

Effective Meeting / Call

Guidelines

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Version	Date	Change log
1.0	March 2, 2015	First version of the document

1. Introduction

Here at Dev-Pro we understand the importance of effective communication. In particular this applies to calls and meetings we have. Please remember the simple rules described in these guidelines which will help you hold productive calls / meetings with both our clients and colleagues.

2. Meeting / Call Rules

2.1. Properly set up a meeting

a. Choose the appropriate tool for the call / conference room for the meeting. Both the physical premises and software for calls may have limitations as to the number of participants, and different conference rooms have different sets of equipment available, so you need to take this into consideration when planning a meeting.

b. Book a conference room / conference line / GoToMeeting as soon as the meeting is planned. This way you ensure that no other meetings are scheduled for the same time in the same place by others, and that other participants are not otherwise occupied during that time period.

c. Send clear instructions and meeting details to other participants. All participants need to know:

- **when** and **where** the meeting will be held
- **what tool** will be used (Skype, phone, conference line)
- **how to join** the meeting
- **who initiates** the call

The initiator should have all required contact information before the meeting starts. This will eliminate the risk of meeting / call start delay.

d. Have a backup plan. What if the Skype / conference line doesn't work? Do you have the Client's phone number to contact them and let them know about changes?

2.2. Check and configure equipment before the meeting

e. It is best to test how the equipment works in advance. For example, if you plan a video call for ten people, you should test the equipment one day in advance, including checking sound and video quality. Wasting the time of ten people because of disorganized setup of equipment or unresolved technical problems is very expensive.



f. Arrive at the meeting 5-10 minutes before the start. You will need some time to log in and double-check the equipment and software. Even if you have tested everything in advance, there is a chance that right before the call a computer could be locked, updates need to be installed, etc... Again, wasting the time of several people if you don't do this in advance is expensive. In addition, lack of preparation looks unprofessional.

2.3. Productive meeting tips

g. Start the meeting by announcing its purpose, time frame and proposed agenda. This will help everyone to focus on the goals of the meeting / call and avoid any waste of time.

h. Prepare the agenda of the meeting in advance and refer to it. Having a prepared agenda will help you make sure that all important topics are covered and nothing is overlooked. Track the time and agenda. Do not let the meeting get out of control; otherwise all the time set aside for the meeting can end up being spent only on one topic out of list of ten. If one topic takes longer, suggest setting up another call or taking it up later in an offline discussion because there are other topics to discuss. Please note that decision makers may not agree and that it is their right to do so; do not force them to follow an agenda just because we have one.

i. Have handouts ready. You should have all required reference materials available. This way you don't have to rely on memory and most decisions can be taken immediately. It is also highly recommended that handouts you have be sent in advance to let participants review them and be prepared.

j. Concentrate on the meeting. Don't try to participate in the meeting and work on other background tasks such as checking email, chats, etc. at the same time. You cannot do two things at the same time properly enough.

Feedback on the guideline

If you have any comments/suggestions/questions or noticed a mistake in the guideline, please send us your feedback by filling the [form](#).