

8100 PROCEDURE 002

Conference Calls - Standard Format

(April 2010)

Conference calls are conducted regularly to meet operational needs of the department. The purpose is to share information and provide operational coordination with personnel from different areas. Subject matter and format of conference calls are dependent upon needs and the participants of the call. Calls should be as brief as possible, facilitated, and coordinated to ensure efficiency. To assist conference call facilitators with this process a standardized conference call format is provided in this procedure.

Responsibilities and Action

Conference Call Facilitator

Call Set Up

The facilitator shall:

1. Shall secure a conference call phone line/number.
 - a. