MEETING BEST PRACTICES

Using Skype for Business to conduct meetings, especially for attendees who are distributed, can reduce travel time and give your attendees greater flexibility to attend. However, Skype alone is not enough to ensure a pleasant and successful meeting experience. Below are some best practices compiled from Skype user experiences for your consideration.

Participants

- **Use a wired network connection whenever possible**, as a wired connection offers a more reliable network experience. If you are using Wi-Fi and you experience audio quality or network stability issues, try switching to a wired connection. You may need to rejoin the meeting or restart the call after changing your network. Virtual Private Network (VPN) connections can also affect audio quality.

- **Join your meeting 10 to 15 minutes in advance** to set up your audio and video devices and have time for troubleshooting, if required.

- **Use a cordless headset** instead of your computer’s microphone and speakers for higher quality audio.

- **Mute your audio unless you are speaking**. Hearing a participant typing or a dog barking in the background is disruptive, and the creator of audio anomalies rarely hears them. It is also worth noting that if you have a camera plugged in and you are not muted; the slightest noise will cause your video to be shown as the ‘active speaker’.

- **When you first join the meeting via Skype, your audio is automatically muted**.

- **Be prepared with an alternative method of connecting** in case you get disconnected.

- **If multiple people are in the same physical meeting room only one computer should log on to the Online Meeting to prevent audio feedback**.

Presenters

- **Provide a clear and complete meeting invitation** by including a meeting agenda and documents (e.g. a how-to document for people unfamiliar with using Skype), to let everyone know the purpose of the meeting and help keep the meeting on track.

- **Choose a back-up presenter**, in case you cannot join, or are running late. Also, a back-up presenter can start the recording, help manage the audience, or monitor the questions submitted in the meeting so you can focus on your presentation.

- **Set up and test your audio/devices prior to your participants arriving** in the interest of respecting the participants’ time.

- **Set your screen display to 1024 x 768 pixels** so that your participants have a good viewing experience for shared content. If you use a Tablet PC (not recommended), set the screen to portrait mode with a screen resolution of 800 x 600.

- **Join your meeting early and get your content ready**. Upload documents, programs to be shared, or presentation slides a few minutes before the meeting starts.

- **Use your mute capabilities** if a participant is creating a poor audio experience for the rest of the meeting participants, mute them or ask them to rejoin the meeting using a recommended audio device.

- **Leave enough time for questions**, and let the participants know that they can type their questions/comments in the Instant Messaging (IM) section of the meeting.

- **Ensure that side conversations in the physical room are not providing a bad experience to those online** if using both a physical meeting room and a virtual meeting room.

- **Enlist the help of an assistant** when conducting large meetings.

Assistants

- **Monitor the Online Meeting** for technical problems, to help field questions, and to run meeting polls.