

Review of the Video

Video: Electronic Communication: Picture Perfect

After experiencing difficulties with electronic communication during a recent video chat with her deployed father, Maya is skeptical when her teacher informs the class they will be video conferencing with students at another school. Join the Knowledge Seekers as they help Maya with her concerns and shed light on the basic skills associated with electronic communication.

Improving the Quality of Electronic Communication

- Manage the equipment – check software, camera, microphone, and speakers
- Manage the environment – think about the location, lighting, and background sounds
- Determine time and who will initiate the call
- Make sure all parties are registered correctly and that everyone has the right contact information

4 Key Components of Active Listening to be Used When Videoconferencing

Good listeners practice ACTIVE LISTENING. Active Listening requires the ability to LISTEN AND SPEAK. To be a good speaker you must be a good listener.

1. Focus on the speaker

- Look at the camera
- Forward documents in advance
- Make sure documents show up clearly

2. Think about what the speaker is saying

- Don't let the technology get in the way
- Ask for the information to be repeated

3. Respond verbally

- Avoid speaking too softly or in a monotone voice
- Speak in short, clear sentences

4. Respond non-verbally

- Use precise and deliberate gestures

Dealing With Delays When Videoconferencing

- Wait until the other person is finished talking
- Take notes and paraphrase
- Write down clarifying questions
- Be confident