

# SAVE TIME AND DO THINGS IN YOUR CONF CALLS (REALLY!)

They don't have to be time-wasting torture!

## Have a structured plan

1. Agree who will take the minutes
2. Discuss each item on the agenda
3. Summarize the decisions and action points at the end
4. Ask about AOB\*
5. Announce the date for the next meeting

## Be understood clearly

**Short:** express one idea per sentence. Don't use long, complex sentences!

**Sharp:** Express your message directly. Don't talk just to hear your voice.

**Sweet:** Say things nicely and politely (there are exceptions to this rule, but they are rare!)

## Express your opinion

1. Get the agenda in advance. Identify points of interest
2. Tell the chair you want to contribute on certain points
3. Make sure the chair can identify you during the call when you want to intervene
4. Make your point clearly and firmly. Keep it light, tight, and polite!

Don't be  
like this  
guy!

My strategy for  
this conference call  
is to play dead.



*Save time and feel more confident!*

Participants who all speak at once, never-ending discussions, and that American colleague who just takes over the discussion! What a waste of time! But with some key expressions and a little organization, your conf calls can be easier, shorter, and even efficient!

<b>Checking who's taking minutes</b>	-David, can you take the minutes please? -Who's taking minutes today?
<b>Introducing the agenda</b>	-Let's move on to the agenda. -I'll just announce the agenda so we all know the program. Let's stick to it to save time.
<b>Identifying yourself when intervening</b>	-Christina here. -This is Marie.
<b>Asking people to speak slowly or repeat</b>	-Sorry, I didn't catch that. Could you say it again please? -Sorry, could you please slow down? -Sorry, the line cut. What did you say? (OK, that's cheating a bit, but it works!)
<b>*Any other business (AOB)</b>	-Any other business? I'll ask each person. Jean?...Elodie?...etc.
<b>Summarizing action points</b>	-Before we end, let me summarize our decisions and action points. -To sum things up...
<b>Setting the date for the next meeting</b>	-Remember our next meeting will be on September 30th at 11 o'clock Central European Time.