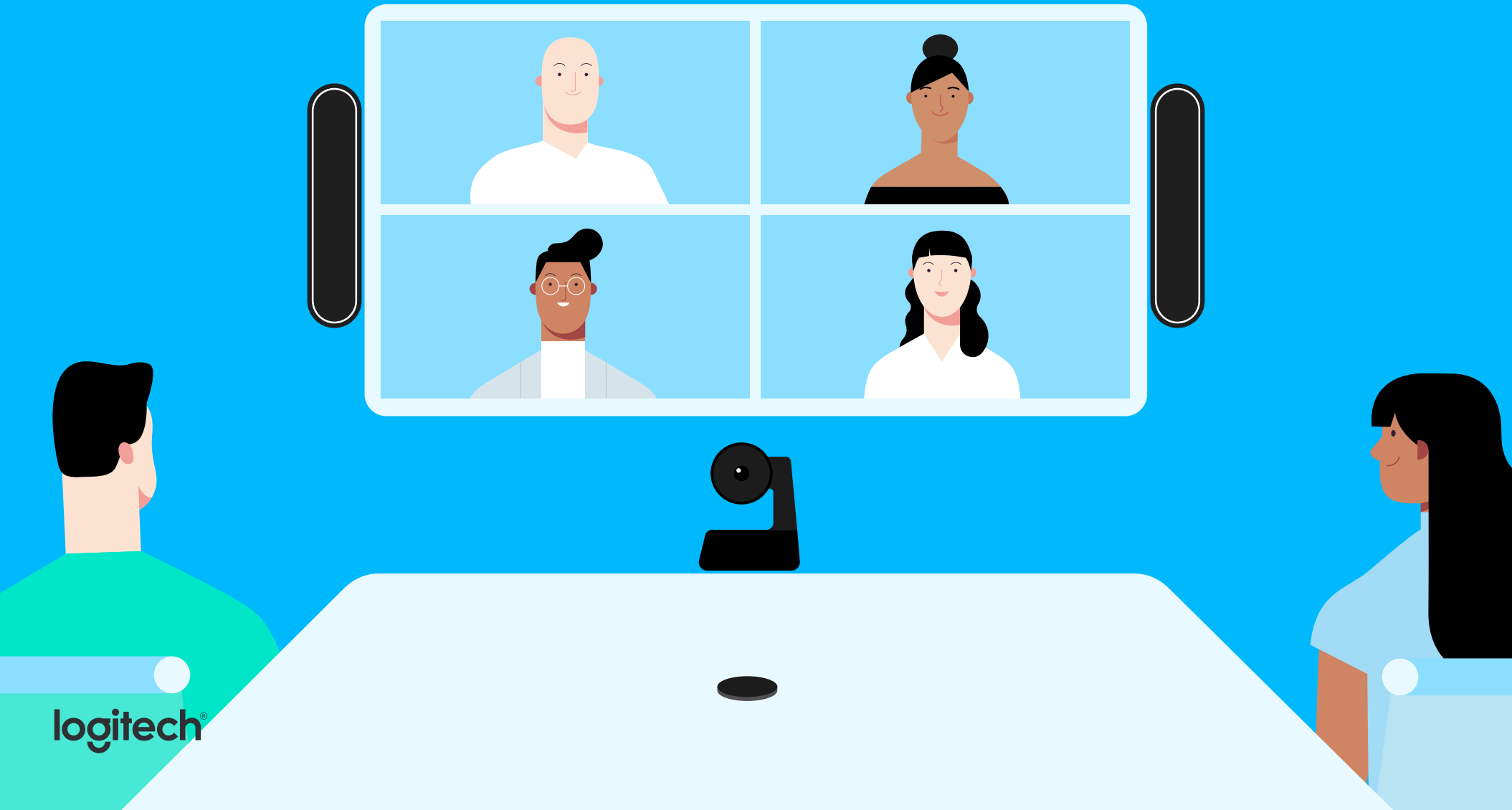


# Are You Maintaining Fair, Equitable Hybrid Meetings?

Top insights, tips, and best practices from Logitech



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# New Challenges in a Hybrid World

