



Professional Development

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Mastering Virtual Presence: Zoom Etiquette and Tips for Professional Success

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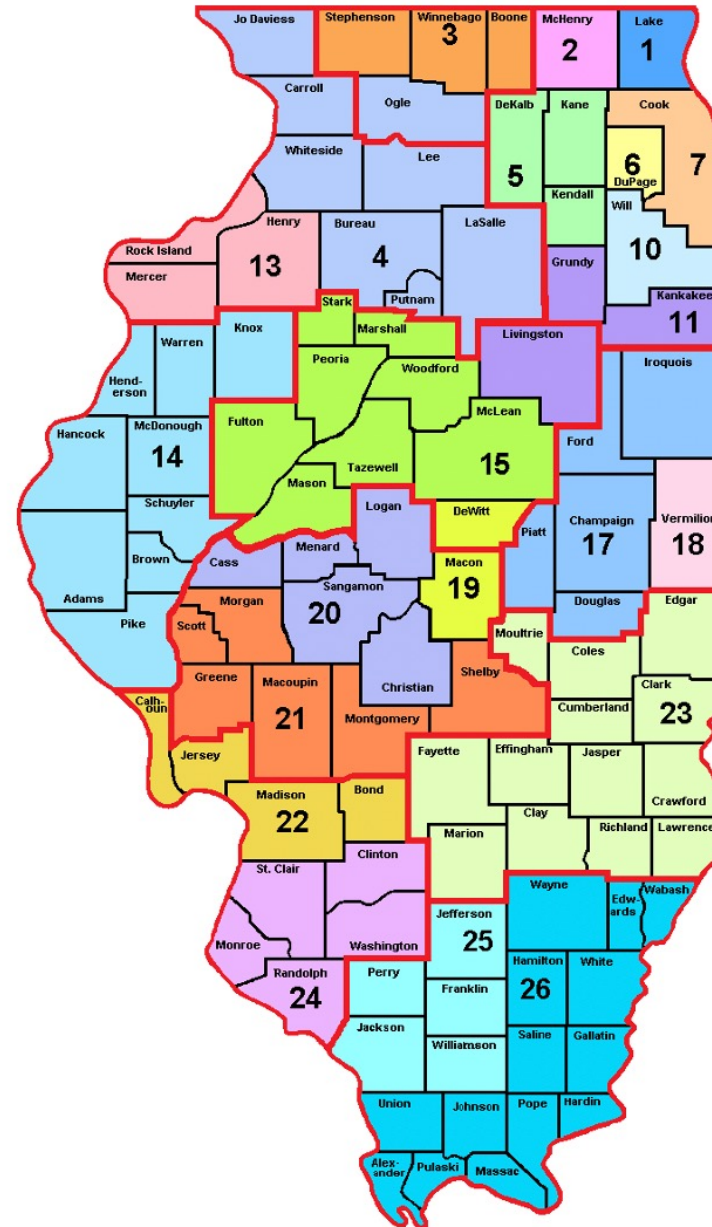
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Where is Your Local Area?

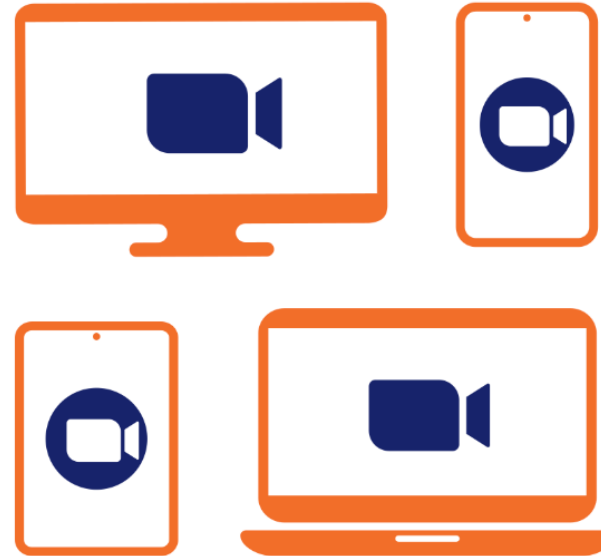


Which partner do you best represent?



