

Guidance on the Outlook Feedback Settings

... fine tuning the feedback options for your meeting

What are the options for Meeting Effectiveness feedback?

In order to develop a complete and comprehensive picture of Meeting Effectiveness, the Inspirometer tool has to cope with enabling feedback for a wide range of different meetings, and the feedback needs may be different for each:

- For short meetings, you may only want to know overall satisfaction – a momentary single click at the end of the meeting
- For longer meetings, you may like to know the level of effectiveness for different sections within the meeting
- For meetings which include external guests, you may or may not want to include them in the opportunity to provide feedback
- For meetings where people are seeking to improve individual participation you may want to enable direct feedback on the participants
- As you advance, you may want feedback on different aspects of meeting effectiveness

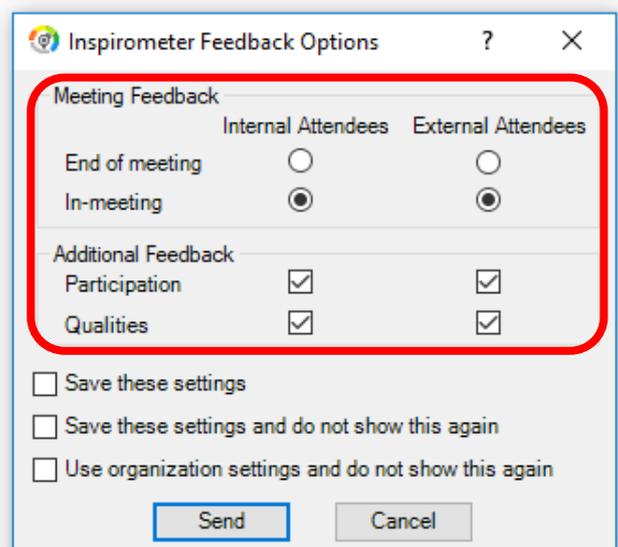
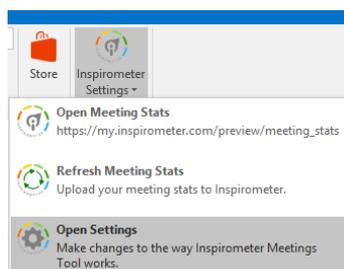
Or you may not. And a solution which only provides for one combination of these options will either restrict useful data, or overwhelm participants, depending on the situation.

Fortunately, Inspirometer has the ability to be configured meeting by meeting. This enables it to cope with any combination of the above and secure the best balance between information and convenience.

Configuring feedback for a particular meeting

It does this by providing a simple pop-up window which enables people to review and confirm their feedback settings at the point of sending the meeting invitation. The pop-up looks like the image on the right.

If you are not seeing the pop-up when you send out a meeting invitation, then the most likely cause is that it is switched off within your Inspirometer settings. To see if this is the case, go to your settings panel by clicking on the Inspirometer button and selecting 'Open Settings' (see the illustration on the left).



Then, within the settings, ensure that the check-box for 'Show Feedback Options' is ticked. You might also ensure that the meeting invitation has included meetings@inspirometer.com in the invitee list.

The first thing to note about the feedback options pop-up (see the image on the previous page) is that it provides different options for internal and external participants of the meeting (based on the domain used in the email address). This means that you can adopt a less (or more) comprehensive feedback strategy for customers who attend your meetings than you do for your own staff – if you wish.

The various options on this pop-up are explained in the following sub-sections:

End of meeting feedback

End of meeting feedback is where feedback is requested only at the end of the meeting using a single set of faces, and the option to include a comment if the respondent so desires.

The feedback request is made through the Inspirometer App if the respondent has the App installed on their mobile device, or via a very short email (see example on the right) if not.

End of meeting feedback is deliberately simple and straightforward and therefore does not support the 'Additional Feedback' options – selecting one of the 'Additional Feedback' options will automatically update the feedback to 'In-meeting'

In-meeting feedback

The option to provide in-meeting feedback is enabled only through the Inspirometer App, and is timed to coincide with the start of the meeting and remain open through the meeting. Participants can provide multiple responses as the meeting progresses by refreshing the page on the App. They will also be able to feedback on individual agenda items, if an agenda has been set up correctly – see 'Agenda feedback' further down this document.

