Module IV. SOFT

Interpersonal Skills Course

Topic 1. Channels of Communication

Lesson 2. Virtual Communication

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In this lesson, we will learn...

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1. THE ADVANTAGES AND DISADVANTAGES OF VIRTUAL VIDEO COMMUNICATION

ADVANTAGES

LIMITS OF SPACE DISAPPEAR

YOU CAN COMMUNICATE WITH ONE OR MORE PEOPLE

MAKES POSSIBLE WORKING FROM HOME

YOU CAN INCORPORATE EXTERNAL RESOURCES IN ONLINE MEETINGS

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2. THE ADVANTAGES AND DISADVANTAGES OF VIRTUAL VIDEO COMMUNICATION

DISADVANTAGES

MAY BE DIFFICULT TO UNDERSTAND DUE TO CONNECTION PROBLEMS
COMMUNICATION IS NOT AS SMOOTH AS A FACE-TO-FACE CONVERSATION
THERE IS NOT THE SAME LEVEL OF BODY LANGUAGE EXCHANGE

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2. TIPS FOR VIDEO CONFERENCING NETIQUETTE

A good virtual conversation will start with the compliance with some technical requirements that will ensure a minimum quality of the communication.

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2. TIPS FOR VIDEO CONFERENCING NETIQUETTE

A good virtual conversation will start with the compliance with some technical requirements that will ensure a minimum quality of the communication.

GET A GOOD SOUND

For this:

•BE MINDFUL OF THE BACKGROUND NOISE, AND TRY TO CHOOSE A QUIET PLACE

•MUTE YOUR MICROPHONE WHEN YOU ARE NOT TALKING

•USE GOOD QUALITY SPEAKERS / HEADPHONES / MICROPHONES

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2. TIPS FOR VIDEO CONFERENCING NETIQUETTE

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GET A GOOD PICTURE

For this:

YOUR CAMERA IS WELL POSITIONED

The best camera angle will be at eye level, if your camera is lower than your face, people will get an unflattering image of yourself, so a good tip might be to raise your camera.

YOU HAVE A GOOD LIGHT

(front face natural light is the best, avoid backlight)

CHECK YOUR BACKGROUND

Especially if you are at home, avoid the stack of dirty laundry behind you, that will distract others.
Prefer a neutral background, or think of blurring tools that some app allow.

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MANAGE THE VIDEO APP

You can decide who enters or not in the call, and deal with privacy, managing eventual recording, etc.

When you host the call, you can also manage your participants, activate or disactivate chat functions, mute participants, unable screen share or not, etc.

It is good to think about your needs and choose an application that will propose the functions that you will need during your call to manage the conversation according to these needs.

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CONCLUSION

Although on site communication and virtual communication will never be the same, **virtual communication is another step forward in the world of communication that must be considered**, both in the work and personal environment.

Most of the lessons developed throughout this topic can be applied to both types of communication

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