

# VIRGINIA BANKERS ASSOCIATION

## 2021 Commercial Lending School 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) Stay present in the conversation during the session. Leave the video on and engage with the camera.
- 2) Be respectful when others are speaking. Please keep yourself on mute unless you have been acknowledged by the instructor to participate verbally.
- 3) Use nonverbal behavior to communicate. Questions can sometimes be answered with a simple thumbs up. Nodding agreement can move the discussion forward.
- 4) 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.
- 5) 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.
- 6) If you are having any technical difficulties, please text VBA staff immediately so we can try to help you troubleshoot.
- 7) Be gracious with each other and the instructor.