

# HELLO... IS ANYONE THERE?

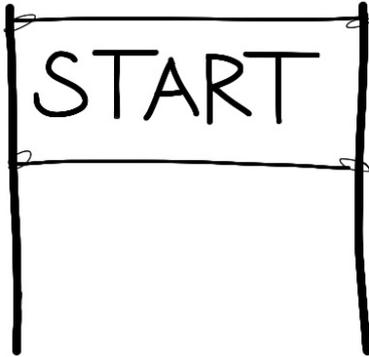
## Teleconferences with Outcomes



[www.lynnecazaly.com](http://www.lynnecazaly.com)

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It is our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome.

William James

People hooked up and communicating via cables across the world isn't new. We've been using the phone for ... oh, about 130 years.

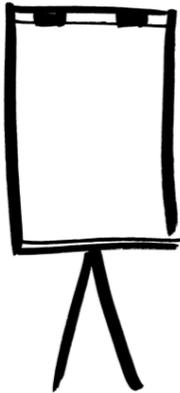
But when you've got more than one other person on a phone line, something weird starts to happen - we can start thinking it's 'their' job to make it a successful meeting... even though we're running the teleconference!

This e-book is designed to give you some tips about getting to outcomes. It's not about basic housekeeping or the set up. Go Google that. Here, we are moving on to what to do to get outcomes when you're all hooked up by a phone line. Onward...

## First ... Tool Up !



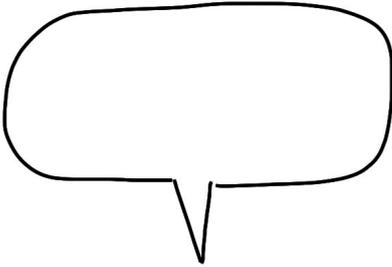
What visual or capture tools do you have available? Whether this is a video conference or not, make sure you can capture what people are contributing. A white board and a marker, or a notepad and marker, or a flip chart and marker are fine.



Your goal is to capture a visual record of the conversation that's about to unfold. If you're thinking there's no point doing this because they can't see it... press pause on that thinking...

You'll send them a picture of the visual when the meeting is done - or send it *during* the meeting if you want.

A visual is a must. The teleconference will be all the more valuable if you can show people a visual of what was discussed - a visual map of the conversation - where it started, where it went, what was covered. Much more engaging, memorable and effective than all-talk.



## Purpose & Expectations

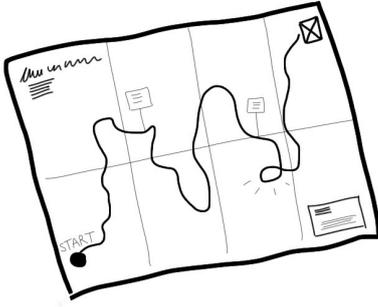
The first things to capture using your tools are the **purpose** of the teleconference - in your view, why you called the hook-up.

Explain where this teleconference is going to get to by the end of it. What is the outcome you are aiming for? Why are these poor folks on the line? Give them this big reward upfront.

A 'whip around' of those on the line to hear about their **expectations** - why they think they are here, what they think will be covered - is time well spent.

You can sort out the differences, the 'yes we'll cover that' or the 'no that's no our focus for today' quite quickly. Much more efficient to do it now, at the start, than when you're knee-deep in idea generation or opinion moderating later on.

Nice... smooth.



## Process

You may have an agenda but an agenda is not a process. A process is a series of steps you'll follow to get to this wonderful outcome you've got your sights on.

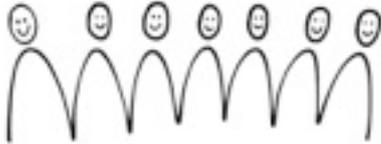
Here's a cool one I use often: I call it **The Facilitator 4-Step**.

Read more about it at [www.lynnecazaly.com](http://www.lynnecazaly.com)

It goes like this:

1. Facts & Evidence: What do we know ?
2. Discussion & Opinion: What do we think?
3. Ideas & Opportunity: What could we do?
4. Actions & Commitments: What will we do?

Running every meeting or agenda topic through these four steps will guide you to outcomes, get input from people and help stop the round 'n round.



## Take it Slow

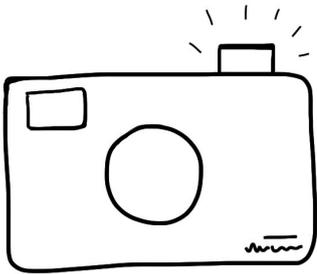
You may not be able to do all you want to do over a phone line compared to what you might be able to do when people are face-to-face in a room.

So take it slow. Allow **more time** than you think you'll ever need.

Allow time to ask people; allow time to speak; allow time to recap, summarise, wrap up, question, coax, encourage...

Allow time for a break - even 3 minutes - perhaps a mobile phone break (I'm important, there are other messages and things apart from this teleconference happening for me) or a mind break or a refreshment break.

Clarity trumps speed. And if things are clear - the meeting can be swift anyway. Confusion hinders progress.



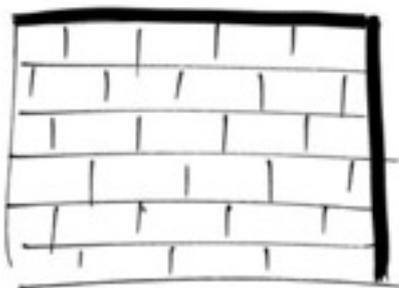
## Catch it

Capture the key points as you're working through the Facilitator 4-Step.

- Write down the key facts or background.
- Write down the key opinions and views.
- Write down the main ideas generated.
- Write down the key actions decided.

Use several pages, ipad screens, flip charts - whatever you're using, don't ration it.

Clarity supports outcomes and progress.



## Problems: Mechanical or Manageable?

If you're having 'problems' with the conversation, progress or getting to outcomes, think about whether these problems are:

- Mechanical : the technology is stopping something from happening
- Manageable : human intervention can resolve the problem

Even when there are technical or mechanical issues with a phone hook-up, it's rare they can't be solved by the actions of a human.

A problem about understanding, progress, confusion, debate, clarity, engagement, decision making .... these are all manageable. All that is required is a human doing something.

If you've called the meeting, you may need to be the human that makes some of these things happen - better than they are. You may have to do more than just sit and lead the meeting.



## **We want more...!**

More tips, visuals, information, techniques and tools to help you collaborate, connect and engage with people are available at [www.lynnecazaly.com](http://www.lynnecazaly.com)

Remember, the telephone line is simply a channel that's taking your words, thinking and ideas and transmitting them to others. Then it takes their words, thinking and ideas and transmits them back to you.

When you put in some good stuff - they'll get some good stuff.

Add some special sauce to your teleconferences (a visual map, story or representation of what happened) and they'll be getting a more multidimensional experience.

And they'll want to come back to your teleconferences again. Because you get stuff done.

## About the Author



Lynne Cazaly is a communications expert. She helps leaders engage, activate and shift their teams to achieve the business strategy.

She provides clarity to project complexity through workshops, training and visual strategy. Her 'Project Engage' services are designed specifically for project teams.

Lynne is a master facilitator and uses creative and innovative tools, processes and techniques every day in the work she does.

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