

# Zoom Etiquette

## Manaakitanga for virtual meetings

*Mai i te Korowaitanga, ka tauke te ora*  
*When one is fully supported and guided, there is hope*

Zoom meetings are a great work tool, but can be tricky. Read through these suggestions for ways you can help these meetings be calm and productive.

### Getting started

- ✓ If you haven't used Zoom before, read the guides on how to join or host a meeting.
- ✓ You will get Zoom meeting invitations by email. When you accept a meeting it will be added to your Outlook calendar.
- ✓ The meeting invitation has directions and a link for joining the meeting. Take time to read the invitation well before the meeting start time.
- ✓ If you haven't used Zoom before and have an invitation, for practice try joining the meeting well before it is scheduled to start. No one else will be there yet, so you see how the first steps work. If you're not the host you won't do any damage.

### Before the meeting

- ✓ Plan where you will sit. Think about privacy and who can hear your conversation. Let others around you know you'll be in a meeting so they don't interrupt.
- ✓ Join the meeting early, up to five minutes before the start time.
- ✓ As you join the meeting, use the tests for your speakers and mic. You may have to change the speaker/mic settings on your computer or phone, or change your headphones if they don't have a mic.
- ✓ Once you've joined, turn off the video unless you need it on (e.g. consultation with a patient). Video uses a lot of data and may make the call unstable.

### During the meeting

- ✓ Follow an agenda. Meetings online still need a beginning (where we connect), main content (the work), and an end (to summarise actions and decisions).
- ✓ Be patient with others. Some of us will find the technology a real barrier. Spend some time helping each other get comfortable.
- ✓ Allow time for others to talk. Ask someone who has been silent for their view. We no longer have the visual cues for when to jump in.
- ✓ Avoid checking your emails and doing other work.
- ✓ If you are not talking, put your mic on mute. Background noise makes it hard for everyone. When you want to talk, unmute your mic.
- ✓ If video is on, try to look at the camera, so it feels like you have eye contact.