

# Online Best Practice Guide

We have found that the following best practices have helped to increase the effectiveness of our online sessions both internally and with our clients.

We would like to suggest and request that these best practices are followed during this online session as well in order to maximise its effectiveness.

Please could we therefore request that you:

- show your video
  - communications are better when we can see you
  - we recognise that there might be times when you might want to stop your video during the session such as during a break or to reduce background distractions
- display your name
- try to not talk over anyone
  - we appreciate that this is harder to do in an online environment
- give the host an appropriate clue that you would like to talk/contribute
  - this could be done either physically or via the technology
- limit distractions
  - we recognise, however, that there might be things going on around you and that these might distract you more than if you were in a physical meeting room
- reduce/remove background interference
  - sounds and sights from behind or around you might lead to distractions for you and for all
- let others in the same building/room know you will be attending an online session
  - this can also help with reducing background interference
- mute yourself when appropriate
  - for example if there is background noise
  - or in general when you are not talking

We would also request that you apply the same principles of attendance and focus as you would do if it were a face-to-face session.

Finally, as this session is being held via technology, we would request that:

- you test your technology prior to the session start date/time
- you ask for help during the meeting if the technology is getting in the way of your fully participating in the session
  - we can help you to get the most out of this session

Thanks!