Best practices for video/web conference calls

- **Use a platform that allows for multiple devices:** Microsoft Teams and Zoom are great for both desktop and mobile.
- **Record the call:** Everyone has a different internet connection, so recording the call ensures everyone can access the information.
- **For parties of more than three people, set an agenda:** It can be difficult to follow visual cues, so accidental interruptions of someone speaking can be common. Setting an agenda can help ensure that everyone has an opportunity to speak or participate.
- **Mute your mic when you are not speaking:** Controls the quality of the audio.
- **If possible, use headphones:** Controls the quality of the audio.
- **For video, avoid lighting in the background:** Controls the quality of the visual.

Suggestions if you are leading the call

- **Share the agenda and best practices with your participants in advance:** This will give your participants time to prepare for the call and ensure they have what they need (such as headphones).
- **Share a link and/or instructions on how to connect to the call in advance:** Keep the instructions simple.
- **Be patient and leave time for technical delay:** Everyone is connecting with different devices and connections.
  - **Prepare to be available 10-15 minutes prior to your meeting/call time:** Participants sometimes arrive early, but usually the call needs to be live for them to connect. Being early prevents technical difficulty.
- **Plan for moments to pause:** Respectfully ask that others wait to ask questions to control the quality of the audio.
- **Let others know that you will open the conversation for questions at various points:** Sometimes group calls have a lag, so this protects the quality of the audio and avoids interruptions.
- **Have a note-taker:** Follow up the call by sending your notes to attendees and regrets.
- **Do not multi-task:** Stay focused on your conference call because distractions are more noticeable.
- **Take advantage of the platform’s built-in tools:** Some of these platforms have some helpful engagement tools, such as thumbs ups, raising hands, and chat boxes for questions.