



the conference call

Conference Call Tip #1 Noisy background

Pay attention to all the noises occurring around you when on a conference call. Whether it be a printer printing, a receptionist typing, a coworker conversing, or a barking dog in the background, these noises can be a distraction.

Also, make sure you are in a location where you will not be disturbed or distracted yourself.

Conference Call Tip #2 Hold button

Remember that when you use the hold button, you cannot hear those on the other end of the conference call and they cannot hear you. Take note as to if there will be music playing every time you put someone on hold while on a conference call.

Conference Call Tip #3 Equipment

Make sure you have the right equipment and phones to make conference calls. Avoid bad phones, bad headsets and speakerphones. (Speakerphones pickup all sorts of background noise!) If possible, avoid using cellular or wireless phones as well. Also practice making the conference call before making an actual call.

Conference Call Tip #4 The mute button

While the mute button may serve as a great resource during a conference call, acknowledge that it may also work against you. While on mute, if asked a question, your response will take longer to answer if you must first un-mute the phone before responding.

Conference Call Tip #5 Comfort

Get used to using conference calls as a source of communication. You will be speaking to a group of people who you cannot see and you will be receiving no visual response. This can take some time to get used to.

Conference Call Tip #6 Location

Make sure you are in a location where you will not be disturbed or distracted.

Conference Call Tip #7 Be on time if not early

It is important to be on time, if not early, to a scheduled conference call, especially if you are the host or chairperson of the call.

Conference Call Tip #8 Introductions

It is important to introduce yourself before you speak. Others may not recognize your voice. This creates an opportunity for those involved to feel a little more comfortable. Try not to interrupt anyone. Pay close attention to the consideration of others.

If you must leave early, do not announce your absence, just leave without interruption. If you are coming back, announce when you leave and return.

Conference Call Tip #9 Stay on schedule

Have a schedule planned out and an outline of what you would like to cover. Watch the clock, be respectful of others' time and stick to the schedule.

Conference Call Tip #10 End call early

Try to end the call early. Make sure everyone knows the conversation is over and make sure they all hang up. If someone were to stay on the line, it would show up on the bill.

Conference Call Tip #11 Personal tips

- Keep multi-tasking to a minimum.
- If you talk fast, try slowing down.
- Speak clearly and exude energy. Your voice is the only thing you have to keep everyone's attention.
- Speak directly into the phone. If using a microphone remember that being too close will sound distorted and being too far away will sound quiet.
- Use the mute button when you're not talking or need to sneeze.
- Avoid too much paper shuffling or typing.
- And avoid gum, chips or any other food while on a conference call.

www.conferencecall.com/conference-call-etiquette.php

<http://houston.bizjournals.com/houston/stories/2003/08/04/focus4.html>