

A White Paper: Cultural Considerations for Successful *International* Events



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Introduction

The world has become a small place. In today's environment of international communication and advanced technologies, collaborating, meeting and learning online has taken off with great popularity. In some industries and geographies online collaboration technology is still a new concept that many users are just getting familiarized with. In addition to the novelty of using new technologies, most organizations conducting online trainings, collaborative meetings and web conferences experience an added complication: you can expect international attendees at your online events!

It's difficult to lead online events with participants from many different countries and cultures. You often have to consider that some attendees are using a second language, and adjust your pacing and content design. You must also consider the cultural norms of your audience for communication and collaboration. Not all attendees and participants will be fluent or comfortable in the language in which the event is conducted, some might not even be able to find their way around a virtual classroom or online meeting room that is available in an English User Interface only.

Global considerations for running international, multi-lingual online events fall in the following categories:

Language & Communication

Running international online events, you will engage with participants who are not fluent in the language you are conducting the event. You must prepare to work around these communication issues so that you can make yourself understood, get your point across and run online events that are rewarding for everyone involved.

Cultural Protocols

An appreciation and awareness of cultural differences will create better cross-border understanding and will make it easier to build relationships and improve online collaboration and learning

User Interface Navigation

Users are often forced to use software User Interfaces designed in a language that they are not fluent in or familiar with. A multi-lingual User Interface will greatly facilitate user navigation and will make your international online event more effective and efficient.

This whitepaper addresses Cultural Protocols and Language & Communication for running successful global, multi-lingual events. Appendix A to this whitepaper discusses the capabilities and benefits of multi-lingual UI products for online collaboration and learning, such as Centra 7 and the Centra Knowledge Center.

Centra Software has for many years enabled global organizations to successfully collaborate and learn online in large-scale international and multilingual events. This whitepaper is based on Centra's experiences and best practices in conducting international online events.



Why is no one raising a hand?
Why did no one answer the yes/no question?
Why does he seem so pushy?
Why doesn't she answer? I know her audio is OK.
Why did no one laugh at my joke?
Why didn't he pass the test? He said he understood.
Why didn't people contribute their ideas?
Why didn't anyone fill out the evaluation questions?
Why did they exit the session when I started the recording?

Language & Communication

While English has become the worldwide business language, English speakers who work overseas will attest that though they can usually conduct business in English, they are not talking the same pace or as freely as they do at home. Online event leaders and participants need to do the same. Even if your attendees are fluent in English, if English is not their first language or if they live in another country, they may find what's being said and presented hard to understand. It could be your accent, pace or use of jargon, or it might be the content of your presentation.

When you are organizing an international online event and invite an international audience there are areas that need to be considered and questions you need to ask yourself:

- What is the language in which my online event should take place?
- How do I clearly describe my event?
- What is the best way to communicate about this event?
- How do I best interact with "non-native speaker" participants?
- How do I adjust my presentation so that everyone will be able to follow?
- Will my foreign guests understand me when I present in English?
- What follow-up should I do to my online event?

Consider the following best practices and suggestions, because: are you sure that all your international invitees will be comfortable participating in your online event?

BEFORE

Setting up a global, multi-lingual online event

- Highlight in your event invitation what language will be used during the event: "Please note that this event will be conducted in English"
- Always document the objectives and agenda of the online event and include this information in the event invitation
- If possible/appropriate send out the presentation and any supporting materials with the event invitation, so that users who are not comfortable with the language of the event/presentation can take the time to review the content prior to the event

- Invite native speakers as co-facilitators to your event who can translate hard to understand concepts either in the main room or in breakout rooms. For example, you can do a review or question & answer session in breakout rooms after the main presentation with a room leader who is fluent in their language as well as the original presentation language.
- To facilitate navigational issues deploy Centra 7 with Language Packs so that users have access to the multi-lingual capabilities and can choose to see the UI in their language of choice (see Appendix A). It is a good idea to point out the availability of this helpful feature in your invitation email: "Please note that you can select a language preference when logging on to this event. The UI for this online event will display in the language you have selected"



"I was meeting online with some of our global teams to overview processes and discuss improvements. At one point I said, 'The general rule of thumb in our department is to fill out expense reports by the end of the month.' I looked in chat briefly and noticed a string of chats discussing what they thought the phrase 'general rule of thumb' could possibly mean. No one wanted to admit they didn't know what I had meant. I explained to the group what the phrase meant and promised to be more careful. I also asked them to raise their hand and let me know if I ever used a phrase they had not heard of before to make sure I explain."

