

ETIQUETTE & SETUP

GET READY

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

- Dress in business appropriate attire.
- 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 above 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 and cell phone 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.