

VIRGINIA BANKERS ASSOCIATION

2021 Advanced 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.