Switch your camera on
Your colleagues may have hearing loss and need to see you in order to lipread and follow facial gestures.

Mute your mic
Mute your mic when you’re not speaking. This is really important as background noise can be distracting and confusing – but don’t forget to unmute the mic before you speak.

Say your name
Say your name before speaking so others can look at your face to lipread, if needed.

Avoid background noise
Don’t fiddle with things around your workspace during the video call – your mic will pick it up.

Be visible
Keep still and stay close to the camera. Someone might be trying to lipread.

Lighting
Ensure the room is well lit. This allows everyone to see your face.

Eye contact
Make eye contact with the camera and maintain it while you’re talking.

Speak clearly
Talk clearly and make sure your entire face is visible on screen. Don’t cover your mouth when you’re speaking.

No chewing
Don’t eat or chew gum. It makes lipreading more difficult.

Plain language
Use plain language and don’t waffle. Make sure everyone is clear on any actions and next steps. If someone hasn’t followed something you’ve said, try saying it in a different way.

Check in
Has everyone at the meeting understood what’s been discussed and have their expectations been met?

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