



# Polycom Conference Call Etiquette

## The Top 10 Do's and Don'ts of a Conference Call

### Do's

- Watch the clock. Make good use of everyone's time.
  - » Come to the call with an agenda, clear objectives, and role expectations.
  - » Make sure to provide a quick overview at the start of the call as well as a quick summary at the end of the call.
- Introduce all parties on the call. Always introduce participants to each other and acknowledge new attendees as they join the call.
- Ensure participants are following along. When referring to slides during a presentation, number the slides and clarify as you move from one slide to the next so that all callers can easily follow along.
- Pay attention. This may seem to be a given, but it's not always that easy to do.
  - » When you're on a conference call at your desk, it's often very tempting to check e-mail, work on documents or do other personal work. Typing on a keyboard is disruptive, however, and callers can hear you. In addition, you may miss the flow of conversation and progress in the meeting.
  - » When you're in a conference room, avoid using your mobile device to check e-mail during the conference call.
- Forward incoming calls to voicemail. When joining the conference call from your desk, be sure other incoming calls will not cause a disruption.
- Turn off your cell phone ringer, pager, etc.
- Speak using a 'normal' tone of voice. Today's conference phones offer excellent acoustic clarity. Yelling or speaking too quietly is distracting.

### Don'ts

- Don't put the call on hold. If you have to step away, use mute hold because music is very disruptive to others on a call.
- Don't interrupt. Give others a chance to finish what they are saying before speaking.
- Don't have side conversations. They are a distraction to those listening from the other end.