



Netiquette: Online meeting protocol

Overview

Whether you are talking to one person or a large group using a virtual meeting platform, it is advisable to follow a few simple steps to get the most out of your conference or meeting. Mosaic's course is for delegates who already have some knowledge of the software they are using and will cover all the Dos and Don'ts. Participants will receive an illustrated PDF guide with plenty of top tips to remind them how to be part of a successful meeting online. The session is run by former BBC journalist Ruth Collin, who has directed and led a range of professional virtual meetings, training sessions and conferences, with opportunity for discussion and questions.

Programme

- **How to be the ultimate meeting host**
 - Privacy settings and passwords
 - Using the waiting room
 - Welcoming people into the meeting; introductions
 - Your agenda and keeping to time; send video in advance
 - Recording a meeting; consent
 - Interacting with participants: letting people speak; raise hands; chat
 - Chairing the meeting; presentation skills
 - Regular breaks; note taking; ending meetings

- **Participating in a meeting**
 - Setting up: arrive early, position in screen, eye contact, lighting, backdrop, broadband, avoid distractions
 - Using your name; organisation
 - Appropriate clothing; use of headset
 - Quality of sound and use of microphone/mute; don't talk over each other
 - Use of video/mute
 - Safe use of screenshare; confidential documents
 - Coming over confidently; body language; facial expressions
 - Being careful about what you say; public meetings
 - Don'ts: using your mobile phone, eating, drinking, smoking, commenting about anyone

- **Questions**

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