MTC Virtual Engagement Guidelines

Based on the current situation, the Microsoft Technology Centers (MTC) are offering Virtual Engagements. At Microsoft we have been running virtual events internally for years and we would like to share some insights to a successful virtual event. This will ensure that the scheduled MTC engagement is most valuable for you.

From our experience, it is key to ensure that you stay focused in the meeting and not multitask. We understand in this time there may be other distractions you need to attend to. To accommodate this, we will be scheduling longer breaks more often for these virtual sessions.

A key enabler for inclusivity of all participants is using video. We highly encourage you to use a video feed if possible. It is fun for everyone and really does make the meeting more productive!

Here are a few other important considerations:

Before the Meeting / Setup
- If you use new technology, install and test well in advance.
- Connect at least 5 minutes before, to avoid last minute technical issues.
- Write the Dial in Number and Participation code down in case of unexpected problems.
- Use a wired connection and headset for increased comfort and audio clarity
- Let the meeting leader know if you need any special arrangements to accommodate disabilities.
- If you are WFH, find a space where you can concentrate and free from most distractions (if this is not possible – don't be afraid – we all were in this situation before).
- Ensure you are sitting in a good light and if possible, position the camera on eye sight
- If you use your laptop built in Microphone, people will hear you typing

During the Meeting
- Identify yourself the first time you speak and later if you haven't spoken in a while.
- When you finish speaking, let others know by saying, "That's my thought" or "Thank you".
- If you don't understand a point or have lost the flow of the conversation during a videoconference, politely interrupt the speaker by saying the speaker's name when he or she pauses.
- If you can't find a way to interrupt, use the IM/Chat function to ask the question or comment.
- Mute yourself if you are not speaking to reduce background noise and interruptions.
- Address other meeting participants by name so everyone knows to whom you're speaking.
- Take audio and motion delays into account; allow a few seconds between comments.
- Resist the temptation to perform other tasks during the meeting; virtual meetings require your undivided attention.

Useful Trainings for tools we will eventually use during the engagement:
- [Download this quick start guide (PDF) to learn the basics](#)
- [Attend Teams Meetings](#)

Microsoft Technology Center