

## Video Teleconferencing Etiquette

### Recommended Practices

- Test the equipment before the video teleconference
- Prepare and distribute an 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)
- Open the video and telephone links a few minutes before you start and welcome early arrivers as they sign on
- Communicate ground rules to new participants (i.e. in a welcome e-mail)
- Have every attendee introduce themselves and identify participants as they sign in late
- 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
- 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
- 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

### 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
- Making extraneous noise such as rustling papers: conference microphones are very sensitive