

Beat Back-to-Back Zoom Fatigue

DR KRISTY
GOODWIN

Brain-based solutions to stop video-call exhaustion.



WHY VIDEO CALLS ARE EXHAUSTING

- 1. Unnatural social interactions-** close-up eye contact for long periods of time is intense as people are in your intimate space & video lags can cause social awkwardness.
- 2. Impression management-** seeing yourself in a social context is unusual and taxing.
- 3. Reduced mobility-** you can't move around as much as you'd normally do during in-person meetings or over the phone. Movement helps us to make neurotransmitters that help us to focus.
- 4. Higher cognitive load to make up for lost context-** the truncated view in a Zoom/Teams window means that we don't see the full range of non-verbal cues like gestures and body language so our brains are working harder to compensate.



BRAIN-BASED SOLUTIONS TO BEAT ZOOM-FATIGUE (ATTENDEE TACTICS)

- 1. Activate speaker view-** remember looking at yourself in social situations is unfamiliar and draining. Hide self-view, or pop a Post-It note over your video (*not* your camera).
- 2. Reduce your window size-** video calls closely resemble having a conversation with someone just 2 feet away from you which is considered your 'intimate distance'. Can you shrink the size of the video, especially if on a large screen?
- 3. Buffer breaks-** stress levels will elevate if you go from one virtual meeting to the next (which can be exacerbated if meetings are running over time). Take 'good' breaks between calls of at least 5-10 minutes. Try to move before and after your calls to help with focus (your brain creates dopamine, serotonin and norepinephrine when engaged in physical movement).
- 4. Wear headphones-** hearing intelligible speech can reduce your cognitive performance by 10%.
- 5. Mono-task during meetings-** don't multi-task as it will leave you feeling stressed and it will increase your error rates. Can you handwrite notes or information during a meeting, to resist the urge to multi-task?

“ WE NEED TO WORK IN ALIGNMENT WITH OUR NEUROBIOLOGY.

OUR BRAINS AND BODIES HAVEN'T EVOLVED TO COPE WITH CONSTANT, DIGITAL DEMANDS. SO WE MUST WORK WITH OUR BIOLOGY. ”



About Dr Kristy

Having personally experienced how our always-on digital culture is compromising people's wellbeing and is counter to optimal and sustainable performance, award-winning researcher and speaker Dr Kristy Goodwin is on a mission to promote employee wellbeing and bolster workplace productivity in an always-on digital world.

As one of Australia's digital wellbeing and productivity experts, she shares practical brain-based hacks to tame tech habits and the latest evidence-based strategies to decode the neurobiology of peak performance in the technological era.

Senior business leaders and HR executives from the country's top organisations engage Dr Kristy to help them promote employee digital wellbeing and performance. Her roster of clients includes Apple, Westpac, Deutsche Bank, Bank of Queensland, DLA Piper, Westfield, Randstad, the Reserve Bank of Australia, NSW Health, Cuscal, State Street, National Broadband Network



WEBSITE



LINKED IN



INSTAGRAM

Beat Back-to-Back Zoom Fatigue

DR KRISTY
GOODWIN



BRAIN-BASED SOLUTIONS (HOSTS)

1. **'Manage participants' 'tech-pectations'**- clearly explicate the items that need to be discussed in a meeting before the meeting so people can determine if their attendance is essential. Establish meeting protocol and parameters- how will participants signal if they'd like to speak, or ask a question? Is it a video call, or only audio? This is something I'm working with organisations on in terms of establishing their Digital Guardrails (please reach out for more information).
2. **Speedy meetings**- research shows that fatigue sets in around 30-40 minute mark and stress accumulates after around 2 hours of video calls each day. Can you keep virtual meetings short and sharp? Can you establish a meeting default time? Can you add more breaks to longer meetings?
3. **No agenda, no attenda**- this term was coined by Cameron Herold, to describe why people need to clearly identify what items will be discussed in a meeting to ascertain who needs to attend.
4. **Same virtual space**- reduce your participants' visual load by using Immersive View (Zoom) or 'Together Mode' (Teams) so they have a unanimous background. If not available, can you give people the option of a team/corporate background?
5. **Laugh**- what can you do to infuse humour or build connection? This will boost rapport and engagement in virtual meetings.



DIGITAL WELLBEING TACTICS

1. **Close your eyes**- this will give your occipital and temporal lobes in your brain a much-needed rest.
2. **20-20-20-20 rule**- every 20 minutes, take a 20 second break, look at something 20 feet (approximately 6 metres away) and blink at least 20 times.
3. **Move every 30 minutes**- this helps boost your focus and mood and helps with your fat regulating hormones.
4. **Balance your screen time with 'green time'**- time in nature has been shown to have a restorative effect, boost mood and focus and can also have a calming impact (just 40 seconds in nature can reduce cortisol levels).
5. **Blue light blocking glasses**- can help if you have late night meetings, or are concerned about accumulated blue light exposure throughout the day & subsequent impact on your sleep.

“ WE NEED ORGANISATIONS TO CAREFULLY CONSIDER THEIR MEETING CULTURE, ESPECIALLY WITH DISTRIBUTED TEAMS WHERE THERE WILL BE A RELIANCE ON VIRTUAL MEETINGS. **'THE SCIENCE OF (SUCCESSFUL) VIRTUAL MEETINGS'** HELPS ORGANISATIONS OPTIMISE VIRTUAL MEETINGS. ”



Let me help your team to thrive in the digital world

I work with teams, both large and small, to thrive in the digital world. I offer a variety of services from Lunch & Learn webinars, to series of virtual masterclasses & consultancy services to assist teams & organisations establish their digital guardrails. Reach out if I can assist your organisation to thrive online.



CONTACT
ME