

CITY OF MADISON

Event Netiquette: Making the Most of the Virtual Experience

Know Before You Go

- We will be using Zoom Meetings. If you are unfamiliar with Zoom, check out IT's [Zoom User Guide](#) or visit [Zoom Support](#)
- **TURN OFF VPN:** to ensure a stable internet connection please disconnect from the VPN
- **General tips:**
 - Set yourself up in a quiet area where you will not be distracted
 - Look into the camera when speaking, give the appearance of eye contact
 - Set your video stage: avoid being back-lit, optimize your video settings
 - Do your own tech check using these Zoom tips: <https://zoom.us/test?zcid=1231>
 - Have a pen, paper and post-its or printed handout at-the-ready!

Connect with Other Attendees

Introduce yourself

Use break-out sessions to tell a little bit about who you are. Often, break-out sessions will have specific time to introduce yourself. It can be tempting respond with limited information, but when we respond with greater intention and meaning, it can create a bridge to other participants in the room. If there is no ice breaker, without taking up too much space make one up yourself (*i.e. I'm Carla Garcés-Redd, I'm the Leadership Development Specialist, and one thing that resonates with me on this topic is the unique definition of inclusion they used*).

Use Zoom features: reactions, chat, raise hand

Zoom allows for private conversations as well as public conversations. While we want to make sure we are respecting each other's learning space, we can reach out privately in Zoom to make a connection with another participant (*i.e. "Hey Jessie, I saw your response just now. Excited to have your voice in this course."*).

Affirm and encourage each other

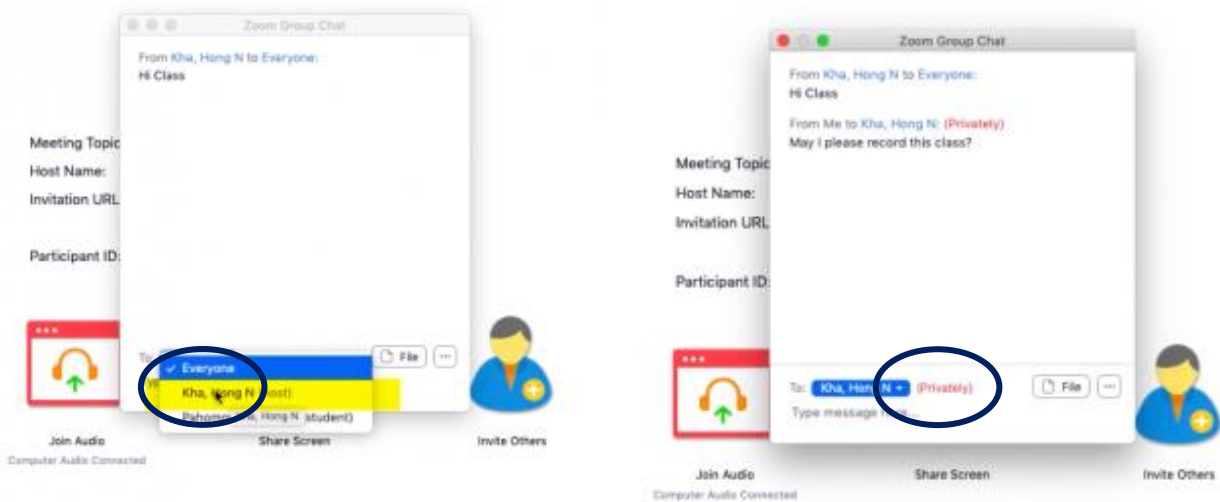
When others are responding in Zoom, or expressing vulnerability, it is so helpful to the group to get validation, add other thoughts, and provide good feedback. Make sure you're providing that support in the group chat by saying things like, "*(i.e. "Hey Amy, I loved what you just said about the importance of networking in these spaces."*)".

Reach out via e-mail or connect on LinkedIn

Did you notice someone in the sessions who has the same job title as you, or works in the same agency as you, but you have never met them? Reach out via e-mail or LinkedIn after the session and ask if they have time or interest in debriefing the material.

Chat Guidelines

1. Please adhere to conference guidelines in the chat. A Zoom Moderator will monitor chat for comments and questions.
2. Check out [Zoom Support Guide](#) to learn more about the chat feature
3. Use the Group Chat to ask questions, share comments & give kudos or affirm what someone else said. Quickly type "+1" to "like" or to show agreement with what is said.
4. Use Private Chat to say hello – think of private chat as running into someone in the hallway. Quickly say "hi" but return your attention to the presenter.
5. In Chat, the "To" field will indicate who you are sending the message to "Everyone" or "Privately (individual name)" chatting an individual. See below .



Video Guidelines

1. Check out [Zoom Support](#) to learn more about the video feature & using virtual background
2. We encourage you to use your camera when you feel comfortable but recommend turning your camera on when in discussion, Q&A and breakouts.
3. When your camera is on, please ensure the space around you is distraction free.