

THE ETIQUETTE OF THE VIDEO CONFERENCE

Your video conference dos and don'ts checklist:

- Ask yourself, do you need a video call or will a voice-only call do just as well?
- Check your Internet connection and equipment is working properly. Avoid having lots of bandwidth-intensive applications running in the background.
- If you are having Internet connection issues remember, HD video requires approximately 1.2Mbps. A wired connection is better than WiFi; a WiFi connection is better than 3G/4G.
- Advanced video conferencing features such as screen sharing, slide presentations and animation will need more bandwidth to run properly.
- Most popular video conferencing tools enable you to record the session (video and/or audio-only) and save a transcript for reporting or compliance purposes. Remember to switch this functionality on before starting if you need it.
- Where possible, share the meeting agenda in advance.
- Be on time.
- Dress appropriately, not just your top half!
- Turn your video on; it will help control the conversation if you can see who is speaking.
- Adjust your camera/webcam so you are framed in the centre of the screen, strange camera angles and the tops of peoples' heads can be very distracting.
- Ensure the room where you are joining the meet is properly lit so everyone can see you.
- Be aware of your surrounding (animals, kids, strange wall-art, etc.) and use the blur or artificial background functions where necessary.
- Reduce background noise by using a headset and/or microphone.
- Mute voice until you are ready to speak, this will reduce ambient noise and feedback.
- Use the IM (instant messenger) feature to help reduce interruptions and people talking over each other.
- When there are multiple people on a video call, introduce yourself when you start to speak: "Hi, this is Charlie..."
- When speaking, look straight into the camera, not at your screen.
- Don't start checking your email while on a call, it's impolite and you will stop listening to what is being discussed.