

TOOLKIT

Virtual Engagement

Staying connected to colleagues is essential in a virtual, work-from-home environment. Intentional behavior changes aimed at keeping inclusion at the forefront can result in a more engaging and productive environment.

These “Virtual Engagement” tips are sourced from members of the Diversity Project North America.



Consider the hearing impaired.

Use cameras during video conferencing to make lip reading easier and enhance visual cues.

Expand accessibility on recordings.

Offer translations and/or large-font closed captioning on event replays.

Leverage virtual name boxes.

Add phonetic spellings, pronouns, and company names to virtual name tags.

Make time for perspectives.

Ask “has everyone had a chance to voice their view?” to ensure engagement. Grant permission to disagree with ideas and strategies.

Add a personal touch.

To avoid feelings of disconnect, begin one-on-one virtual meetings with: “How are you and what are your challenges?” End your calls with: “What do you need from me?”

Take a pulse.

Offer regular employee pulse surveys that collect feedback on wellness, communication strategies, and where firms can do better.

Support your managers.

Offer coaching calls and offer advice to those leading virtual teams.

Toolkit: Virtual Engagement

Embrace flexibility.

Offer flexibility and patience to employees and/or colleagues returning to the office.

Seek opportunities to engage diverse speakers.

With more events being hosted online, there are new opportunities to broaden speaker pipelines with those that would have otherwise been unavailable by location.

Challenge your own unconscious bias.

While shifting to or among online platforms, be aware of unconscious bias when it comes to those who lack experience with technology.



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