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## Conferencing Etiquette Guide

### When in an Audioconference...

#### Tips for All Participants:

- State your name when you begin to speak so others know who is currently speaking.
- Direct questions toward a certain individual whenever possible to avoid confusion.
- Do not place your phone on hold. Other participants will hear the on hold music, disrupting the conference.
- Mute your line when you are not speaking to reduce background noises such as tapping, shuffling papers, and typing on a keyboard. You can mute your line by pressing \*6, and un-mute your line by pressing #6.
- Give your full attention to the conference as you would during a face-to-face meeting. Avoid multitasking or actions that take your attention away from the main focus.

#### Tips for the Chairperson:

- If possible, notify participants one week in advance and distribute the agenda at that time
- Start the conference on time
- Greet participants and review the agenda when ready to begin; allow participants to introduce themselves
- If there are specific requirements for the conference, cover them at the start of the conference
- Direct questions to individuals rather than the entire conference; wait for a response
- Summarize frequently
- Keep the group on track; redirect the discussion to the agenda often
- Summarize all major decisions
- Plan for follow-up activities; set a time for the next meeting
- End promptly and distribute minutes or follow-up notes

#### Tips for Participants:

- Take time to review advance materials and be aware of any special requirements prior to the conference
- Notify staff; keep the phone line clear; shut out distracting noises
- Have the agenda at hand
- Be prompt; dial in and arrive for your conference on time
- Introduce yourself to the group as you join the meeting
- Identify yourself by name each time you speak
- If you must leave early, let the group know
- Ask questions; participate actively



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## When in a Videoconference...

### Preparing for a Call:

**Know the equipment:** Take some time to become familiar with the equipment, such as how to mute your microphone and how to dial out from the video unit.

**Camera:** Check all cameras to make sure the viewing area includes all necessary components.

**Lighting:** Avoid back lighting, such as windows. Close the blinds and avoid reflections of light off of the table when possible.

**Sound:** Check the position of the microphone. To avoid feedback, make sure the microphone is not too close to a speaker. Also, ensure that all participants are facing the microphone when they speak.

**Site Names:** Have each location name clearly labeled with a banner or sign to help avoid confusion during the conference.

**Meeting Facilitator:** Appoint a meeting facilitator who can mute/un-mute participants, direct the flow of the meeting, and control any external data that is shared during presentations.

**Contacts:** Have important numbers ready, such as SKC Conferencing or Video Technical Support, in case you need to contact someone during the conference.

### During your Call:

**Sound:** Place your system on mute when you are not speaking. Keep background noises to a minimum - avoid distractions such as shuffling papers, tapping, clicking pens, moving chairs, and side conversations.

**Eye Contact:** Maintain eye contact with the remote sites by looking at the camera, not the television monitor.

**3-5 Second Delay:** Be aware there is a three to five second delay when using video over network connections. Allow other sites to finish before starting to talk.

**Large Conferences:** Introduce yourself when you speak in a large conference. Direct questions to individuals by name and/or location to avoid confusion.

### General Tips and Guidelines

**Clothing:** Be aware of your clothing. Avoid white, black, plaids, stripes or prints that may interfere with the image that is transmitted. Solid, muted colors help the camera focus more easily.

**Etc:** Please keep in mind that you are on camera. Act as you would in a person to person meeting. Your microphones are extremely sensitive, and pick up side conversations, often just as clearly as regular conversations.