

BASIC VIDEO CALL ETIQUETTE

1

Mute when you aren't speaking

When on a call with more than 3 people, always mute your audio when you aren't speaking so that the call isn't filled with distracting ambient background noise from multiple locations.

2

Stack for questions

Instead of having participants write their questions out as you're speaking, have them type the word "stack" in a designated chat window. Pause periodically to go through the stack of questions and call on those who've "raised" their virtual hands. Assign someone to alert you if the stack of Qs is piling up.

3

Make the call window full screen

Don't let Slack popups, text alerts, or new emails distract you. Make the call window full screen to give whoever is speaking your full attention, and to not be surprised if asked to weigh in!

4

Wear headphones

Headphones prevent that annoying echo that happens when your built-in computer speakers and built-in computer microphone get stuck in a feedback loop.

5

Light and frame your video appropriately

Adjust the camera so it's at eye level or slightly higher and so that your head and shoulders are in the shot. Use a laptop stand or box if necessary. Remove distracting background items. Place a light in front of your face and dim any lights behind you so you don't look like you're in witness protection.

6

Over-gesticulate while muted

This makes it easier for the speaker to read your body language and reactions without you having to fumble for the unmute button just to say "I agree." A thumbs up or head shake is helpful in bringing in-person dynamics to a remote setting.

7

Turn off your camera if you have to do something "off screen"

Nothing is more distracting than watching one person visibly take a phone call or chat with their partner while trying to give or pay attention to a presentation. If you must take the call or talk to your roommate/partner/kids/etc — be polite and turn your camera off so you don't pull focus to yourself.

8

Default to "video on"

When you join a call you're often given the option to have your camera on or off — default to "camera on" to show that you're present, focused, and ready to work. If everyone shows up with their cameras off, it's much harder to have a productive, engaged call.

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