



General Call Etiquette

- Call from a quiet location.
- Avoid cell phones and speakerphones. If you use them remember to put the mute button when not talking.
- Use quality headsets to avoid metallic sounds.
- Avoid paper rustling.
- Caution with multitasking; some is unavoidable but remind people about attention: occasionally call for a moment of silence to keep their attention.
- Consider a kind treatment of participants' bodies: on long calls, offer short breaks.
- Speak clearly and slow down if you are a "fast talker".
- Be enthusiastic and use a tone appropriate to the group (the first impression is important).
- Vary voice tone (avoid monotone presentations).



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