

A guide to meeting etiquette and expectations using MS Teams

Covid 19 has taken a lot of our socialising online: Whatsapp video calls, Facetime, Zoom, and for a brief moment, Houseparty! You might also be having a lot of your work meetings virtually too, which can be very tricky depending on people's resources and internet capacity.

This guide is intended to give some friendly tips, including best practice, do's and don'ts, for a range of different roles and circumstances.

Following this guide will ensure a quality experience for all participants, where everyone can contribute and be productive.

NB: This guide should be read in conjunction with the logging on and basic MS Teams guides.

Let's get started!



In a Nutshell...



Test your Tech'

Familiarise yourself
before the meeting

**Work From Home
Wardrobe**
Dress appropriately



What's Your Location?

Think about what's in
your background

Limit Distractions
For yourself and others



No snacks whilst on camera

Eat before the meeting

Don't interrupt
Raise your hand or use
the chat pane



Tips for general participation

Testing, Testing...

It's a really good idea to test your technology before the meeting. This gives you a chance to see how Teams works on your device (use our guides to help you) and the quality of your camera, microphone, and internet connection. You can contact a member of the team if you would like a test run.

Get ready!

Working from home may have relegated your work clothes to the back of the wardrobe, but it's still important to dress appropriately, especially if you're going to be sharing your camera! Dressing a little more formally will give you credibility on the call, and will also get you into the right mindset for the meeting.

Location Location Location...

If you join a meeting and choose to have your camera on, you're inviting everyone on the call into your house! Well, the little corner they can see at least. Plan your space beforehand to preserve your privacy. You can also apply a background or blur your background if you would like people to see your face, but you want to keep your space private. It would also be a good idea to test the light where you choose to sit for the meeting.

Drawing focus...

How many distractions do you have at home? Dogs barking? Radio or TV in the background? Kids playing? Everyone appreciates how tricky it is to work in different environments, but limiting distractions by turning off the tv/radio, closing the door, putting your phone on silent, writing your notes rather than typing loudly, this can all help! The main golden rule is to mute your device when you join the meeting, and if you are not talking.

Time for a snack...?

No! Eating whilst in a virtual meeting can be visually and audibly very distracting for everyone on the call. Try to get your snacks in before the meeting. If you're desperate, pop your device on mute and turn your camera off.

Look who's talking!

Interrupting someone whilst they are talking is rude at the best of times, but it's even more problematic during a virtual meeting, as it effects the sound quality for all participants. It also makes it really difficult for the chair to control the meeting. We recommend going back to the golden rule of muting your device if you're not speaking, and using the functions available on Teams to get the Chair's attention, either by 'raising your hand', or putting a comment in the chat function.

Does your face tell the story?

Please be mindful that, if you have your camera on, everyone can see you, including your facial expressions! No eye rolling, puffing out your cheeks, or raised eyebrows when you're visible please (yes, this has happened before!)

A word on inappropriate feedback

Everyone's confidence level when speaking and presenting is different, and the virtual world has added an extra level of anxiety! Please be patient and kind with presenters and speakers. There is really no need to comment on speaking styles, or any potential struggles with the technology, especially in front of the whole group. Please be aware that any unsolicited feedback could put someone off speaking again. Treat others as you would like to be treated.