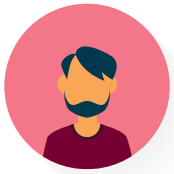


How to build trust on video calls



Position yourself well

Keep your camera higher than eyeline. Think about your backdrop



Establish eye contact

Take the lead, make sure you engage with all participants



Take notes with care

Typing can be a distraction, handwritten is best



Incorporate gestures

Make sure your gestures are visible



Use positive, reflective speech

Signal your understanding, eg 'You make a really good point...'

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