If participants do not have the App installed, they will receive an email 30 minutes before the start of the meeting with a link to download the App. The App is the only means to provide In-meeting feedback.

In the event that a participant does not download the App, or does not provide feedback during the meeting for some other reason, Inspirometer provides for them to do so after the meeting by using the simplified mechanisms of the 'End of meeting' feedback. It will not do this if the participant gave feedback within the meeting.

No meeting feedback

Despite the selector for In-meeting and End-of-meeting feedback looking like a radio button, it is possible to deselect both options by clicking the option which is currently selected, at which point the black selector dot will disappear and meeting feedback will not be enabled. This can be done independently for Internal and External Attendees.

Inspirometer Meetings

Version 2.0.1.19

Feedback Options

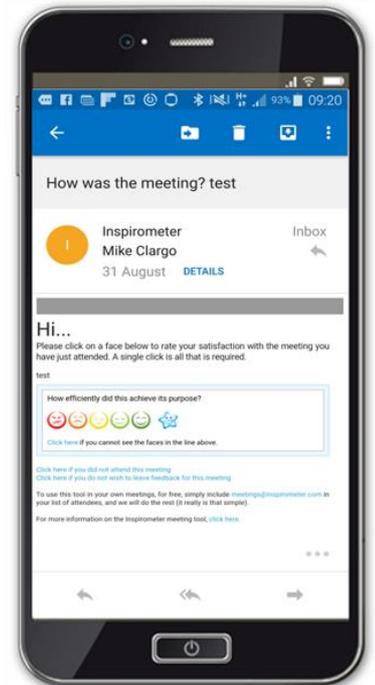
Turn on feedback options to config

Show Feedback Options

Use feedback options from

My settings

My organization's settings



Agenda feedback

In-meeting feedback enables participants to feedback separately on individual agenda items as the meeting progresses (see the example on the right) providing the meeting invitation included these in a suitable format.

For Inspirometer to be able to read your objective and agenda accurately, it needs to be in the following format within the body of the meeting invite:

Objective: This is where you type the purpose your meeting – after it encounters the text string ‘Objective:’ Inspirometer captures everything to the end of the line.

Agenda:

#1 The Inspirometer software looks for numbered items following the text ‘Agenda:’

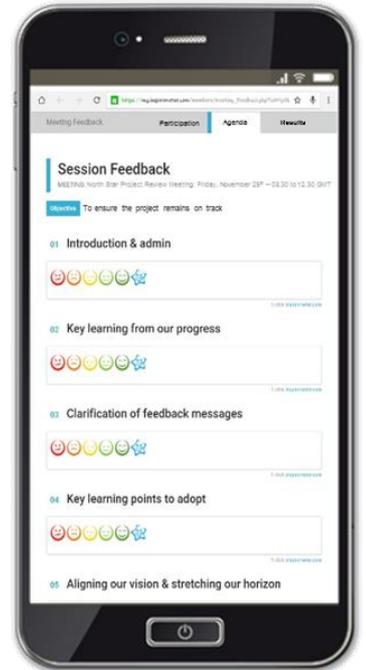
#2 Each item must be on a separate numbered line

#3 Immediately preceded by the # symbol as the first character on that line

#4 The number must be followed by a space or tab, and then the title of the item

#4.1 Decimals are allowed in the numbering

Anything that does not follow this format is ignored



The rest of the invitation will be ignored and can include any text you wish. The objective will be included as context for meeting feedback. (See [‘more advanced agendas’](#))

Participation Feedback

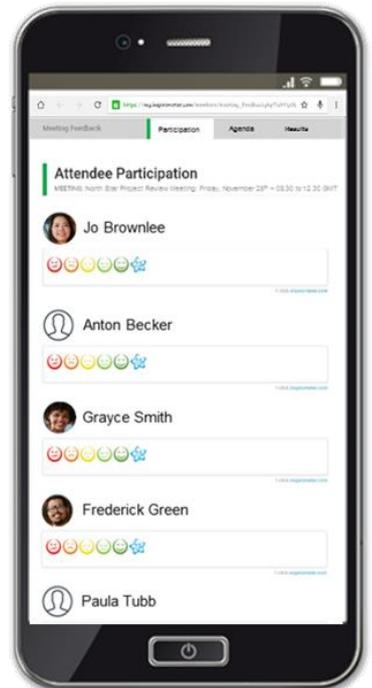
Statistically speaking, only one-third of meeting ineffectiveness arises from the design and facilitation of meetings. Two-thirds of meeting waste arises as a result of failures in participation: punctuality; preparation; progress; and attitude.

