



Virtual non-verbal listening

- Look into the camera or at the image of the person speaking
- Nod
- Have open body posture
- Engage your facial expressions appropriately

Make it easy on your colleagues

- Be thoughtful and succinct in your contributions to the conversation.
- Be sure there is a clear agenda, timeframe, and facilitator.
- Come to meetings over-prepared.

Virtual verbal listening

Do not provide your thoughts until you or someone else has done at least one of the following:

- Paraphrase/summarize - then ask if you got it right
- Ask 1 curious or clarifying question
- Give space in the form of silence after someone contributes

We are not working in a vacuum



Barriers to being present and engaged amidst Covid-19

- What do you need to be present?
- How are you feeling?
 - Depressed?
 - Stressed?
 - Low-motivation?
 - Lack of perspective?
 - Overwhelmed?

Pay attention and normalize these!

“Hi everyone. I’m feeling a little overwhelmed today. I will be as focused as I can be.”

“Hi everyone. There is a lot going on and I’m a little distracted. Please let me know if there is something specific you need from me.”

“Hi all. I’m not able to be fully present today. I appreciate everyone’s work and commitment.”