



your online calls

a step-by-step guide
by Language Extreme





Before you start



Make sure the participants are provided with:

- an agenda (with a list of speakers),
- a list of key questions,
- a list of deliverables.

You will all know what to expect, and will be able to monitor progress.



Stage 1



Introduce your speakers:

- name
 - organization
 - any specific business.
- Be short and kind.



Stage 2



Introduce the subject of the call:

- general characteristics
- list of questions
- list of deliverables.

Be concise and precise.
Double check if all is clear.





Everybody makes an initial statement, sharing the knowledge they have on the subject.

1. Allocate a time limit.
2. Manage the order of speaking.
3. Be precise and concise.

Stage 3





The Moderator
(Organizer of the Call)
opens a discussion
session by asking key
questions. All
participants
contribute.

In this session, certain
rules are crucial.

Stage 4






Say who you are

In the early section of your discussion, whenever you say anything, remind participants who you are. They might not yet be familiar with your voice.

Say:

This is John speaking. ITSM speaking. It's Marcel of ITSM here.





”


**Interruptions are
interruptions**

“




William Shakespeare






Confirmations and objections should be **UNAMBIGUOUS**



"Mhm" is not enough in a call. Use any of the following for clarity:

I agree. Positive. Certainly. Confirmed. Absolutely right!
Impossible. This is incorrect, I'm afraid. I beg to differ. I believe that is not the case.






Introduce updates in a systematic way

It might make sense to present new information when this information is needed rather than interrupt the discussion with a fact that is unrelated.







Partial summaries are great




Sum up what you have discussed in a given section of the call before moving to another area. Keep things as distinctly clear as possible.






Make notes and share notes



You can feed information to participants by making notes that will show on the screen. Illustrate your point, present calculations, and keep notes for the record.





Control the time

As a moderator, inform participants how much time is left either till the end of the call, or till the deadline for the task. Try and keep participants on track so that satisfaction level is high.



As a participant, ask the moderator about the time whenever you feel like it. Contribute adequately.





Stage 5

As moderator, bring the call to a close by making a summarizing statement and inviting individual statements and questions. Keep these concise and in order.

"If I may, I would like to sum up. Please ask questions in our order of speaking when I have finished"



Before you say your thanks

Explain what happens after the call (deliverables, report, further action, next call, etc.).

K

KIND

Understand your customer pain. Don't aggravate it.

I

INFORMATIVE

Provide information in an adequate, honest, clear and concise manner.

S

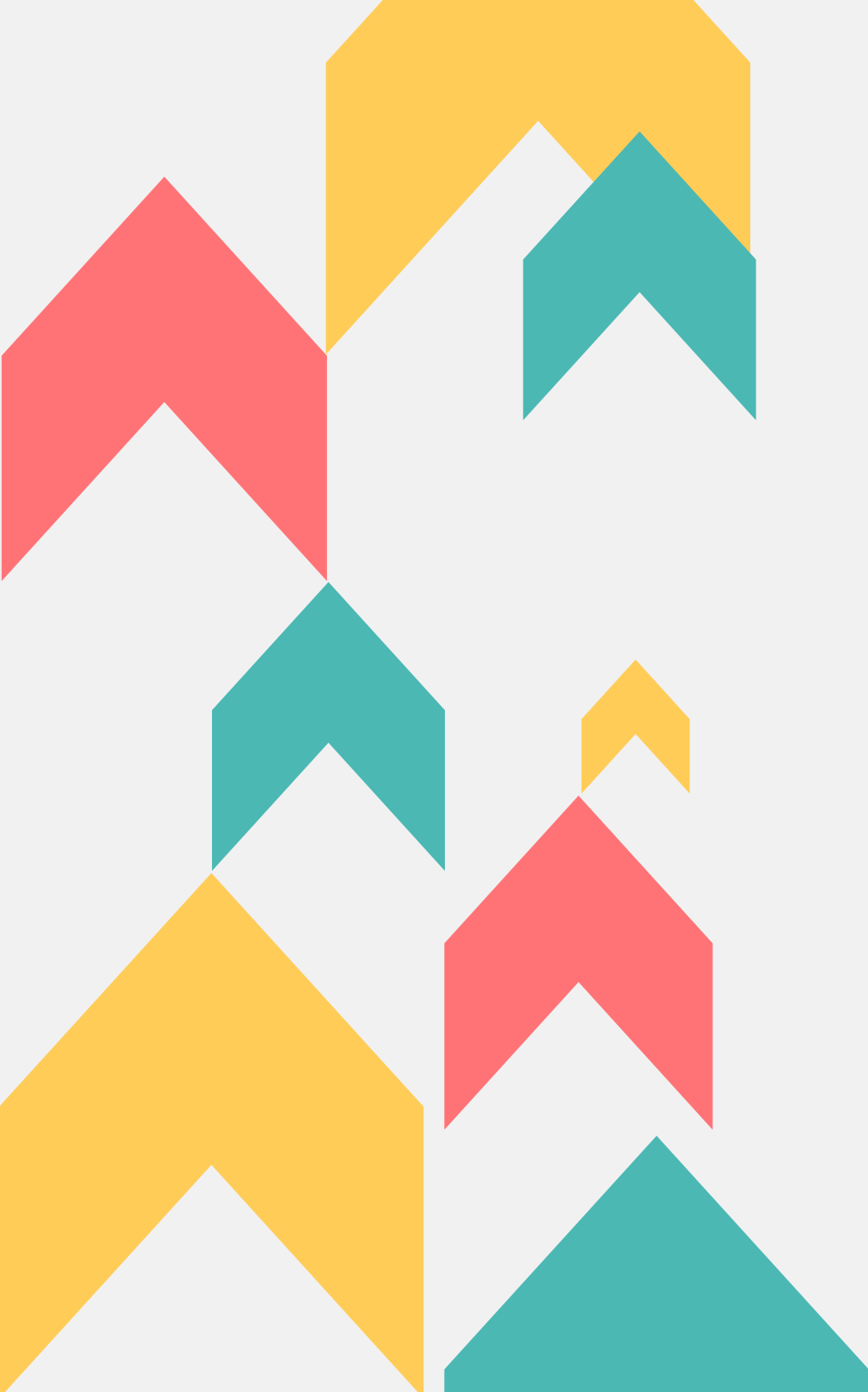
STRUCTURED

Follow the agenda and keep order.

S

SATISFYING

Make sure participants get what they want.



enjoy
your
call

and waste no words!

