

A meeting or hearing by conference call raises unique challenges if you are not used to it.

These strategies will help you manage it better:

- Conduct a thorough roll call to identify each participant and which party they represent;
- Ask at the beginning if anyone is expected arrive late or leave early during the teleconference;
- Establish yourself (or designate someone else if you prefer) as the meeting moderator and reassure everyone that you will give all participants, in due course, an opportunity to speak or ask questions;
- Give participants the basic rules and guidelines for the call:
  - Ask for participants to identify themselves every time before they speak;
  - Instruct them to pause occasionally when talking, so that others have a chance to respond when appropriate;
  - To reduce disruptions from background noise, strongly suggest that participants be in a quiet location or that they mute their line when not speaking;
- Distribute an agenda ahead of the meeting, ask for feedback and go through the agenda in detail at the start;
- Address people by name when you speak to them;
- Should you need to reference a document, check if everyone has a copy of the document that you wish to discuss and state exactly which section(s) or page(s) you are referring to;
- Identify when you are moving on to a different stage of the meeting;
- At the end of the conference call, briefly go over what was discussed, clarify any action participants need to take, ask if there are any questions and finally instruct them to make sure they hang up properly.

**NOTE:** This document is provided for information purposes only and is not intended as legal advice.