

VIRTUAL EDUCATION BEST PRACTICES



Why

WhiteWater Express is committed to promoting an atmosphere of clear and consistent communication whether we are emailing, calling, speaking in person, or attending virtual sessions. To ensure that we are able to communicate with all team members across all markets, we utilize many virtual education sessions in the form of meetings, classes, and workshops. The development of every team member is at the forefront of our mission, which is why we offer countless virtual education sessions. Not only do these sessions help you become a better leader, but they also help to prepare you for the next steps in your career. Team members are expected to be respectful and professional in every session they attend and act in accordance with the following guidelines.

Be On Time

Please arrive on time and ready for all sessions that you have registered for or are required for your position. Failing to attend a class that you registered for will result in disciplinary action.

Wear Work-Appropriate Clothing

Ensure you are following the company dress code when at a location, and that you are wearing professional attire when joining the session from home.

Mute Yourself When Not Speaking

Make it a practice to mute yourself whenever you're not speaking or presenting. Minor background noises, like coughs, sneezes, phones ringing or vibrating, and typing can easily distract other participants in the virtual session.

Frame the Camera Correctly

The camera must be turned on when on-site and at home

- Backgrounds can be blurred ONLY when attending sessions from home

Ensure that you are in a well-lit area and clearly visible on the screen

Look into the camera and position your camera at eye level and position yourself so that you are visible from the torso, and up

Only one team member should be in front of each camera without explicit prior approval from the session host or in instances where all parties are in a conference room

Pay Attention

Pay attention to the speaker and the information being presented at all times

- Not paying attention limits your development and can be a distraction for other team members

Ensure that the location will have ample coverage of your position and duties so as to not interrupt your focus during the session

Paid Time

If an hourly employee is required to attend a training session the time must be paid and recorded in their timeclock record

Failure to comply with any of these guidelines will result in dismissal from the session and may result in further disciplinary action up to, and including, termination.