

## **What is a Conference Call?**

A Conference Call is a meeting that is held over the phone. Like a meeting, it needs an agenda and participants. Information and coordination prior to and after the Conference Call is necessary.

The Chairman or National Vice Commander is the moderator of the meeting and all participants defer to the moderator's efforts to keep the meeting on track.

## **What a Conference Call does not do:**

Conference Calls do not produce goals or tangible results. They do facilitate coordination and participation towards goals and can be instrumental in overcoming obstacles preventing desired results.

A huddle in a football game never put points on the board. The results of the huddle and the Conference Call assists in getting results through the participants. Keep the Conference Call short and to the point, get results.

## **How often should we have Conference Calls?**

Check with your Committee, Commission or Caucus and determine a good day of the week for maximum participation.

too few Conference Calls results in loss of opportunity by lack of coordination of overall efforts.

Look at your calendar of events and block out those dates/weeks. Try to leave a week between NEC/DEC/Conventions and major activities requiring your participants time and effort.

Over scheduling of Conference calls blocks out other Commissions, Committees and Caucuses that need participation or distribution of information to your participants.

What are your Goal(s), Resources (time & people) and Benchmarks (interim quantifiable goals and dates to reach overall goal in timely manner with least disruption/effort).

Various Chairmen and Officers from other areas of the organization are asked to participate and distribute information across the spectrum of Conference Calls. Their input is sought and too many Conference Calls will reduce the effectiveness and draw of your Conference Calls.

Too many Conference Calls needlessly consumes time better used in reaching goals (a result of micro-management) and

## **How to set up a Conference Call:**

- 1** Go to Website: [FreeConferenceCall.com](http://FreeConferenceCall.com)
- 2** Create a free account (no credit card needed).
- 3** Print your account settings and password information, save for future use.
- 4** Download help manuals, references guide, account information and profile.

- 5** Adjust your settings for your conference calls.
- 6** Save your settings and print a hard copy
- 7** Run a test conference call to practice and use recording feature, caller login feature, etc.

## **Conference Calls require advance planning and communication:**

The process is simple enough. Decision making on setting dates and times complicates the planning effort.

- 1** Consider if the Conference Call will help your group's efforts.
- 2** Consider where your participants are located and across how many time zones.
- 3** Consider what conflict there may be with any date, day and time selected.

- 4** Be consistent when able.
- 5** Sign up for your Conference Calls
- 6** Share the information before and follow-up with e-mails after the Conference Calls.
- 7** Advance notice and timely reminders help boost attendance. **Look up and specifically list the time of the Conference Calls start time for EACH time zone in consideration of your participants.**

## Chapter 7: Conference Calls & General Information

### When should you NOT have a Conference Call:

A Conference Call for the purpose of having a conference call is a waste of the participants' time and energy. If e-mail correspondence determines all is well and there is no problem in achieving all goals, nor any issues or conflicts that need resolving, there is no purpose to having the Conference Call.

If this is the case, the moderator of the Conference Call should be able to send out an e-mail noting "You guys are

fantastic. You are ahead of schedule and nailed the goals sooner than we thought possible. Therefore, take the day off! No Conference Call this next week. Please respond with e-mail acknowledging you are best Commission ever and we have no Conference Call next week. Thank YOU!"

If this is not the case... keep your Conference Call schedule intact!

### Who does what?

The meeting/Conference Call is moderated and coordinated by the Chairman/NVC. This does not mean they perform all the paperwork and are subordinate to anyone. Meeting Minutes/Re-cap, Action Lists and other documentation are the output of the commission, Committee, or Regional Caucus. Enlist the efforts of the regular participants in follow-up and completion of the aforementioned. Delegate the workload and manage the meeting.

At the beginning of the Conference Call, review the Agenda and proceed with the meeting.

Agendas are distributed by e-mail to the participants 5 business days prior to the Conference Call.

After all Agenda items are addressed and before concluding the meeting, review the Agenda and match it to an Action List. Assign or note designated participants and their required efforts and time line to completion.

Action Lists are distributed to all participants by email within 5 business days of the Conference Call.

### Choose your Dates and Day of Week carefully:

Sunday is great day to have a Conference Call...except when it isn't. Super Bowl Sunday is February 5th in 2017.

What participation would you expect if you chose this date? Or perhaps, December 24th at 8:00pm EST? Christmas Eve? 5:00 pm is rush hour in California.

### Equally, choose your time carefully:

Conference Calls cross many time zones. A perfect time for the East Time Zone is not necessarily a good time for the Pacific Time Zone.

Make note of Daylight Savings Time and remember portions of the US do not observe Daylight Savings Time.

### National Conference Calls

Supply a copy of the completed work sheet and the information it contains to the National Commander, National Adjutant, National Vice Commanders, Committee Members and National Aide. Share information!

### Detachment Conference Calls

Supply a copy of the completed work sheet and the information it contains to the Detachment Commander, Detachment Adjutant, National Vice Commanders and all Detachment Officers and Squadrons. Share information!

