

Teleconference Etiquette – The do's and don't's

Have you ever been on a teleconference call where there was background noise that made it difficult to enjoy the call, or even to participate at all? Here are tips to help you to get started and enjoy productive teleconferences.

The digital age has come to stay, whether we like it or not. With the digital age comes conference calls. Love or hate them, with geographically dispersed teams and costly conventional travelling, conference calls are here to stay.

The bottom line is that one single person can waste the time of everyone else on the call by being careless about teleconference etiquette.

9 Teleconference Tips

Do get comfortable with the fact you will be talking in front of a group and receiving no visual cues or feedback

Do use the phone or software in a quiet, undisturbed room

Don't use cell phones or phones that pick up background noise. Calling from an open office is the equivalent of having a conversation in a nightclub. If you really can't find a quiet room, use the mute button until you are required to speak

Do state your name before speaking. When getting on the line announce yourself, so everyone is aware of who is on the line. Identify yourself again during part of the call when speaking, don't assume everyone recognizes your voice. This advice is also beneficial to the poor soul taking meeting notes

Don't interrupt the call if you must arrive late. Remain silent and catch up best you can

Do have agenda available for reference and a pen/paper available to take notes

Don't shuffle papers; scrape chairs, pencil tap, hum or other distracting, noisy activities. It only drives people mad!

Do speak in your normal voice without shouting. Unnecessary to say, also mumbling, speaking softly, and making vocal asides is to be avoided

Do allow time to end the meeting as you act as a host. Have at least five minutes for a meeting wrap up and goodbyes. Review action items and confirm the next meeting date

References

/1/ *Management for the Rest of Us* – www.mftrou.com

/2/ Wum, social services, article; 'Conference Call Etiquette'

/3/ *Teleconference Etiquette 101, Basic level. FCC article.*