

Subject: How to make a teleconference successful...



To hold a successful teleconference, it might be worth thinking about some consistent “etiquette” protocols covering, for instance, introductions, getting to know each other, turn-taking, comfort breaks and the duration and intensity of meetings.

Take care to involve and reassure all participants that have not used teleconferencing before, if necessary including a “taster teleconference” in advance

As with usual meetings, don't forget to:

- - Ensure that people are introduced at the beginning of the meeting
- - Circulate an agenda in advance and provide an opportunity to add items at the start of the teleconference -
- - Consider if breaks will be needed

And remember that for teleconferences you will also need to:

- - Address technical and administrative challenges in advance, for example, scan and circulate shared documents
- - Advise those in open plan offices that if there is a lot of background noise, they should try and find a quieter location (background noise can be muted out by asking the participant in the open plan office to press *6 to mute, when they are not speaking)

For larger, more complicated meetings you might also need to:

- - Agree if participants should comment strictly by turn or if interjections are acceptable
- - Advise participant to introduce themselves each time they speak, so that everyone knows who is speaking
- - Ensure that “remote” participants are neither disturbed nor overheard and have earphones and screen access to shared documents.

Involving outside agencies in a teleconference

Think about the meetings where you need to travel the furthest, and if these could be arranged via BT Meet Me. Meetings with outside organisations can be easily organised using the BT Meet Service as it is only the meeting organiser who needs a BT Meet Me account.

Think about when you might need to meet with partner organisations, and if the meeting format might be suitable for a teleconference. Then simply set the date and time and provide the dial in number and participant code to everyone.

The BT Meet Me promotion is a Department for Transport partnership project, including Kent County Council and five other Local Authorities. The project is led by the Sustainability & Climate Change team within KCC, with support from JMP Consultants via grant funding received from the Department for Transport. -

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