








Tips for Conference Calls

One of the nice things about TLC and the Parent Advisory Committee (PAC) is that they have regular programs for parents. These include Support Groups, PAC meetings and Workshops. But many of us live far from Connecticut and can't attend the meetings and workshops in person. Luckily for us, TLC and PAC are committed to including all parents and so, we can participate in all meetings by conference call.




Before each meeting you will receive an e-mail announcement including call in information and RSVP. If you are interested in attending, please RSVP. This gives the leaders an idea of how many parents to expect by phone. The dial in number is **1-712-432-2222 (Iowa) and the access code is 06234** (just remember the zip code for Brooklyn, CT). You will have to pay the cost of the call, but it is a lot less expensive than a plane ticket.

Etiquette and Tips for Conference Calls

-  Although the call in number and code will usually be the same for all events; double-check just in case, it has changed.
-  Introduce yourself when you come on the call. After the beep and just say your name, where you are from and if you wish, who your child is. Say your name each time you participate or ask a question.
-  Don't put the call on hold. You may have "hold music". It is better to use the mute function if you have to step away from the phone or talk to someone else.
-  Use the mute function if there is background noise – a lot of this will be picked up on the call. It is a good idea to keep your phone on mute unless you need to speak.
-  If you want to speak, wait for an opening and jump in, even if it feels awkward.
-  Let the host know if you are having trouble hearing.
-  Cell phones, speakerphones and headsets often have poor sound quality. If possible use a regular phone.

**If you have a problem during the call or if you call in and no one is there
Contact TLC (860) 774-5619**

Tips for Leaders and Presenters

-  Don't forget that you have listeners on the line. Be sure to ask them if they have comments or questions.
-  If there are any visuals (e.g. agendas, handouts, documents to review), e-mail them to the conference call coordinator at least 24 hours in advance so that they can be distributed to everyone on the call
-  Make sure the volume is up and you are close to the microphone. Check with listeners to see if they can hear you.

**If you have questions or concerns about participating in calls
Contact Fran Goldfarb 310 543-5064 or beadsme@verizon.net**