

10 Tips for Videoconference Site Facilitators

1. Ensure that there is a sign with the name of your country/site clearly spelled in view of the camera.
2. Ensure that participants are greeted and seated ½ hour prior to the beginning of the videoconference. Prepare a name card (or name tag) for each participant, clearly spelling their first name (or the name they wish to be called by).
3. During the preparation time before the videoconference, discuss the use of microphones, and the way in which the site will participate when called upon (e.g. will the participant(s) with questions/comments come to the microphone to speak or will you gather the questions/comments and speak for the participant(s).)
4. Plan your site introduction ahead of time. You will usually be asked to introduce yourself and to give an idea of the types of organizations from which your participants come.
5. Before the videoconference, hand out or post the videoconference Running Order (agenda).
6. Adhere strictly to the time guidance of the conference moderator and the Running Order. Study the Running Order carefully beforehand, making sure you will know what will be happening when.
7. **Turn off your microphone(s) after your site finishes talking.**
8. Make sure that no one person monopolizes the conversation. If one or a few people seem to be doing all the talking, ask others to give their opinions. Also, be careful not to monopolize the discussion yourself. Your main responsibility during the videoconference is to ease the flow of discussion, minimize misunderstandings, and help keep things focused and on schedule.
9. Be ruthless about staying on topic. Do not allow anyone to hijack the discussion.
10. In the event of a technical failure, do the following:
 - notify the site technician
 - ensure that the participants remain present and engaged by leading discussions and organizing group activities based on the session topic(s).