

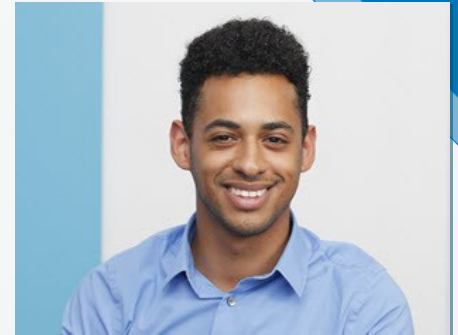


## ETIQUETTE & SETUP

### GET READY

Consider what looks appealing to the eye on camera when making choices about dressing for a video conference.

- Dress business appropriate manner.
- Avoid wearing all white or black clothing.
- Muted or pastel colors tend to provide better images.
- Polka dots, fine stripes, and plaids can be distracting.



### GET SET

**Environment:** 5-10 minutes before your video call begins review your desk and broadcast area.

- Organize your broadcast area. Remove items that shouldn't be displayed in your video conference.
- Turn off the ringer to your office phone and put your cell phone on silent.

**Camera:** Video communication is most effective when you appear to be making eye contact participants.

- Position your camera on or your monitor with the conference window centered under the camera.
- Angle the camera to broadcast so you appear to be making direct eye contact.
- Ensure that the camera is not looking up, down, or to the side of you.

**Speaker/Headset:** Use an external speaker/headset. Place it on your desk directly in front of you.

- **Speakerphone:** Placement should be on a hard surface away from your computer to prevent feedback. Do not place papers on top of the device while in a call.
- **Headset:** Ensure the microphone piece is placed directly in front of your mouth.

**Lighting:** Think about what a movie director or photographer does with lighting.

- Focus the light on your face for the best image quality.
- Place the lighting or windows in front of you and behind your display. This helps reduce shadows.

### GO!

Facial expression and body language add important elements to your meeting. Remember, video conferencing is more like an in-person exchange than a telephone call. Here are some key things to keep in mind.

**Make Eye Contact:** Look into the camera to connect with participants.

**Hand Gestures:** Avoid "talking" with your hands and keep hand gestures to a minimum.

**Audio:** Avoid habits that may impact the audio, like tapping jewelry or shuffling paper.

**Smile:** This conveys interest in the conversation.

**Posture:** Sit up! Slouching communicates a lack of interest.

**Be Responsive:** Focus on the call. Avoid checking email, IMs, or phone calls.