

TOP TEN TIPS FOR ONLINE CONFIDENT COMMUNICATION



- 1 Prepare your area by making sure you have good lighting, your camera is eye level and that your background is clean.
- 2 Test your equipment, sound and the connection link to make sure everything works.
- 3 Dress the part and not just the top. It is a business meeting, so dress as you would for any in- person meeting.
- 4 Do NOT eat during a meeting. You wouldn't eat at an in-person meeting.
- 5 Stay on mute if you're not talking, just in case the rest of your household is noisy. Unmute when needed.
- 6 Do not lean on your desk as it looks like you are bored. Always look engaged even if you're not.
- 7 Always use your video option at meetings. You are at a meeting and a visual representation is important.
- 8 Use the "Hand Up" emoji if you wish to speak and then speak slowly and clearly.
- 9 Remember good posture is important. Head up, shoulders back, smile and breathe.
- 10 Most important online and in-person:
Introduce yourself and what you do as a statement and not a question.

For example: *"Hi, I'm Jane Thomas and I'm a Marketing Consultant?"*
If you said that as a question at the end of the sentence, it sounds like you're asking if that's your name and what you do. Instead, say your name as a statement with no inflection in your voice at the end of your sentence. This version confidently informs others who you are and what you do. This leaves a lasting impression.