Video Teleconferencing Etiquette

Recommended Practices:

For the organizer/facilitator:

- Test the equipment at least 40 mins. before the video teleconference
- Prepare and distribute the agenda well before the teleECHO™ session
- Start and end on time
- Eliminate or reduce environmental distractions (i.e. turn off cell phones, avoid paper shuffling, turn off loud fans or other obtrusive noise, etc.)
- Open the video and telephone links 5-10 minutes before you start, and welcome early arrivers as they sign on
- Have every attendee introduce themselves and identify participants as they sign in late
- Establish and communicate ground rules to the participants (i.e. hand signals, written signs, etc.)
- Remind all participants about confidentiality at each session
- Make eye contact with the camera when you are speaking
- Speak clearly and in a conversational tone
- Limit distracting body movements and broad gestures
- Dress professionally and appropriately; avoid bright colors and "loud" clothing
- Provide adequate time for people to respond to questions; it often takes several seconds for someone to decide to talk, and several more seconds for them to unmute their microphone
- Facilitate the discussion and be vigilant about the participants that wish to make a comment and queue them up in order
- Use gentle, supportive approaches to correct misinformation
- Encourage all participants to take part in the discussion
- Use "gentle nudges" to help people discover and learn
- Excuse yourself and leave the room if you need to have a side conversation or take a phone call
- Use respectful and appropriate language
- Use gentle redirection when someone dominates time or is critical or confrontational
- Remember to request feedback or contributions from spokes participating by telephone

For the attendee/participants:

- Eliminate or reduce environmental distractions (i.e. turn off cell phones, avoid paper shuffling, turn off loud fans or other obtrusive noise, etc.)
- Join the meeting with your video and leave only one speaker unmuted to avoid feedback
- Make eye contact with the camera when you are speaking
- Speak clearly and in a conversational tone; start with your name to identify you as the speaker
- Provide adequate time for other people to respond to questions
- Try to take part in the discussion; use respectful and appropriate language
- Limit distracting body movements and broad gestures
- Dress professionally and appropriately; avoid bright colors and "loud" clothing
- Excuse yourself and leave the room if you need to have a side conversation or take a phone call
- If someone is speaking, let them finish, or signal your wish to talk to the facilitator

Avoid…

- Disclosing protected health information (PHI) or personally identifiable information (PII)
- Criticizing or reprimanding participants, even if they are incorrect
- Engaging in side conversations
- Talking over other people and not waiting for your turn
- Rude comments, behavior, and gestures
- Making extraneous noise such as rustling papers: conference microphones are very sensitive