



Professional
development program

Web Training Etiquette

- **Login promptly:**

It is good protocol to login to the meeting 30 minutes prior to the meeting. This will ensure that you and the moderator have presenter capabilities and resolve technical issues prior to the start of training. The presenter will already have your presentation uploaded to the meeting center.

- **Communicate effectively:**

Although you may be speaking and looking at your computer screen during the presentation, you are actually communicating with 30-600 people across the nation or internationally. Do not read from your slides verbatim. You can avoid doing so by practicing and familiarizing yourself with the presentation. Sit in your seat with good posture, have a glass of water by your side, speak loudly and clearly and make gestures with your face that will communicate over the audio. For example, when you make a joke, smile during it; others will be able to pick up on your cheery attitude.

- **Interact with enthusiasm:**

If you want to keep your audience excited about the content of your presentation, you must speak as if you are also excited about spreading this knowledge. A good way to get your online audience involved is to ask questions. Audience/participant responses will be sent through the chat room feature. You may also ask questions to the audience via the poll feature (ITE moderator will explain in further detail) or have the moderator un-mute phone lines and you can ask and receive a live question from your audience.

- **Eliminate external noise:**

To avoid interruptions and distractions be sure to press the “do not disturb” button on your phone key pad, place a note on your door to let others know you are presenting, and set your cell phone and PDA’s to vibrate. Be sure to print presentation notes and have them organized so that you are not shuffling through papers. You are welcome to take small breaks to catch your breath by muting your phone to cough or take a sip of water.

- **Address chat room questions:**

Once the moderator introduces you, you control the presentation including advancing the slides and checking for questions asked in the chat room. The moderator will give instruction to participants on how to ask questions during the presentation. Once questions have been received, either by chat box or over the phone, feel free to leave them to address until the designated Q&A session at the end of the presentation. When answering the questions, re-read the question out-loud. This allows those who are listening to hear the question and to know which individual or site asked the question.