Poll

- What virtual meeting/webinar platforms do you use most frequently?
- Zoom Meeting
- WebEx
- Teams



Best Practices for Virtual Work

Communication Cadence

- Start with top leadership and establish a cadence of communications (email, video, etc.)
- Managers to communicate often with teams
- Discuss challenges and solutions openly
- Be open about expectations
- Make sure emergency contact information is up-to-date

Technology Glitches

- Communicate when system is down
- Offer help desk support; ways to navigate around challenges
- Backup plans for broadband, access to files, and how to communicate

Longer Term Isolation

- Be mindful
- Address disruptions
- Stay connected, create face-to-face connections
- Set up dedicated space
- Encourage a daily routine
- Take the extra time to talk to people

Maximize Virtual Engagement

- **Before:**
 - Set an agenda and send out ahead of meeting
 - Test technology and send out instructions
- **During:**
 - Introduce everyone
 - Allow a minute(or a few) to connect personally
 - Offer polling/chat functions
 - Assign a facilitator and notetaker
 - Use Video to connect
 - Open it up for conversations; call on specific people
 - Ask open-ended questions
 - Avoid multi-tasking/stay focused
 - Use the mute button (to avoid background noises and echoes)
- **After:**
 - Follow up with notes and action items



Working in a Virtual Environment

Communicate

- Establish expectations with your manager
- Define regular work hours, check-in times, and tasks

Routine

- Segment - Focus on work during work time
- Defined start and end times to work day/periods

Home Office Space

- Set up a secure, dedicated telework area in your home to separation between work and home life

Home Technology

- Check your internet speed at home
- Consider upgrading to higher-

Stay Connected

- Check if your company already has a remote infrastructure
- Use collaboration tools to stay

Don't Sit Too Long

- Make sure to take a break, stretch, and eat lunch

Why Zoom Etiquette Matters

- **First Impressions:** The way you act on Zoom shapes how others perceive you professionally.
- **Productivity:** Proper etiquette ensures meetings run smoothly and efficiently.
- **Respect:** Courtesy and consideration of others make for a positive virtual environment.

Before the Meeting

- **Test Technology:** Ensure your internet connection, audio, and video equipment work properly.
- **Check Your Background:** Use a clean, professional background or a virtual one that's appropriate.
- **Dress Professionally:** Even if working from home, dress as if you were attending an in-person meeting.
- **Prepare Materials:** Have all documents and files ready to share or refer to.

During the Meeting

- **Mute When Not Speaking:** This reduces background noise and improves audio quality.
- **Use Video:** Keep your camera on to create a more engaging and interactive experience.
- **Eye Contact:** Look into the camera while speaking, not just at the screen, to mimic in-person interaction.
- **Use the Chat for Questions:** If you have a question, type it in the chat if the speaker is presenting, and avoid interrupting. **Avoid**
- **Multitasking:** Stay focused on the meeting rather than checking emails or working on other tasks.

Meeting Participation

- **Be Punctual:** Log on a few minutes early to ensure everything is set up and ready.
- **Stay Engaged:** Nod or use non-verbal cues (like the thumbs up) to show you're paying attention.
- **Speak Clearly:** Use a clear and concise speaking style so everyone can understand you.
- **Take Turns Speaking:** Avoid talking over others; wait for your turn to speak.

Communicating Effectively

- **Use the Mute/Unmute Button Wisely:** Mute yourself when not speaking, and unmute only when it's your turn to talk.
- **Avoid Interruptions:** Let the speaker finish before you start talking.
- **Clear and Respectful Language:** Maintain professionalism and be mindful of your tone

Handling Disruptions

- **Stay Calm:** If there's a technical issue or disruption, stay patient and calm.
- **Use the 'Raise Hand' Feature:** If you need to speak or ask a question, raise your hand virtually to keep the flow.
- **Addressing Technical Issues:** If your microphone or camera isn't working, notify the host through chat or fix the issue quickly.

Ending the Meeting

- **Wait for the Host to Close:** Don't leave the meeting until the host officially ends it.
- **Say Goodbye:** It's polite to thank the group and say goodbye before exiting.
- **Leave the Meeting Window Open Until You're Fully Disconnected:** Ensure that you've properly left before closing Zoom.

Zoom Meeting vs. Zoom Webinar

Zoom Meeting:

- **Purpose:** Designed for more interactive, collaborative sessions. It's ideal for team meetings, brainstorming, or small group discussions.
- **Participants:** Anyone can join, and all participants can have audio, video, and screen-sharing capabilities.
- **Interaction:** All participants can interact freely via video, audio, and chat. Everyone can unmute and share their screen if allowed.
- **Control:** The host can manage participants (mute/unmute, remove, or spotlight speakers), but everyone has more autonomy.
- **Best Use Case:** Team meetings, workshops, or group discussions where everyone needs to participate actively.

