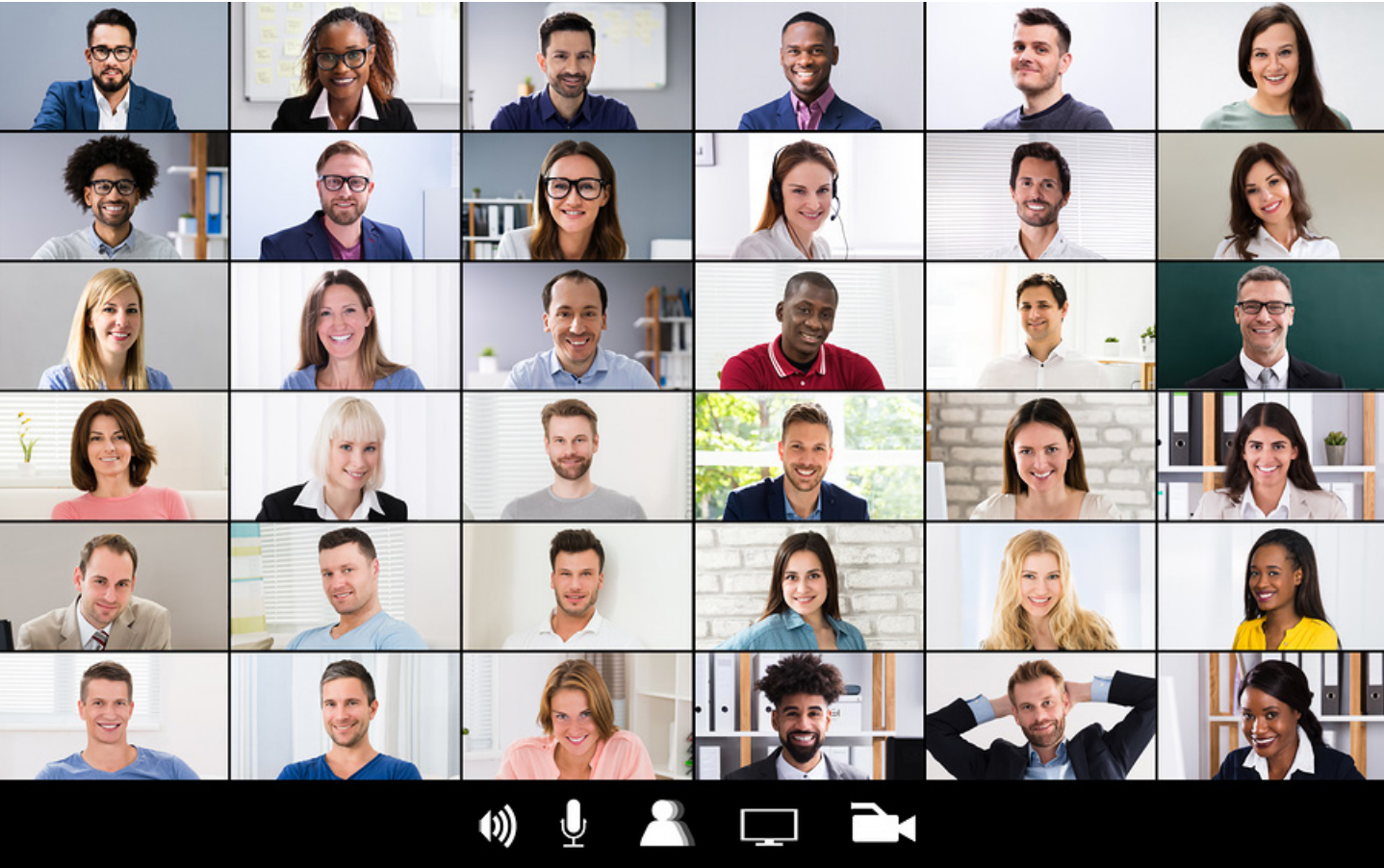


Video Conferencing Best Practices and Etiquette Checklist



It's been a crazy 2020! I hope you are doing well. While we may have done some video conferencing in the past, for many of us, it is now all we do! I've used video conferencing from the beginning, and use it extensively for one-on-one coaching meetings, team meetings, webinars, and group presentations. I've also participated in plenty of video meetings. What follows is the checklist derived from my online and live Zoom training about this subject. Let me know if you have any additional suggestions!

PS I have to laugh at the picture. I've never been on a meeting that looks like this. The problem is, they don't have stock photography that represents the reality of our meetings!



Be Prepared

- Know the WHY of your meeting.
- Need a co-pilot? Recommended for larger meetings.
- Clear agenda and time frame.
- Share the rules – video on, confidentiality, etc.
- Prep-work for participants?
- Pre-meeting survey?
- Pump it up! Email and video reminders.
- Equipment – audio, video, and connectivity
- Background – clutter, interference, lighting
- Check settings – PWs, muting, security, touch-up
- Test everything!
- Close everything
- Start early
- Pre-meeting chit chat?
- Onboarding approach – waiting room?
- Meeting rules reminder
- Introductions or get right to it?
- Fill out online docs for attendance, rules, confidentiality, etc. (Google docs)
- Record?



Be Engaging!

- Make it about THEM
- Get them involved- chat, quiz, survey, questions
- Listen... for 5 minutes
- Tell a story
- Use visuals that help
- Consider the whiteboard
- Breaks
- Have fun!
- Take-aways and action items
- Follow-up

Mute Yourself!

- Animals. Kids. Spouses.
- Ambulances. Police. Garbage trucks.
- Taking telephone calls.
- Playing music...or even worse talk radio!
- Raising hands and time out protocol





Act Right

- Show up on time
- Multi-tasking
- Staying focused
- Distraction
- Mannerisms
- Keeping cool
- The Four Agreements:**
 1. Be impeccable with your word.
 2. Don't take anything personally.
 3. Don't make assumptions.
 4. Always do your best.

Look Right

- Background
- Clothing
- Manicuring
- Eating
- Drinking
- Exercising

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Don has presented more than 600 times to executives nationwide. He has created over 30 online training programs, including Employee Engagement, and nine others for LinkedIn Learning. He has written seven books, including his most recent, *The 40/40 Solution for Mastering Emotional Energy in Leadership and Sales*.

Don loves inspiring with his speaking and training. He has an executive coaching practice, and on occasion, is asked to investigate challenging workplace problems.



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