1. Audio Conference Etiquette

Before the Call – Coordinator/Moderator

- Inform participants of the conference call date, time, and expected duration.
- Let people know that you hope they can join the call promptly but if they are running late, please wait to come on the line in 5 minute increments to avoid interrupting the speaker.
- Provide all printed material to participants in advance.
- Keep the group small. If you have a large group – divide them up for multiple calls, if possible.
- Keep the conference call number and pin handy so you are not scrambling – remind participants to do the same.
- Remind participants to dial in 3-5 minutes early to avoid being late (host should join 5-10 minutes early).
- Use a meeting room/location where it is quiet or where you can close the door to avoid background noises.
- Remind participants that equipment is important – use a land line instead of a cell phone, if possible.
- Remind participants to becoming familiar with muting their phones in prep for the call.
- Determine who will take minutes for the meeting (this should not be the coordinator/moderator).
- Plan for enough time to test the phone equipment before beginning the call.

During the Call

- Make sure there is a clear moderator, who keeps the call on track and sets ground rules at the beginning of the call.
- Take a roll call if the group is fairly small.
- Begin with the agenda and meeting ground rules.
- Direct questions and comments to specific individuals or locations.
- Encourage participation and keep things moving.

Ask Participants to Follow These Ground Rules During the Call

- Mute their phone when not speaking.
- Speak loudly and clearly – using tone to express interest or enthusiasm (without any visual cues, the only thing others have to go by is your voice). Identify themselves when speaking (name and department/location) to help others understand the context of their comments.
- Address people by name when they are speaking to them.
- Speak one at a time. Two people can't speak at the same time or the conversation is canceled out, typically.
- Pause for others to comment.
- Be sure to refer back to those on the call to ensure they are heard and participating in the meeting.
- No paper shuffling.
- Pay attention (avoid doing emails or having other side conversations with colleagues).
- Include protocol on how participants should notify the coordinator/moderator should they have any challenges with the call (i.e. connection issues, etc. – can they text or email someone)?