

Welcome to

VU insti**bl**Te



# VUinstITute

## Module 1 Our Work in Context

How Higher Ed  
Works

How Vanderbilt  
Works

How VUIT  
Works

Rich and Sundaram  
Spring 2019

## Module 2 Equity, Diversity, & Inclusion

The Impact  
of Stories

Marginality in the  
workplace

The Value of  
Mattering

Kathleen and Masood  
Summer 2019

## Module 3 Customer Service Mentality

Setting Context

Mindset

Rhythm

Jason and Kevin  
Fall 2019

## Module 4 Maximizing Personal Impact

Effective  
Communication

Rock Solid  
Colleague

Managing Multiple  
Priorities

John and Kim  
Winter 2020

## Module 5.1 Strategic Leadership

Kim and Ed  
Spring 2020

## Module 5.2 VUIT Management

Kim and Heather  
Summer 2020

# VUinstiTute

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Jason & Kevin  
Fall 2019

## Module 4 Maximizing Personal Impact

A - Tools: Tips, Tricks,  
Etiquette

Kelsey & Michelle  
May 2020

B - Organizing &  
Time Management

Kelsey & Kim  
June 2020

C - Effective  
Communication

Kelsey & Julie  
July 2020

D - Effective  
Presenting

John  
August 2020

VUinstiTute Sessions  
Summer 2020

## Module 5 A - Strategic Leadership

Kim & Ed  
Fall 2020

## Module 5 B - VUIT Management

Kim & Heather  
Winter 2020

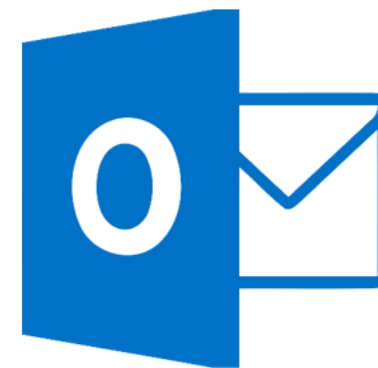


**Maximizing  
Personal  
Impact**



# Today's Agenda

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# Today's Agenda

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# Video Calls in Real Life

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**Zoom**

Skype

Outlook



# Conference Call Etiquette

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Muting Function



Interrupting Speakers



Dial-in on Time



Avoid Eating



Quiet Spot



Headphones/Headset

**Zoom**

Skype

Outlook



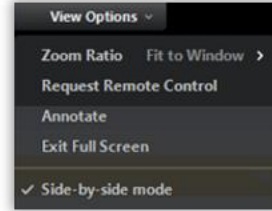


# Zoom Tips

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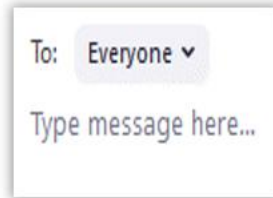
Shortcut Keys



View Options



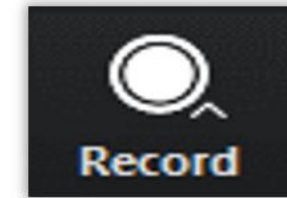
Updating Invites



Communication



Virtual Backgrounds



Host /Co-Host Options

**Zoom**

Skype

Outlook



# Zoom Tips

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**Share: Team Member Tips**

**Zoom**

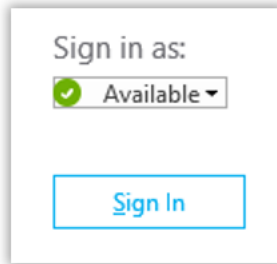
Skype

Outlook



# Skype Tips

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Log in



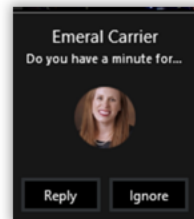
Location Status



Inviting Others



Sharing Screen



Pop Ups



Conversation History

Zoom

Skype

Outlook



# Skype Tips

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Share: Team Member Tips

Zoom

Skype

Outlook



# Email in Real Life

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Zoom

Skype

Outlook



# Email Etiquette

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## Set Clear Expectations

- Outline the purpose
- List To –Do items
- Point out FYI



## Label Subject Line

- Be Clear and Concise
- Make a Request
- Remember Phone view



## Know the recipients

- Observe CC vs BCC
- Decide Reply-All vs Reply
- Check recipient names

Zoom

Skype

**Outlook**



# Email Etiquette

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## Message Components

- Priority Tags
- Attachments
- Hyperlinks



## Have OOO Message

- Status
- Back-up
- Email Signature



## Things to Consider

- Sender Preference
- Review
- Follow-Up

Zoom

Skype

**Outlook**



# Outlook Email Tips

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Email Signature



Cc vs. Bcc



Review

Zoom

Skype

Outlook





# Outlook Email Tips

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Share: Team Member Tips

Zoom

Skype

Outlook



# Calendar Etiquette

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## Invite Components

- Subject Line
- Required vs Optional attendees
- Invite Details
- Forwarding Meetings
- Attachments and 'To-Do' Items
- Location Details
- Full Phone Number

Zoom

Skype

Outlook



# Calendar Etiquette

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## Individual Calendar

- PTO
- Blocking time
- Responding to Invites
- Daily Reminders (tip)

Zoom

Skype

Outlook



# Outlook Calendar Tips

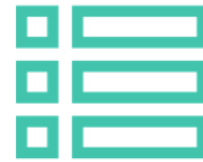
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Calendar Sharing



Time Reminders



Categories



Tracking Function

Zoom

Skype

**Outlook**



# Outlook Calendar Tips

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Share: Team Member Tips

Zoom

Skype

Outlook

THANK YOU

