

Effective Communication in a Virtual Environment

SIGNAL	EFFECTIVE	INEFFECTIVE
BREATHING	Full, quiet breaths; sustain your sentences	Out of breath, loud breathing
VOICE	Clear articulation and good inflection	Monotone; low volume, mumbling
PACE	Varied and purposeful; use pauses and silence well	Too rapid; no change in rhythm
LANGUAGE	No/little fillers; use visual language	Frequent fillers; jargon; rambling sentences
EYE CONTACT	Focus on webcam when speaking & listening	Shift focus, look at others, look down
BODY LANGUAGE	Strong, still posture; gestures within frame	Move, fidget; poor posture or low energy

For more information, visit <http://prosceniumllc.com/services/>