

Let's TALK about 'remote' communication (video conferencing)



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<p>T</p>	<p>TIME to communicate</p> <ul style="list-style-type: none"> • Communicating may take longer so allow time. • Consider numbers on call: less is more! If more than six people, individuals may feel less able to contribute. • Give space for people to speak and invite comments. • Check that people are ready to move on to next item.
<p>A</p>	<p>ASK individuals about their preferred method of communication</p> <ul style="list-style-type: none"> • Host should facilitate introductions. • Video function preferable to non-video so you can see people's faces. • Agree the way to indicate if a person wants to speak. • Ask if it would help to use closed questions with a yes or no answer for decisions. • Access subtitles where appropriate.
<p>L</p>	<p>LISTEN and LOOK</p> <ul style="list-style-type: none"> • Give focussed attention to the speaker. • Host needs to look at people's body language. • Host needs to summarise discussion. • Check everyone has understood and has the information they need.
<p>K</p>	<p>KEEP TRYING</p> <ul style="list-style-type: none"> • Check everyone is happy before ending the call. • Note specific needs and offer alternatives to communicating information in the future. • Follow up calls with clear written notes in plain language.