



## **Checklist Telephone Conference for conductors/organizers**

written by Verena Wilke and Carlos Palmer (ESS)

### Preparation of a Telephone Conference

1. Prepare list of participants, this list should include the technical assistant who monitors the conference from outside.
2. Schedule a room for the Telephone Conference.
  - Make sure it is a quiet place with no background noise such as wind, cars, trains, airplanes etc.
3. Prepare an agenda.
  - Take different time zones into consideration when scheduling the conference (e.g. Rome UTC +1, Mali UTC 0), for each conference schedule same time for same participant to establish a routine;
  - Schedule the call 15 minutes earlier to assure that all participants are able to join the conference call on time. (e.g. schedule call for 9:45 when conference shall start at 10:00.)
4. Require each participant to provide 2 landline numbers. If not available, suggest scheduling accommodation with the local FAO Representation. Only use cell phones where other options are unavailable.
5. Inform participants at least 5 working days in advance, to allow re-scheduling in case someone is not available the proposed date.
6. Ask for confirmation at least 2 days before the conference.
7. Provide participants with “Checklist Telephone Conference for participants”.
8. Provide participants with a list of participants and an agenda.

### During the phone conference:

1. Make sure you are in a quiet room where no one else is using a mobile, otherwise there will be an echo and you will be hard to understand.
2. While participants are waiting for everyone to be on the call, announcements or music will be played, so
  - participants can adjust their own volume,
  - any technical difficulties can be resolved before the actual conference call starts,
  - participants know, they are still on the call.



3. Announce your name (country, company) before speaking.
4. Speak clearly and slowly.
5. Keep in mind the agenda while talking.
6. Keep it short and simple because every participant should have the same amount of time.
7. If your telephone has a “Mute” button, know how to use it.  
Mute, whenever you are not talking, but don’t forget to un-mute, when you need to talk over the phone, then mute it again for listening. Stay on the call even if you are on mute because you might be asked a question.
8. Never put your phone on hold if there is hold music or messages.

After the Telephone Conference follow up and eventually write a short report.



## ANNEX A

## Agenda template for Phone Conference Calls - procedure

<b>Agenda points</b>		<b>Time estimate</b>
I.	Introduction of participants	
II.	Announcement of agenda points	5 – 7''
III.	Each country reports on every single agenda point	5 – 7'' / country
IV.	Questions and answers after each single country	10'' / country
V.	Announcements (such as news, upcoming events etc.)	5 – 7''
VI.	Closing announcements from Regional Officer or Project Officer	5 – 7''