

VIDEO CONFERENCING STRATEGIES FOR PEOPLE WHO STUTTER

Pre-meeting

PREPARE YOURSELF

Familiarize yourself with the agenda and the attendees. Prepare yourself well with what you want to say, meditate before high-stress meetings.

1

2

CUSTOMIZE YOUR SETUP

Adjust your desk/computer to get the best posture and voice projection. Ensure that your face is centred and make effective eye contact.

REQUEST FOR ACCOMMODATION

Ask for extra speaking time, more comfortable speaking order (e.g. being the first during self-introduction), or not being spotlight when speaking.

3

During the meeting

4

EMBRACING YOUR IDENTITY

Be ready to disclose one's stutter early on, and in an unapologetic, informative way.

COMMUNICATE NON-VERBALLY

Leave the camera on, be more animated. Use your body language, facial expression, and eye contact. Indicate when you start and finish talking.

5

Post meeting

6

RECAP AND REFLECT

Follow up in emails or chat if you did not say everything you wanted. Recognize your achievements, treat yourself as you'd treat a good friend.

Recommendations for inclusive video conferencing

A successful meeting is a collaborative effort.

For organizers & facilitators:

- 01** Use video conferencing platforms that give participants more control over how they show up.
- 02** Proactively reach out to meeting participants for their needs and try to accommodate those needs
- 03** Set clear expectations ahead of time for meeting format and attendee responsibilities so that the attendees are prepared for what/how they should contribute.
- 04** Use a facilitator whenever possible. Start out the meeting with ground rules of how to engage and participate.
- 05** Leverage non-verbal channels: ask simple questions in chat, use emojis to communicate emotions when possible.

For all attendees:

- 01** Be mindful: speak one at a time and DO NOT talk over each other. In particular, DO NOT interrupt PWS when they are speaking.
- 02** Inform everyone what the order of speaking will be, so PWS have the time to mentally prepare and aren't caught off guard.
- 03** Active listening: listen attentively to the speaker, focus on the content and ideas, engage and respond to show understanding and interests,