

Basics of Holding Successful WDS Conference Call Meetings



Usual WDS Call-In Number: 1-800- ____ - ____ - ____
Access: ____ # (code stays the same unless otherwise noted)

Before the Call

- * Plan ahead! Give 2-3 weeks notice prior to scheduling a meeting.
- * Advise participants of the Conference Call date, time, and expected duration.
- * Provide all printed materials to participants in advance.
- * Let people know that you will start promptly.
- * Equipment makes a difference. Speakerphones should be of the highest quality available and if not, use the handset instead.
- * Be aware that air-to-ground and cellular phones may adversely affect sound quality and plan accordingly.

During the Call

- * Take roll call.
- * Begin with the agenda and meeting ground rules.
- * Direct questions and comments to specific individuals or locations.
- * Encourage participation, don't allow anyone to monopolize the call -- keep things moving.
- * Choose a date and time for your next Conference Call while everyone is still on the line.

Ask Participants to

- * Speak naturally.
- * Identify themselves when speaking.
- * Pause for others to comment.
- * Spell out unusual terms, names, and numbers.
- * Mute the speakerphone microphone when not speaking.
- * Seat key participants closest to the speakerphone or use a handset if possible.
- * Avoid putting phones on hold - phone systems with music-on-hold will disrupt the Conference Call.

After the Call

- * Follow-up on any action items from the Conference Call.
- * Review the minutes and any materials resulting from the Conference Call.
- * Mark your calendar for the next Conference Call date.

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