 - General usefulness:
 - Lay out your goals and talking points.
 - Stick to your messages.
 - Set shared expectations around timeliness.
 - Help speakers prepare.
 - Why? Natural flow of conversation – overlapping and cooperative interruptions just are not quite as natural in virtual environment due to lag times and delays, of communicating from different rooms.
- **How we use and structure the run of show**
 - Private/Internal Document – not to be shared with MOC.
 - Authoritative document – put all info here (Attendees from MOC and from FQHCs; Zoom link; time and date, etc.)
 - Cushion time at end.
 - This is for Q&A/discussion if you have time, but also to keep you from running over if you do not.
 - Sent out via email in advance, frequently updated and attached to calendar invite for CHCs (you don't want them to have trouble finding it).
- **Best Practices**
 - Make explicit expectations in run of show document:
 - Arrive 10 minutes early to test your video and sound.
 - Share a story or anecdote about XXX.
 - Try to have only three (3) CHC spokespeople to maximize time for conversation, interaction with MOCs, and depth/quality of comments by your CHC spokespeople.
 - Ask CEOs to identify a consumer/patient board member to invite
 - Set up a pre-meeting to run through run-of-show, cover talking points, discuss the issues, discuss the MOC, etc.