

# Communication Charter: Virtual Meetings

Miscommunication is as a result of poor communication. Have the team review and complete this communication charter to avoid frustrations and challenges with communication when hosting a virtual meeting.

## When hosting a virtual meeting, there will be:

- An agenda for each meeting.
- A moderator (team member or leader) to host each meeting.
- A volunteer to copy meeting notes and send out as a summary to everyone so that everyone is on the same page after the call.
- A process in place for who gets to talk and when, so others do not speak over each other.
- A call to action after each call.

Insert additional items to customize your own charter:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## When speaking on calls, I will:

- Polite, patient and focused on the call.
- Ask questions if I do not understand.
- Mute my telephone lines when not speaking.
- State my name first and then share my thoughts.
- Wait until someone is done sharing their thoughts then proceed with my own.

Insert additional items to customize your own charter:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### **When hosting a video-conferencing call, I will:**

- Be on time and on camera!
- Be appropriately dressed.
- Choose a quiet place to take the call.
- Choose a location with strong wi-fi.
- Mute my telephone lines when not speaking.

### **Insert additional items to customize your own charter:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

While these are great suggestions for the team to adhere to when hosting virtual meetings, it is the custom suggestions and recommendations by the team that will really make a difference. Listen to your team for feedback and always update this charter when necessary. Remember, a clarity is key when it comes to communication.