

Conducting Virtual Meetings

Staying Together While Physically Apart



Tech Considerations

Now more than ever, it is important that you get the most of our IT tools, including Microsoft Teams. Be sure to use the Teams App! The desktop and mobile apps have the best experience.

Install the apps from the Software Center (PC), Self Service (Mac) or PayPal App Store (mobile).

To ensure a technically smooth virtual meeting:

- **Plug In:** When possible, use a wired connection and avoid using WiFi. Remember to close unnecessary browsers and programs.
- **Shut Down:** Turn off any streaming devices that compete for bandwidth.
- **Speed Up:** If possible, have at least a 2Mbps connection to increase video and audio quality.

Keep these in mind:

- **Be Heard:** Use a headset to connect. Avoid using computer speakers, if possible.
- **Check Your Tech:** Check audio, visual, and internet connections prior to a meeting.
- **Blur your background:** Avoid visual distractions.
- **Use Meeting Notes:** Keep notes stored with the call.

For more info, visit [go/colab](#)

Or watch this course on Microsoft Teams from LinkedIn Learning:

- [Microsoft Teams Quick Tips \(24m\)](#)



Virtual Meeting Etiquette

To adjust to this new normal of virtual communication, it's important to ensure meetings are productive, effective, and professional. If conducted properly, a virtual meeting can build the same level of engagement, trust, and candor as an in-person meeting.

To keep your meetings productive and professional:

- Factor in different time zones when scheduling the meeting.
- Ensure an appropriate background is used during video calls.
- Dress appropriately on video calls.
- Prepare and share an agenda.
- Encourage personal discussions at beginning or end of meeting.
- Don't multi-task.
- Mute your microphone when not speaking.
- Summarize and outline next steps.

Empathy is a key ingredient to any effective form of communication:

- Turn your video on.
- Speak clearly and use short sentences.
- Set expectations upfront.
- Convey warmth and presence.
- Be mindful of your posture and body language.
- Make eye contact.
- Practice active listening!

Here are some additional resources to help you with meeting etiquette:

- [Etiquette for Video Meetings \(3m\)](#)
- [Communicating in Virtual Meetings \(3m\)](#)
- [World Economic Forum: How to run an effective virtual meeting \(Article\)](#)



Focusing on Meetings that Matter

Leading effective meetings—is a combination of science and art. The science is in taking care of the essential elements that go into the meeting structure. The art is in the way we think about designing our meetings and promoting positive engagement of participants.

To ensure that your meetings are engaging and generate actionable outcomes:

- Analyze your content, purpose, and outcome prior to the meeting.
- Create an agenda and distribute it in advance.
- Invite the right people and the right number.
- Set ground rules.
- Start and end on time.
- Clarify next steps and responsibilities.
- Follow up – and follow through – promptly.

Here are five skills to help create a positive meeting environment:

- Listen for understanding.
- Speak honestly from your own experience.
- Suspend judgment.
- Embrace different points of view as learning opportunities.
- Provide silent time to digest what has just been said.

Learn more about Meetings that Matter by leveraging these resources:

- [Leading Productive Meetings \(60m\)](#)
- [Managing Meetings \(90m\)](#)
- [Guide to Making Every Meeting Matter – HBR \(Article\)](#)