

The Real Problem with Hybrid Meetings Isn't Tech—It's the Experience



The meeting starts. The in-room team is chatting naturally, throwing ideas across the table. Meanwhile, the remote attendees sit quietly on the screen, barely visible in a tiny grid.

Every so often, someone asks, "Can you hear me?" A remote participant tries to chime in, but the conversation has already moved on. After a while, they stop trying.



The reality is, most hybrid meetings fail not because of poor technology, but because of poor meeting experiences. A study found that **43%¹ of remote employees feel excluded from hybrid meetings** because they can't fully participate or be seen in the same way as in-room attendees. If people feel disconnected, they check out.

Technology is only as good as the experience it enables, and most AV setups weren't designed with human collaboration in mind.

Hybrid meetings shouldn't feel like a compromise. They should create a seamless, natural conversation—where technology disappears into the background and lets human interaction take centre stage.

Why Do Hybrid Meetings Feel So Disconnected?



Hybrid work has become the new normal—yet most businesses still struggle to make meetings feel natural.

- In-room participants dominate, while remote attendees feel invisible.
- Conversations don't flow naturally—remote voices get lost or delayed.
- Poor audio and camera angles make it hard for remote teams to follow along.
- Tech issues disrupt focus, leaving people disengaged.

It's no surprise that **more than one-third (35%)² of workers struggle to fully engage during hybrid meetings**—not because they don't want to participate, but because the setup makes it difficult to do so.

These are not just tech problems—they're fundamental collaboration problems. Without intentional design, hybrid meetings unintentionally exclude people. So, how do we fix this?

1. Hybrid Meetings Need Meeting Equity, Not Just Connectivity



Joining a meeting is not the same as being present in one. The biggest challenge with hybrid work is **meeting equity**—ensuring that every participant, regardless of location, has an equal presence in the conversation.

- Remote participants are often placed in a single display window while in-room attendees see each other in full view.
- Subtle body language, side conversations, and facial expressions are lost on video calls.
- Collaboration becomes transactional instead of natural.

This lack of inclusion has direct consequences. **Studies show that when employees don't feel heard in meetings, they are less likely to contribute ideas, leading to a decline in engagement³.**

The Solution:

With Crestron Sightline, remote attendees don't just 'watch' the meeting—they're in it. The system ensures true meeting equity with:

- Multiple displays keeping remote participants in clear view at all times.
- AI-powered speaker tracking that frames the right person automatically.
- Camera switching providing a front-facing view, making conversations feel natural.

2. People Engage More When Meetings Feel Natural



Imagine a face-to-face conversation. You naturally look at the person speaking, pick up on their tone, and adjust your response in real time. But in hybrid meetings, this flow is disrupted:

- The camera doesn't switch to the active speaker fast enough.
- Remote attendees stare at a fixed screen, unsure of who's talking.
- Delays in audio make responses feel unnatural.

These minor frustrations add up. **Research has found that employees who struggle with hybrid meeting engagement are twice as likely to feel disconnected from their teams⁴.** Over time, this leads to lower morale and weaker collaboration.

The Solution

Crestron Sightline eliminates the awkwardness of hybrid meetings by mimicking real-life conversations with:

- Multi-camera tracking that follows speakers automatically, keeping discussions dynamic.
- AI-assisted framing that maintains natural eye contact for remote attendees.
- Intelligent audio pickup that captures every voice clearly, ensuring seamless interaction.

3. Engagement Starts with Audio—If You Can't Hear, You Can't Participate



People often focus on **video quality** in hybrid meetings, but the real **dealbreaker** is audio. If people **can't hear clearly**, they **won't contribute**.

- Echo, background noise, and mic cutoffs disrupt conversations.
- Remote attendees struggle to jump into discussions without causing interruptions.
- Inconsistent volume levels create frustration.

And poor audio isn't just annoying—it has real business consequences. **82%⁵ of business professionals say poor audio quality has negatively impacted their work, leading to lost time and productivity.**

The Solution

With Crestron Sightline, poor audio is no longer a barrier to engagement. Its intelligent sound system ensures:

- Beamforming microphones that adjust to speaker locations for perfect clarity.
- Noise cancellation that removes distractions while enhancing voice presence.
- Speaker tracking that prioritizes the right voice, ensuring every word is heard.

4. Simplicity Makes Meetings More Inclusive



The more complex a meeting setup is, the less people actually engage.

- If starting a meeting takes 10 minutes of troubleshooting, focus is lost.
- If only IT can adjust cameras, people won't bother.
- If no one knows how to share content, discussions stall.

This inefficiency has a real impact—**employees spend an average of 31⁶ hours a month in unproductive meetings**. Simplifying meeting setups can drastically improve engagement and focus.

The Solution

Simplify your meeting experiences with Crestron Sightline with:

- An one-touch meeting start
- Auto-adjusting cameras that remove the need for manual intervention.
- Smart room controls that adjust lighting, sound, and visuals automatically.

The Future of Hybrid Meetings Isn't About Tech—It's About People



What if meetings actually worked for everyone?

What if remote employees felt as included as those in the room?

What if technology disappeared into the background, and people just connected?

This isn't a future vision—it's happening now.

At **O2K's Crestron Sightline Experience Demo Room**, you can see firsthand how hybrid meetings are being reimaged to work for people—not just screens.

Schedule a demo today and experience the future of hybrid collaboration.

Sources:

¹ [hrreview.com](https://www.hrreview.com)

² [workplaceinsights.net](https://www.workplaceinsights.net)

³ [UKG.com](https://www.ukg.com)

⁴ [Techcommunity.microsoft.com](https://techcommunity.microsoft.com)

⁵ [shure.com](https://www.shure.com)

⁶ [Atlassian.com](https://www.atlassian.com)