

These tips are provided to assist you in structuring and managing your conference call process—from pre-call planning to post-call analysis—to help you get the most out of your conferences.

BEFORE YOU SCHEDULE A CONFERENCE CALL

- Try to establish how long the meeting will last.
- Consider the impact of time zones, for all participants, when selecting the meeting time.
- Draft a meeting agenda.

AT LEAST 3 DAYS BEFORE YOUR CALL:

- Invite all participants to the meeting and include a date, start time, estimated finishing time and clearly detail the access number and participant PIN code.
- Distribute your final agenda to all participants.

ABOUT 10 MINUTES BEFORE YOU START YOUR CONFERENCE CALL:

- Make sure you are in a quiet location where you will not be disturbed.
- If your telephone has a 'call-waiting' feature, it should be turned off.
- If using a landline, move your mobile phone away from your telephone to avoid interference.
- Try and reduce the number of speakerphones being used. Speakerphones magnify background noise and can distort the voice of the person speaking through the equipment. Laptops and mobile phones located close to speakerphones will cause interference as well.
- Have the participant list and agenda in hand.

AT LEAST 3 MINUTES BEFORE YOUR CONFERENCE IS SCHEDULED TO BEGIN:

- Dial into the conference.
- If you are the host of the call, make sure you arrive early to greet all participants, and let them know when you are ready to start.

DURING THE OPENING OF YOUR CALL:

- Welcome everyone to the meeting at the exact scheduled time.
- Remind participants to identify themselves before speaking.
- Notify everyone of the (* 1) self-mute feature, especially those joining using mobile phones.
- Review the meeting agenda topics.

USEFUL MOBILE PHONE TIPS:

- Remember the (* 1) self-mute feature if you are in a noisy environment.
- Try to stay in an area with a strong mobile connection to avoid 'dropping-out' of the call.
- To save time, add your PIN code followed by the # key to the end of your Access number in your mobile phone address book. Refer to your mobile phone user guide for instructions on adding a pause.

DURING THE ENTIRE CONFERENCE CALL:

- Begin "Sharing Ideas".
- Maintain a positive atmosphere.
- Make sure that someone takes ownership for keeping the meeting on schedule.
- Regularly review the time.
- Allow participants to finish presenting before anyone is asked to comment or ask questions.

DURING THE CONCLUSION OF YOUR MEETING:

- Make sure participants have finished asking questions.
- Summarize the key action points from the call.
- Discuss the date and time for your next call.

AFTER YOUR CALL:

- Distribute your meeting notes within one business day, including any commitments for action and the date and time for the next call.
- Consider asking participants for feedback.
- Review the conference call process and establish any potential ways to improve the efficiency and effectiveness of the next call.