

# Conference Call Etiquette



## Four P's to perfect your audio conferencing

**Whether you are a regular user of conference calls or still contemplating your first phone meeting, our best practice guide ensures every conference call you make is productive and professional. Follow our 4 steps to achieve conferencing perfection.**

### 1. Planning

Ensure you pick an appropriate time and date for your meeting to suit all attendees, especially if you're communicating across time zones. The audio conferencing solution you use should enable you to contact each participant with a calendar invitation detailing the numbers they need to access the meeting and instructions on how to join the call. If you know where your participants are geographically located, be sure to send them a local dial-in number as well to avoid hefty international calling charges.



### 2. Preparation



Keep your dial-in number and PIN to hand so you're not in a panic trying to find details before the meeting is about to begin. Alternatively use your dial-out feature so that your conferencing service calls all of your participants at exactly the same time, avoiding the dreaded on-hold music and frustration that can happen when participants are late. To ensure your conference call runs smoothly, prepare an agenda and circulate before the meeting. Participants should understand the purpose of the call before joining the conference. If the call is likely to include important information that you may want to re-visit, consider recording your call so that you or a colleague can listen back at any time.

### 3. Punctuality

Don't be late to join the call, give your attendees the courtesy of being on time. Lateness isn't just annoying, it can often lead to negative socio-emotive behaviour, research suggests participants will be more prone to interrupt or lose interest in what you're saying if you are late. More importantly, clients can view lateness as unprofessional and it may even damage your professional reputation. If you are hosting the call, try to dial-in a few minutes early to ensure you are welcoming your participants as they enter the call



### 4. Participation

The beauty of a conference call is that you can join in from anywhere in the world. Yet, if you are mobile, it's important you stay in a place where you have a good phone signal. Dialling into a meeting with a bad connection will leave other people frustrated at the sound of your voice breaking up and may even lead to your line dropping off entirely. If you're making a call from home, your local coffee shop or on the move, be conscious of the background noise. It's easy for traffic or clattering coffee cups to drown out the sound of the person speaking on the call. Always use the mute function if you are located in a busy environment. Call quality will be maintained and other participants won't become distracted by the noise coming from your phone. Remember you can always unmute yourself when you're required to speak.



Once your meeting is underway its common etiquette to introduce yourself to everyone on the call, sometimes there are people you don't know. Introducing yourself breaks the ice and helps other participants know your voice if there are more than 3 people on the call. Try to stick to your agenda, thus keeping everyone's attention and not wasting time. The same holds for those participating on the call. Even if there are emails piling up in your inbox or something pops up on social media, don't let this distract you. Pay attention to the call, you don't want to be the one repeating questions that have already been dealt with.