

Tips for a Successful eMeeting

Prior to Meeting or Event Start

- If you plan to share your entire desktop, turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the meeting.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (e.g., 1024x768) to improve the display for attendees with lesser settings. This is also the optimal setting for recording a meeting.
- Clean up your desktop before a meeting. Eliminate wallpaper and icons that may distract your attendees.
- Have the documents you wish to share ready to be accessed in one or two clicks.
- Run a trial meeting with a friend to anticipate questions and to familiarize yourself with the format of your online presentation.

Managing the Meeting

- Arrive a few minutes early to greet the attendees as they arrive and start the meeting on time. It also helps to have a welcome presentation running during this time. Your presence in these opening minutes can help establish the tone and direction of the meeting.
- Create a welcome message under the Meetings category of Preferences to greet your attendees as they arrive at the meeting.
- Provide an agenda at the start of the meeting, including estimated duration, and stick to it.
- Inform attendees what the purpose/goal of the meeting is, what to expect and when and how to ask questions and participate in the meeting.
- Provide information on how to use equipment or services and how to get assistance if needed.
- Nominate a co-organizer to monitor and respond to the chat log when someone is presenting.
- Encourage participation by using open questions such as "What would you suggest?" and "How do you feel about...?"
- End the meeting clearly. Make sure all the attendees know that the meeting is formally over and stay on the line to address any last questions.

Managing the Conference Call

- Call in to the meeting from a location where there is little background noise.
- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts and sounds for when attendees join or leave a meeting. Read the Voice Conferencing section of the help files to familiarize yourself with the conference call features.

- Avoid using cellular and cordless phones because of static and use the phone handset or a headset instead of speakerphones because of background noise, tunnel effect and sentence clipping.
- Turn off your call waiting. The beep of a new call on another line is heard by everyone on the teleconference.
- Avoid putting your phone on hold during a teleconference. Your hold music will play into the conference call, and make it impossible for the other attendees to continue the meeting.
- Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else's voice.
- If you find you are having a sound quality issue, hang up and dial back in. Sometimes these problems clear themselves up when the bad connection is terminated.