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Informatics Merseyside

Conference call best practice

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Conference call best practice

Before the conference call

Organiser actions

- Circulate the agenda (if appropriate) for the scheduled conference a few days before the meeting. It allows participants enough time to prepare.
- Send participants all the details required to join the call. This should include the conference call number to dial and an alternative number to call in case there is a problem.

During the conference call

Organiser actions

- In order for participants to join the conference call, the organiser should initiate the telephone conference by logging in a few minutes earlier following the steps outlined within this guide.
- As the organiser, it is proper etiquette to greet each participant as they dial in and join the call.
- Where there is someone new on the call, the organiser should allow time for that person to be properly introduced.
- The organiser should moderate the call by keeping to the agenda and giving enough time for each participant to contribute.
- The organiser should consider assigning the action of note taking to someone else on the call in order to enable them to concentrate on meeting the actions of the meeting.
- At the end of the call, a summary of key actions should be given.
- The date and time of the next meeting (where required) should be confirmed.

Participant actions

- Participants should join the call from a quiet location (where possible).

- Participants should be punctual and should alert the meeting organiser in advance of the meeting if they are going to be late in joining or unable to attend.
- Participants should not attempt to talk over other participants. Each person should speak one at a time.
- If the office environment becomes noisy or another urgent call needs to be taken, where possible mute your telephone or inform the organiser that you will need to end the call and re-join.

After the conference call

Organiser actions

- Circulate the minutes of the meeting and key actions.
- Send an invitation to the next scheduled conference call.