



Checklist Telephone Conference for participants

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How to prepare for a phone conference

1. Tell organizers in advance, who is going to participate in the conference;
2. Provide valid numbers, at least one landline and one mobile;
3. Make sure you are on time for the conference call;
4. Try to locate yourself in a quite room without any other people near you to minimize disturbances;
5. In case your phone serves also as a fax, make sure you are next to it in order to respond in time;
6. In case you are to be called on a mobile, make sure the batteries are full and you have a good reception;
7. Make sure you are in a quiet place with no background noise such as wind, cars, trains, airplanes etc.
8. Make sure you are in a room where no one else is using a mobile, otherwise there will be an echo and you will be hard to understand;
9. If you have been provided with an agenda for the call, or other information (participants, supporting documents to be referenced, etc.) keep this information handy.

During the phone conference:

1. Announce your name before speaking;
2. Speak clearly and slowly, especially if there are various accents in the group;
3. Keep in mind the agenda when making your speech;
4. Keep it short and simple because every participant should have the same amount of time;
5. 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;
6. Never put your phone on hold if there is hold music or messages;
7. In case you are using a cell phone, do not walk around - reception might get worse;
8. Try to avoid having other people speaking in the same room you are, because the other participants of the phone conference might have problems understanding you;
9. In case the line disconnects, stay at your phone - you will get called back and reconnected to the phone conference as soon as possible.