

## **Lake Limerick Country Club**

### **Conference Call Etiquette**

1. Have a clear conference leader
2. Follow an agenda
3. Be prepared to discuss the topic at hand
4. Call in to the conference line a couple minutes early
5. State your name before speaking
6. Maintain good phone reception
7. Mute your phone when you are not speaking
8. Keep background noise to a minimum
9. Pay attention

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### Conference Call Etiquette

#### Background Explanation

1. **Have a clear conference leader.** Every conference call should have a clear, defined leader. The leader directs the conversation, makes sure everyone sticks to the agenda, pays attention to time, and manages the effective interactions of the participants (one conversation at a time). They can also remind folks to speak up and handle any technical aspects associated with the call.
2. **Follow an agenda.** An agenda should be provided before the conference call. Be sure to stay on topic (we will hold the leader of the call responsible for keeping everyone on track). If additional items need to be discussed that are unrelated to the reason of the conference call or items need to be discussed in greater detail than the time allots, take the conversation offline.
3. **Be prepared to discuss the topic at hand.** Like with all meetings, participants should do a little prep work or jot down topics or questions that you would like to bring up on the conference call. After all, you want the meeting to be productive and not spawn other meetings because of lack of preparation.
4. **Call in to the conference line a couple minutes early.** Try to avoid being late, especially if you know you will have to contribute to the discussion. No one wants to be the reason why the conference call discussion is held up.
5. **State your name before speaking.** Since the conference call attendees are not all in the same room, it is important for others on the line to know who is speaking so that they can better understand the context of your comments.
6. **Maintain good phone reception.** A bad cell phone or VOIP connection could cause static or make your voice break up when you speak, making your input to the conference call hard to understand. Sometimes it can even lead to a dropped call, in which you have to call back into the meeting. Always strive to call from a good quality land line.
7. **Mute your phone when you are not speaking.** To help avoid distracting sounds, conversations, or noises that are not applicable to the conference call, the mute button can be your friend. Muting your phone will help you avoid embarrassing sighs, munching noises from eating, or other background noise.
8. **Keep background noise to a minimum.** When you take your phone off mute to speak or to get ready to chime in, make sure that you are not distracting the other callers. This noise may be generated from standing outside in the wind, typing on your computer, kids running around, pets barking, side conversations with people in the area just to name a few. It is best to find a quiet location for the meeting.
9. **Pay attention!** When you call in to a conference call there can be many distractions in front of you. If someone asks you a question on a call and you don't realize they are talking to you until the end of their question, it will be obvious that you weren't paying attention. Don't be the one who always has to ask the person to repeat their question, because SOMEBODY wasn't paying attention.