

**INTERNATIONAL STANDARDIZATION  
TUTORIAL**

**STUDY PERIOD 2010-2013**

**English only  
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**SPECIAL STUDY GROUP G – CONTRIBUTION 18**

**Source: Belarus (Yunus Ali)**

**Title: Decision-making at meetings where there is remote participation.**

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**Abstract:**

A meeting is effectively a structured group decision-making process.

**Introduction:**

e-meetings mean remote participation and this raises a number of issues in decision-making.

**Issues**

How does the meeting know who is present?

Generally, decisions are made by consensus (polled by visual means eg like show of hands etc). Does this mean remote voting at every stage or is there an alternative means to measure consensus?

How do delegates discuss off-line to resolve issues?

How does the chairman judge "the mood of the room" without being able to see everyone?

Can all remote participants views be considered before a chairman declares the decision has been made?

Will the need to make a verbal or written statement of agreement or opposition by e-mail or phone call inhibit decision-making?

Does the principle "silence means consent" hold true with participation?

**Solution & Conclusion:**

Most of problems may be overcome by a trained facilitator and appropriate technology.

However, participants may be intimidated by the technology when they are accustomed to verbal interaction and the heightened anonymity inherent in remote participation may frustrate some individuals who are accustomed to recognition.