Zoom Meeting vs. Zoom Webinar

Zoom Webinar:

- **Purpose:** Meant for larger audiences where the main focus is on presenting information with limited participant interaction.
- **Participants:** Only the host and selected panelists have video/audio access. Attendees can only watch or listen (they typically don't have their video/audio on).
- **Interaction:** Attendees can participate via Q&A, chat, or polls. Interaction is much more limited compared to a meeting.
- **Control:** The host has much more control over the session. The host can manage panelists, mute/unmute attendees, and even limit chat access.
- **Best Use Case:** Webinars, online events, lectures, or large-scale presentations where the audience is primarily observing.

Zoom Meeting vs. Zoom Webinar

Key Differences:

- **Size of the audience:** Meetings are for smaller, more interactive groups; webinars are designed for larger audiences.
- **Control:** Meetings allow more participant interaction, while webinars give the host more control to manage the flow of the session.
- **Participant Roles:** In a meeting, everyone can potentially participate in video/audio, whereas in a webinar, only panelists or hosts can do so.
- In short, if you need a more interactive and collaborative space, **Zoom Meetings** is the way to go. If you're delivering a presentation to a large audience and want to limit direct interaction, **Zoom Webinars** are a better fit.

Zoom vs. Webex

- **Zoom Meeting:**
- **Interface & Usability:** Zoom is known for its **user-friendly interface**, making it simple for users to join meetings with minimal setup. It has an intuitive layout with easily accessible options for video, audio, and screen-sharing.
- **Features:**
 - **Breakout Rooms** for splitting participants into smaller groups.
 - **Virtual Backgrounds** and **Touch Up My Appearance** for video customization.
 - **Integrated Chat** and **Polls** for engagement during meetings.
 - Supports up to **1,000 participants** in large meetings (depending on your plan).
- **Integration:** Zoom integrates well with a wide range of third-party tools (e.g., Google Calendar, Microsoft Office, Slack).
- **Use Case:** Primarily used for team meetings, collaboration, and smaller to medium-sized group discussions. It's popular in educational and corporate settings due to its ease of use and features that promote interactivity.
- **Reliability & Performance:** Known for its **high-quality video and audio**, even on lower-bandwidth connections.

Zoom vs. Webex

Webex:

- **Interface & Usability:** Webex's interface is a bit more traditional and may feel slightly more complex compared to Zoom. However, it is still quite functional. Webex has a **more corporate-oriented feel**, especially for enterprise use.
- **Features:**
 - **Webex Teams:** An integrated tool for team messaging, file sharing, and collaboration, which works well for ongoing communication.
 - **Virtual Whiteboard** for collaboration and brainstorming.
 - **Real-Time Translation** and **Live Captions** in multiple languages.
 - **Webex Events:** Similar to Zoom Webinars, for hosting larger-scale virtual events with more structured attendee management.
 - It supports up to **1,000 participants** in meetings (with larger options available for events).
- **Integration:** Webex integrates well with **Cisco** products and other enterprise tools (like Microsoft Office 365 and Google Workspace), making it a top choice for companies using Cisco systems.
- **Use Case:** Webex is often chosen for **corporate environments** that require enterprise-level security, compliance, and integration with other Cisco products. It's well-suited for both team collaboration and large conferences.
- **Reliability & Performance:** Webex offers solid performance, but some users find Zoom's experience smoother, especially in terms of video and connectivity.

Zoom vs. Webex

Key Differences:

- **Target Audience:**

- **Zoom** is more focused on accessibility and ease of use, making it popular among small businesses, educational institutions, and casual users.
- **Webex** tends to cater more to large enterprises with a focus on security, compliance, and integration with other Cisco products.

- **Features for Collaboration:**

- **Zoom** has better collaboration features for smaller teams, such as **Breakout Rooms**, which is ideal for workshops or brainstorming sessions.
- **Webex** is stronger for large-scale corporate meetings and enterprise-level solutions, offering tools like **Webex Teams** and integrations with Cisco hardware.

- **Customization:**

- **Zoom** has a lot of fun customization options for meetings (backgrounds, reactions, etc.) while **Webex** tends to focus more on formal business tools like real-time translations, detailed analytics, and meeting insights.

