

10 TOP TIPS

FOR ORGANISING A SUCCESSFUL CONFERENCE CALL



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BE PREPARED

Most conferencing products today integrate with email calendars and create meeting invites so you can rest assured that all attendees have the correct dial-in numbers and PIN codes. It also enables participants to double check the timings, which is helpful if you have people attending who might be located in different time zones.

KNOW WHO IS ON THE CALL

Nothing can be more frustrating than not knowing who has joined your conference. By using features such as roll call and participant announcements, participants can see who has joined the call and make the correct introductions.

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BE ORGANISED

Prior to the call, check that you have access to all the presentations, documents and notes that you will require. By using conferencing tools, you will be able to share your screen and documents with other participants so there isn't a need to send anything before the conference call starts.

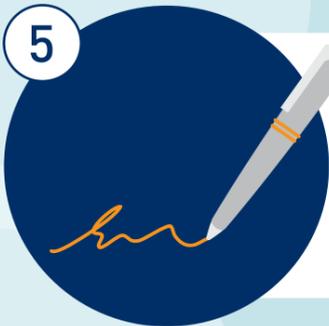
MAKE SURE YOUR CONFERENCE IS SECURE

You wouldn't want a random person walking in on a physical meeting, and this is no different for a conference call. Ensure you know how to lock conferences so that only invited participants can join the call.

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TAKE NOTES

Whether you choose to make notes on your laptop, tablet or on paper, it's a good idea to write things down as they occur to you, to ensure that you don't forget anything important.

HOLD A TEST CALL

Conferencing products come with many features and may require participants to download add-ons. Avoid wasting time searching for the mute button, trying to find out how to exit the call, or being asked to download add-ons mid-call by having a trial call in advance to help familiarise yourself with how everything works.

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RECORD THE CALL

It's a good idea to arrange for an important conference call to be recorded as a digital recording removes any element of doubt of what was said if disagreements arise.

CONTROL THE MUTE BUTTON

It can be difficult focusing on what is being said by the speaker when the call is interrupted by background noise, coughing or participants having conversations amongst themselves. Whilst it's good etiquette for participants to mute themselves, as the leader you can also take control of the conference and mute members when required.

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KNOW YOUR LIMITS

Try to keep the number of participants on your call to a minimum as larger groups can be difficult to manage. For a large audience, consider using an event conference call where the conference is managed by a host. Event conference calls are also great for managed Q&A sessions, post-event polling and gathering participant information.

BREATHE, RELAX, AND HYDRATE

Under pressure our throats can tighten, so be sure to have a glass of water handy! If you are nervous about speaking, take some slow deep breaths prior to the call to slow down your heart rate and calm your nerves.

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