DURING

Leading a global, multi-lingual online event

These guidelines apply if you are leading online events in any language and you have participants who are not native speakers:

- Record your event so that participants can review the event at their own leisure. However, inform your participants that you are recording the event or even consider asking for their permission. Some participants could feel uncomfortable and inhibited if they know their actions are being recorded. In some cultures it is illegal to record events especially certain feedback as surveys, evaluations and polls
- At the start of your event review the objectives and agenda of your event
- Speak slowly and articulate clearly
- Use short sentences
- Repeat the key points throughout the session
- Use simple expressions
- Use written words/slides to reinforce audio
- Use mark-up and pointer tools to highlight areas for emphasis

To cut down on confusion and reduce risk of offense, try to avoid colloquialisms in your international meetings and events. In particular,

- Be careful with analogies
- If you must use business jargon, explain it
- Avoid expressions – if you know you're prone to this, ask someone to indicate to you when you've used an expression, so you can explain it
- Avoid acronyms or explain their meaning (do not assume people use the same acronyms, they may not translate)

- Sports jargon is particularly dangerous. Not everyone has seen a baseball game, and football is an entirely different game, depending on where you live.



"I was asked to deliver a training session to our offices overseas. While English was the second language of most participants, I was told they primarily used English at work. Just to be sure I built in many Yes/No polls: 'If this is clear, please click Yes. Otherwise raise your hands.' I also encouraged the use of the Feedback button. No one had questions, or Feedback and I always received Yes responses. However, the final test results were extremely poor, and follow-up indicated the participants could not apply the skills they learned."

To complicate matters, often participants will not show they don't know the answer or they didn't understand the question. They may worry about looking foolish, "loosing face" or about appearing less than competent in a second language. Also, in some cultures it is considered inappropriate to question figures of authority such as leaders or presenters of online events. Consider if there is a non-threatening way you can check for understanding?

Suggestions:

- Ask anonymous survey questions
- Give a lot of examples and ask participants to add more examples
- Put questions on slides in addition to asking verbally
- Allow participant to participant chat so peers can consult one another
- Use break-out rooms so peers can collaborate on assignments

AFTER

Follow up to a global, multi-lingual online event

To fully ensure the success of your online event and guarantee a satisfactory experience for all participants, proper follow up to your event is key.

- Run reports on event attendance. Send Thank You For Attending and Sorry We Missed You emails to those who attended and those who did not
- Include meeting notes and action items in your follow up email for further clarification and to ensure a common understanding
- Consider sending out a translated summary of the key points/action items of your event
- Provide your contact details and invite participants to contact you directly for any more information or questions
- Give participants access to the recording. Non-native speakers can review the event at their own leisure and pause, rewind or fast-forward through a recording to review sections that were not clear during the live event
- Consider using one of Centra's recording solutions, like Centra Knowledge Object Studio to re-record the voice of an event for each language

Cultural Protocols

Names and Titles



"We had been working on an international translation project for weeks, communicating predominantly by email with our counterpart Roxy on the other side of the world. We had all assumed she was a woman, and were caught by surprise when Roxy's deep male voice proved the opposite when we all introduced ourselves."

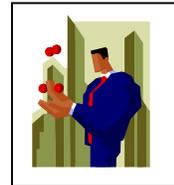
In the United States it is very common that after an initial introduction people address each other by their first names. In many other cultures this is considered inappropriate or even rude. Especially if someone has seniority by age, academic title, business position, nobility or sometimes even social class, it can be more appropriate to address the person by last name or title. Project managers and event planners can make life a little easier on the leader of an online event by acquiring information on gender and preferred form of address ahead of time. They can also ask for pronunciation assistance of the names on the attendance list. Assuming you do not have this information prior to the start of the event, here are some suggestions how to go about that can avoid embarrassment and confusion.

