



# 8 Conference Call Etiquette Tips

Too much disruption or blank stares during a virtual meeting? It happens. To keep things moving along (while being a good example), consider these eight tips:

1. **Prepare for the meeting.** Make the most of everyone's time. Just because you're not sitting across from colleagues, doesn't mean you shouldn't do your homework beforehand.
2. **Be aware of time.** Call in a few minutes early, if possible, to make sure the meeting starts on time. And then keep an eye on the clock to prevent time slipping away.
3. **Suggest a round of introductions.** Let people know when you first join the call, and encourage brief introductions if attendees are new to one another.
4. **Befriend the mute button.** No matter how quiet you think your call-in surroundings are, be ready to mute. Truth is, one wants to hear chewing, sipping, appliances, or plumbing.
5. **Take a breath.** Consider speaking in short stretches, and take a pause between ideas. Not only does this help listeners follow your train of thought, but it also allows others to jump in.
6. **Save detours for offline.** Getting into super-detailed discussions with only a few people on the call can be disrespectful. If a conversation begins to go off track, suggest tabling a topic.
7. **Recap and sum up next steps.** When the meeting is near its end, summarize what was said and what needs to be done. Send a meeting invitation soon afterward.
8. **End on a high.** A goodbye at the end is always polite. If you know you need to leave early, let everyone know at the beginning. This prevents a disruption when you drop off the call.



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