

## MEETINGS ON MICROSOFT TEAMS

### Joining Team meetings

- Note that Outlook and MS Teams are inter-connected, so you can join via Outlook Calendar or from Calendar within MS Teams.
- Check video image before clicking 'join now'.
- Select sliders for video, audio (mic) and 'blur background' before clicking 'join now'.
- Suggest using video during set-up and whilst meeting is getting started so that people can see other faces and to build social community.
- Suggest video is turned off during the meetings to reduce bandwidth and enhance quality of call for all participants.
- Suggest using headset as it reduces background sound and audio issues.
- Join the meeting a minute or so early to ensure that the equipment is working, and to maintain social interaction.

### Information for meeting participants

#### Meeting etiquette

- To access controls during meeting, click anywhere on screen to see grey control bar. Select video and mic controls as required.
- Keep microphone muted unless speaking, but remember to turn on when you want to contribute.
- To request to input to the meeting, use the meeting Chat and @name the Chair of the meeting (e.g. @Alan, question please) or turn on your mic and intervene as directed by the meeting Chair.
- Keep contributions short and focussed and make it clear when you have finished your point.
- Remember that without video, you need to use your voice to convey everything that you need to get across. Give verbal cues to help other participants and the Chair of the meeting. Say when you have finished your contribution.

#### Meeting Chat

- Use Meeting Chat to contribute without audio. Select chat bubble on grey control bar to view Chat Window.
- Chat allows file upload for all participants to view.
- You can use @name to notify participants of comments in Chat.
- You can see a list of participants by clicking the person icon on the grey control bar.
- To leave the meeting click the red phone icon.

#### Sharing documents

- You can share a document (e.g. agenda or meeting papers) with all participants – click the share icon on the grey control bar. You can upload documents from OneDrive or your computer.

#### Navigation during meetings

- If you need to access other areas of Teams during meetings, click anywhere on the left hand side menu. The Meeting window will become a small window on the screen, and you can navigate in other areas of Teams, or use any other apps on your computer/device. You can return to the meeting by clicking on the meeting window.
- You will remain on the call until the meeting is ended, or you leave.

### **Information for Teams meeting Chairs**

- Share guidance on Teams with meeting participants in advance of the meeting.
- Suggest allowing people a minute of social interaction before starting the meeting, as would happen in a physical environment.
- Ask colleagues to turn off their video to maximise quality of call, and to only use video if they are speaking for an extended period.
- Ask participants to mute their mics.
- Inform participants if the meeting is to be recorded, and commence the recording (via the grey control panel).
- If possible, keep your video on as it will help people to remain focussed on you as the Chair.
- You will need to manage all participants' contributions to the meeting through your voice, including telling people which item of the agenda you are talking to, which document you are referring to, and who you would like to speak and when.
- Ask people to contribute to the meeting as you require, and remind speakers to turn on their microphone if there is prolonged silence after they have been invited to speak.
- Keep your mic on if you expect to be contributing regularly, but turn off if a participant is going to be speaking for an extended period.
- Inform participants how you want to manage questions from participants – either invite people to turn on their mic and say your name to request to speak, or ask them to post a comment in the Chat (e.g. “@Alan Question please”). If the participant tags your name you will see a notification on the screen.
- Ask people to give their name when they start speaking if the group is unacquainted or large.
- To avoid extended discussions between participants, ask participants to use the Chat to resolve a query, or take the conversation outside the meeting to a Teams Chat, and to report back during the meeting or afterwards.
- If there are technical issues during the call (e.g. MS Teams provides a message saying there is poor quality connection), ask people to turn off video, and stop sharing any documents. If audio quality is poor, post a Chat message to inform participants how you want to proceed.
- Consider having a deputy who can take over the meeting Chairing if you experience poor quality connection during the call.
- Inform participants when the meeting is finished, and end the meeting via the grey control bar to hang up.

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