



BEST PRACTICES FOR AN OPTIMAL EXPERIENCE



WORKSPACE

Be sure your workspace is quiet, comfortable and distraction-free.



TECHNOLOGY

Before the training course, check that your Internet connection is stable. Make sure you have downloaded the most recent version of [Zoom](https://zoom.us). We highly recommend using a headset with a built-in microphone. Test your video and audio to make sure both are working properly.



TIME MANAGEMENT

To ensure you get the most out of the course, act as though you are actually in the classroom. Avoid working on other things and checking your phone. Stay focused!



MATERIALS

Make sure you have received any training materials mentioned in the email confirmation sent to you prior to the course. If you don't have them, contact the Executive Education Agent assigned to the training course.

**LOG IN TO THE COURSE**

Follow the instructions found in the email confirmation you received.

**START YOUR VIDEO**

Please keep your camera turned on at all times to ensure a good “classroom” dynamic, facilitate discussion and stay engaged throughout the course.

**MUTE YOUR MICROPHONE**

Keep it muted when you are not speaking. If you have something quick to share, it may be faster to hold down the space bar on your keyboard to temporarily activate your mic. Don't forget to release the bar when you are done to go back into mute mode.

**RENAME YOURSELF IN THE LIST OF PARTICIPANTS**

Click **Participants** at the bottom of the Zoom screen and hover over your name. Click **Rename** and make sure to enter your first and last name. Take this opportunity to see who else is participating in the training course with you.

**USE THE RAISE HAND FEATURE TO PARTICIPATE**

This makes it easier to make sure everyone gets a turn. Make sure to click **Lower Hand** once you have finished speaking.

**USE THE CHAT FEATURE**

The instructor will let you know how and when to use the **Chat** feature (e.g., to comment or ask a question). Keep in mind that this is a public feature, but you can send private messages.

**CHOOSE YOUR PREFERRED DISPLAY MODE**

Click **Display Options** at the center top of the Zoom screen. You can choose to **Exit Full Screen** or select **Side-by-side Mode**. You can also choose between **Gallery View** or **Active Speaker View** for the video layout, in the right corner of the Zoom screen.

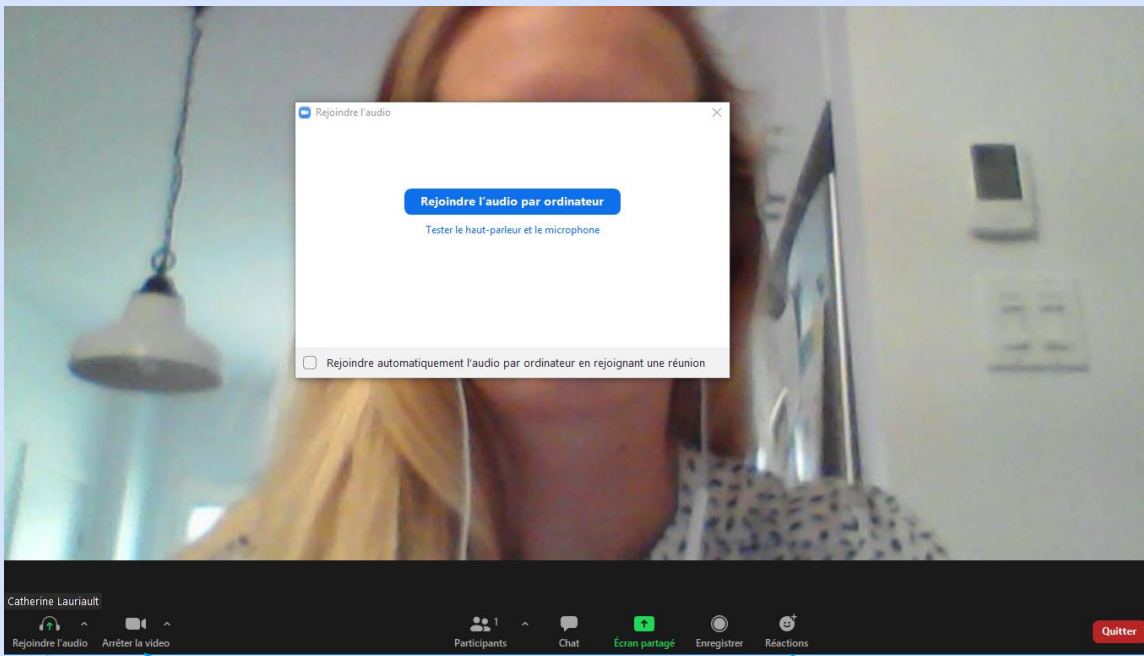


HAVING TECHNICAL PROBLEMS? HAVEN'T RECEIVED THE TRAINING MATERIALS?

Email the Executive Education Agent or online assistant assigned to the training course. Please do not bother the rest of the group with these issues.