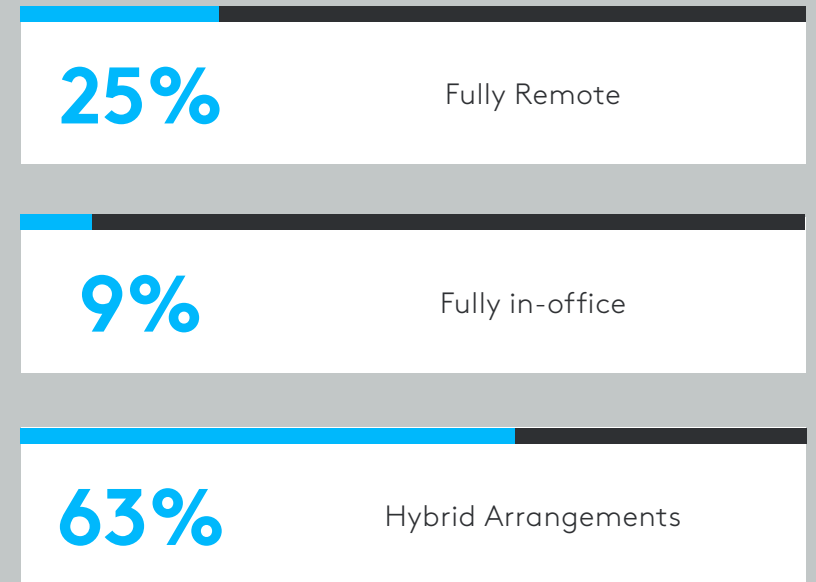
While the rest of the world is slowly returning to pre-COVID-19 normalcy, it is clear that workplaces will not look the same as before. Hybrid work is set to become a more common practice, with more hybrid meetings taking place. The pressure is on for business leaders to ensure positive meeting experiences for all participants, whether remote or in-person.

Against this backdrop, Logitech conducted a *hybrid meeting survey*<sup>1</sup> in Singapore to identify the gaps in the hybrid meeting experience, particularly between in-person and remote attendees.

**Meeting Equity** is an organization's ability to ensure that all meeting participants have an equal opportunity to contribute to discussions whether they are attending remotely or in-person.



## Employee Working Preferences



## | Introduction

The survey found that only 10% of employees prefer working fully in the office.

Of the respondents that have participated in hybrid meetings - 23% of them prefer fully virtual meetings, 20% prefer fully in-person meetings, 29% prefer hybrid meetings, and 28% have no preference.

The reality is that hybrid work arrangements – and hybrid meetings – are here to stay. This creates a new set of considerations for employers. For example, those working in-office tend to spend less time on meetings, highlighting a disparity in experience between the two types of working arrangements.

Providing employees – especially remote employees – with equal opportunities to contribute to meetings will go a long way in bridging this experience gap.

Employers must thus prioritize meeting equity to ensure that employees stay productive and satisfied, no matter where they attend meetings from.

## Time Spent in Meetings

Employees working under remote and hybrid arrangements spent considerably more time in meetings than their in-office counterparts.

**52%** of hybrid and remote employees spend more than 6 hours on meetings per week

**35%** of fully in-office employees spend more than 6 hours on meetings per week



# #1 Hybrid meetings create an uneven playing field

Virtual meeting participants have a completely different experience from in-office participants. Our survey found that **56% of respondents** who have joined a hybrid meeting remotely agreed that in-office participants tend to be more engaged during hybrid meetings than remote participants.

