

Customer Engagement Volunteers

Online Meeting Etiquette

Online meetings can vary and some are more informal than others. To help with the running of meetings and keep a more formal structure these basic guidelines can be used for everyone to follow.

Remember these points are to help you, if we are holding face to face meetings we would be in a more formal setting and would be expected to follow similar meeting rules etc.

Join early



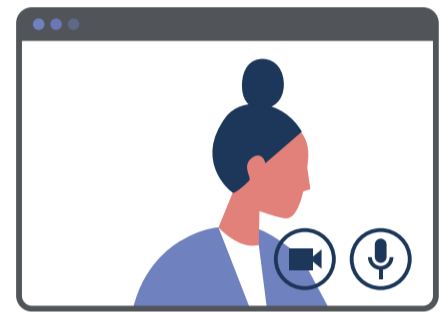
Making sure your microphone and camera are working.

Dress appropriately



This can help be productive and act in a more professional manner.

Be aware of your surroundings



Check that your background and area is tidy.

Housekeeping during meetings



(you're on mute)

Turn microphones off when you're not talking, avoid background noise and distractions from others.

Be present during the meeting



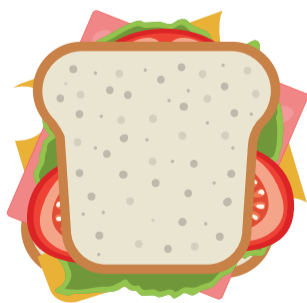
Show your attention during the meeting, only turn camera off if the chair of the meeting asks you to.

No smoking



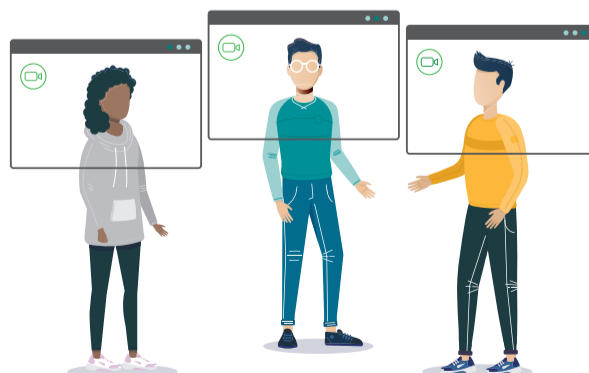
Although you may be in your own home or an alternative venue we still ask that you avoid smoking during the meeting (including e-cigarettes), a break will be planned to allow for this (depending on timescale of meeting).

Minimise distractions, stay focused



Avoid eating during the meeting, a break will be planned to allow for this (depending on timescale of meeting).

Be patient



Allow time for others to ask questions, use the hand icon, raise your own hand or use the chat facility if you want to ask something.

Leaving meetings



Avoid leaving meetings unless this is really necessary, if you do need to leave (don't just slip away), always inform the chair or person leading the meeting.