Questions from OSC Virtual Financial Conference

Thriving in a Virtual Environment – Dr. Holly Sullenger, Dr. Holly Speaks

Question: Do you feel glasses with blue light blocking is distracting?

Answer: I have not experienced any distractions from blue-light blocking. However, I am definitely not an expert in this arena!

Question: Any suggestions for trying to get more off camera time during the day - we no longer seem to have any transition time between meetings.

Answer: Schedule your meetings so that there absolutely is time between them for you to regroup. There is a methodology called Time-boxing, or the Pomodoro Method. You can Google that for ideas.

Question: Do you prefer a live or a virtual background?

Answer: Live background. Experts say the same. Virtual is good in a pinch – but most users lose body parts and outline when using virtual – can be distracting.

Question: Is there any science that says you can be more effective using a webcam than without?

Answer: YES – always more effective using a webcam. It is like attending the meeting. We want others to see our faces – our reactions and our presence.

Question: What webcam do you use?

Answer: Logitech C920S HD Pro Webcam with Privacy Shutter - Widescreen Video Calling and Recording, 1080p Streaming Camera, Desktop or Laptop Webcam

Question: You mention that 93% of communication is nonverbal. This makes it difficult even for adults to communicate virtually, and behind a mask. What do you see as the impact for young school age children doing the zoom learning as well as having their experiences in person with masks?

Answer: I see masks as presenting a challenge. Interestingly, my daughter is a teacher. She has found ways to get around this. First, when teaching virtually, masks are not a problem. Second – in person – she asks a ton of questions and uses emotion indicators with the kids both on their end and on hers. Has them on a stick. She can hold up a smile in front of her mask – or an open "shocked" mouth (lol) – or a series of question marks, etc. The children can too. I think we all must "think outside of the box" at this point in our lives!

Question: In the situation where bandwidth might be an issue for a large meeting, and the platform cannot handle everyone's camera being on, how should we handle the supportive professional need to keep the camera on vs. the limits of technology?

Answer: Get better technology. I upped to Zoom pro and got a better internet service and have had no issues. The company really needs to invest here!

Comments provided during OSC Virtual Financial Conference

Comment: Cool skeleton!

Reply: THANKS! The skeletons (there are two) have names. They are Skully and Molder, and they came out on social media at Halloween to help people get out of their pandemic malaise. They reappeared at Thanksgiving and are getting ready to debut their own rendition of the Twelve Days of Christmas. I never intended them to have this lengthy of a shelf life, but my friends and business associates loved them so much and demanded return appearances – so I am happy to oblige.

HAPPY HOLIDAYS from Dr. Holly!