

# VIRGINIA BANKERS ASSOCIATION

## 2022 Commercial Lending School Class Norms

You will benefit the most from the Commercial Lending School by being actively engaged. We are committed to making that happen in a virtual classroom. Here are a set of norms to follow so that can happen:

- 1) Keep your camera on as much as possible.
- 2) Be respectful when others are speaking. Please keep yourself on mute unless commenting or asking a question.
- 3) Create an environment in which active listening is possible. Attend class from a quiet place with few visual distractions. Avoid backlighting like windows and bright lamps. Place your laptop on a solid surface for best sound. Do not engage in other electronics or social media during class.
- 4) Use the chat feature for comments directly related to the session discussion or to raise technical issues. It is your second voice and can be powerful.
- 5) If you are having any technical difficulties, please notify [Gail Queen](#) immediately so she can try to help you troubleshoot.
- 6) Be gracious with each other and the instructor.