

## Video Conferencing Etiquette

### What is etiquette?

Etiquette refers to a set of behaviours or community standards that a group of people have agreed to abide by. The following information outlines these behaviours in a video conferencing environment at the university.

### Considerations

Compared to other social technologies like mobile phones, email, and text messaging, video conferences today lack rules of engagement in a university environment. Most standards have been inherited from the audio conferencing world, where muting, not interrupting, and paying attention to the speaker are accepted courtesies.

But as real-time and on-demand visual communication increases, standards for video etiquette are developing. Here are a few key points to follow that will make your video conference experience a positive one.

### Prior to the video conference meeting

1. Prepare and distribute an agenda prior to the video conference meeting
2. Appoint a **chairperson** to run the meeting and to maintain the agenda plus host the introductions
3. Chairperson to be familiar with the [video conference meeting room](#) and video conference equipment prior to the conference commencing.

### Arrival

1. Begin any video conference meeting like you would a normal face to face meeting
2. Always assume you are on camera and connected when meeting in a video conference meeting
3. When speaking for the first time, introduce yourself – speak clearly, there is no need to shout
4. Small noises can be very distracting so please avoid shuffling paper, drumming fingers, or carrying on side conversations – keep body movements to a minimum
5. Do not focus solely on the local participants and ignore the video conference attendees – be courteous to other participants
6. When speaking always ask or give time for others to ask questions
7. Move and gesture slowly and naturally
8. Taking turns talking – if you wish to speak, wait for a suitable pause or make a silent visual signal to indicate you would like to talk.
9. Assume you are always on camera, even when not speaking.

### Clothing, motion and light

1. Avoid wearing busy patterns or bright colours – solid, rich colours look the best on screen
2. Check to make sure all room lights are on
3. Be aware of light coming through windows in the room.

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## Cheat Sheet

Meeting	Hosting site	Remote sites
<b>Before the meeting</b>		
Supply participants with agenda/handouts	✓	✓
Prepare presentation materials	✓	if presenting
<b>Just prior to the meeting</b>		
Reduce environmental noise	✓	✓
Use Camera presets	✓	if available
Adjust the lighting	✓	✓
Mute the microphone	✓	✓
<b>Beginning the meeting</b>		
Use introductions		
<b>During the meeting</b>		
Maintain eye contact	✓	✓
Use your normal voice – strong and clear	✓	✓
Use a brief pause between speakers	✓	✓
Allow time for others to answer or to make comments	✓	✓
Two people cannot speak at the same time – avoid interrupting	✓	✓
Limit side conversations	✓	✓
Be aware of microphone placement	✓	✓
Keep body movements to a minimum	✓	✓
Restore eye contact after an audio visual presentation	✓	✓

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