



Canadian
Intergovernmental
Conference
Secretariat

Secrétariat
des conférences
intergouvernementales
canadiennes



TELECONFERENCING BEST PRACTICES

PRIOR TO THE CALL



SHARE THESE TIPS WITH ALL PARTICIPANTS

to help ensure a successful teleconference.



IF YOU ARE CHAIRING THE CALL, HAVE A PLAN

to quickly address common sound issues
(e.g. bad connections; participants not on mute).



TEST YOUR TELEPHONE CONNECTION IN ADVANCE,

to make sure it is clear and there are no technical issues.
If you are the chair, join the pre-test with CICS.
Others should dial-in 5 to 10 minutes before the call.



USE THE PROPER EQUIPMENT TO IMPROVE SOUND QUALITY.

Avoid using hands-free mode when speaking; instead, use a headset/
earbuds with integrated microphone. Avoid placing your smartphone
next to other electronics, especially other phones. If you must use a
Polycom (not recommended), unplug the expansion microphones.
Do not use Bluetooth.



IF YOU PLAN TO READ A WRITTEN STATEMENT,

provide a copy to CICS in advance, for the benefit of the interpreters.
Such documents are handled in complete confidence.





DURING THE CALL



FIND A QUIET SPACE AND MUTE YOUR DEVICE WHEN YOU ARE NOT SPEAKING,

to eliminate background noises. Know how to quickly mute/unmute your device as required.



IF YOU ARE THE CHAIR, CONDUCT A ROLL CALL

at the start of the teleconference, to allow key participants to identify themselves.



SPEAK CLEARLY AND AT A REASONABLE PACE,

to ensure participants and interpreters can hear you properly.



HOLD OR POSITION YOUR DEVICE'S MICROPHONE

slightly away from your mouth or cheek and clothes, for best sound quality.



WHEN SPEAKING IDENTIFY YOURSELF AND, IF APPLICABLE, INDICATE TO WHOM YOU ARE ADDRESSING YOUR COMMENTS.

Remember that other participants can't see you.

