

Audio Conferencing Best Practices

Audio Conferencing Best Practices is a 60-minute class that teaches you how to chair and participate in an audio conference (also known as a conference call, teleconference or virtual meeting).

The class is delivered remotely as an audio conference. You experience an expertly-run audio conference, as well as learning 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 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 not used audio conferencing before, or need to update your skills, this class is for you.

YOU WILL HEAR HOW TO

- Decide when an audio conference is an effective solution for your meeting needs.
- 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 within online tools such as web conferencing.
- Maximise attendance and avoid late-comers.
- 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 bringing verbose speakers to a close.
- Avoid confusion and ensure that objectives are met and decisions are clear and shared.
- 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 virtual 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 a good remedy if you have rejected audio conferencing due to 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 psychological differences between it and a face-to-face meeting.

The *Guide to Audio Conferencing* includes instruction in the discipline of audio conferencing, as well as a model calling notice and checklists for chairpersons and participants.

The *Audio Conferencing Mini-Guide* gives you a quick one-page reminder of the key points of successful audio conferencing.

DELIVERY STYLE

The live interactive class lasts about an hour (depending on the number of participants) and is delivered through an audio conference. You have no travel — you just need a telephone in a quiet place. You receive documentation to study before the class which also suggests topics you may want to discuss.

YOU KEEP

- The *Agenda and Calling Notice*, itself an example of good practice.
- The 30-page *Guide to Audio Conferencing*.
- A one-page *Audio Conferencing Mini-Guide*.

CLASS LEADER

Dr John Gundry is Director of Knowledge Ability Ltd, of Malmesbury, UK. He is an experienced practitioner, educator, consultant and author in virtual topics. 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

John Gundry will deliver this class publicly in 2012. For more information see www.knowab.co.uk/kapublic.html. To book this class for in-house delivery, contact:

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