Zoom Audio Tips

Select a microphone

- Same as system (MacBook Pro Microphone (MacBook Pro Microphone))
- ✓ MacBook Pro Microphone (MacBook Pro Microphone)
- Microsoft Teams Audio (Microsoft Teams Audio Device)

Select a speaker

- Same as system (MacBook Pro Speakers (MacBook Pro Speakers))
- ✓ MacBook Pro Speakers (MacBook Pro Speakers)
- Microsoft Teams Audio (Microsoft Teams Audio Device)

Test speaker & microphone...

Switch to phone audio...

Leave computer audio

Audio settings...

Settings

- General
- Video
- Audio**
- Share screen
- Team Chat
- Zoom Apps
- Background & effects
- Recording
- Profile
- Statistics
- Keyboard shortcuts
- Accessibility

Speaker

Test speaker: MacBook Pro Speakers (MacBook Pro Speakers)

Output level: [Progress bar]

Output volume: [Slider]

Spatial audio: voices will sound like they're coming from the position of each person on the screen

Use separate audio device to play ringtone simultaneously

Microphone

Test mic: MacBook Pro Microphone (MacBook Pro Microphone)

Input level: [Progress bar]

Input volume: [Slider]

Automatically adjust microphone volume

Audio profile

Zoom background noise removal (recommended for most users)

Background noise suppression [Learn more](#)

- Auto (automatically adjusts noise suppression)
- Low (faint background sound)
- Medium (computer fan, pen taps)
- High (background speech)

Settings

Background noise suppression [Learn more](#)

- Auto (automatically adjusts noise suppression)
- Low (faint background sound)
- Medium (computer fan, pen taps)
- High (background speech)

- Personalized audio isolation (recommended for crowded environments)
- Original sound for musicians (recommended for studio environments)
- Live performance audio (recommended for multiple instruments or voices in different locations) **BETA**

Ringtones

Ringtone volume: [Slider]

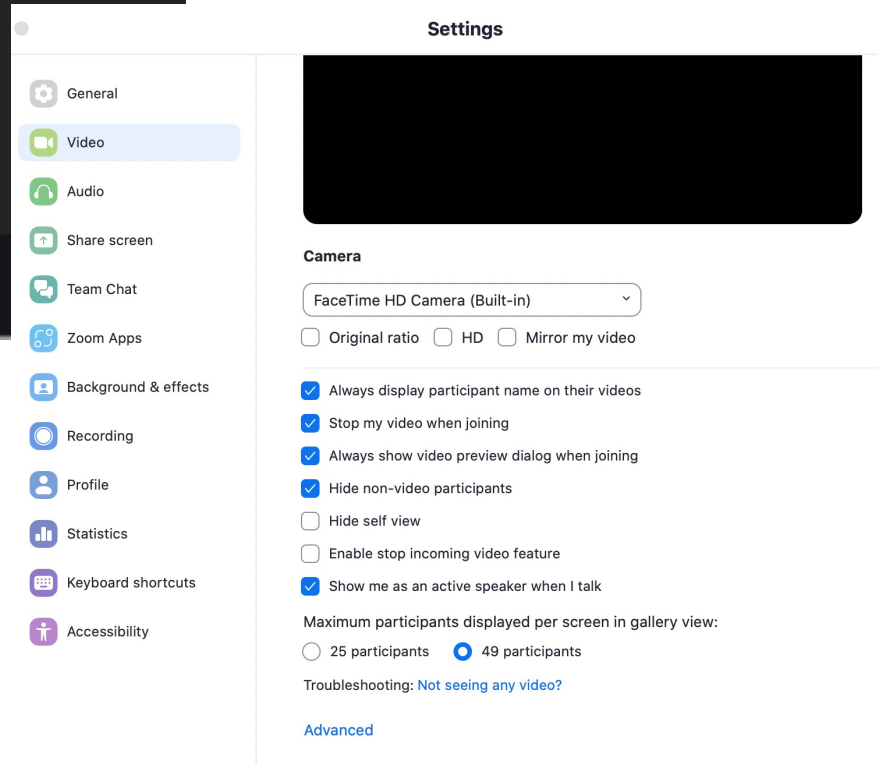
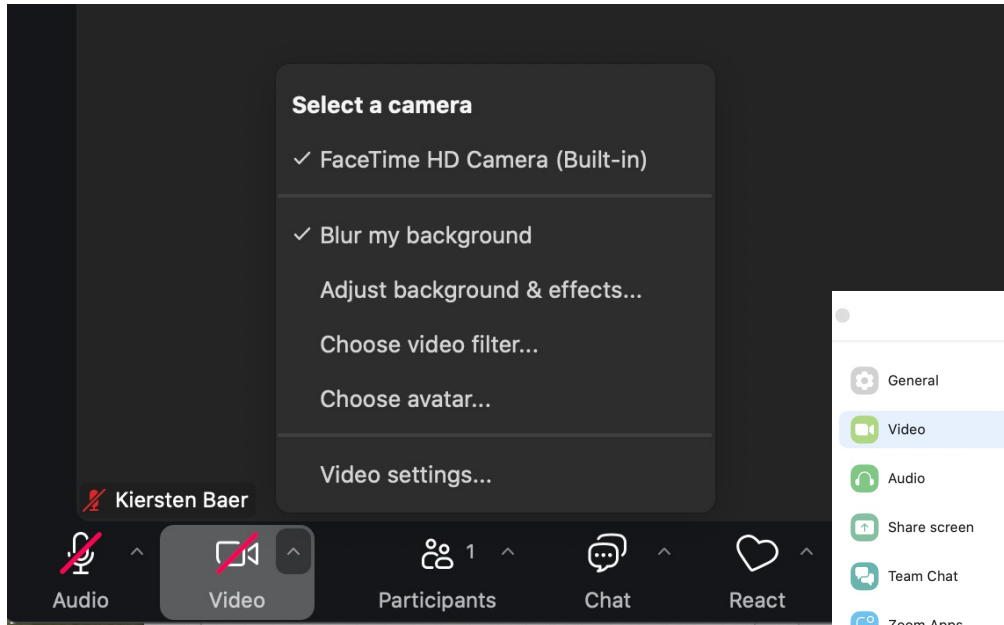
Meetings: Default

