

### **Simple Ways to Make Your Teleconferences and Video Calls even more Successful**

Face to face interaction will always have its place – so will phone and video calls. As teleconferences and video conferencing are increasingly becoming the new norm, here are some basic guidelines to ensure you get the most from your calls.

- Know your outcome – what is the purpose of the call and what do you want to achieve?
- Who needs to be on it to get the result?
- Set ground rules at the beginning, for commenting and asking questions– will there be a dedicated time for questions or feedback on discussion?

Appropriate preparation is essential to ensure video/telephone calls run smoothly so set up your call in advance, share the agenda, be clear on outcomes and give participants appropriate briefings.

For the call itself, it is important to ensure that you and all the participants;

- Find an appropriate space with good wifi connection
- Ensure space is free of distractions
- Ensure the space is private and that the confidentiality of information shared on the video call can be respected.
- Be well prepared
  - Have a bottle of water with you
  - Have a notebook and pen available
- Be on time – whether hosting or attending it's important to be on time. It is respectful and it also allows us to fully concentrate and participate
- Manage your state – others can see you – be attentive and engaged

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