

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large, solid red oval is positioned in the center, containing the text. A dark gray, curved shape is visible on the left side, partially overlapping the red oval.

# Virtual Communication

Etiquette, Pitfalls, and Tools for Success

11/19/2020



Where we're  
going

- Practicing with a handy tool you can use in this presentation
- Why virtual communication is important
- What have we lost from virtual communication?
- Where can we find tools?
- What are the tools?
- Practice!
- Talking about ourselves

Simple effective communications with users  
is **ESSENTIAL**, so we're going to practise drilling  
down to identify core interpersonal information  
transfer methodologies to accelerate meaningful  
dialogue protocols

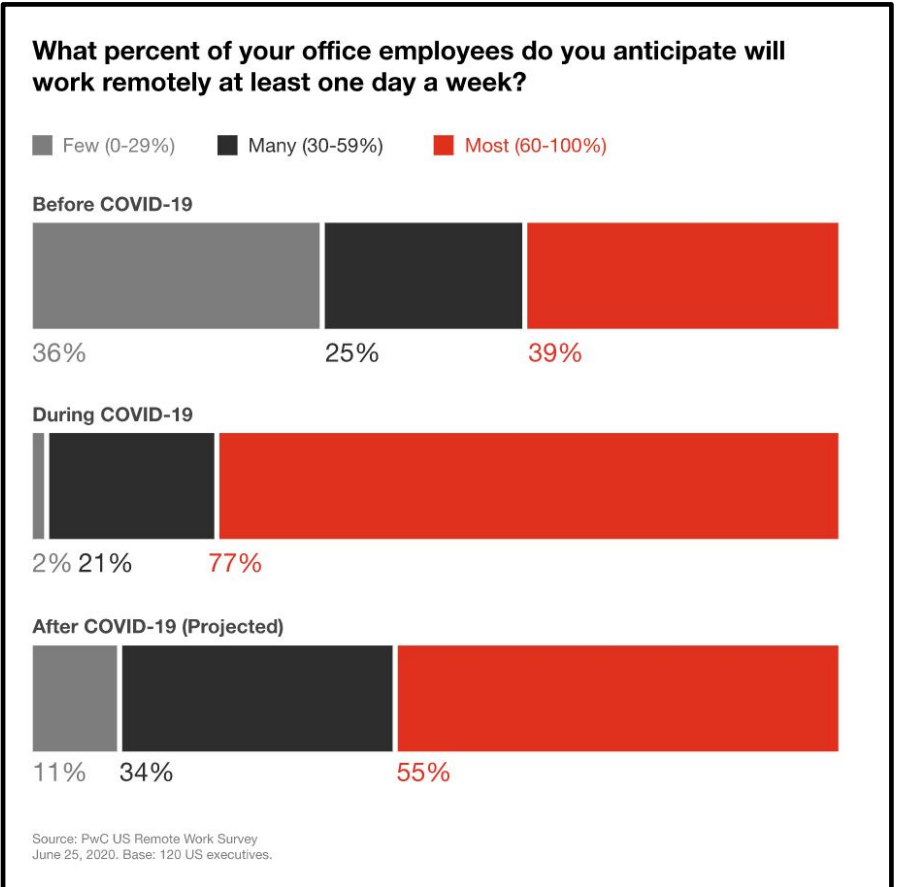


## Exercise #1: Sign Language

- No audio interruptions, quick check-in communication
- **Plan ahead!** A language doesn't work unless everyone understands it
- Yes
- No
- Nice/cool
- Help
- Sorry
- Break (reprieve)
- Stop
- Mute
- Continue
- Please
- Thank you

# Why is good virtual communication important?

- Why is **good** communication important?
- Why is **virtual** communication important?
- Face-to-face no longer the status quo
- Connects remote with in-office
- Replicates benefits of in-office without the downsides



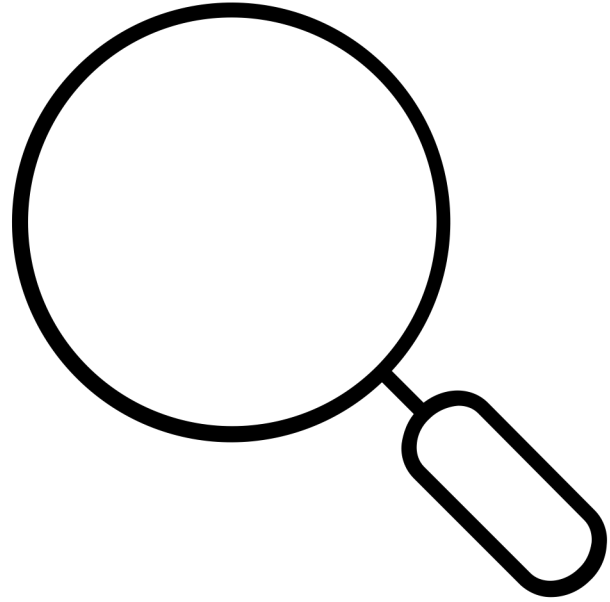
# What have we lost?

## changes

- Less personal connection
- Harder social cues
- Less work/home delineation
- More communicative anxiety
- What else?

## how to adapt

- Catchup time in agendas
- ID a meeting director
- Talk openly about work/life
- Atmosphere of grace
- ???



Where can we find tools?