Suggestions:

- Check with your colleagues if you know they have interacted with these participants before and can provide some information about them
- If participants are attending from one or two countries, check out a guide book and review the basic pronunciation rules – it's often much easier than you think once you know the basic sounds. (Project managers can make these pronunciation guidelines available in the leader resource room or through a shared online resource site.)
- Build in an introductions activity. Specifically ask people how they prefer to be addressed. As participants introduce themselves, write out their name phonetically and also indicate their gender. Keep a "cheat sheet" handy!
- Apologize in advance and ask to be corrected. Explain that it's important to you that you have everyone's name right and you would appreciate a private chat if you mispronounce. Not everyone will feel comfortable enough to correct you but they will appreciate that you are trying.
- Understand the position and/or title of your participants and the relevance of that role in the organization. For example a Director in Germany is the equivalent of a Senior VP in the United States.
- Find out if it is custom to address someone by First or Last name. When not sure err on the formal side and address someone as Mr. Bauer, or ask the person what their preference would be.
- Be aware: in certain parts of the world Last name is written first and First name is written last.
- Note that in some cultures people prefer to be addressed by their title. For example in Germany when first addressing Dr. Liesl Bauer, call her Doctor Bauer rather than Liesl. She can then suggest you call her Liesl. If she does not do that, continue to address her as Doctor Bauer.
- If unsure, err on the side of formality.

Humor

Humor does not always translate well. The danger is it can be completely misunderstood or even cause offense. On the other hand, humor can be highly effective with a global audience. Often your use of humor may be the reason you were selected to speak. Humor can certainly transcend borders and create a common understanding amongst international attendees, use your judgment wisely though and select your jokes carefully.



"I was the keynote presenter at an online conference. The audience was international. As with most of my presentations, I built in a few jokes, to "break the ice." In this case, I received some poor feedback – participants thought I came across as unprofessional. I felt bad because I was just trying to put everyone at ease."

Suggestions:

- Test out your material on someone who has good cross-cultural awareness. Send your presentation ahead to the requester and ask for them to review it for cultural appropriateness
- Consider why you were asked to speak. Is it your expertise on a certain subject matter, is it your presentation style, or both?
- When using humor be aware of jokes that can be considered offensive or can be misunderstood
- Avoid jokes about religion, ethnicity, race, gender, sexuality
- Use universal themes (upset customer, angry boss, children) and make balanced references to international people in jokes (not all American or all French). It is better to use slightly self-deprecating humor based on own experiences in daily life, rather than that at others' expense. Obviously avoid making yourself look like a fool
- Jokes about local events and people will not be understood by people unfamiliar with the region
- Jokes that rely on word plays, and subtle nuances of meaning will surely not work with an audience that is not fluent in your language
- When you are acquainted with the international participants of your online event, it will be more appropriate to use humor, then when you first meet them

Creating Content for a Global Event



"I got rid off wordy PowerPoint slides and presented only a few slides with graphics to illustrate each topic. I delivered the information and asked lots of questions from the group. I hardly got any responses. Afterwards, I learned the audience was not comfortable answering the questions, since they were not always sure what I was asking. They would have preferred to see the questions in writing. The participants felt at a disadvantage since English was their second language."

If you know that the language in which the online event will be delivered is a secondary language for participants, keep in mind that reading is generally easier than verbal comprehension in a second language. If you can both read and hear content, the chances of comprehension are greater.



"My colleagues were put off by the flashy content that was presented by our office overseas. It never crossed my mind that aesthetics of content was so important."

Some cultures place a high value on multi-media content that can be perceived as flashy and tacky in other cultures. Some cultures, such as United States, place a high value on multi-media content that is carefully polished with high-powered graphics and visualizations. However, other cultures less used to high graphic content might react to this content as cheap entertainment rather than serious business communications. Consider media over substance, versus substance over media.

Suggestions:

- Make the content of your online event available in advance, so your participants can prepare before coming to the event
- Repetition helps; present the information in a variety of ways and repeat core messages
- Highlight core messages in text
- Use visuals to reinforce the verbal content – let participants read and hear
- Use text chat to clarify questions or answers
- In meeting environments, definitely write out the agreed upon actions
- Accents do matter – consider who is leading the event and whether their accent will be understood
- Use simple language
- Give examples that will have meaning in different cultures (for example, money: talk about pounds, dollars and yen and measurements: metric and US/Imperial)
- If needed, provide a session evaluation in each language.

