

## Conference Call Etiquette 101

Modern technology has given us the ability to connect across distances easier than ever before. With the changing dynamics of communication it is important to stay ahead of the game and make these tools work in the most efficient and effective ways for you and your team. Keeping with this philosophy, PAN has developed some tips to keep in mind when meeting via conference call to help ensure that you and your coworkers are using your time in the most valuable way possible

### Prepare for your conference call as if it was an in-person meeting


- Know where you're meeting – keep the call numbers and access codes readily available so that you aren't searching as the meeting is starting.
- Be prepared to discuss the topic – do any assigned prep work and if this is a follow-up meeting or is part of a series of meetings, read the minutes from the last meeting
- If possible, call in a couple minutes early to avoid delaying the call



Attach call numbers to your calendar entry!

### Limit distractions for yourself and others on the call

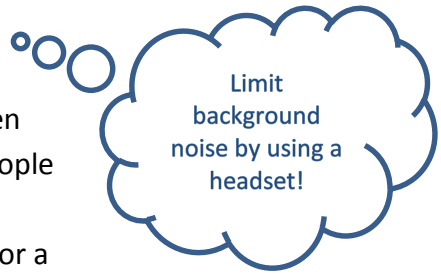
- Call from a quiet location with a good connection
- Get comfortable using the mute button – mute your line when you're not speaking. But make sure to un-mute before you start speaking again. However, in some cases -- especially when there is a smaller number of people on the line and when the purpose of the call is to be more of a conversation rather than one-way updates -- not using the mute button is recommended as it allows for a more natural conversation to take place. Use your discretion.
- Try not to multitask, turn off email notifications, and avoid conversations with coworkers to devote your full attention to the meeting
- Use a headset or headphones with a microphone if possible



Show up early!

### A few more things to remember...

- State your name before speaking and address people by name when you speak to them. This is especially helpful on a call with many people or people who do not know you well
- Do not place the call on hold – this may disrupt the call with music or a buzzing sound



Limit background noise by using a headset!

Have anything to add? What else do you find helpful when on a conference call? Let us know!