

## CMI Conference Call Protocol

1. Participants should identify themselves each time they speak.
2. Set an agenda and send to participants in advance...list times (12:04 p.m., topic A, 12:13 p.m., topic B, etc.)
3. Limit call to 60-90 minutes max.
4. No speaker phones.
5. If any votes are taken, members need to be polled individually.
6. If any materials were mailed in advance, specific reference should be made to each one of them as discussions arise so people are not fumbling around trying to find papers.
7. Until everyone is on the line, it is good practice to periodically (every 2 minutes or so) ask if anyone new has jumped onto the call.
8. If people have to excuse themselves from the call prior to adjournment, tell them at the outset to announce their leave-taking, rather than just disappear.
9. When coming and going from call each should say their name for instance, "Anne Borg joining" or "This is Anne and I am getting off the call now,"
10. Remind callers of conference call etiquette on the agenda sheet. Also give them the call-in directions on that sheet. Fax or email or post to easy-to-find web link just prior to the call or they may misplace it.
11. Have participants state their name before making a comment so the recording secretary can take minutes.
12. If phone system on hold mode includes background chimes, bells or music, ask callers to disconnect rather than subject the remaining conferees to the noise.
13. Announce what to do if someone becomes disconnected, etc. -- how to get back into call