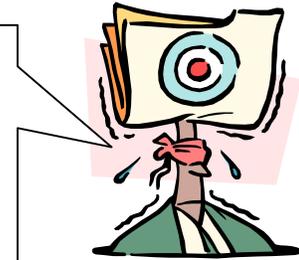
Collaboration



"I like "unstructured collaboration" – to just meet online, bring up a whiteboard and have an open dialogue. However, I found that this was less than successful in some of my international sessions. I just wouldn't get any discussion going. After awhile I kept the collaboration, but added some structure – very clear instructions and guidelines regarding the process. This has made a huge difference."

It may feel that some participants are just not interested in collaboration. Often, though, the difficulty is not collaboration per se but how the collaboration is structured and managed by the leader of the online event. Some people may prefer much more structure and less of the ambiguity or personal risk that a lack of structure can bring.

"I decided to spice my training up and make it fun, instead of just presenting all of the information in slides to the group. I spent hours creating questions for a learning game. In session, I explained the rules. It seemed to go relatively well but some participants commented on how they did not appreciate the direct nature of being called on during the session."



Suggestions:

- Clearly outline the objectives of the event and the agenda if appropriate at the start of an online event
- Explain to new participants how they can use the tools to collaborate in an online event
- Invite an "accomplice" to your online event whom you can call on first so that other participants will feel less inhibited to contribute as well
- If you use open-ended questions, consider ways of limiting the exposure of any one participant (for example have a survey ready with 5 possible responses to the question that participants can choose from; or get the group started with one or two "example" answers)
- Provide a survey at the start of class to see how participants feel about being called on for answers
- Prepare clear and specific instructions for a collaborative activity (visual and verbal). Use whiteboard templates to help guide participants. For example, "I'm going to bring up a whiteboard and I want everyone to brainstorm some ideas for reducing waste in our department" might feel unclear and thus "risky" for participants. Prepare a whiteboard template to reinforce your instructions

Role of the Leader/Participants

The importance of roles varies greatly from culture to culture. A manager, meeting leader, and trainer is just another “one of us” in some cultures; in other cultures one must respect a certain distance between people in various roles. Leaders or presenters of online events can be considered figures of authority.



“I provided some product training for customers overseas. The requester asked that I not include a course evaluation. She explained that, in her culture, the teacher was considered an expert. The expectation is that the teacher already knows the best way to teach the course. Students would feel uncomfortable and disrespectful answering questions about what they liked and didn’t like about course content and delivery.”

“I was facilitating cross-functional listening sessions with participants from all of our global locations. I was surprised at how unruly some participants were. It felt like they were trying to take over the session. They keep trying to dominate the discussion and suggesting better ways of running the meeting. I couldn’t believe it!”



Before you start your event give thought to the role you are expected to play. Will you be the leader that everyone will look to for expertise and guidance or will you collaborate as peers with the participants in your session? Cultural considerations are imperative. In some cultures corporate hierarchy plays an important role and will determine the way in which you will take part in an online event.

Suggestions:

- In some cultures the trainer or leader of an event is very equal to the participants; other cultures are more comfortable with a respectful distance in the participant/leader relationship
- At the start of a session define the role of the leader (will it be “strong” or “soft”) so that everyone will know what to expect
- In certain cultures evaluations can be perceived as judging the expert, which can be considered inappropriate or embarrassing. Before you use evaluations in an event check with a local contact.
- Participants can feel uncomfortable being called on, or giving their opinion. Using anonymous surveys might help
- Consider how comfortable a participant will feel talking in front of group, they might think “it’s not my place”

Privacy and Trust



"I attended a briefing conducted by our overseas office. Before they started they asked via an anonymous survey if anyone minded recording the event. In this case no one did. I was so surprised; it had never occurred to me to even ask. I later learned many employees in this region were concerned about technology and "big brother." The management team gained more acceptance of online events by offering participants a say in when and how recordings and assessments were used."

