

外資系 裏技英語 Episode 3

Conference Call Etiquette

Conference calls are a part of daily life at international companies, and they can be stressful. Conference calls can be difficult because communication is not as smooth via video-conference technology. Even with improvements in technology and faster Internet, teleconferences often have technical difficulties (or the people controlling the computers do not know how to use the system). Follow these tips and tricks to reduce your stress levels at conference calls in the future, and even improve your status at the office.

QUIZ!

What is the most important reason for a conference call?

- A) To bring everyone in the team up to speed, even if they are based at a different office or country.
- B) To make important and relevant points to stimulate productive discussions.
- C) To engage all members of the team and build a sense of community.
- D) To leave a positive impression with as little effort as possible.

Answer: D)

Make Your Voice Heard

Use the unique opportunity at the start of a conference call to raise your voice. Talking early establishes you early on in the meeting, reducing pressure to contribute to the discussion later on. The easiest way to do this is by using the following phrase:

"The Japan team is here."

This phrase is effective in nearly every single conference call. It introduces you to the other side, shows that you are assertive, and shows that you are a team player.

But most importantly, you can say this phrase, sit back, and relax for the rest of the meeting, or until you can leave.

Double Checking

Often, the person on the other end of the teleconference will speak too long, or will have bad English, or people in your team may not be following the conversation. It can be a good idea to interrupt with the phrase:

"Can I just double check that everyone is following this?"

This will allow you to take control, be the hero in the group, and gently remind the speaker that they were too talking for too long.

★ You can even mute the call and check with your colleagues and relax for a few moment.!

The Flight Attendant Will Guide You to the Emergency Exits

Remember, everyone has somewhere that they would rather be than in a conference call. If you make the call go longer, people will hate you. However, if you are able to cut the meeting short, people will love you. Have an escape plan! Examples include:

- Make sure another meeting is planned in the room you are using.
- Have another meeting scheduled for yourself
- Have a friend or colleague call your cellphone. Pretend it is important, and excuse yourself.



Speak Early and Not Often

Unfortunately, it is often unavoidable that you will need to contribute. Often there will be a moment where someone asks if there are any questions. Always assume you will have to ask a question, and volunteer to go first. You will look assertive, but more importantly, the easiest questions will not be taken.

Also, take the opportunity to use the following phrase:

"Thank you very much for that wonderful presentation."

You will appear to be the representative for your team, you will have less pressure to contribute later, and the other side will have a good impression of you.

Conference calls are a total waste of everyone's time

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