

## Project ECHO® (Extension for Community Healthcare Outcomes)

# Video Teleconferencing Etiquette

### Always ...

- ...establish ground rules for communicating during teleECHO clinic: hand signals, touch, written signs, other.
- ...announce ground rules to new participants.
- ...open the video and telephone links a few minutes before you start, and welcome early arrivers as they sign on.
- ...prepare and distribute an agenda well before the video teleconference.
- ...eliminate environmental distractions.
- ...identify a video teleconferencing facilitator to drive the meeting.
- ...limit body movement and broad gestures. They can be very distracting.
- ...remind people about confidentiality.
- ...have every attendee introduce themselves.
- ...identify participants as they sign in late.
- ...be generous in extending greetings and introducing people.
- ...make eye contact *with the camera* when you are speaking.
- ...speak clearly and in a conversational tone.
- ...dress professionally and appropriately. Bright colors and “loud” clothing don’t project well.
- ...be conscious of group discussion dynamics, and give people time to respond.
- ...take a supportive approach to peoples’ learning curves.
- ...use gentle, supportive approaches to correct misinformation.
- ...be encouraging.
- ...use “gentle nudges” to help people discover and learn.
- ...start on time and end on time.
- ...excuse yourself and leave the room if you need to have a side conversation or take a phone call.
- ...consider that people have different learning styles, and plan your video teleconference to include visual, auditory, and demonstration.
- ...use respectful and appropriate language

### Sometimes ...

- ...use gentle redirection when someone dominates time or is critical or confrontational to a colleague.
- ...remind people about the risk of inadvertent disclosure of protected health information.
- ...request feedback from participants who are listening in via telephone.

### Never...

- ...disclose protected health information.
- ...criticize a person’s ideas, even when they are wrong.
- ...let teleECHO clinic begin or end late.
- ... diminish a person or criticize colleagues.
- ...engage in side conversations.
- ...make extraneous noise, like typing on a keyboard or rustling papers. Conference microphones are very sensitive.
- ...talk over other people. If someone is speaking, let them finish, or signal your wish to talk to the facilitator.