REVIEW

ZOOM

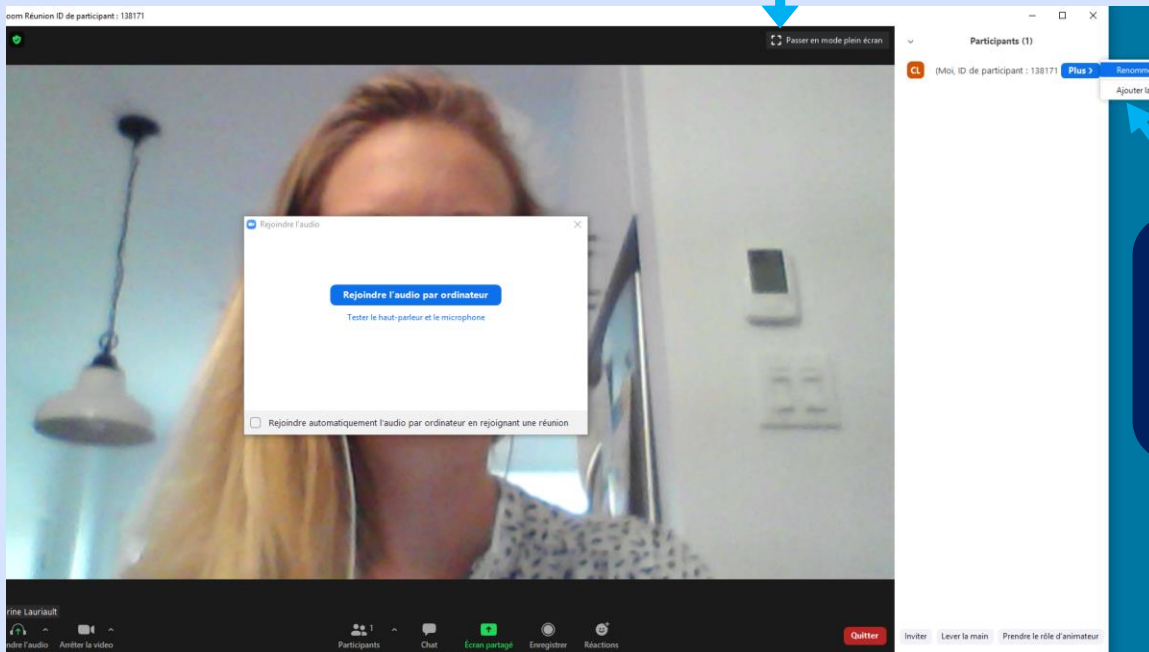


Mute your microphone.

Start video.

Use the chat feature.

Share your reactions.

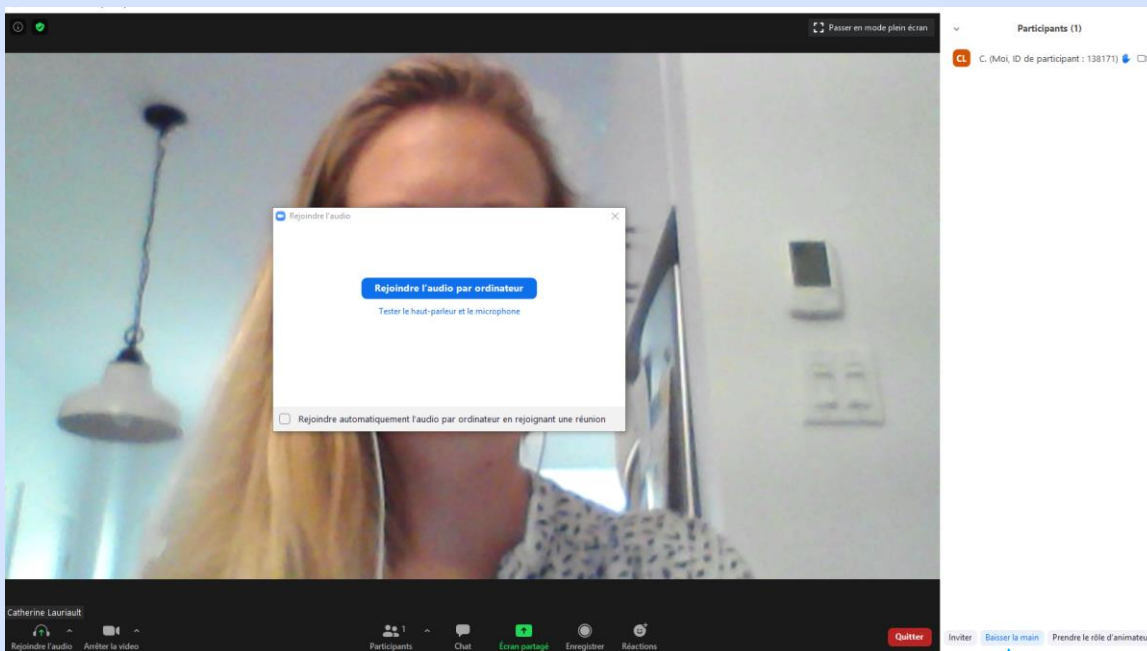


Click Participants to display the list.

Click Raise Hand to participate.

Click here to change display modes.

Once you have clicked Participants at the bottom of the screen, click More and Rename to enter your first and last name.



Make sure to click Lower Hand once you have finished speaking.