



Teams chat, Calls Email and Remote Working Etiquette



Teams Chat, Calls, Email and Remote Working Etiquette

- Avoid booking meetings at lunchtime between 12 and 2pm, before 8.30am or after 5pm. If you are arranging call with someone overseas, ensure you are mindful of this in relation to their time zones too. To help find a suitable time of day to meet across differing time zones, please use <https://www.timeanddate.com/> and go to their Meeting Planner section to find a time in the day to suit all parties.
- Many of us are having more calls than ever before, so consider whether scheduling a meeting is really necessary or the most appropriate method of communication. Would an email or Chat message be better?
- Ensure that your meetings start and finish on time. Schedule meetings to finish 5 minutes earlier to make sure that you and others have time for a quick comfort break or to make a cuppa before the next meeting.
- Where possible, meetings should have an agenda, except for meetings such as check-ins or stand-ups. Circulate reading materials well in advance of meetings and circulate actions straight after the meeting.
- It can be very distracting to be in a call when emails and messages are appearing in your line of sight. It is important that you are attentive and present during the meeting so that your contribution to the discussion is meaningful and that you are concentrating on what others have to say. Switching your Teams status to “do not disturb” or “focussing” will help with this.
- Avoid emailing and messaging anyone out of hours or at weekends (also be mindful of where someone is based in the world). Sometimes it cannot be avoided but the company does not expect anyone to respond out of hours, except where there may be a prior arrangement or in exceptional circumstances.
- Respect colleagues Teams status. Don’t message or attempt to call people on Teams if they display a status of “Do not disturb”, “Focussing” and “On a call” or any other customised status that indicates they are not available.
- Ensure you update your Teams status if you need some quiet time at your desk. You can use the standard status settings on Teams (click the round status image that appears at the bottom of your photo or initials at the top of the Teams window) or add a customised status (Set Status Message) and choose whether your messages are shown to you during the time this is showing, or whether they are hidden.
- Consider whether structuring your working hours differently would work for you. Perhaps leave two or three mornings a week for admin (during which you have your status set to “Do not disturb”) so that you can be more productive, leaving the corresponding afternoon as “Available”.



- When calling someone, ensure your Video Call button is switched on and encourage the person you are calling to switch this on too. It helps to feel more connected to the person you are calling if you can see them.
- Don't neglect the social aspect of work. If you don't have one set up already, consider a virtual "meet up", "coffee morning" or "pizza Friday" with your team to make sure you keep the social aspect of work going. The only rule would be to ensure that work is not part of the conversation!