

We are all probably doing way more video calls, meetings, catch-ups and conversations than before. There are definitely some dos and don'ts to respect your fellow callers. We've put together some basic behaviours which we think are plain and simple good manners to help everyone get the most out of the time you spend together.

Tips & Advice



Keep your availability up to date at all times.



Contact Name



Contact Name

Before you call someone, check their availability status. You will be able to see if they are already on another call or unavailable.



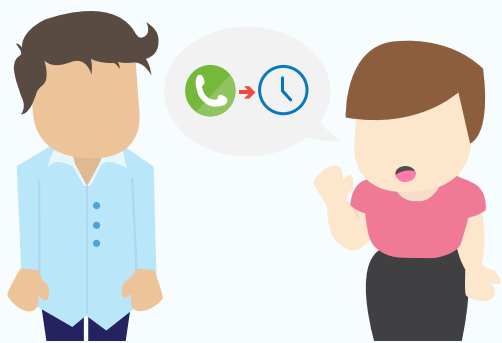
Make sure your lighting is appropriate. Sitting in front of a window with the curtains open creates glare and makes you difficult to see.



Mute yourself if there is background noise where you are.



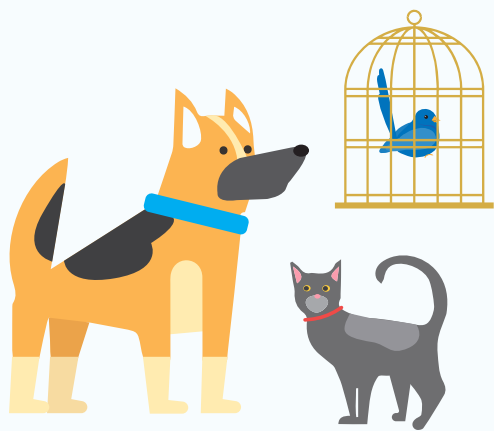
Don't do calls from your bed – nobody wants to see your pillows, no matter how big and fluffed up they are. You may get a leave pass on this if you are actually sick and talking with internal team mates.



Tell those you share a house with that you're going to be on a call, and tell them once you're off.



Use your mobile data if others are also online whilst you're doing video calls – don't be a bandwidth hog.



Pets are cute on camera as long as they behave: nobody minds if your cat jumps on your lap while you're on a call.

Hey Bob,

Have you had a chance to update that file yet?

Hi, I am currently out to lunch, please contact @CONTACT for anything urgent

Thank you!

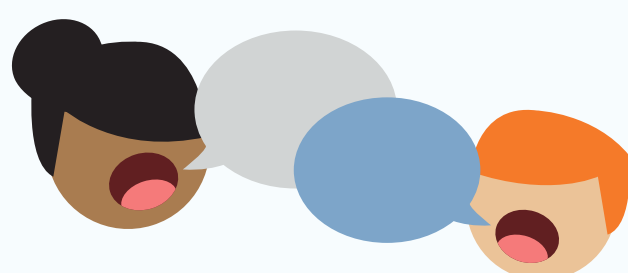
Use your VC app's Status Message if you're going to be unavailable for a longer period of time. There is a handy feature that lets you set your Status Message to expire at a set time.



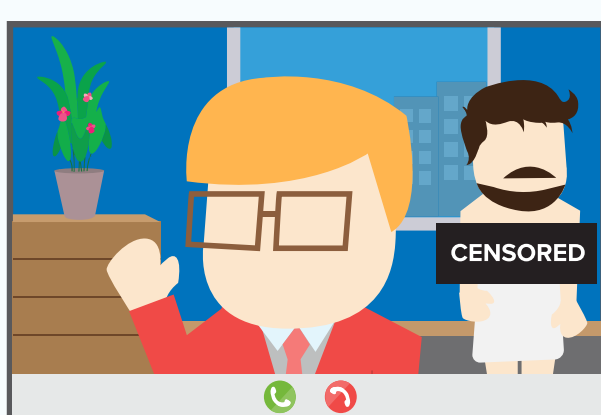
Be mindful of your background whilst on a video call, or blur your background if the app allows you to.



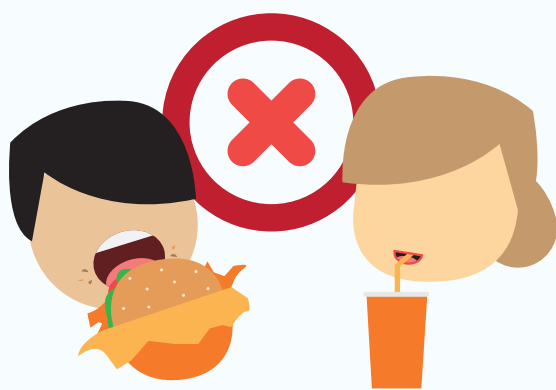
Dress appropriately for your audience on video calls.



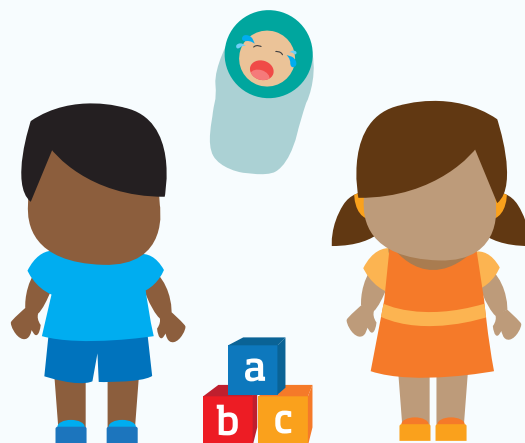
Give everyone a chance to be heard. Remember not to talk over each other, especially if there are several of you on the call.



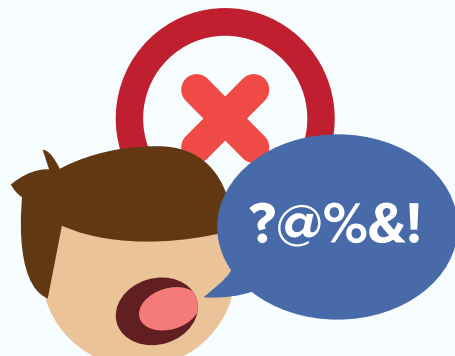
If you're calling from a location that may have others walking past behind you, make sure they are also dressed appropriately.



Avoid eating or drinking whilst on a call.



If you've got young children in the house, try and arrange for your partner to mind them while you're on a call. If that's not possible, set them up with an activity to keep them occupied, and mute yourself during the call.



Think twice before dropping any colourful language – the person you're talking to may not be alone in the house. Just because you can't see them, doesn't mean they're not there.