

# VIDEO CALL EXPERT



1

## ALWAYS BE PREPARED FOR A VIDEO CALL

Whether it's an audio call or a video call, be prepared to deal with a video call. Dress neat, comb your hair, clear your background, and sit facing a source of light. This will also keep you more focused while on the call.

2

## POSITION THE CAMERA AT EYE LEVEL

Avoid looking down or up towards the camera. Look straight so the prospect knows you are looking at them.

3

## PLACE THE VIDEO TAB IN THE CENTRE OF THE SCREEN

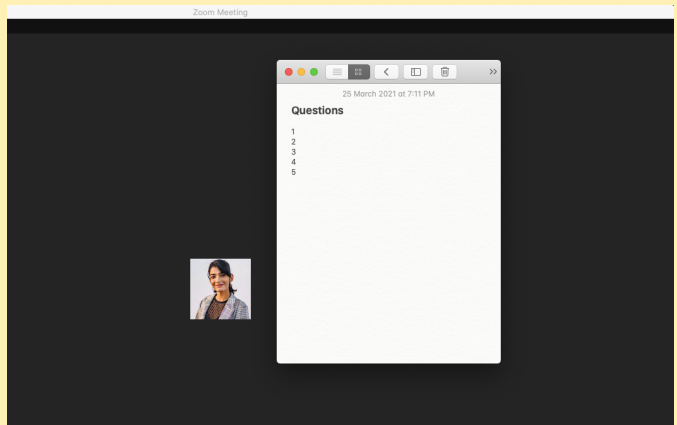
This will allow you to look straight into the camera, making it appear that you are looking directly and only at the prospect while speaking to them.

4

## PLACE YOUR LIST OF QUESTIONS IN THE CENTRE OF THE SCREEN

Like this --->

This makes the prospect feel like you're always looking at them.



5

## KEEP A GLASS OF WATER

Avoid drinking from a large bottle over the call. Keep a glass next to you instead, and mute yourself when you are drinking/ pouring water.

6

## PREPARE TO SHARE YOUR SCREEN

Create a folder of the documents you wish to share, and keep the relevant tabs open. Close everything else to avoid sharing the wrong screen.

7

## CHECK YOUR DEVICES

Test your video and audio, especially if you're using wireless earphones. Keep your laptop on charge throughout the call (don't forget to turn the charger on!)

8

## USE YOUR HANDS

Move your hands suitably while speaking to the prospect. For example, show numbers through hand gestures, and wave a goodbye.



9

## MIRROR THE PROSPECT

Speak at the pace they speak in. Use gestures as they do. Lean in towards the screen when they do.

10

## GROUP CALL ETIQUETTES

In a group of less than 3, greet every single person on the call by their name. Keep yourself on mute until it's your turn to speak.