Participants from different countries/cultures may have greater concerns with the perceived personal risk of participating in online events. Factors such as political history, economic environment, in-country privacy laws and prevalent management model contribute to how an individual might feel about new technology and new ways of collaborating and learning.

Suggestions

- While you can't change the way people feel, you can help participants feel more comfortable by giving them some choices over how an event is run – especially regarding reporting and recording
- Consider that in some countries recordings of online events, especially those using surveys, evaluations or polls can be considered illegal. Check with your audience before starting a recording
- Recognize that people may not believe it when you say that an online survey or evaluation is anonymous. Offer a paper-based option that can be handed in to a trusted third party or in an anonymous way. Just making that offer can bolster credibility that the individual is not tracking the online survey/evaluation
- Never forget that it takes time to establish relationships and build trust. Especially when organizing re-occurring online events and meetings with the same audience, take that time to build trust and get to know the people you are collaborating with

"Rather than jumping into the content of my event, I spent 15 minutes making introductions and building trust among the group members. This was much appreciated and greatly enhanced our collaboration"



Certain cultures place great value on personal relationships when conducting business and are used to spending a lot of time meeting face-to-face. Other cultures are more task-oriented and are likely to consider relationship building a waste of time. Be prepared to balance these cultural needs when organizing international online sessions.

Suggestions:

- People who are used to meeting in person will appreciate introductions with elements of personal information exchange
- Use of video can assist in relationship building
- If not using video, consider introducing pictures of leaders and participants
- Offer a bio or resume of the speaker
- Allow time to get to know each other. When working in new collaboration groups, building trust will take longer in online environments. Consider organizing online team building activities
- Keep in mind that people who are task-oriented are likely to get impatient by relationship building activities that do not offer them immediate results

Time Zones and Time Considerations

Time zones around the world vary greatly; not all countries have daylight saving time change at the same time (some not at all); and no matter when you schedule your event, you will be sure to annoy someone! For example, it will be impossible to schedule the same online event for all of North America, EMEA and Asia Pacific especially during normal office hours. You have a few options to work around this:

- If live attendance is a must you will have to consider organizing two different events
- Or ... ask one region to attend early in the morning or late at night
- If live attendance is not a must you can offer one region the option to not attend the event but listen to a recording of the event at a more convenient time.

In general just giving people the option to either attend the event in off-hours or playback a recording is nice, since many people have different work preferences (some are late owls and wouldn't mind a midnight session, others are early risers and wouldn't mind getting started at 6am). Look at this culturally as well though, some cultures never start their workday before 9-10am, so asking them to attend a 6am session will really not work!



"We suggested the concept of online "lunch and learns" to some international locations. (These are Question & Answer sessions with a Senior Subject Matter Expert that you can participate in while having lunch.) The concept of informal Q&A events was popular but we heard that holding an event on the lunch hour was uncivilized (at best)! Other locations changed the name to "Learning after Lunch" or "Coffee Learning" and moved the time forward an hour. It was a hit!"

"I plan out Web Seminars for the international marketing departments at our company. For the last event, frequent, very short breaks were a key requirement, to accommodate the customer base in this location – mostly heavy smokers. I was so grateful for the input; I would have never considered this requirement."



Online Collaboration and eLearning applications such as Centra 7 offer tools to eliminate time zone confusion for the users. See Appendix B for details on how to easily manage time zones in Centra 7.

For More Information

Centra Software has many years experience implementing and supporting customers in all areas of the world, and assisting them in conducting successful global, multi-lingual online event. If you are interested in more information, just in general or specific to certain geographies, please contact Centra and we will get you in touch with our international experts.

If you would like more information about using Centra products in international environments please contact emeaconsulting@centra.com if you are already a Centra customer. If you are not yet a Centra customer please contact sales@centra.com

Appendix A: Centra multi-lingual functionality

Centra Products

Centra Software provides enterprise application software that enables organizations to deliver real-time communication, collaboration and learning across the extended enterprise. Centra offers solutions that deliver enhanced integration of real-time collaboration capabilities with departmental business processes, such as sales and marketing, and virtual teamwork.

Centra 7 offers capabilities for live, collaborative and asynchronous learning in a Virtual Classroom setting, as well as eConferences, Webinars and self-service eMeetings.

