

## **How to Get the Most Out of VetPartners Conference Calls**

When you attend a conference call or online meeting, following basic rules of etiquette can produce positive and productive outcomes. Your time and your fellow colleague's time are valuable and needs to be honored and respected during scheduled meetings.

### **Refresh Your Meeting Etiquette**

Follow this advice to project a positive image, be a good participant, and leave the meeting with the results you want:

#### **Be Prepared**

- Join the call on time. When joining a call late, don't ask for a recap of what you have missed. Remember you can always get a recording of the meeting as well as typed notes.
- Review the agenda and supporting documents before the call.
- Think about how you can contribute to the meeting agenda before it starts.

#### **Using Mobile Phone**

The best time to use your mobile phone is when you need the flexibility to be mobile during the call. However, keep in mind other callers can hear your surroundings such as wind, static, dogs barking, water flowing – again it is wise to use the MUTE button.

#### **Ground Rules during a Conference Call**

Ground rules are essential and necessary in order to improve our ability to work as a group and have productive outcomes. The standards determine how we conduct ourselves, our discussions and make decisions.

#### **Meeting DO's**

- Determine if your location is ideal to participate or will be disruptive to the group
- Pay attention to background noise
- Headline your thoughts
- Build on other's ideas
- Be willing to compromise
- Use the "how to" & "I wish I knew" phrase
- Stay in the process & be communicative
- Make suggestions for improvement
- Have the mentality that no idea is a bad idea
- Voice your opinion respectfully

#### **Meeting DON'Ts**

- Mentally disconnect from the meeting
- Look for the "fatal flaw" in new ideas and changes
- Ramble or chase rabbits
- Persist on a hidden agenda
- Miss time within the agenda items
- Don't forget to use the MUTE button if you aren't in a quiet place during the call

#### **Know How to Use the MUTE button**

There are different ways to MUTE your phone based on the call option you are using.

#### **Volunteer to help**

Remember this is your association, so get involved to your level of comfort. You can volunteer for a variety of tasks and is necessary for your committee's success.