

# Zoom: Best Practices and Etiquette

## Using Zoom for a video call?

While some of these tips/tricks seem straightforward, it is important to consider meeting etiquette before and during video calls. These tips help make your meeting more collaborative and effective.

### IN ADVANCE OF YOUR MEETING



#### Security

##### Add extra layers of security to your Zoom meetings and webinars:

- **Strongly recommended:** Apply [password protection](#) with a password of 4-6 characters, securing your meeting from external entry.
- Invite only necessary participants and identify all attendees, including any phone participants with a call number you do not recognize and/or third-party, non-Centene attendees.
- Leverage the [Waiting Room](#) functionality to individually permit participants into your meeting.
- [Lock your meeting](#) once all participants arrive.
- [Share only the screen or application](#) intended to be shown.



#### Use Zoom's Features

Test your video conferencing setup – before you dial in to your first Zoom call, schedule a call with a colleague, or dial-in early to ensure the application works appropriately on your computer.

**Recommended:** use a headset to ensure the best audio quality, and to protect the nature of the conversation.

When joining a meeting, use the following options to connect to audio:

- **Computer Audio (preferred)** – this method uses your computer's audio and microphone. You will want to [configure your audio settings](#) before using your computer audio to ensure an optimal experience.
- **Phone Call (preferred if using a corporate phone, corporate-owned mobile device, personal mobile device with unlimited calling, or home phone with free long distance)** – this option allows you to dial into the call yourself.
- **Call Me (not preferred)** – this option leverages Zoom to dial your phone number of choice, and should only be used if you are unable to leverage the first two methods.



**Best practices for audio/video:** Know your [Zoom Meeting Settings](#) and whether your audio or video will auto join. Be sure to use Zoom's "Mute Microphone" feature when listening to a presenter to reduce ambient feedback. During back-and-forth discussion, turn this feature off to unmute yourself and contribute to the call.



#### Your Camera Is Key

Prepare to use your camera – eye contact and facial expressions provide important social and emotional information.

Optimize your camera setup – sit at eye level to your webcam and ensure your head and shoulders are positioned in the foreground.

Adjust your lighting – experiment with moving lamps and your camera until your face is well-lit. Avoid sitting directly in front of or beside a bright light source.

Dress appropriately – dress as you would in your office environment, and ensure your surroundings are business appropriate or implement a [virtual background](#).



<https://support.zoom.us/hc/en-us/My-Meeting-Settings?zcid=1231>



### Keep It Simple

Distribute [an agenda](#) and stick to it – this will help you discuss everything necessary within the allotted time, and enables your team to be prepared for the discussion.

**Schedule time between meetings** – when scheduling Zoom meetings, consider planning 10-15 minutes of “buffer time” between the end of your meeting and the potential start time of another meeting (e.g. – end your meeting at 9:45/9:50 a.m. instead of 10 a.m.). This gives attendees time to regroup and care for their personal needs before joining the next call.

## DURING YOUR MEETING



### Use Zoom’s Features (Cont.)

**Recording your meeting** – while Record is an available Zoom feature, in the U.S., call recording laws vary at the Federal and State level. At the beginning of any recorded call, announce to all parties that the call will be recorded.

**Use Zoom’s chat function** – this allows you to send a question or statement to everyone, or privately to a participant.



### Take Your Time

**Introduce everyone at the beginning** – create a welcoming environment and stimulate engagement by ensuring acquaintances, who have not previously met, are introduced.

**Avoid “Double-talk”** – this is when attendees speak over each other and nobody is heard. Double-talk is a common pitfall, so to avoid it:

- Allow everyone to finish speaking before you speak
- Establish a “hand-off” procedure that gives every participant a chance to respond
- Pause frequently when you’re speaking, giving attendees the opportunity to interject without interrupting



### Pay Attention

In a video conference, the camera focus is on you. Refrain from using your phone, typing a message to someone, or stepping away from your computer.

