Needs and Recommendations for Hybrid Business 2021

Audience and sharing of this document

Primary audience: NEYM Sessions 2021 planners
**Additional audiences:** Any Friends' organizations interested in hybrid business
Sharing: public, comments welcome. Please email [this link](#) to the current document, or post the link on social media for anyone who is interested.

Update History

Date	Author	Notes
8 Apr 2021	David Coletta	Updated with suggestions from smohlke@nyym.org
29 Mar 2021	David Coletta	Added drawings for two different ways of looking at hybrid business meeting.

27 Mar 2021	David Coletta	Created.

What is a Hybrid Business Meeting?

Consider two different ways of looking at a hybrid business meeting.

Who is at the center?

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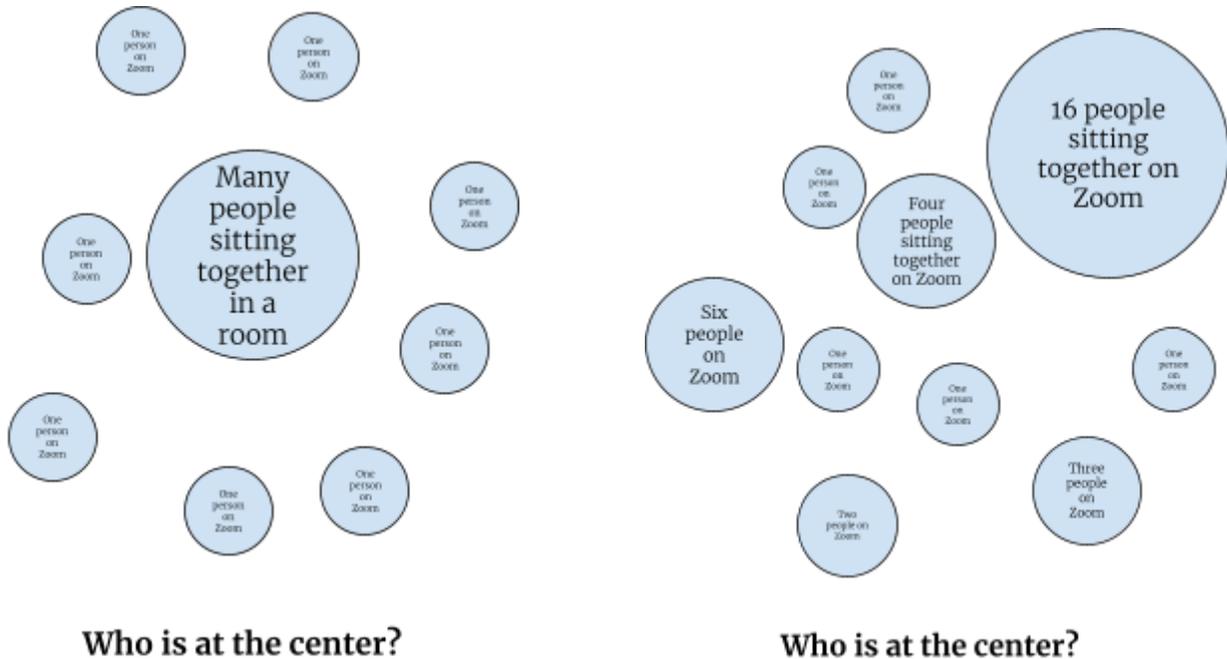
Which of these pictures more closely resembles what you imagine when you hear "hybrid business"? Do we want to center the people sitting together in a room?

With this in mind, let's try visualizing a hybrid business meeting as a business meeting that has any mix of individuals and groups ("pods") attending as single Zoom squares. In our business sessions of August 2020, there were very few pods like this -- perhaps just one. In August 2021 we will have online sessions for the second time, and we expect that there will be more pods attending. It's likely that some of these pods will be coming from monthly meetings who have already figured out how to re-open their worship to include both online and in-person presence. And some may be informal pods of families, friends, and/or neighbors.

All these pods will be at different levels of experience with participating in a hybrid meeting for business/worship, and will have different needs.

Needs Relating to Hybrid Business

The Clerk and Clerk's Table

The clerk, as well as anyone else at the clerk's table who is helping the clerk, needs to know who is asking to be recognized to speak, including which individual in a pod setting.

The clerk needs to be able to tell that the person who is asking to be recognized is at the camera and ready to speak.

The clerks' table as a pod needs to be able to work together and talk with each other, both publicly and privately, in as comfortable and relaxed a manner as possible.

The Noticing Patterns Working Group

TBD after I speak with them!

The clerk needs a simple and direct form of communication with a single member of the NP pod, to ensure both the ability to hear concerns and not be overwhelmed by multiple threads and voices.

The Body As a Whole

The body as a whole needs to be able to tell who is asking to be recognized to speak at any given moment.

The body needs to be able to trust that technical difficulties have been planned for, and that there are people who are responsible for responding to these difficulties, so the body can be free to focus its attention on the worship/business at hand. Any amount of troubleshooting in business meeting is a huge drain of time and energy, and has the potential to erode trust.

The body needs to be protected from disruptions resulting from technical difficulties that interfere with worshipful business.

Each Pod

Individuals in a pod attending business meeting together need to understand what is expected of them: how to ask to be recognized, how to withdraw the request, how to

prepare to speak, and so on. ("Understanding" is more than just knowing, and may also involve practicing.)

Individuals in a pod need to feel that their needs are being considered and attended to, and be comfortable enough with the process that it is not a barrier to participation.

Conjecture: the people who come to a pod are less likely than average to want to use tech in the pod, i.e., that's why they bothered to come.

Recommendations for Meeting These Needs

- If your pod is larger than three people, it should have a designated tech host with specific responsibilities. Your pod tech host will be a co-host of the overall Zoom meeting.
- Your pod will have a short "pod name" which is displayed as your Zoom name. When an individual in your pod wants to ask to be recognized by the clerk of business sessions, they raise their physical hand, and the pod's tech host temporarily renames the pod's Zoom name to include the name of the individual.
- If your pod is larger than three people, it should have at least two devices logged into the business meeting. One should be the device with the camera, and the other should be the pod's tech host.
- Your pod will need to be attentive to feedback loops: only one of those devices should be handling audio at a time.
- Someone in your pod should be assigned the responsibility of bringing the camera to anyone who needs that.
- Your pod should have a tech rehearsal in advance to work through the audio and visual details, make sure the physical space works (including being aware of the path of the sun), and gain confidence that they have prepared adequately. The Sessions tech team can help with this rehearsal.
- NEYM will offer rehearsal opportunities, where local pods can join and practice in a real-life situation. At least one or two people from your pod will be expected to attend at least one of these rehearsals.

Best Practices for Pods

For these things, you'll have an overall bad experience if you don't do them, and explain why.

For these other things, you may not notice that it's bad, but it's still bad, and here's why.

Practice sessions with multiple pods. Schedule some times and ask pods to sign up.