



# **Home or Office.... Or Both?**

## **Northeast Florida Postal Customer Council**

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# Housekeeping

- Everyone is on mute. We'll unmute later.
- We are recording the webinar.
- Please use the "Question" box.
- Slides will be sent out afterwards.
- Please laugh at my jokes.



# Overview

- A little background
- Necessities
- Webcam 101
- Platforms
- Online meetings
- Little things that count





# My Background

- Home office since 2001
- Road warrior (until now)
  - 100K airmiles/year
  - 100 hotel nights/year
- Speaking
  - Onstage since 1994
  - Teleseminars/Webinars since 2008





# Home Office Set Up

- What's available?
- What do you need around you?
- Communications
- Privacy when you need it

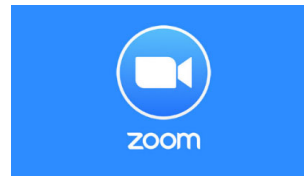
# Webcam 101

- Camera
- Lighting
- Sound
- Posture and hands
- Eye contact



# Platforms

- Zoom
- GoToMeeting
- Go To Webinar
- Google Hangout Meet
- MS Teams
- MS Skype
- BlueJeans





# Online Meetings

- Use an agenda
- Start with a welcome
- Test technical issues
- Take notes and share post-call
- Avoid multi-tasking
- Keep meetings small
- Use mute when not speaking



Our sales team  
achieved a  
**37% higher  
close rate**  
when they always  
turned their  
camera on.



#CMC2019 @DanielWaas

 GoToWebinar  
by LogMeIn

# Do what only you can do. Be human. Be yourself.



On your next meeting, **get on camera** & start building trust with your team!



Next time you produce a video, have it **show you & how you help** your customers



Next time to build a relationship with your customers at scale, **host a webinar.**



#CMC2019 @DanielWaas

# Don't forget....

- This is new for most people
- Routines – not ruts
- Dress for work
- Take a break
- Schedule your day





# Close the Door at the End of the Day





# Questions?





# MY ONLINE OFFICES



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