Centra 7 Multi-lingual Functionality

CentraOne 6.x and Centra 7 offer multi-lingual support. This means that multiple language versions of Centra 7 can be installed on a single server and users can select in which language they would like to see the Centra 7 User Interface (UI). Users seeing different language versions of the Centra 7 UI can attend the same event.

Centra 7 English is first installed as the base server installation. Additional language pack(s) are then installed on top of the base server installation. All available Centra 7 languages can be installed on one and the same server.

On the Centra 7 logon page users can select a language in which to view the UI. Users can also set their language preference under the 'My Profile' option of the user homepage. When the user logs-on to the Centra 7 server the entire user interface (web-based UI and Centra 7 client UI) appears in the language selected. Users can change their language preference on the fly in the 'My Profile' page or on the logon page.

Centra 7 Language Versions

- English
- Spanish
- Brazilian
- Traditional Chinese
- French
- Portuguese
- Japanese
- German
- Danish
- Korean
- Italian
- Greek
- Simplified Chinese

Benefits of using Centra 7 and the multi-lingual functionality

- Conduct more effective global meetings now that navigation of the UI is no longer an issue for your international participants.
- Reach a larger, geographically dispersed audiences – enable your multi-national user base to communicate & collaborate in real-time, using their language of choice.
- Redefine Training and Learning – increase the learning effectiveness of your non-English learners in their native language; create reference library of international recordings

Centra 7 – select your language of choice when logging on

Centra Esercitazione System Check

Seleziona una lingua: Italiano

Nuovo utente
[Crea](#) un account

Accedi
Se sei un utente registrato, **accedi** a CentraOne.

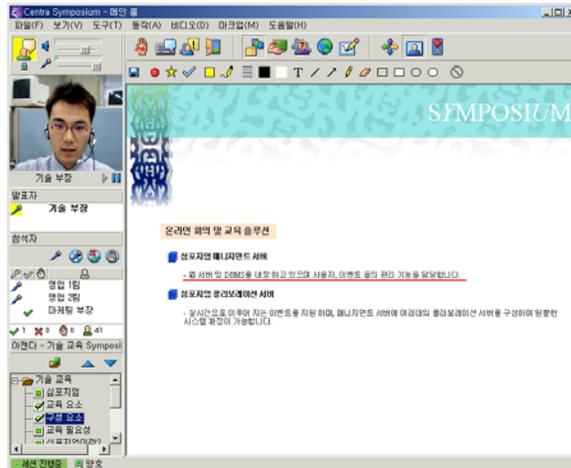
Accesso:
Password:

Memorizza i miei dati

Partecipa
[Partecipa](#) a una riunione.

Centra 7 – the User Interface appears in your language of choice

Korean



German



Centra Knowledge Center Multi-lingual functionality

Centra Knowledge Center 6.x and higher also offer multi-lingual support. Multiple languages can be installed on a single Centra Knowledge Server, and the users of the Centra Knowledge Center can choose in which language they would like to view the User Interface.

Centra Knowledge Center Languages

- English
- French
- German
- Italian
- Arabic

Benefits of using Centra Knowledge Center multi-lingual functionality

- Redefine Training and Learning – increase the learning effectiveness of your non-English learners in their native language;
- Reach larger, geographically dispersed audiences – enables your multi-national user base to experience an enhanced blended learning experience using their language of choice.

Centra Knowledge Center - Arabic

PM EDT 05:12 2003 يوليو 29

أحدث أنشطة الدراسة
[تفاصيل](#) [Assessment AR استخدام](#)

الارتباطات
 Centra
 Yahoo
 Ebay
 USA Today

مرحباً مُسنِّقُ بهِئسْفِي شَهَاتُ قُسنِّقُ مَشسْفِي شَهَاتُ

أحداث اليوم
لم تتم جدولة أحداث اليوم
تواريخ الانتهاء القادمة

[تفاصيل](#) | [بدء](#) 23 أغسطس 2003 [Assessment AR استخدام](#) [المزيد...](#)

