



Virtual Meeting Etiquette

One of the great features in Teams is the ability to hold virtual meetings. You can schedule meetings from Outlook, or from Teams, but if you want the meeting to show in your Posts timeline it needs to be set up in Teams and reference the channel.

When you have a virtual room full of people who are not used to interacting online, they may not be aware of how they're viewed. By this I mean that when you are in a physical meeting and you yawn, people don't notice so much as they can see much more than your head. When you're using a mobile phone or webcam, it's focused entirely on your face, so if you yawn everyone gets a wonderful view of the inside of your mouth. And if you pull a face at what someone says, every single person in that virtual meeting can see very clearly what you think. It's a good idea to think about the impact you want to have and how you want others to remember you. Plus with so many more people using home broadband that's not always great, you may find your yawn or facial expression frozen in time for everyone else to enjoy.

If you need to type something when on a call, mute your mic so it doesn't pick up what you're doing, but don't forget to unmute when you need to speak! When it comes to camera position, particularly when you have several screens, put your online meeting and webcam on the same screen preferably one you look directly at, not one that's high up, and please don't put your online meeting on a high up screen when your webcam is lower. Try it and you'll see what I mean.

We've compiled our top tips to help you get the best from your online and virtual meetings.

Guide to Virtual Meeting Etiquette

Setup and tech

1. In a virtual meeting with video, your camera is focused on your head and shoulders only, be conscious of your facial expressions – don't yawn, inspect your teeth, or any other part of your face.
2. Mute your mic if you want to type something because not only does the mic pick up and broadcast the sound of you doing it, the sound for the meeting will transfer control to you for audio, taking it away from the person speaking.
3. Position your webcam so that you are looking directly at it, not up or down – see point 1
4. If the quality of your PC microphone or sound is not good, use the Teams mobile app to join the meeting again and use the mic and speakers on your phone. You can choose to use your phone mic with your PC speakers or vice versa.

Elements for great online meetings

1. Encourage people to use the video element as it makes meetings more personal and you are better able to pick up on visual body language.
2. If you're running group meetings, ask participants who appear to be quiet, for their input
3. Make a specific point of asking people to repeat what they said if someone talks over them inadvertently.
4. Make sure people feel included in the conversation as some may feel intimidated by others who talk more.
5. Check what you have in your background when you use video that participants on the call will also see.
6. Be careful about what's on your desktop if you share your screen

Teams specifics

1. Use features like the document collaboration tools to get work done quicker whilst on a Team call.
2. Use the @mention to a whole team sparingly otherwise everything becomes noise without priority
3. In a chat, use Reply rather than adding a new post, to keep information on a topic together
4. Think about whether you could use Teams to communicate where you might have otherwise sent an email

