NETIQUETTE

10 Tips for Virtual Meeting Etiquette

1 **Choose the best location to log-in, and consider your visual and auditory background**

An ideal location has adequate/adjustable lighting, a stable desk-height surface, minimal background noise and device charging. Avoid having a bed, open closet, piles of papers, NSFW artwork, personal photos/documents which may have private information visible in the background behind you if you are joining via camera.

2 **Reduce/eliminate ambient/background noise**

Close windows, turn off fans, turn off electronics including cell phones, relocate pets, set boundaries with others you are sharing the space with and avoid keyboard use during the meeting.

3 **Improve your lighting**

Note the light sources in your space. Improve video quality by ensuring there is a light source which is illuminating the front of your face and that this is the brightest light source in the room. Close curtains to minimize other light sources, and try a light with a lampshade in front of you and behind your webcam.

4 **Commit to monotasking & stay focused**

Neuroscience shows our brains are most productive when focused on one task, so avoid multitasking during the meeting. Giving your full attention to each attendee demonstrates respect for everyone's valuable time and contributions to the meeting, and ensures you will also receive this full attention when speaking/contributing during the meeting. Show your attention and commitment to the meeting by ensuring your appearance is professional, being on time, sitting up straight, staying seated for the entire meeting, making eye contact and showing you are actively listening. During the meeting avoid eating, washroom breaks and looking elsewhere than the camera (note that your focus should be on the camera, not the screen) as well as extraneous movements which can be distracting.

5 **Join the meeting with both audio & video**

Connecting virtually "face to face" promotes connection, focus and allows for inclusion of body language into the communication between participants. Placing your phone/camera/computer at desk level (or propped on a few books) and pulling it closer than usual to you (if you can't see your shoulders, you are too close) can help to ensure the main focus in the camera frame is your face/facial expressions. Avoid using a laptop on your lap if you are joining using video. You might use a headset or headphones during the meeting, but typically phone audio and computer audio work fine. Once you have joined via audio and/or video, say hello and let everyone know you have joined.

6 **Be aware of your body language**

Remember everyone can see you even when you are not speaking, and your body language may be interpreted as inattentive and uninterested (for example, yawning or multitasking). Be mindful of assumptions about the body language of others. If you have to leave the meeting early, let everyone know at the beginning of the meeting/as soon as possible.

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7 Speak clearly, slowly and at an average volume

While using a phone or a decent microphone built into your laptop, computer, or webcam, you do not need to speak louder than your typical speaking volume. Slow down to make sure everyone can follow, and enunciate to make sure everyone can hear as there is likely a diversity of audio sources and quality levels among participants.

8 Don't speak over anyone

Only one person can speak at a time and be heard by other participants even more so than in person; if multiple audio inputs are being processed by the conferencing system at the same time, they are likely to become jumbled, or only one voice will be shared with the group.

9 Be aware of, but don't rely on "mute"

Be aware of the mute button, but be aware overusing it can lead to less authentic connection between participants and temptation to multitask. Mute yourself if you have unavoidable background noises and/or are hearing feedback and are not speaking. The meeting host (or conferencing system) may automatically mute you on their end if there is background noise which is interfering with communication between participants and you are not speaking. Most conferencing programs include a chat function which can allow you to send a question or a statement to everyone or privately to the host or another participant, even if you are muted. You may enter the meeting muted and need to unmute yourself to say hello.

10 Be prepared

It's a good idea to test your camera and audio prior to the meeting, as well as the meeting software/application itself. Save any documents you wish to share/review during meeting as a PDF, and send them to the meeting host prior to the meeting if possible. Save any documents which were sent beforehand on your computer in case you are disconnected from the video meeting and need to continue via audio connection. You can also test your wifi connection and internet speed prior to joining.

Further Reading

Chat Functions:
- support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat
- support.goto.com/meeting/help/send-chat-messages-g2m040014

Test your Camera & Audio in a Test Meeting
- **Zoom**- https://zoom.us/test
- **Webex**- https://www.webex.com/test-meeting.html
- **GoTo Meeting**- https://support.goto.com/webinar/help/join-a-test-session-g2w060001

Testing your Internet Speed:
- www.speedtest.net
- www.nperf.com/en/

Other Connection Issues:
- support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues

- powersresourcecentre.com/the-new-virtual-meeting-etiquette/
- blog.zoom.us/wordpress/2013/08/20/video-conferenceetiquette
- blog.gotomeeting.com/7-rules-virtual-meeting-etiquette-every-professional-know/