

## Effective Teleconferencing



### A Practical Course for **Global Teleconferencing**

In today's global business environment effective use of teleconference-style meetings has become vital. In addition to bringing together global team members and clients from around the world, such meetings also offer considerable cost savings whilst reducing traveling time for key staff. As a result, employees who can operate effectively in teleconference meetings can add great value to a business and contribute to its success.

Holding teleconference meetings should be an easy decision for all successful organizations but unfortunately many people are unable to make the most of this powerful business tool. Typically participants worry about being able to actively participate in such conferences; some dread them, particularly if required to chair a meeting. This can sometimes cause participants to freeze, remain silent, panic in the face of direct questions or fail to adequately express their point of view. Such problems can be magnified for participants using a second language and as a result these meetings can deteriorate rapidly.

The **Effective Teleconferencing** course is designed to greatly improve employees' ability to facilitate and participate in remote meetings. It does this by building participant confidence and training them in the 3 P's of teleconferencing: **Planning**, **Process** and **Protocol**. The course also builds essential communication and focused language skills. Participants develop their abilities in a supportive, functional and stimulating atmosphere.

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### Sample Course Details

**Introduction** / Course outline / Discussion on Teleconferencing (Planning, Process & Protocol) / Cultural issues and differences associated with global teleconferencing.

**Pre-Conference Planning** / Reviewing effective agendas and what to include / Participant numbers / Differences and similarities with face-to-face meetings / Technology issues.

**Chairing a Teleconference Meeting** / Opening a conference / Controlling / Keeping pace & staying on schedule / Dealing with interruptions / Including all participants / Dealing with difficult participants / Dealing with lack of visual stimulus / Summarizing / Closing effectively

**Conference Participation** / Process & Protocol / Small-talk / diplomatically interrupting / Active and productive participation skills / Supporting opinions / Clarifying & Confirming / Active listening techniques / Voice delivery and control (Pronunciation, intonation and positive tone.)

**Post Conference**, this section will include: Making effective action plans / sending out minutes and recordings / follow up activities

**Language Development** / Focused and targeted language support and materials are provided throughout the program.

**Actual Teleconference** / Teleconference meeting practice which will be assessed / Agendas based on both real and generic topics / In-depth feedback sessions.

**Effective Teleconferencing** A typical course for 4-6 participants is usually conducted over 10 - 12 sessions (depending on participant numbers) with a two-hour lesson being held once every 2 weeks. Each session starts with a review of a particular skill. This is then followed with an actual teleconference meeting simulation ending with constructive feedback. Ideally class participants will each facilitate twice. Participants prepare or receive a relevant agenda, send it to the other participants, then facilitate the actual meeting. This course is structured to give stimulating and relevant training and ultimately improve all participants' teleconferencing skills.

*\*Course can also be offered as a 2 to 3 day intensive program*