Hybrid meetings would be more productive if all participants had an equal chance to speak and contribute



Hybrid meetings are more engaging when video conferencing systems with high quality audio and video output are used



In-office participants tend to be more engaged during hybrid meetings than their remote counterparts



● Neither Agree or Disagree   ● Disagree   ● Agree



**The opportunity to participate is the most important factor in establishing a sense of equity in hybrid meetings. To do so, members must be seen and heard clearly. And they must feel empowered to contribute to the conversation.**

Employees' other top concerns during hybrid meetings:

**38%**

Virtual participants feel less included as compared to those attending the meeting in-person

**39%**

Input from in-office participants is more valued compared to virtual participants.

**54%**

Virtual participants have less opportunity to build rapport with in-office participants

# #2 Technological issues are a key disruptor

Technical issues form the bulk of the challenges faced by remote participants in hybrid meetings. On the contrary, interpersonal and communication issues have a lower impact.



	Key Disruptor	Agree	Type of Issue
1	Connectivity issues	56%	Equipment
2	Poor audio quality	53%	Equipment
3	Having to repeat sentences due to participants not being able to hear clearly	43%	Equipment
4	Difficulty in gauging participants' responses	43%	Equipment
5	Inability to see/hear in-person participants clearly	42%	Equipment
6	Meeting participants not paying attention	38%	Equipment
7	Poor video quality	34%	Equipment
8	Participants late to meetings	29%	Interpersonal/Communication
9	Getting talked over by other participants during meetings	29%	Interpersonal/Communication
10	Hard to contribute to discussions	26%	Interpersonal/Communication
11	Feeling left out from in-person conversations	20%	Interpersonal/Communication
12	Not being given a fair chance to speak	13%	Interpersonal/Communication

A gap exists between technology **required** and technology already **deployed**. This impacts the effectiveness of hybrid meetings.

## Gaps between 'required' and 'already deployed' technology

### Home Workspace Setups

Underequipped for engagement

**60%**

agree that hybrid meetings are more engaging when video conferencing systems with high-quality audio and video output are used.

Only **18%** of respondents are equipped with enterprise-grade headphones or earphones with microphones, while just **9%** are equipped with enterprise-grade webcams

### In-Room Video Conferencing Systems

A usability barrier

**64%**

uses in-room video conferencing systems

#### Opportunity:

- 72% are satisfied with the audio quality
- 71% are satisfied with the video quality
- 70% feel that the systems meet their needs

#### Challenge:

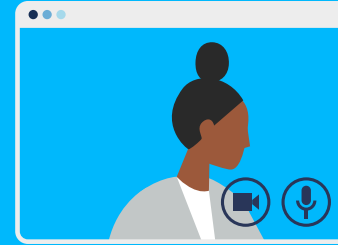
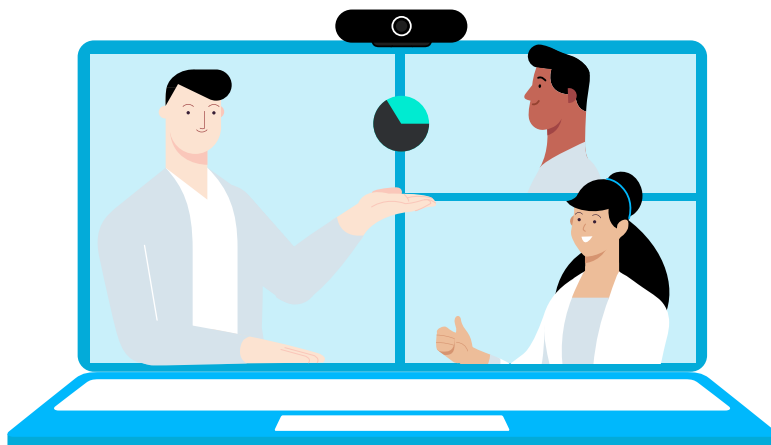
- 27% do not use such systems
- 41% find that starting meetings using these systems takes too much time
- Only 48% believe that they are trained to operate in-room systems.

# #3 Virtual meetings have created new habits

Participants that join meetings remotely are not limited by usual physical constraints – which has led to the creation of a new set of meeting habits.

