

Audio Conferencing Best Practices

AUDIO CONFERENCING BEST PRACTICES

is a 90-minute class that teaches you how to chair and participate in an audio conference (also known as a con-call or tele-conference).

The class is delivered remotely as an audio conference. You experience an expertly-run audio conference, as well as practicing your audio conference skills. In addition, you receive a 30-page *Guide to Audio Conferencing* that gives you step-by-step instructions for choosing, setting up, running / chairing and participating in an audio conference.

Audio Conferencing Best Practices equips you to use this easy and accessible way to hold and attend meetings without the expense and lost time of travel. By following the simple rules of the audio conference discipline you will be able to use an audio conference successfully for a variety of business needs. If you have never used audio conferencing before, or need to update your skills, this class is for you.

YOU WILL HEAR HOW TO

- Choose when an audio conference is an effective solution for your communications.
- Adapt your face to face meeting skills for a voice-only medium.
- Make the right selection between types of audio conference service.
- Review user equipment options.
- Use an audio conference alongside online visual resources.
- Maximise attendance.
- Plan an audio conference so that it doesn't over-run or exhaust everyone's concentration.
- Avoid in-room dominance.
- Encourage correct etiquette amongst participants.
- Ensure that everyone has an equal chance to speak.
- Encourage participation, while politely bringing verbose speakers to a close.
- Avoid confusion and ensure that objectives are met and decisions are clear to everyone.
- Participate productively in an audio conference, while learning chairperson skills should you need to run one yourself.

WHY ATTEND?

For today's busy professionals the time, cost and disruption of face to face meetings is a major headache, while reducing one's personal or organisational carbon footprint is another reason to think again about business travel. Yet within everyone's reach is an instrument we can use to hold meetings anywhere, anytime, without travel.

Audio conferencing uses the telephone to allow a group to 'meet' wherever they are. But successful audio conferencing requires some discipline. A discipline which, although easy to learn and practice, is not always in place, leading to over-long, confusing, wearying and off-putting experiences.

This class centres on the practical steps and discipline of audio conferencing, building your skills and confidence as a chairperson or participant.

This class will pay for itself from your reduced travel costs — and continue to repay your investment as you successfully use audio conferencing for your meeting needs with colleagues across cities, countries and continents.

WHO SHOULD ATTEND?

This class is suitable for beginners and anyone who wants to improve their audio conferencing skills. It is also a good remedy for those who have rejected audio conferencing because of previous bad experiences.

When given to intact groups and teams, we explore immediate practical uses relevant to your needs and level of experience, while you all learn together.

CONTENT

The live class centres on your needs for and experiences of audio conferencing and the differences between an audio conference and a face to face meeting. The *Guide to Audio Conferencing* includes instruction and tips on audio conferencing best practices, as well as a model calling notice and checklists for chairpersons and participants.

DELIVERY STYLE

The live interactive class lasts about ninety minutes and is delivered through an audio conference. You have no travel — you just need a telephone in a quiet place. Before the class, you will receive the *Guide to Audio Conferencing* plus the calling notice and agenda.

YOU KEEP

You keep the agenda and calling notice, themselves examples of good practice, and the 30-page *Guide to Audio Conferencing*.

CLASS LEADER

Dr John Gundry is Director and Principal Consultant of Knowledge Ability Ltd, of Malmesbury, UK. He is an experienced practitioner, educator, consultant and author in virtual communications. He has been providing this class to organisations around the world since 1999. See more about John and Knowledge Ability at www.knowab.co.uk

Think of the last three times that you travelled on business. Were all those journeys really necessary? Could you have met your meeting needs through an audio conference? What stopped you, or your colleagues, doing that? If it was lack of confidence or skill in running or participating in an audio conference, this class is the remedy.

DELIVERY

For more information and to book this class for in-house delivery, please contact:

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