



Communicating Over Video

1. SCOPE

- 1.1. Marshfield Clinic Health System Wide

2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. Communication: is the activity of conveying information through verbal and non-verbal cues.

3. RESOURCE GUIDE BODY

Communicating over video is simple and brings people closer together when long distances prevent people being in the same room. Communicating over video, although quite easy, is not exactly like being in the same room. Remembering these few tips will help the video conference go much smoother and everyone will feel a sense of presence of the people participating in the conference.

- 3.1. Always frame yourself to look like a TV broadcaster.
 - a. Make sure that your face is lit
 - b. View of yourself to others should be chest level and up
 - c. Speak in a normal tone.
 - d. People want to see you! Most people are camera shy and it may be difficult, but it is important for all to be able to see you.
- 3.2. Don't be afraid to use the camera to focus on people who are talking to the group. This will help improve communication and foster interaction.
- 3.3. Remember that even though others are not in the room with you, they ARE in the room with you. Don't do anything while attending a video-conference that you wouldn't do if others were in the room with you.
- 3.4. Hearing well is an important part of video conferencing. Make sure to mute your microphone when you are rustling papers, or generally making any sort of noise on your end, unless you are speaking.
 - a. For highly interactive discussions, turn the microphone "ON", remember to keep other noise to a minimum.
- 3.5. Although video conferencing is very visual; it really is about listening.

- a. Remember to let the person on the video finish talking before you start.
 - b. Talking over someone else is not only rude, but will not allow the sound to come through.
 - c. Most times, the person on video will not hear what you have said when you talk at the same time they are speaking.
 - d. If two people talk at the same time, good manners are for both parties to stop talking, and if one party will indicate to the other with hand signals, to go ahead and speak.
 - e. Someone needs to take the lead, which means to stop talking and allow the other person to go first.
- 3.6. Do not move the microphone after the video system is turned on and several minutes have passed.
- a. Do not move the microphone to each speaker as this confuses the system.
 - b. If during the conference a party cannot hear, speak up by lifting your chin and just speaking slightly louder. No need to yell.
 - c. If you cannot hear the other side, ask them to speak up or you may turn up the volume.
- 3.7. When leaving an interactive session, announce to the group that you must leave. This helps the conference go smoother for others at remote sites.

4. ADDITIONAL RESOURCES

N/A

5. DOCUMENT HISTORY

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Document Control. Resource Guide #3963.0
2.0	Update 1.1 scope to Marshfield Clinic Health System Wide

6. DOCUMENT PROPERTIES

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RESOURCE GUIDE