

**INTERNATIONAL INTERACTIVE
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Title: Decision-making at meetings where there is remote participation.

Abstract

A meeting is effectively a structured group decision-making process in which competent leadership can enable effective decision-making which includes remote participants.

Introduction

E-meetings mean remote participation and this raises a number of issues in decision-making.

Issues

- How does the meeting know who is present?
- Generally, decisions in a physical meeting are made by consensus (polled by visual means, e.g., like show of hands etc). Does this mean that in e-meetings remote voting will be needed at every stage or is there an alternative means to measure consensus?
- How do delegates discuss off-line to resolve issues?
- How does the chairman judge “the mood of the room” without being able to see everyone?
- Is it possible for all remote participants’ views to be considered before a chairman declares the decision has been made?
- Will the need to make a verbal or written statement of agreement or opposition by e-mail or phone call inhibit decision-making?
- Does the principle “silence means consent” hold true with remote participation?

Solution & Conclusion:

Some participants may be intimidated by the technology when they are accustomed to verbal interaction. The heightened anonymity inherent in remote participation may frustrate other individuals who are accustomed to recognition.

Most of the above problems may be overcome by a trained facilitator and the use of appropriate technology.