Of course, participant behaviours can also massively increase meeting effectiveness: ideas; insight; inspiration; encouragement etc.

In either event, it is clear that participants need to be aware of and able to manage the impact of their own behaviours if meetings are to be fully effective.

Participation Feedback provides the data and insight which enables them to do this.

Checking the box beside ‘Participation’ creates an additional tab within In-meeting feedback on the App, and provides the means to feedback privately and anonymously to each participant* at a meeting (*providing they have an Inspirometer account). This enables them to gain encouragement for helpful and insightful contributions, to appreciate the negative impact where they might fall



short, and to manage their progress in ensuring that their participation is always value-adding.

Qualities Feedback

This enables the qualities tab within In-meeting feedback on the App, and provides the means to feedback on different aspects of the meeting in a way which better enables the meeting organiser (and the organisation as a whole) to understand which aspects of their meetings would most benefit through further investment (and what that investment should be targeted to achieve).

The meeting aspects which can be fed back on through this tab are:

- Clarity of purpose/process
- Attendance / participation
- Progress since last meeting
- Facilitation / leadership
- Exploring creative options
- Use of tools & techniques
- Involvement / Listening
- Commitment to outcomes
- Efficiency of time/resource
- Quality of facilities/support

These qualities are also the structure of the meetings clinic, which provides guidance and resources to improve these aspects of meeting effectiveness.

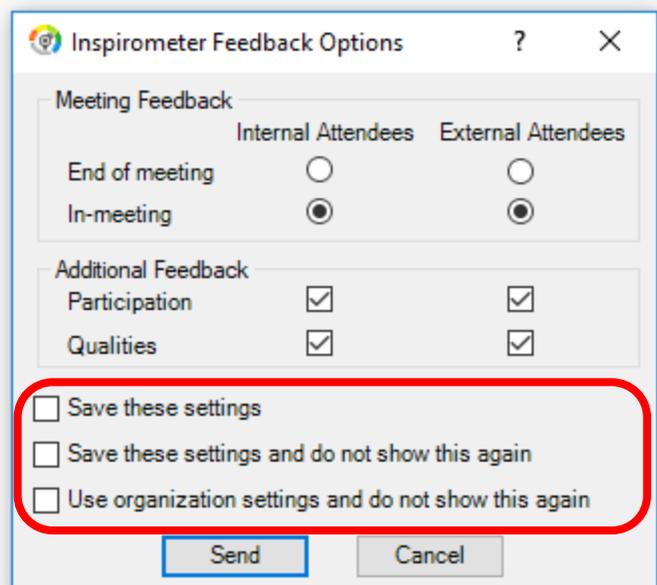
Automating the meeting feedback settings

By default, the feedback options dialogue box shows each time you attempt to send a meeting invitation, enabling you to quickly check the correct options are set, and to click 'Send'.

However, it may be that all of the meetings you organise require the same feedback settings, and so even this quick and simple review could become an annoyance in particular circumstances.

To accommodate this, the dialogue box has three options which can be ticked, and which will change the behaviour of the dialogue box in subsequent meeting invites.

Save these settings enables you to set the default settings to be the current settings each time the dialogue box appears – this is useful where you typically use the same settings with only minor variations for every meeting.





Save these settings and do not show this again enables you to set the default settings to be the current settings and prevents the dialogue box from appearing on future invitations – this is useful where you always use the same settings for every meeting.

Use organization settings and do not show this again resets you back to the default settings for your organisation and prevents the dialogue box from appearing on future invitations.

How did we do?

Please rate the usefulness of this guide to you
All it takes is one simple click ...

