
WELL
PREPARED
TRAINING

MAKING THE MOST OF VIDEO CONFERENCING

USEFUL GUIDELINES



**CLEAR WAYS OF
WORKING**

**CLEAR WAYS
OF
CONTRIBUTING**

SET CLEAR WAYS OF WORKING

- Ask people to shut down other distractions eg: instant messenger & open browsers
- If people are in other offices, discuss what will happen in the event of fire/emergency or if they need to leave for other reasons
- Keep phones on mute until you're ready to speak to remove background noise & distractions
- Ensure you've sent people a copy of the slides & they have them available even if using a screen share facility
- Set the rule up front that you need to use your name each time you comment eg: "It's Sara..."



SET CLEAR WAYS OF CONTRIBUTING

- State your 'policy' up front eg: 'I will open up discussion at key times & I will ask for contribution by name'
- To reduce interruptions & to ensure people are ready to contribute: ask them to have a pen & paper to hand so they can write down their comments or questions as the call progresses
- **Preparing to open up discussion:**
 - clearly state your topic for discussion or the question you're asking
 - give 1 or 2 mins for people to reflect on their answers first
- **Opening a discussion:**
 - go to people by name to get initial comments
 - open wider discussion eg: "is there anything that hasn't been covered?"



GENERAL TIPS

- Set a time limit for any Q&A discussions – eg: 10 mins for this section
- If the audience interrupts or if certain individuals take up most of the discussion time, return to using people's names
- Ensure your discussion topics or questions are on the slides so it is clear what you are asking
- Running video or conference calls requires more control and clarity from the chair/facilitator. The more you are clear about the rules up front, the easier the call will be
- If you're using IM/chat facilities, set ground rules around how and when you will use them eg: I will set a question for everyone to reply to in chat





WELL
PREPARED
TRAINING

FAIL TO PREPARE

PREPARE TO FAIL

WELL
PREPARED
TRAINING
