



**For the foreseeable future
we will need to adapt to
different ways of working
and this includes
conducting our meetings
remotely.**

**We have put together
some
tips for effective
conference calls and
virtual meetings**

Make an Agenda and Stick to It

As is the case with every meeting, good preparation is key to having good conference calls. Just because a meeting is taking place over the phone instead of in-person doesn't mean you can get away with being unprepared.

Send Clear Call-In Instructions

Make sure you send out clear and detailed instructions on how to join the call at least an hour before the meeting. Dial-ins, access codes, and PINs can be cumbersome, so make sure the invite includes all the necessary details.

Set Out Clear Call Etiquette Guidelines

This would include being on time, not talking over others, staying focused on the call and the timings. Be clear and concise when talking. Respect others points of view.

Start and Finish on time

It's inevitable that someone will join a call late. One of the worst things you can do is stop what you're talking about and start the call over. That will only serve to communicate that it's okay to join calls late. Start and finish on time will help engagement.

Mute Your Line When You Aren't Speaking

Any extraneous noise can be extremely distracting during a call. If you're someone who takes conference calls on the go, Just make sure to hit mute whenever you're not speaking to minimize noisy distractions.

Announce Yourself When You Join

Announcing your presence instils trust, so all participants know exactly who's on the call. If you arrive late, wait for a break in the conversation to introduce yourself. Don't waste time giving reasons for your late arrival; simply give a quick apology, and allow the conversation to continue.

Repeat Important Comments and Contributions

One downfall of conference calls is that visual cues are totally missing. It's easy for people to get distracted Keeping everyone engaged and focused can be challenging.

The temptations of multitasking can be enticing, For this reason, it's important to repeat any important comments and actions.

Verbally Request Comments and Feedback

For the most part, people are inclined to stay quiet on calls and only speak when directly asked to do so. If you are making an important decision on your call and someone is silent, don't assume they are in agreement. The fastest way to clarify if someone is on board is to ask them directly.

Socialise

It is important to not only focus on business but also the importance of human interaction especially at this time . Try to build time at the start of the call to have some non business related conversation, this will help people feel connected and part of the team.