

Daffodil International University

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Online meeting etiquette

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Introduction

Due to Covid-19 crisis situation, we have already spent an increasing amount of time in online meetings in the last two months. It may continue for the next few months too. To ensure that we are courteous to all other meeting participants and to facilitate online meetings following are some meeting etiquettes.

Online meeting etiquette

1. Schedule of Meetings

The meeting should be scheduled well ahead time with specific date and time mentioning the online platform where it will take place. It is good to ask essential participants about times that work for them instead of just scheduling it and then inviting people.

2. Confirm Time Zones

With virtual meetings, we also need to be clear about the time zone when we are scheduling. If any participant is from outside of Bangladesh, the schedule to be in such a way which will convenient for all.

3. Send an official invitation

Once a time and date is fixed, an official invitation must be sent so that people have an easy way to reserve that specific time. In the invitation the tentative duration must also be mentioned so that participants can get an idea how much time he/she has to spend.

4. Invite essential people only

Meeting should only include those who are actually essential to the conversation. If we invite someone who is not really relevant to, then it will be just wastage of their time. If the participants feel to invite someone instantly, only then, that person can be invited with the permission of the chair.

5. Unannounced guests should not be invited

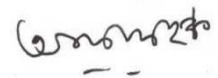
It should be clear to everyone attending the meeting, who are going to join. No one should be surprised by seeing an Unannounced Guests when the meeting gets started.

6. Send out a specific agenda

Before the meeting, at least a 02 days to a week before if necessary, an agenda need to be sent out to all participants detailing what the meeting will cover.

7. Let people know what to discuss

Relevant supporting documents or other materials accessible during the meeting may be circulated along with the invitation so that all can have them for reference and get preparation for successful meeting conduction



8. Have a set time for questions

A set time may be given for people to ask questions so that participants can locate that opportunity on the agenda when to bring up any points.

9. Make sure everyone can access online platform

While holding a virtual meeting, it is a good idea to check in with everyone beforehand to make sure they have access to the online platform which is going to be used. Participants should get plenty of time in case they need to download an app in order to attend the meeting.

10. Have a test beforehand

One should test his/her own meeting app or program beforehand just to make sure the meeting will go smoothly.

11. Have an appropriate user name and photo

One should use an appropriate user name and photo which are suitable for professional meetings.

12. Show up on time

Participants need to remain present on time if possible little bit early just to be on safe side.

13. Inform in case of unavailability

If anyone is unable to join the meeting for any emergency or late, he/she should inform the host or Chair earlier.

14. Welcome note to everyone

After entering the online platform, the host/organizer or the Chair will welcome all participants for joining the meeting.

15. Choose a quiet location

Even though we can have online meetings from basically anywhere, it is best to choose a quiet place where there will not be a lot of distractions or noise.

16. Dress appropriately

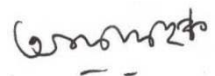
In case of a video conference, the appearance of all participants should be professional. It might not be as important as it is for in-person meetings. But still one needs to be looked professional. If anyone leaves for few minutes he/she should turn off the camera rather demonstrating an empty chair/seat.

17. Make introductions

If anyone from outside of the university is invited in the meeting, the host can introduce him/her personally or give an opportunity to introduce him/her to other members at the start of the meeting

18. Stay on topic

During the meeting, participants might go off on side conversations from time to time. But the Chair of the meeting must lead the conversation back to the main purpose and keep an eye on the clock so that meeting could be finished in time.



19. Speak properly and clearly

While speaking during a meeting, one should speak properly and clearly enough for everyone to hear him/her.

20. Do not interrupt others

When others are talking, one should always let them finish before offering a thought of his/her own. If anyone needs to say something instantly, permission from the chair must be taken.

21. Avoid speaking right away

When a question is posed to the whole group, one should avoid awkward interruptions by waiting a second to speak up. If others do so right away, then one can wait for his/her turn. If no one speaks up, it is good to go.

22. Ask before sharing long thoughts

If one has a long thought or idea to share, he/she must ask if it is okay to do so beforehand. If time is very limited, then he/she can round it up in an email later.

23. Mute when you are not speaking

Participant should mute him/herself to avoid background noises becoming a distraction for others, when he/she is not speaking for a fair amount of time.

24. Turn off camera

The camera needs to be turned off if it is not necessary. If anyone turns on the video (except the Chair of the meeting), it might hamper the concentration of other members and hampers the network speeds.

25. Listen carefully

While one is talking, other should listen carefully and should not miss something and then should not bring it up in a question later.

26. Be prepared with presentation materials

While presenting anything the present must be sure everything is in good working order beforehand so he/she does not waste time trying to get it to work.

27. Do not eat while talking

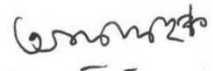
One should also avoid eating during online meetings. The sound of eating might not be appreciated by other members. Only sip water may be taken when it is someone else's turn to talk if necessary.

28. Do not dominate the questions section

When that questions section does come around, one may ask one or two questions and should not dominate the conversation. Others should get a chance too.

29. Discuss personal matters after the meeting

Any personal matter should not be discussed during meeting. It could be discussed after the meeting is finished instead of taking up everyone else's time.



30. Do not humiliate people

If any team member or participant makes a mistake he/she should not be humiliated openly in presence of other and should not be treated in such a way that will make him/her very low or embarrassed. The team leader may call over phone that person afterward to discuss if necessary.

31. Give breaks for lengthy meetings

In case of lengthy meeting (two hours or more) a 15 minutes breaks might be included into agenda so that participants can have something to eat, check their phones and use the washroom.

32. Take Note

Taking meeting notes is the best practices. One person should be assigned to take note of taken decisions, discussion, outcome and action plan. That assigned person should also keep a record of all attendees for future reference. The main facility of online meeting is, the meeting could be recorded and if any point is missed while taking note, record will fill up the gap.

33. Meeting Minutes

A drafted meeting minute needs to be shared with the chair and other relevant person for any suggestion/correction/modification. The final and completed Meeting Minute needs to be circulated among all participants and preserved for future official record. Meeting minute includes

Date, time location

Name of the Chair

Attendees

Key points discussed

What decisions made

Who is responsible for what follow-up action and by when

Signature of the Chair

34. End on time

Throughout the meeting, the Organizer or Chair should keep an eye on the clock to end the meeting timely.

35. Give people the opportunity to leave

If, by chance, one does not get a chance to discuss everything he/she wanted to in the time allotted, that person can ask people if they would like to stay and finish the meeting. But give people the chance to leave on time if they have prior commitments.

36. Thank everyone for attending

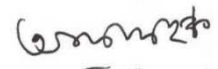
The host or chair of the meeting should give a vote of thanks to everyone who attended before they leave.

37. Avoid sharing meeting information with others

When it comes to meetings, the items discussed should stay within the group of attendees and should not be shared details with others who were not in the meeting or irrelevant persons.

38. Complete any action items

If anyone is assigned to complete a task, he/she should complete the tasks after the meeting promptly.



39. Check on action

A gentle knocking to remind assigned person(s) may be needed about completing action items. Team Leaders/Supervisors need to check to ensure that action is taking place as agreed. The follow up can be an E-mail or phone call to the point person or a follow up meeting for checking on progress.

40. Report and Outcome

A report and outcome of last/previous meeting need to be discussed in the next meeting to know the status and progress of the decisions taken.

Comment