

# Video Conferencing – Checklist

## Before the meeting

- If applicable, send your client an application, presentation, or any other documents you may share with them in your meeting ahead of time.
- Include contingency plan options in case of bad connection or software issues.
- Text or email your client the day of your meeting to confirm your video conference, time, and platform. Be sure to confirm who will be calling who.
- Ensure you review all necessary setup procedures, which will differ depending on the platform you use. For example, the platform may require you to email a link or meeting invite to your client ahead of the meeting.

## During the meeting

- Remember you are on camera! If you are new to video conferencing/meetings, this can be easy to forget. Ensure your client can hear and see you appropriately before beginning the conversation.
- Keep eye contact.
- Limit fidgeting.
- Speak extra clearly – spotty internet connections can result in difficult-to-understand audio.
- Be sure to periodically pause and ask if your client has any questions.

## After the meeting

- Text or email your client thanking them for their time.
- Ask for comments on platform, and if they have any suggestions for ways you can improve calls in the future.
- Remember to send any requested information or items that came up during the meeting.



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