



Microsoft Teams Call Etiquette Guide

A simple, practical guide to help meetings run smoothly, respectfully, and efficiently — including hybrid meetings with both in-person and remote participants.

1. Setting Up the Teams Meeting (Organizers)

Good hybrid meetings start with thoughtful setup.

Create the meeting - Open teams app and select calendar on the left hand side of the screen. Select date and time plus duration of the meeting. Add title of the meeting. Add email addresses of all invitees. Press send. Each of the invitees will receive a link notification email with joining details included.

Create the meeting with hybrid in mind - Schedule the meeting in Teams so all Teams features are enabled. - Add a clear agenda, objectives, and expected preparation to the invite. - Include the Teams link prominently and avoid forwarding separate dial-in details unless necessary.

Plan the room experience - If using a meeting room, book a room with a Teams-enabled camera and microphone

Test room equipment ahead of time.

Plan seating so speakers face the camera, not just each other.

Assign roles - Identify a facilitator to guide discussion. - Assign a co-host to monitor chat, raised hands, and technical issues.

Sharing documents – if you intend to share documents during the call, select before the meeting and have them open and ready. See top tip in section 6.

2. Before the Call (Participants)

Be prepared - Join from a quiet space whenever possible. - Test your camera, microphone, and internet connection in advance. - Review the agenda or materials so you're ready to contribute. Top tip – if your camera is showing it's on but the meeting cannot see you,

check the very top of your laptop where the actual camera is- there is a sliding button there and if you slide it across this will activate the camera. As you open and close your laptop lid it is very easy to move this without realizing it!

Be on time - Join 1–2 minutes early, especially for external or large meetings. - If you expect to be late, notify the organizer via chat ahead of time.

3. Audio & Video Best Practices

Microphone etiquette - Mute when you're not speaking. - Avoid multitasking noises (typing loudly, eating, side conversations). - Unmute intentionally before speaking, then mute again when finished.

Camera etiquette - Turn your camera on when appropriate—it helps engagement and connection. - If your camera is off, be responsive verbally or in chat so others know you're present. - Use a neutral background or blur to reduce distractions.

Headphones help - Use headphones to reduce echo and background noise.

4. During the Call

Be present - Avoid checking email or working on unrelated tasks. - Give speakers your full attention.

Speak clearly and respectfully - Don't interrupt; pause to allow for lag. - Use names when responding in larger meetings. - Keep comments concise and relevant to the topic.

Use chat wisely - Use chat for questions, links, or brief clarifications. - Avoid side conversations that distract from the meeting.

Follow the agenda - Respect time limits and stay on topic. - If a discussion needs more time, suggest a follow-up.

5. Hybrid Meeting Etiquette (In-Person + Remote)

Hybrid meetings require extra care to ensure remote and in-room participants have an equal experience.

Level the playing field - All participants should join the Teams call individually, even if some are in the same room. - Avoid side conversations in the room that remote participants can't hear.

Audio is critical - Speak clearly and toward the microphone. - Repeat in-room questions or comments so remote attendees can hear them. - Pause regularly to invite remote input.

Facilitation matters - Assign a meeting facilitator to manage turn-taking. - Designate someone to monitor chat and raised hands from remote participants.

Visibility and inclusion - Ensure cameras in meeting rooms are positioned to capture speakers. - Call on remote participants by name to invite contributions.

6. Screen Sharing & Collaboration

Be intentional when sharing - Close unrelated tabs and notifications before sharing. - Share only what's necessary (window vs. entire screen).

Top Tip – to share a document/presentation, ensure that this is open on your computer before the meeting. When ready to share, use the share button on the title bar of your 'teams screen'. Select the window tab which you will see on screen and click on the document which will come up on there. To stop sharing and return to the meeting, look for stop sharing on the title bar.

Collaborate respectfully - Don't take control of someone's screen unless invited. - Use reactions or the raise-hand feature instead of talking over others.

7. Inclusive & Professional Behavior

Be inclusive - Invite quieter participants to share. - Be mindful of different time zones, roles, and communication styles.

Be professional - Dress appropriately for the audience and purpose of the call. - Treat virtual meetings with the same respect as in-person ones.

8. Ending the Call

Wrap up clearly - Summarize key decisions and next steps. - Confirm owners and deadlines.

End on time - Respect everyone's schedules by finishing as planned.

9. Quick Do's & Don'ts

Do - Mute when not speaking - Be on time - Stay engaged - Communicate clearly

Don't - Multitask visibly - Interrupt others - Share screens accidentally - Let background noise take over

Good Teams etiquette saves time, builds trust, and makes collaboration easier for everyone.