Conference call etiquette

1. Speak slowly and clearly.
2. Spell out acronyms the first time you use them.
3. Use your mute and remember to turn it off before speaking.
4. Identify yourself each time you speak, e.g.: “This is…”
5. When addressing someone specifically, say his/her name to ensure you have that person’s attention.
6. Avoid sidebar conversations.
7. If your cell connection is distorted, drop the call.

If an interpreter or relay operator is involved:

8. Say “Go ahead” after you finish speaking so participants/relay operators know when the discussion stops and starts.
9. Do not address an interpreter/relay operator; address the call participant.
10. Do not use acronyms.
11. Be patient. It takes time for a relay operator to type a message, for the participant to read and respond, and for the operator to read the response aloud.
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