

RE MOTE WORKING

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10 ETIQUETTE
TIPS FOR
VIDEO CALLS



Face to face meetings are on hold, but that doesn't mean we can't stay connected and professional online.

The aspect of the office environment is lost when everyone is remote, so it's up to us, as individuals to do what we can to find daily opportunities to stay engaged with co-workers.

This can be a quick 15-minute stand up with your immediate team, joining an open conversation on Slack channels such as #ecs-virtual-kitchen and #kitchen, the Teams channel ECS, General, or choosing to talk an idea through with colleagues on the phone rather than email.

Whilst remote meetings are a must, they can still be a distraction. So here are some tips to help keep video meetings on point and helpful for those on the call.

1. Always have an agenda

By providing an agenda, attendees know what to expect, can guesstimate how long it will run, and, if there is an element of participation, will give them an opportunity to prepare talking points. As a meeting lead, assign ownership across the team and help facilitate the conversation amongst the group to encourage participation.

Top Tip: make sure what is being discussed is relevant to at least three people in the meeting. Otherwise, send an email on the topic or set up a smaller meeting.

2. Lights, camera, action

Where possible, keep your video on as much as possible. Video adds a human touch to meetings, which can combat isolation and strengthen team relationships. It can also help the meeting facilitator identify whose attention is wandering, so they can bring them back into the conversation. Just be careful not to point the camera up your nose, or have your back to a window...

3. Test equipment

Don't wait until a couple minutes before a meeting to sign on. Test your video & audio before the meeting starts – a call can keep going with no people, but not without sound.

Top Tip: invest in a headset or cheap lavalier mic. People have no problem dealing with substandard video, but substandard audio is a deal breaker.

4. Report your absence

Conference calls are often held up waiting for specific attendees. Help your team by communicating if you can no longer attend or are going to be late to a meeting so others can continue in your absence, rather than thinking of new ways to ask about the weather...

5. No sneaking out

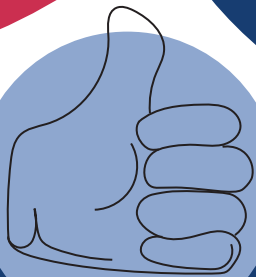
If you need to leave the meeting early, let the person leading the call know ahead of time or mention it at the beginning of the meeting – and then say a quick goodbye before you go.



6. Be prepared

Just because you're talking remotely, doesn't mean you should be any less prepared for a meeting. Read through the agenda, have your notes and questions at the ready and be on time for the call.

On this topic... remember to wear suitable clothes. Whilst we'll forgive the lack of a suit, answering a call in a towel or your pjs is a big no no.



9. Speak up

You may have a great connection and it may sound like you are all in the same room, but not everyone will have the same experience. Remember to speak clearly and loudly – without shouting – so others can hear you.

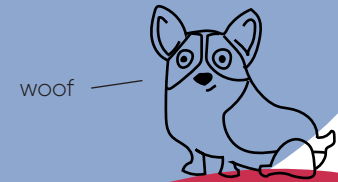
Top tip: when you unmute to say something, introduce yourself so people know who is talking. Oh, and remember to unmute yourself in the first instance. Not everyone is good at lip reading and arms gesticulation ;-)

7. Stay focused

When conducted properly, meetings can be real time savers. But for them to be effective, they need everyone to be in the "room". Rather than multi-tasking your way through the call, give the speaker the respect they deserve by giving them your full attention. Not only will you get off the call faster, it makes it more worthwhile for everyone involved. If you are too busy to just focus 100% on the call, reschedule.

8. Furry friends

If you have a particularly talkative or attention-seeking pet, it might be best to put them in another room during a meeting so others aren't distracted. Don't worry, they can be the main stars of staff #kitchen chats.



10. Find somewhere quiet to take a call

Are your children in the background? Do you live near a pheasant shooting ranch?

Microphones have a habit of picking up all noise, and this can become distracting whilst on a call. Where possible, try and find a quiet room away from external noises. If this isn't possible, put yourself on mute and only talk when it's your turn. And try and save making that cup of tea until the meeting is over...



Have ideas of your own?
Let us know:

wellbeing
@ecs.co.uk