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Dear sub-suppliers,

You are now going to experience a way of communicating using videoconference.

This is the time to make you aware of "good Webcam-user culture".

Please, apply to the following ethics concerning communication:

- Speak clearly and slowly and remember that English is the second language to all of your co-operating partners.
- Speak one at a time – if you speak at the same time as the one you are communicating with, important information may be lost.
- Make sure that your surroundings are aware of and respect that you are "on-line" – and meet your need of a low(er) noise level.
- Do not engage the line too long. Remember that the videoconference is a tool for exchanging messages and clearing of agreements and decisions – not for basic discussions and major problem solving.
- Always be well prepared to the meeting.
- If translation of the conversation to fellow employees in your company over Webcam, is necessary wait to do so till you are off-line. Remember it takes your partners' time and keeps the line busy for others – and it is quite expensive.
- Always remember that you are communicating with co-operating partners – not competitors. You communicate to ensure common problem solving where you expect to be listened to by the partner in the other end of the line - and vice versa.

So...have fun in using Webcam in an efficient and good way!

Yours,
Holding