Contacts: [Edit](#)

- Automatically join computer audio when joining
- Mute my mic when joining
- Press and hold space key to temporarily unmute
- Sync buttons on headset

Advanced

Zoom Video Tips



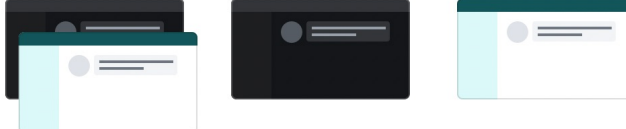
Zoom General Tips

Settings

- General
- Video
- Audio
- Share screen
- Team Chat
- Zoom Apps
- Background & effects
- Recording
- Profile
- Statistics
- Keyboard shortcuts
- Accessibility

- Use dual monitors ?
- Enter full screen when starting or joining a meeting
- Always show meeting controls ?
- Copy invite link when starting a meeting
- Ask me to confirm when I leave a meeting
- Show meeting timers
- Add Zoom Workplace to MacOS menu bar
- Stop my video and audio when my display is off or screen saver begins
- Show "Pair with Room" feature on home screen navigation bar
- Remind me about upcoming events: 5 minutes before ▾
To activate the feature, ensure [system notifications](#) are enabled
- Show user profile icon next to in-meeting chat messages

Appearance

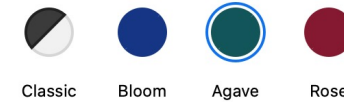
- System setting
 - Dark mode
 - Light mode
- 

Settings

- General
- Video
- Audio
- Share screen
- Team Chat
- Zoom Apps
- Background & effects
- Recording
- Profile
- Statistics
- Keyboard shortcuts
- Accessibility

Theme

Only applied when the system is using light mode ?



Navigation

Items are added to toolbar when accessed

[Reset to default](#)

Reactions

Skin tone: 👍 👏 👏 👏 👏 👏

Activate the following emojis based on hand gesture recognition: 👏 👏

Display your reactions above toolbar ?

Animate these emojis: 🙌 👍 😂 🙄 ❤️ 🎉

Play audio chime when someone has raised their hand

Activity center [Manage notifications...](#)

Data & Privacy

Diagnostic Data viewer (uses up to 200 MB of hard drive space)

[View more settings](#) ↗

Additional Tips

- **Stay Professional:** Even though you're in a home setting, remember this is a professional space.
- **Be Mindful of Lighting:** Ensure your face is well-lit and visible.
- **Be Aware of Background Noise:** Minimize distractions and background sounds (pets, children, etc.).

Questions

