



Conference Call Tune-out *and what to do about it*

Your conference call participants may not be listening or have tuned out when...

- It takes participants more than 5 seconds to take their phones off mute.
- You hear the typing of keys, water running or birds singing in the background.
- A participant interjects a comment that was discussed earlier.
- The call has lasted over an hour without a “refresh” break.
- One person has been speaking without a question or comment for over 10 minutes.
- The same people respond.

If these “tune-out” behaviors are indicative of your conference calls, consider the following:

- Engage participants in the discussion using technology multi-votes, raise of hands, etc.
- Every hour take a 5 minute stretch break with a verbal roll call to get everyone engaged.
- Use video-conferencing when possible.
- Ask questions of those individuals who have contributed.
- Invite multiple presenters to offer insights.
- For standing meetings, rotate roles such as facilitators, recorders and/or time keepers.

For additional information about listening products and resources contact:

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