



The OPG Compelling Conference Call (3Cs) Method™

At the Beginning of the Call

Review guidelines and rules of etiquette and engagement for participants to follow:

- Use the “mute” feature of the phone or computer audio when you’re not speaking so participants can’t hear your background music or barking dog. Some systems allow the facilitator to initially “mute all” participants and take them off mute at selected times to ask or respond to questions.
- Be present. “I’m sorry, I wasn’t paying attention; could you repeat the question?” is an all-too-common phrase heard during calls. Don’t risk looking unprofessional. Stay focused. As good as you think you are at multi-tasking, the conscious mind is not capable of reading email and listening at exactly the same time. Surfing the net or pressing the mute button so you can carry on another conversation effectively removes you from the meeting.
- Keep side conversations to a minimum. It’s frustrating as a remote teleconference participant to hear “babbling” in the background. It’s difficult to distinguish the actual speaker from the other noise and sounds like a constant echo on the line. Being on “mute” should take care of this, but participating in side conversations shows a lack of focus on the meeting’s topic.
- Read all pre-work and be prepared to participate actively in the conversation. In the 3Cs method, on calls with a limited number of participants, everyone is called on to participate.



Using the OPG 3Cs™ Method

This process assumes you have sent out an agenda in advance.

1. Before the call begins, fill in the OPG form (see last page of this document) with the names of participants and the agenda items. Decide who should speak first about the first topic; you need to weigh organizational politics, expertise, and other factors to decide who goes first.
2. State that you will be using a highly structured meeting management tool that will allow everyone to be heard without participants speaking over each other. It will feel unnatural at first, but it will allow the meeting to be productive and possibly end early.
 - Participants will only speak when called on by you.
 - The order in which participants will speak will change with each topic.
 - Everyone will have an opportunity to speak on each topic but they can say pass if they have nothing to add.
 - Recommend that participants have paper and pen handy to jot down their ideas as others are speaking; this will help them wait until they are called on to speak.
3. Begin by calling each participant to say hello by calling each participant by name so that everyone can hear each other's voices.
4. Review the agenda.
5. Starting with any participant, ask for additions to the agenda. Call on all participants. Put a check mark in the column ("Agenda Additions") next to each person's name that has spoken.
6. Go to Agenda Item #1. State the agenda item and what type of item this is (decision, FYI, etc.); start with your #1 person and ask for their comments/additions. When they are done speaking, ask them, "Are you ready for me to move on to the next person?" If so, go to participant #2. Continue until everyone has commented on agenda item #1.

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7. Summarize the decision or next step for agenda item #1. Ask each person in the same order in which they spoke if they have anything to add.
8. Go to Agenda Item #2 and repeat steps 6-7, but begin with a different participant so that no one is always the first or last to speak.
9. Repeat steps 6-7 for each agenda item.
10. At the very end of the meeting, read out all decisions and next steps; ask each participant if they have any modifications and if they are okay with moving forward given the decisions and next steps.
11. Adjourn.

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Meeting Date:

Time:

Purpose:

Participants	Agenda review and additions?	Agenda Item 1: Discussion round one	Agenda Item 1: Discussion round two	Ready to move on?	Agenda Item 2: Discussion round one	Agenda Item 2: Discussion round two	Ready to move on?	Agenda Item 3: discussion round one	Agenda Item 3: Discussion round two	Ready to move on?	Anything else?	Ready to move on?	Next Steps	Ready to adjourn?

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