The survey uncovered these habits from participants that join meetings remotely:

1. Replying to emails when others are talking (68%)
2. Using social media when others are talking (51%)
3. Browsing the web when others are talking (46%)
4. Dressing professional only when camera is required (42%)
5. Taking a meeting in bed/couch (22%)
6. Faked a technical problem to get out of meetings early (10%)



**Meeting participants are prone to multitasking when they feel like their inputs are not being valued, or when they are not engaged.**

**Technology can help establish a sense of equity in hybrid meetings to facilitate more effective meetings. For example, Logitech's RightSense™ incorporates RightSound™ to enhance conversational clarity by optimizing the human voice, while RightSight™ automatically moves the camera and adjusts the zoom so that every participant can be seen and heard clearly. This places remote participants on the same level as their in-person peers, thus fostering more natural and engaging meeting experiences.**



## | Key Findings

### Meeting habits across demographics

Taking a closer look at the demographic data of the respondents, we identified behavioural differences for remote meeting participants between generations.

	Gen Z	Millennials	Gen X	Baby Boomers
Browse the web when others are talking	76%	53%	39%	27%
Reply to emails while others are talking	76%	74%	63%	46%
Use social media when others are talking	71%	58%	43%	36%

Across the different age groups, Gen Zs and Millennials are found to be more likely to be multitasking while attending meetings virtually.

With Gen Z and Millennials forming the majority of the workforce in the coming years, it is important to be aware of the nuanced differences in managing them and keeping them engaged in meetings.

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# 3 Strategies To Facilitate Equitable Meetings

It is important to ensure a conducive meeting environment that is equitable to facilitate greater levels of engagement.

According to the study, respondents cited the top areas of improvement for hybrid meetings to be: **Resolving technical issues**; **Improving the clarity of speakers in the physical meeting room**; and **Enabling the ability to see what's happening in the physical meeting room**. To facilitate equitable meetings, technology must be a priority for organizations.

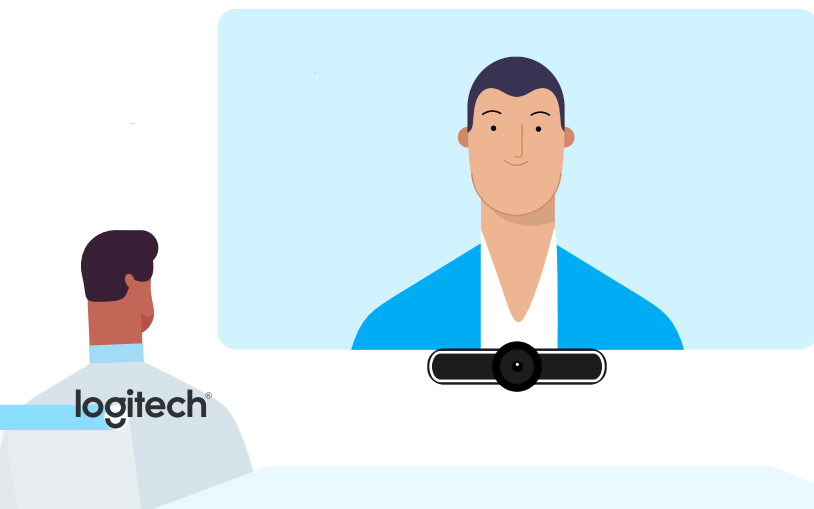
## #1 EQUIP

Give your teams the tools they need to succeed. Providing enterprise-level video conferencing equipment will minimize the risk of technical distractions that affect productivity - allowing your teams to focus on problems that matter most to your business.

Technical issues are common when using products that are not designed for video conferencing purposes. Certified enterprise-grade products (e.g. webcams, microphones, earbuds) are rigorously tested and certified for global connectivity by top video conferencing platforms, including Zoom, Microsoft Teams, and Google Meet.

With these equipment, organizations can build a consistent, reliable user experience that is natively integrated with their ecosystem of choice.

