



While a majority of our contact is non-verbal right now we should remember that respect is important when participating in a conference call or video meeting such as Zoom or WebEx.

Here are a few tips to consider when you are participating in a conference or video call.

1. Test your system beforehand to ensure that it is working properly and that you are able to participate.
2. Send out log-in information and an agenda and follow it accordingly.
3. Be punctual.
4. Start your meeting with a greeting, like “hello or “good morning” which can set a positive and professional tone. Not greeting people may unintentionally do the opposite. Would you walk into a meeting and start talking about a project without first greeting them? (Hopefully not!)
5. Have everyone introduce themselves.
6. Ensure you are referring to others with their preferred name and pronoun. If you do not know someone’s pronoun preference you can use “they” or “them.” This is a great time to practice Gender Neutral pronoun usage.
7. Speak clearly and loud enough for the participants to hear you.
8. If you are having difficulty with your connection let the host know and excuse yourself while you reboot.
9. While differences of opinion and constructive feedback are a normal part of any workplace be mindful of your word choice and audience when sharing your feedback. Consider whether your comments may be more appropriate to address one-on-one as opposed to a group meeting.
10. Remember to think about your own communication objectively. Is there anything that could be misconstrued?
11. When participating give others the benefit of the doubt you would want others to give to you. Do not make assumptions about what they “really meant.” If it is not clear, ask.
12. Establish what was accomplished and follow-up with meeting notes if need be.
13. Don’t forget to say “please” and “thank you” and end your participation with an appropriate conclusion like Thanks and goodbye. A little gratitude and good manners costs nothing and can go a long way during this challenging time.