



Behavioral Tech

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Online Etiquette Guidelines

Preparation: Make sure your headphones/microphone and video/camera works—test equipment and practice how to connect before the meeting. Test again 15 minutes before consultation/meeting

- If possible, use an ethernet cable to connect. Otherwise, be sure you have a strong WiFi connection. Try to minimize the use of other devices on your wifi network, e.g., mobile phones
- Be on time to your consultation/meeting and attend all sessions.
 - Notify your DBT Expert if you will be late or can't attend. You can post in the Zoom room chat feature
 - You can also use the chat function to ask questions or let the group and DBT Expert know if you need to leave without disturbing the group
- Log in is required, as is being visible during entire consultation/meeting. Remember to log out at the end of session.
- Rather than gathering in the same room as a group, online meetings work better when each participant logs in individually with their own audio-visual feed

Visual Awareness: Use a self-view on your own monitor/screen so that you can see what you look like to others in the consultation/meeting.

- It is important to the quality of interaction that you be on camera
- If connecting via the mobile app be sure to set your device in a stand before beginning the meeting so the screen is stable
- Make sure you are appropriately dressed (e.g. you look as you would for an in-person training or business meeting)
- Be mindful of light sources. A window behind you may cause you to look like a silhouette. Use a lamp in front of you so others can read your non-verbal cues.
- Check your space for clutter, e.g. laundry hanging up behind you
- Make sure you are not in a high traffic area, e.g. people walking through the screen's field of vision. (this helps protect privacy)
- It's best to sit at a desk or table when possible

Audio Clarity: Speak clearly and maintain an even volume when speaking. Always assume the microphone is on, and do not say anything that you don't want everyone to hear.

- If possible, use a high-quality headset with noise reduction capabilities
- Mute your microphone when you are not speaking
- Most microphones are very sensitive and can pick up the sounds of typing, papers shuffling, or jewelry clanking on a desk. Do your best to minimize all distracting noises.
- A quiet space free of distractions is crucial. No music playing in the background, check that there are not any airflow issues that affect the microphone (fans, ac units, open window)

Privacy Enforcement: Never assume that your videoconferencing equipment is off – always check the equipment

- Use headphones instead of loud computer speakers to ensure that protected health information is not overheard.
- Ensure no one can look over your shoulder at your screen

Interpersonal Courtesy: It may be tempting to multitask when you are sitting in front of a computer. Please do not.

- Avoid distractions such as side conversations, cell phone calls, or checking emails while you are logged in and connected. Set your devices to “do not disturb” and treat this as you would an in-person consultation/training.
- Engage in the meeting – ask questions, participate in the discussions; in larger groups it will be helpful to use the chat function to indicate that you want to ask a question or make a comment.

Keep in mind that you will likely interact with people from other countries and cultures. Be mindful of the impact of your words, actions, and presentation on others. Also, attempt to understand that others may express themselves in ways to which you may be unaccustomed. When this occurs, please refrain from judgment, and move to understand the situation and work together on a resolution