



A quick guide to etiquette when hosting and attending Microsoft Teams meetings

This document is intended to provide a broad overview of expectations and standards in relation to hosting and attending meetings via the Microsoft Teams platform.

We recognise that we cannot take a “one size fits all” approach to this – some meetings require more formality than others, and we do not want to lose the sense of teams being able to be informal and interact together. This document provides some broad principles that should be adopted, recognising the need to allow for both informal and formal connections.

We also recognise that whilst there are a broad set of principles that individuals attending or chairing meetings should adhere to, unplanned interruptions will occur whilst remote working and connection issues may cause frustrations. We would like staff to accept and feel comfortable with this.

Before the meeting:

- ✓ Check that your device and internet connection are working well and rectify issues as appropriate and where possible.
- ✓ Choose the best environment possible to host/attend a meeting, considering noise and other distractions. Avoid sitting with your back to a window or bright light source.
- ✓ Try to take steps to minimize interruptions during the meeting – we understand some interruptions can’t be planned but where arrangements can be put in place, please do so.
- ✓ Ensure you are ready to be on camera before turning it on.
- ✓ Be familiar with how to use appropriate functions within teams while on a video call. If you are going to be required to share your screen, close documents or systems that aren’t in use to avoid the potential of sharing something else by accident – and practice how to share your screen in advance. Ideally, only share the specific document rather than your desktop. See our useful guides on Infozone for more information
- ✓ Attending a meeting via Teams should be treated with the level of professionalism and courtesy as an in-person meeting. Dress appropriately when attending meetings.

Joining the meeting:

- ✓ Before joining the meeting, ensure your microphone and camera are turned on. You can always switch it off if your internet connection is poor, but we expect all attendees to start a meeting with their camera on. If there are personal circumstances that mean you are unable to use your camera, you may wish to let the host know in advance.
- ✓ Try to join the meeting a few minutes early
- ✓ Try to ensure other devices and apps are muted/silenced. i.e. mobile phones

In the meeting:

- ✓ Ensure your microphone remains muted when you are not speaking.
- ✓ Unmute your microphone before speaking. To quickly toggle your mic on for short responses, press and hold Ctrl+Spacebar, then release when finished speaking. For larger meetings, keep yourself on mute when not contributing. Be mindful of your status throughout the meeting (i.e. if you are not on mute and there is feedback on the call, you might need to place yourself on mute even if you are in a smaller meeting).
- ✓ When chairing a meeting, the host may reasonably request that attendees who are not using the camera function, switch their camera on. This will be a polite request. If the person declines the matter can be discussed outside of the meeting.
- ✓ Use a TBC issued background or blur your background to minimize distractions and protect privacy (particularly in more formal settings).
- ✓ Observe normal meeting etiquette e.g. be professional, don't speak over others – use the hand or chat function if you have a question or something that needs raising.
- ✓ Be present in the meeting – avoid being distracted by email and phone, unless urgent.
- ✓ Use the chat function in a professional manner when in a meeting.
- ✓ Do not allow chat messages to cause distractions during a meeting.
- ✓ Be aware of who is on the call (check the participants list).
- ✓ If you use the record function in the meeting, inform other participants at the start of the meeting.
- ✓ If your internet connection and/circumstances don't support or successfully sustain video calling, turn off your camera.
- ✓ If you are screen sharing, ensure that only the desired document or application is being shared. If you do share your desktop, minimise other documents/programs that may be open. Please be mindful of any potentially sensitive or confidential Information.
- ✓ If you have cause to remind attendees of the meeting about our meeting etiquette, please do so politely and professionally.

At the end of the meeting:

- ✓ Ensure you leave the meeting by using the leave button.

In Summary -

<h3>Join promptly</h3> <p>Always 'Join' MS Team meetings 5 minutes before the meeting start.</p> 	<h3>Microphones</h3> <p>Avoid clicking pens, shuffling paper or eating whilst on a call. Stay on 'Mute' when you are not talking to reduce background noise in the meeting. Mute all other devices</p> 	<h3>Backgrounds</h3> <p>Use a TBC background or blur your background to minimize disruptions and protect privacy. Avoid using stock Images.</p> 
<h3>Video</h3> <p>Try to always have your camera turned <u>on</u> at the start of a meeting. If your connection is poor, inform the host/chair and turn off your video.</p> 	<h3>Use 'Chat'</h3> <p>Consider, especially for large meetings, asking your questions in the chat window or by using the 'hands up' option to ask questions to avoid talking over each other.</p> 	<h3>Test equipment</h3> <p>Test and be familiar with the equipment before the call. Try to perform a sound check before your meeting.</p> 
<h3>Recording Meetings</h3> <p>If you have been given access to record MS Team meetings, ensure that you have the approval of everybody on the call before recording meetings.</p> 	<h3>Headphones</h3> <p>It is always recommended to use headphones with a microphone attached to get the best quality sound for your meeting.</p> 	<h3>Don't shout</h3> <p>Just speak at a normal level. Wait until it is convenient to speak and try and avoid all speaking at once.</p> 

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