

Leading and Attending Conference Calls

Target Audience: All people that are involved in conference calls for their work that need practical guidance on being more effective as a conference call leader and participant.

Key Learning Outcomes

- Develop your skill in efficiently planning and facilitating a conference call.
- Learn how to enhance your contribution to a teleconference.
- Build confidence in controlling a group during the call.
- Explore ways of facilitating and attending calls efficiently and professionally.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Individual and group exercises
- ✓ Technique application practice
- ✓ Personal action planning

Course Outline

MORNING SESSION

Introduction

- Types of Conference Calls
- Challenges Experienced when Facilitating and Participating in a Conference Call
- Key Roles and Responsibilities

Planning the Call

- Agenda
- Timing
- Participants
- Exercise: Planning the Call

Communication Best Practices for Conference Calls

- Elements of a Communicated Message
- Vocal Variety
- Exercise: Listening to Yourself
- Reflective and Active Listening
- Questioning Skills
- Exercise: Theory into Practice

AFTERNOON SESSION

Facilitating and Participating in the Call

- Getting it Right at the Start
- Staying in Control of your Role during the Call
- Keeping Participants Involved
- Do's and Don'ts for Conference Call Participants
- Call Time Management

Call Closing and Follow-Up

- Summarising Actions and Agreeing Next Steps
- Taking Action After the Call
- Exercise: Conference Call Facilitation and Participation

Using Conference Calls for Decision Making

- Methods and tools for decision-making on a conference call
- Managing consensus
- Exercise: Decision-Making Conference Call

Summary and Close

- Top Tips - Summary of Best Practices
- Personal Action Planning

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4