

HLT Video conferencing guidelines (April 2020)

Microsoft Teams is the recommended HLT video conferencing tool, though some have already adopted **Google Hangouts**. Both are GDPR compliant and secure.

Guidance on using Microsoft Teams quick sheets will help you:

- [Get started with Teams](#)
- [Manage users in a Team Channel](#)
- [Use chat and making video/audio conference calls](#)
- Know [What to do with a guest invite](#)
- [Schedule an online meeting](#)

Independently of the platform, we invite all to adopt the following:

- Be prepared - Don't delay the start of a meeting and make sure you have reviewed the meeting agenda.
- Switch off all applications with notifications (ie: Outlook) as they are distracting.
- Connect with your video – Videos are encouraged to help us function better as a team but also to fulfill a human need: social contact. Remote working inherently creates distance, and trust is at risk of eroding faster. Keeping visual contact is important so find a quiet area in your house, get dressed and smile for the camera!
- Use the mute button when you are not speaking that will avoid any surrounding noises to interrupt the meeting. Don't forget to unmute when you have something to say!
- Keep to normal communication rules: keep eye contact, listen, don't interrupt
- Do not multi-task – It shows! Having to switch off all applications with notifications will avoid the temptation of checking the new email that just came in...
- Make them engaging – Our attention span is limited and even more if we are not actively engaged.

Are you using the inclusive features on video calls?

You may have team members or working partners that are deaf or who have hearing loss and there is no reason why they can't participate in video calls, provided you use the tools that are available to you. Below are a few suggestions:

- Include the availability of captions options in your joining instructions.
- Use your mute button when not speaking to decrease the impact of surrounding noises
- Use the "raised hand" functionality to avoid having several people speaking over each other
- Use a going around the table approach to provide everyone with a chance to speak and invite the participants to look at the chat window if participants cannot use voice functionalities.
- Keep the chat open and visible so that participants who can't use voice functionalities can still interject once they've raised their hand.

Virtual Board and Committee Meetings Good Practice from ICSA highlight:

- Choosing the right technology and communication channel (**Google Hangouts, Microsoft Teams**)
- Structuring virtual meetings and avoiding complexity
- The value of preparation
- Establishing ground rules for the meeting (**Formally, all to agree meeting is to be held virtually prior to, and at the beginning of the meeting; acknowledging GDPR adherence; see ICSA and advice above**)
- Clear instructions on accessing the meeting
- The necessity for good boardroom practices.