

Case Management Conference Call Etiquette

- Make sure all the necessary persons for your side are present in good time and that mobile phones and the like are turned off, or on silent mode during the conference.
 - Make sure any electronic devices/phones you will be relying on during the conference all are fully charged.
 - Make sure you know how the service works and how to dial in. This means keeping the dial-in number and any required PIN to hand. If you haven't dialled in before, it's best you try to dial in early so you give yourself enough time to troubleshoot in case you run into any complications.
 - Have a copy of the agenda readily to hand.
 - Each party should have a single spokesperson nominated to speak. A case officer will record the names of those present during the call for each party, before the Inspector leading the case conference 'arrives'. The Inspector will 'arrive' last and leave first.
 - Background noise on a conference call can be an issue. You may want to consider putting yourself on mute and then un-muting yourself when you speak.
 - Know when, and when not to speak – talking over people is rude in any situation, and when you're on a conference call, you can't see the body language of someone who is about to speak. No one likes being spoken over, so make sure you take note of your cues to speak and don't speak over (or louder) than the other participants on the call. The Inspector will lead the conference and will invite specific contributors to speak at particular times.
 - As a matter of courtesy, please make the case officer aware when joining the call if you intend to record the conference call.
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