

Virtual Meeting Suggestions and Best Practices

If you are the convener:

Prior to the meeting

- Outline clear meeting objectives.
- Decide on the engagement techniques to achieve the objectives.
- Have team members serve as note taker, timekeeper, chatmaster to monitor chat window.
- Send materials to be read prior to meeting. Use page numbers and titles for ease of reference.

Technology

- Know how to use the software features.
- Have a plan when people encounter technical difficulties.
- Have a plan if everything goes wrong.
- Provide a test URL in advance of meeting so attendees can download software and work out technical issues before meeting starts.
- Ask attendees to join meeting several minutes early so you can start on time.

Begin the Meeting

- Start on time.
- Take roll call.
- Make sure everyone's video and audio is working.
- Remind everyone to mute their microphone when not speaking to eliminate background noise.
- Review the agenda and objectives.
- Ask for additions to the agenda.
- Review the roles people will play during the meeting.
- At the first meeting of the group, set expectations for mutual respect to include:
 - Be on time and respectful of others' time.
 - Do not multitask during meeting.
 - Mute your microphone when not speaking.
 - Use your video.
 - Come to the meeting prepared.
 - Fully participate in the meeting.
 - Agree on a process for adding agenda items that arise during the meeting.
 - Maintain confidentiality.
 - Do introductions to build social relationships.
 - Explain the chat window.

During the Meeting

- Speak clearly.
- In large groups, state your name when speaking.
- Make sure questions are clear. It may be necessary to repeat questions asked by attendees who are not near a microphone, such as questions from an audience during a presentation.
- Don't spend time on materials sent in advance. Focus on questions, comments, and problem-solving.
- Invite remote participants to speak first.

- Plan for pauses for reflection. Not everyone thinks at the same pace.
- Ask for feedback to make sure the meeting is effective for everyone.

After the meeting

- Send meeting notes to everyone.
- Ask for feedback on the notes and on the meeting.

If you are a Participant:

- Prepare for the meeting. Read materials sent in advance.
- Connect to meetings early to minimize technical difficulties.
- Test meeting software in advance so you know it works.
- Know who to call if the technology fails.
- Consider volunteering for a role, such as timekeeper or chatmaster.

Etiquette for virtual meetings:

- Be respectful of other participants.
- Don't interrupt other speakers.
- Identify yourself prior to speaking each time.
- Learn to use the chat window.
- Speak slowly and clearly.
- Mute your microphone when not speaking to eliminate background noise.
- Maintain eye contact with camera.
- Do not multitask.