

Simply, Conferencing

Leading Effective Conferences – Quick Guide

Conducting an effective conference call

Ready to make your next conference call as effective and professional as possible? The following tips and hints may help.

Before the conference

- Notify your participants of the date and time of the call in advance
- Communicate any items that need to be prepared in advance of the call
- Set an agenda for the call to keep your meeting focused and on track
- If possible, send the agenda to the participants prior to the call
- Make sure you are in a quiet location where you will not be disturbed
- Turn off call waiting, pagers and mobile phones

During the conference

- Be on time or early.
- Introduce yourself when you speak and encourage others to do the same.
- Conduct a roll call so you know who is on the conference call.
- Briefly state the agenda.
- Do not put your phone on hold. This may put music into the conference and prevent others from continuing the meeting.
- If you use a speaker phone, sit close to the speaker so that your voice comes across clearly.
- Ask directed questions. Avoid “open-ended” questions.

After the conference

- Ask for feedback from specific participants instead of the entire group.
- Table any discussions that are not relevant to the agenda for a later time and place.
- Try to involve all of the participants in the discussion.
- Promptly deal with any noises or distractions.
- Summarise the issues discussed and recap any action items resulting from the call.
- Establish the date and time for the next conference call.