الرسائل

PM EDT 05:10 2003 يوليو 29	تم إرسالها: 29 يوليو 2003	مدير المستخدمين
المزيد...		عسوق شيمبي
PM EDT 05:10 2003 يوليو 29	تم إرسالها: 29 يوليو 2003	مسؤول السجل
المزيد...		قنلهسقفس
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المزيد...		حدلاهساقس
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المزيد...		شيشلقس
PM EDT 05:10 2003 يوليو 29	تم إرسالها: 29 يوليو 2003	الطالب
المزيد...		مشفقس
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PM EDT 05:10 2003 يوليو 29	تم إرسالها: 29 يوليو 2003	الموظف
المزيد...		شفاقس

Cost Considerations

The Centra multi-lingual functionality reduces your total cost of ownership – only one server installation to support multiple languages, no need to buy multiple servers and less system administration time required.

For both Centra 7 and Centra Knowledge Center: English and one additional language pack are offered at the regular Base Server license price. Any additional language packs are priced at special promotional pricing through the end of 2003.

If you'd like to learn more about Centra's products and services, or to discuss this white paper, please contact a Centra Sales Representative at 1-800-414-3591 or 781-994-1168, or email sales@centra.com for more details.

Appendix B: Time Zones in Centra 7

The organizer of your event is in London; participants are coming from all over the world. How do you avoid time zone confusion?

Centra 7 has built-in functionality to end the confusion. No matter what time zone the event or meeting organizer chooses, Centra 7 automatically translates this to the time zone according to each participant's personal profile. No guessing or counting backwards is required! No need to look up the world clock. No need to panic when the clocks turn back in summer (for some countries a week earlier than others; for some countries not at all)!

My Schedule

(GMT +10:00) Canberra, Melbourne, Sydney

Upcoming	Ongoing	Past
Event	Start Time ▼	
📅	global consultant mtg	7/26/03 1:00 AM

How Does this Work?

Step One: When the Centra 7 administrator sets up the system properties, he or she chooses a time zone for each domain. This is generally the time zone in which most of the activity will take place. The majority of Centra 7 users on this example domain are in the United Kingdom.

Setting	Value
Category:	Miscellaneous
Default recording URL prefix:	<input type="text"/>
Login page email to administrator enabled?	Yes
Time zone default for domain:	(GMT -04:00) Eastern Time (US & Canada)
Homepage Logout URL:	(GMT) Azores
Charge Code:	(GMT) Coordinated Universal Time
	(GMT) Casablanca, Monrovia
	(GMT +01:00) Dublin, Edinburgh, Lisbon, London
	(GMT +01:00) West Central Africa
Closed Web Seminar event URL	(GMT +02:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
Centra Recording Server redundancy enabled?	(GMT +02:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
	(GMT +02:00) Brussels, Copenhagen, Madrid, Paris

Step Two: A meeting or event organizer can override this default as they set up a new event. For example, the meeting organizer and the majority of the participants for this particular meeting are located in France. The meeting time is set with the appropriate time zone.

Schedule

Event name: Regional Manager's Meeting

Day: 02/11/04

Time: 10 : 00 AM

Duration: (GMT +01:00) Dublin, Edinburgh, Lisbon, London
(GMT +02:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
(GMT +02:00) Brussels, Copenhagen, Madrid, Paris
(GMT +02:00) Sarajevo, Skopje, Warsaw, Zagreb
(GMT +02:00) Harare, Pretoria

Contact:

Step Three: An individual participant chooses a preferred time zone when they set up their account. The participant will always see event times correctly displayed in his or her own preferred time zone, regardless of how the meeting was set up. This eliminates the possibility of confusion and missed meetings and events.

Personal Information (Required)

First name: Margaret

Last name: Flynn

Email: mflynn@centra.com

Display name: Margaret (Your name seen by other attendees)

Timezone: (GMT +01:00) Dublin, Edinburgh, Lisbon, London

Meeting Capacity: (GMT +10:00) Brisbane
(GMT +10:00) Canberra, Melbourne, Sydney
(GMT +10:00) Guam, Port Moresby
(GMT +10:00) Hobart
(GMT +11:00) Vladivostok

Optional Information

If you'd like to learn more about Centra's products and services, or to discuss this white paper, please contact a Centra Sales Representative at 1-800-414-3591 or 781-994-1168, or email sales@centra.com for more details.