

Teleconferencing

Before Your Teleconference

- Send out a clear and concise agenda
- Clearly identify what is expected of your participants
- Include teleconference details and any special instructions
- Send regular reminders during the lead up
- If you have more than 10 participants joining, consider turning off your entry/exit tones as they can become disruptive during large calls
- Ensure all your participants are aware of the Redback Customer Support Command -*0
- If you have participants dialling in from international locations ensure they have the correct International Toll Free Number

During your Teleconference

- If you are a participant, attend on time
- If you are an organiser, attend several minutes early
- Identify yourself as you enter the teleconference
- To minimise background noise, use your phones mute command when you are not speaking
- Only use a speaker phone as a last resort, headsets are a much better option
- Always state your name when you begin to speak
- Never put you line on hold to answer another call. This will play your “on hold” music into the teleconference for everyone to hear – awkward!
- If you have a glass or mug, use a coaster – they actually can be quite noisy!
- If you are an organiser, familiarise yourself with the [Redback organiser Touch Tone Commands document](#) – you never know when they will come in handy!
- Think about recording your teleconference – perfect to take minutes or send to absent attendees
- As an organiser, engage everyone by asking frequent questions and calling upon people who have provided less input than others
- It’s very easy to get distracted by other work while on a teleconference. Try to remain focused on what is being discussed by taking notes

After Your Teleconference

- Send thank you emails to your participants as well as any follow up information promised - it’s a nice touch
- If you recorded your teleconference send the recording to your participants whether they attended or not
- Where possible, inform your participants of any upcoming teleconferences – get in early!