

Online Meeting Etiquette- Best Practices

This document provides guidelines and best practices to help you conduct meetings effectively. While these guidelines are generally accepted best practices, company policies may be updated regularly as the advancement technologies takes place.

Participant Etiquette

Here are some tips and guidelines for attending an online meeting:

Before the meeting

1. Close all unnecessary windows or applications; this will free the RAM space to improve the sound and video quality.
2. In the event of a power cut (which may occur regularly) Have electricity and internet backup e.g. UPS
3. Find a quiet environment where there will be no distractions, which will help you focus.
4. Locate yourself where there is a good internet signal or use a wired connection for better quality
5. Adjust Camera so that you can be seen clearly, don't be too close to the camera and not too far.
6. Lighting - Check to be sure you have enough lighting that doesn't create shadows or it is too bright for the viewer to see you.
7. Background: makes sure the backgorund is clean and tidy, remember that the viewer will see you and your background. A clear and white background is something to consider.
8. Be on time; come 5 – 10 minutes early, in order to resolve any technical difficulties.
9. Make sure you prepare in advance of any work to report back to the team.
10. Turn off or silence your mobile phone during online meetings – it can easily distract you during the meeting.
11. Stay silent while waiting for the call to start.
12. Smile and look directly at the camera when you are speaking.
13. Identify yourself and address people by name.

14. Be polite and listen attentively.
15. Use mute when not speaking.
16. Avoid multi-tasking.
17. Stay on track and ensure private matters are solved outside the call.
18. Respect people's valuable time.

Presenter Etiquette

If you're conducting or presenting in an online meeting, use the following tips to make your meetings more effective:

- 1- Give everyone early notification and invitation of the meeting; providing the time, date and topic or subject to be discussed, this can be broadcasted through various media platforms such as Facebook, whatsapp, viber etc.
- 2- Make sure everyone prepares in advance in order to gain maximum potential of the meeting
- 3- Before the meeting commences (during broadcast or invitation stage) as well as at the beginning of a meeting make sure all participants are fully aware of the rules before proceeding. You can use the guideline from the above to read out before commencing.
- 3- Who are you meeting with? A new client? Team members? A prospective customer? Tailor the content of your virtual meeting to the audience, and make sure everything is appropriate to share with all participants
- 4- Make the most of your participants' time. Upload documents, prepare programs, and organize presentation slides before the meeting starts.
- 5- Encourage participation from remote participants. Often, those who are participating from outside the meeting room feel overlooked. As the presenter, it's a good idea to pause from time to time and ask for questions or comments from remote participants.
- 6- Use your mute capabilities. If a participant is creating a poor audio experience for everyone else, mute that person or ask him or her to rejoin the meeting using a recommended audio device or their telephone.
- 7- Keep to a time schedule and wrap up on time.
- 8- Create Minutes of the meeting and circulate.