

CONFERENCE CALLING TIPS

Conducting Your Call (Part II of II)

[Continued from Part I]

14. Avoid using a speakerphone when possible as they may cause the conference to echo.
15. Don't 3-way other guests onto the call, have everyone dial into the conference line directly.
16. Don't cough on the call, shuffle papers, type on a keyboard, play with the dog, or anything else that could be heard on the call. Remember, unprofessional noises lead to an unprofessional call.
17. Be sure to wrap up your call well. Thank everyone for their time and let everyone know the date and time of the next conference call, along with the topic.
18. Arrive early. As a moderator, you should be one of the first to attend your call.
19. To avoid silence before your call begins, consider welcoming callers as they arrive.
20. Establish a protocol of when guests speak and how they introduce themselves.
21. If you must step away from the call, announce your departure and return.
22. If your call is over an hour, consider taking breaks allowing restroom stops and stretching.