



# 15 Tips for a Successful Conference Call

The convenor will establish the guidelines at the start of the meeting so nobody monopolises the conversation or gets lost amidst other voices. Please read through the basics of conference call etiquette to ensure a fast, flawless meeting.

## 1. Call in from a noiseless location – Mute may be necessary.

Everyone participating in the teleconference can hear every noise that you make. Please make sure you choose a quiet location and close doors to keep out any potential noise that may disturb the meeting. There's a lot of background noise even in the quietest of offices. There may also be feedback you can't hear but participants on the call can so you may be required to keep your device on mute unless you're speaking.

## 2. Be comfortable.

Find the most comfortable sitting position as the teleconference call may go for well over an hour.

## 3. Avoid eating.

Please avoid eating during the call.

## 4. Avoid using your phone.

If you are not using your mobile phone for the conference call please ensure it is switched off along with other gadgets as they can be distracting and there is potential for poor connection or static outcome that will reduce the quality of the teleconference for other participants. Likewise emails and social media such as Facebook should be closed during the call.

## 5. Never put the call on hold.

When a call is placed on hold, there might be the unwanted sound that will disturb the teleconference. This will greatly distract the other participants in the meeting.

## 6. Prepare all the necessary documents beforehand.

You should be prepared well ahead with all the significant documents or files necessary for the teleconference.

## 7. Have a list of questions ready.

If you already know you have questions or input, jot them down beforehand. Preparation is key.

## 8. Call in on time.

Please be punctual and ensure that you are on time. It will not give a good impression to others if you are late and you keep them waiting. Besides, callers who join late might interrupt the discussion and will distract the others. **If you a first time participant we recommend joining the call early.**

## 9. Introduce yourself formally.

Please introduce yourself by your full name, not just your last or first name. As not everyone knows everyone on the call this is very important. When you introduce yourself by your full name, the others will remember your name and there will be no confusion if there is more than one person with the same first name on the call.

## 10. Say your name before speaking.

Your fellow participants may not recognise your voice so it is important to say your full name before you make any comment or discuss anything.

## 11. Take notes if necessary.

Have a pen and notepad available. Minutes will be taken, but we recommend that participants take notes. There may be things discussed that are relevant to each participant and notes will assist with any post-meeting actions.

## 12. Speak clearly when invited to do so by the Convenor.

Remember that any noise you make will distract the other participants. Please speak clearly so that the others can hear the discussion.

## 13. Pay attention and be active.

You need to be attentive during the meeting to be able to understand what is being discussed. Therefore, if you have questions, you will only ask those that are relevant to the subject matter. In addition, if you have comments they will be appropriate to the discussion.

## 14. Stick to the agenda.

Ensure that the agenda is followed and that all discussion items are covered. Always stay on topic.

## 15. Be a good host.

As a host, you have to be on time, you have to greet each of the participants and periodically check in with all participants to see if they have comments, suggestions or questions. Ensure that everyone is comfortable and have a good time during and after the teleconference.

## Conclusion

For a successful teleconference etiquette must be observed. So, keep in mind that you must be polite, confident, active, respectful and punctual. Finally, make sure to say good bye. Politeness can go a long way, especially when you're relying solely on your voice. Being prepared and engaged is the key to a successful meeting.