

Teleconference and Webinars Tip Card Sheet

TELE / WEB MEETINGS



Conference calls and webinars require extra effort. Try these tips next time for a more effective meeting or presentation.

Create a Connection

- Be ready to share more than just a name. Share some personal information and get the group talking when it assembles.
- If using the web, include your picture
- When calling on others in the group, use both their name and where they are from.
- Help everyone visualize who is on the call:
 - i. Clock Method. Have everyone draw a clock, and as each person joins the call, assign them a time from 1:00 – around to 12:00. If there are more than 12 people then assign half hour increments.
 - ii. Map Method. Have everyone draw a map of the U.S., or world, and map out where all the participants are from.

Before Content

- Review technology and tools available
- Outline agenda including time expected
- Make introductions
- Share guidelines:
 - State name before speaking
 - Don't ever put phone on hold, use mute

Start with an Attention-Getting Opener

See our "Openers" tip card for 23 ideas!

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Leverage Your Voice

- 78% of the interest can be created in your voice. Plan ahead what you find exciting/interesting and be sure to show that in your voice.
- If you tend to speak fast, slow down
- Add more pauses so that people can catch up.
- Stand up to present. It will increase your vocal variety and interest.

Increase your Engagement

- With conference calls, 1/3 of your time should be interactive: discussion or question/answer time.
- Have questions planned every 10 minutes and if no one has a question, create some to get the process going.
- Keep a chart of all the participants and note how often they speak. Call on people who you haven't heard from.
- For calls over 1 hour, have participants pair off on a separate line and discuss a concept.
- If using web, get participants engaged using the chat tool or other annotation tools
- If doing a software demo, hand over control of mouse to different participants

Make it Interesting

- Bring in a guest speaker
- Have a co-worker be ready with questions
- Be sure to use the PEP formula (Point – Example – Point). See our "Examples" tip card for ideas.
- Use your technology by including polls – this can be done both by phone or web.
- Change the tempo often between one speaker, discussion, Q&A, polling, activities, etc.

With the Web - Make it Visual

- It is more important than ever that your slides are not page after page of bullet points. More than half of your content should be visual.
- Use an agenda and refer to it as you start each new section so that people can stay on track.

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