Online Meeting Etiquette
Best Practices for Effective Online Meetings

There is an art in facilitating effective online meetings. These few best practice tips will assist you in getting started with preparing and conducting meetings in the online environment.

**Prepare in advance.**
Allow yourself adequate time to prepare the online meeting room.
- Sign on at least 15 minutes early.
- Prepare an agenda and draft documents in advance.
- Make all handouts available in the Handouts section.
- Set up viewing panels.

**Introduce the meeting.**
Be sure that all attendees know the purpose of the meeting.
- State objectives.
- Provide ground rules.
- Orient new users with voice, video, and collaborative features and tools.

**Facilitate the meeting.**
As facilitator, it multitasking is a critical skill for effective online facilitation. This is especially vital in order to maintain audience attention.
- Use brevity when presenting as appropriate.
- Check for understanding before moving forward.
- Acknowledge questions, comments, and feedback.
- Use technology tools to enhance meeting effectiveness.

**Encourage participation.**
Online meetings can lead to participant multitasking or at worst, daydreaming, so establish ground rules for active listening. For example, tell everyone, “Silence equals agreement. If you’re quiet, we’ll assume you agree with what’s being said.” Reward participation by acknowledging contributors.
- Use the whiteboard to engage audience. Example: ask participants denote their expectations from the course.
- Create a format for Q&A. If presenting, assign a moderator who will collect, type, and post audience questions.
- Request that participants acknowledge understanding of key concepts and new ideas.
- Respond to participants.

**Close the meeting effectively.**
It is important to recap the meeting by reiterating relevant next steps and other follow-up items.
- Provide any steps for follow up.
- Encourage participants to download handouts as needed.
- Exit and End the meeting.