**Certified products have been rigorously tested to ensure compatibility on a global level.**



# #2 SIMPLIFY

Having the right equipment is only half the solution – providing an easy employee experience is just as critical. Ease of use, deployment, and management are the three pillars to any successful implementation of technology.



Easy to deploy

Workers shouldn't need to tinker with a piece of equipment for hours just to get it working.

Plug-and-play, enterprise-grade solutions are the gold standard. Easy to set up and certified for global compatibility by top video conferencing platforms such as Zoom, Microsoft Teams and Google Meet, these solutions ensure a consistent, seamless and reliable meeting experience.

Check out [Logitech's suite of video conferencing solutions](#).



Easy to use

The best kind of technology works behind the scenes without any human intervention.

Advanced technologies and design innovations make video conferencing meetings simpler and intuitive. Features such as one-touch join, easy content-sharing, automatic camera framing, audio optimization and lighting configurations keep meetings simple for participants.

Check out [Logitech Tap IP](#) and [Logi Dock](#).



Easy to manage

To ensure video collaboration solutions continue to work like clockwork, IT teams require control and visibility into these devices.

Video conferencing device management software helps IT teams remotely monitor the health of collaboration devices, manage updates in a timely manner, and fix technical issues remotely.

Check out [Logitech Sync](#).

# #3 EMPOWER

Fostering meeting equity requires meeting facilitators and organizers to take an active approach to empower and encourage engagement from remote participants. Here are some best practices to ensure all meeting attendees have a chance to be heard.

## Practice active facilitation



Meeting facilitators must ensure that everyone has an equal chance to be heard while keeping the conversations on track. For example, ensure in-office participants do not talk over their remote counterparts.

## Minimize side conversations



Remote participants will feel left out when they cannot keep up with the in-person chatter.

## Delegate and invite



Before the meeting, assign agenda items to all participants so that they can prepare for it beforehand. During the meeting, call on individuals to ask for their opinions and feedback.

## Cut out distractions



Minimize the amount of visual and audio distractions before the meeting to ensure that remote participants can see and hear you.



# Logitech solutions enable equitable meetings and empower collaboration

The gap between virtual and physical meetings cannot be fully closed with current technologies. However, modern collaboration tools can bridge it significantly, by enhancing collaboration and productivity within organizations.

## Recommended meeting essentials:

### For remote workers



#### Logi Dock

An all-in-one docking station equipped with calendar integration that allows for easy, one-touch-join meetings simplifies the home office setup, reduces desktop clutter, and helps remote workers feel more productive.



#### Brio Webcam

Packed with innovative technologies, it raises the bar for ultra 4K HD video collaboration excellence.



#### Zone True Wireless Headset

Bluetooth® earbuds built for business, it is equipped with a noise-canceling mic, active noise canceling, and immersive sound making it ideal for an zero-distraction meeting experience.

### For offices



#### Rally Bar and Rally Bar Mini

Premier, all-in-one video bars built for small to medium rooms. Available on both Windows and Android, the dual-camera system and RightSight 2 auto-framing technology bring remote participants into the conversation immersively.

\*For larger rooms, the Rally series is available.



#### Tap IP

A network-connected touch controller which makes it easy for remote participants to join meetings. It enables one-touch join, easy content-sharing, and a seamless meeting experience across all participants.



#### Scribe

Effortlessly share whiteboards into video meetings with Logitech Scribe, an AI-powered whiteboard camera. With built-in AI and a custom lens, it broadcasts whiteboard content into video meetings with outstanding clarity.

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Looking for video  
conferencing solutions to  
support hybrid meetings?  
Visit: [www.logitech.com/vc](http://www.logitech.com/vc)

#### **<sup>1</sup>Methodology**

Logitech surveyed 1,067 white-collar employees in Singapore, to gain an understanding of their preferences, perceptions, challenges, and behaviours as they navigate the hybrid work environment. The survey was conducted online between 21 June – 29 June 2022.