



ZOOM ETIQUETTE

Who can remember life before zoom? Video calls are just one of the technologies that are transforming the way we work. Making it easier to see each other and speak to each other makes it easier for us to collaborate better. Especially when we have to work from home for an extended period. How can we get the best out of the technology though? And how can we use it with consideration to colleagues and in a way that establishes consistent good practice.

What is the right Zoom call etiquette?

Getting ready:

1. **Clean cut** - consider your background - don't have too many distractions (no-one really wants to see your bin or laundry basket!)
2. **Your best light** - light the front of your face, not the back - if lighting is behind you, people will only see your silhouette.
3. **On mute** - keep your zoom connection on mute until you speak and put all other phones on mute.
4. **Focus fully** - close all other applications such as Instant Messaging and any Social Networks so that they do not distract you.
5. **Label yourself** - ensure your name is displayed (go to Settings>video).
6. **Arrive Early** - make sure your technology is working - join at least ten minutes before the session so the facilitator can make sure everyone is connected.
7. **Ruthless and relevant** - ensure your content is relevant for your audience - and not too many slides, or too content heavy (we only have small screens and we want to see you not your charts)! Consider pre-read if there is important content to be shared.





ZOOM ETIQUETTE

In Action:

1. **Introduce** - welcome everyone and encourage all people to have their camera on and set-up so you can see them (not just their forehead).
2. **Facilitate** - bring people in from across locations - ask questions, seek their opinion. Embrace tools to encourage interactivity - Zoom breakout rooms, polls.
3. **Steer** - the most senior person shouldn't do all of the talking - encourage others to lead, but prepare them in advance.
4. **Abstain** - try not to eat or move about lots (a cup of tea or refreshment is fine but if it involves munching turn the camera off!)
5. **Concentrate** - try to 'shut out' your most distracting housemates - pets, family members or anybody else who might like to participate?!
6. **Care** - run a zoom meeting like a best practice meeting - assign the facilitator and who is going to capture the outputs, and circulate post the meeting.
7. **Have courage** - don't feel you have to avoid the 'tough topics' - we are all comfortable on Zoom these days so you can still have robust conversations virtually, but if you do, make sure you check-in a few days later to find how the other side of that debate is feeling.

And always ask for feedback -
what worked well and what could be improved?

