

## TELECLASS GUIDELINES

### **Schedule Your Teleclasses In Advance**

Schedule ALL teleclasses in your calendar for the entire quarter (dates are listed on your Teleclass Schedule). Email your coach 24 hours in advance if you are not able to attend.

### **Create a Distraction-Free Environment**

Find a place that is quiet and free of interruptions. If possible, please avoid attending teleclasses from your car, the airport, a restaurant, etc. If you must call in from an environment with background noise, please use your telephone mute button (or press \*6 [star-six] to activate the bridge's built-in mute function).

### **Come Prepared**

Before each teleclass, make sure you have studied the material to be discussed. Have at least one thought-provoking discussion question ready. The teleclass facilitator will create the agenda for the teleclass from the questions participants bring to the call. The best questions are those that relate directly to your efforts to implement the material in your specific situation.

### **Joining Late and Leaving Early**

You are welcome to join the teleclass even if you must arrive late. When late, you can wait for a break in the conversation and then announce your presence. If possible, please stay on the bridge until the facilitator has closed the class, including asking for closing comments from the participants. If you know in advance that you will need to leave a teleclass early, please let the facilitator know at the start of the call.

### **Full Attention Is Required**

Everyone's time is valuable. Please demonstrate respect for others by bringing your full attention to the call. We strongly discourage multitasking during teleclasses, including web surfing, e-mail, and so on. Please switch off these distractions and bring your full attention to the call. Facilitators will randomly call on participants throughout the one-hour teleclass.

### **Commenting and Sharing**

When you speak, please state your first name before your comment. Facilitators try to allow time to hear from all participants. Be mindful that time is limited, so understand that the facilitator might need to move the conversation on to the next topic.

**Cell Phones, Call Waiting, and Hold**

If possible, try to dial in from a landline rather than a cell phone. Along with the possibility of poor reception and background noise, cell phones sometimes bring an “echo” onto the bridge. However, if you are not near a landline, you are welcome to join the call from your cell. Be prepared to use mute when not speaking, and if people report an echo, try hanging up and dialing back in. Like cell phones, speaker phones are not recommended. If you call in from a phone that has call waiting, please disable the feature by pressing \*70 (star-seven-zero) before dialing in to your teleclass. (After you hang up, the call-waiting feature should automatically resume normal operation). As a general guideline, do not put the teleclass on hold—especially if your system uses on-hold music.