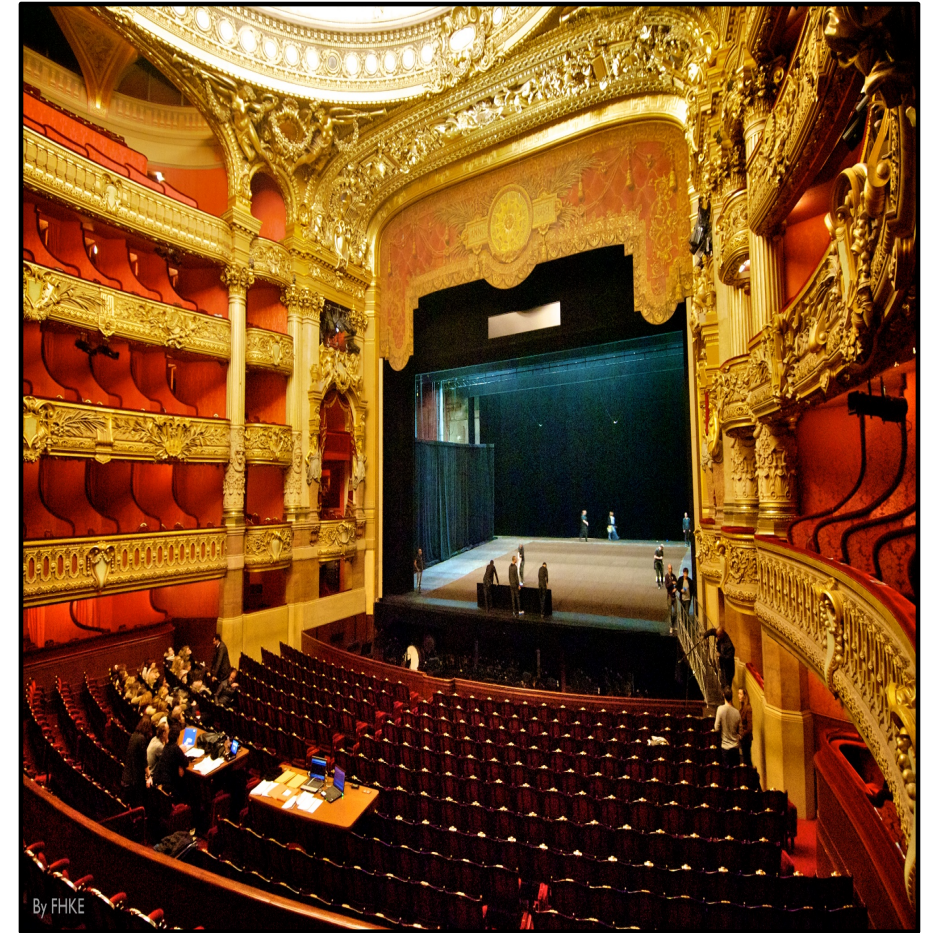
## Sign Language

- Muted mic  $\neq$  can't talk anymore
- Hand/body/face-based communication
- Express your focus
- Confirming understanding



# Theater ... (theatre)

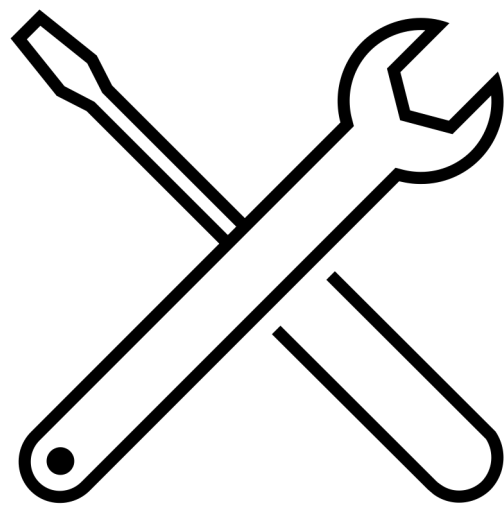
- Video chat makes facial reading hard
- How to be seen from far away?
  - ***EXAGGERATE***
- Prepare your body before the big show
  - Face
  - Voice



# Public Speaking

- Dynamism
- Capturing attention
- Connecting individually... with everyone
- Confidence is key
- Eye contact





What are the tools?

# Team tools

- Make thorough agendas
- ID a meeting leader and let them lead
- Assign a notetaker (rotate!)
- Build time for personal connection
- Enforce time boundaries
- Make work/life balance a conversation piece
- Atmosphere of grace
- Allow time for preparation/decompression

# Tech tools

- Discuss options as a group
- Minimize platform fatigue
  - Zoom, Teams, email, Google suite, text, Slack
- Establish expectations of use
- Consider tech equity
  - Internet access
  - Proprietary software
  - Disability

# Body tools

- Develop group signs
- Use your body to indicate focus and attention
- Clothes are important!
  - Avoid busy patterns so people can see your body/signs
- Facial exaggeration for understanding
- Embrace the awkward!
- Warm up your face and voice
- rOUnd bOWel flOUr crEAm

# Camera tools

## Lights...

- Make it glow!
- Not too much
- Don't forget your glasses

## Camera...

- Frame of view:  
Brain to Belly
- Straight angle
- Eye contact  
sticker

## Actions!!

- Mute yourself
- Utilize the chat
- Raise your  
(digital) hand

A graphic consisting of three concentric circles on the right side of the slide. The innermost circle is solid red. The middle circle is a light gray outline. The outermost circle is a dashed light gray outline. The text is positioned inside the red circle.

## Exercise #2: Doing Everything Wrong



- Light was terrible (too much in the front)
- Background was distracting
- Camera angle was bad (low and sideways)
- No eye contact (staring at myself)
- No facial expressions
- DRINKING WITHOUT MUTING

Exercise #2:  
Doing  
Everything  
Wrong



Let's chat

- Most interesting tools?
- Sources for more tools?
- Where do you think is your biggest growth area?