

Virtual Office Setup Guide

Before you schedule another call, take the time to set up your virtual presence. Do this once, and you'll be ready for any call.

Your Technology

Your Virtual Skills

Practice any meeting technology tools that you or your prospects plan to use. Can you:

- ✓ Record a meeting?
- ✓ Annotate a slide?
- ✓ Upload a document to Chat?
- ✓ Toggle between your meeting software and other programs?

Noise-canceling Headphones

- ✓ Increase your ability to focus and pay attention. Dogs, kids, or your neighbor's lawn-mower will no longer be audible.

Technology Failure Plan

- ✓ Imagine what you'll do if your meeting platform stops working, your audio goes out, your Internet connection stops.
- ✓ How will you prepare to keep your meeting moving forward in case of an emergency?

Your Camera

- ✓ Invest in the best-quality camera and lighting you can afford.

Turn on your webcam.

- ✓ How is your lighting?
 - ✓ Is your face in shadow? I
 - ✓ Is there a window behind you?
 - ✓ What does the room look like behind you?
 - ✓ Is there clutter?
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- ✔ Distracting objects?

Simplify your space. Eliminate anything that looks more interesting than you.

Record yourself, then watch.

- ✔ Turn down the sound and make your screen small. How are your posture, body language, and facial expression?
- ✔ Send a recording of yourself to a trusted coworker or friend and ask for their feedback.
- ✔ Posture counts. Keep your feet flat on the floor and don't cross your legs. Avoid shifting and rocking in your chair.
- ✔ Move your camera to be the same height as your eyes.

Adjust your distance from the camera.

- ✔ Don't cut off your head (too close) or show too much of your body (too far away).

Practice looking directly at the camera and talking without looking at the people on screen.

- ✔ It feels a bit awkward, but you will look like you're making eye contact with your audience members.

Your Sound

Record yourself presenting some material.

- ✔ Evaluate your voice mannerisms and eliminate filler words "um, ah, like, err."
- ✔ Use a strong, clear voice and avoid mumbling or speaking too quickly.
- ✔ Breathe to stay relaxed and keep your voice in a good register.
- ✔ Avoid jargon, slang, and acronyms, especially with people not from your culture.
- ✔ Don't trail off the end of your sentences.
- ✔ Paint pictures with your words.
- ✔ Be assertive and avoid tentative language like "hopefully" or "maybe."