

1. Be timely.

Whether you are an attendee or the organizer, you should be on the call before it starts. Remember sometimes it takes at least a minute to dial in, enter the call ID and password. If you are the leader, start the meeting promptly.

2. Prepare.

The organizer should send out the agenda and details of the call with the appointment so attendees can adequately prepare. Included with this should be the conference call number, call ID and any other relevant numbers or codes. If you are invited to a call and you're not sure of your role, reach out to the organizer beforehand to clarify your role.

3. Introduce yourself.

The organizer of the call should ask everyone to briefly introduce themselves at the start. State your name and your role or the organization you represent. This may vary depending on the attendees.

4. Use the mute button.

If you are not speaking, put yourself on mute to rid noisy background noises (baby crying, microwave beeping, car blinker clicking, etc.) If you are speaking, make sure you are in a quiet environment where your voice can be heard clearly.

5. Do not use the hold button.

The hold button often triggers hold music or a prerecorded message to play which can keep attendees from hearing one another.

6. Practice the pause.

Because body language and facial expressions can't be read through the phone, make sure you give your colleagues a chance to respond, react or ask a question after you speak.

7. Stay on task.

The organizer is responsible for keeping the call on task. If distracted chatter, late attendees or a loud personality derails the call, the organizer should chime in and bring everyone back on task.

8. Engage.

If there are attendees on the call you'd like to specifically hear from or ask questions of, call them out by name and ask for their feedback and expertise.

9. Recap.

As the end of the call nears, the organizer should give everyone a warning that five or 10 minutes remain. Save time for a recap of deliverables and questions during the last few minutes of the call.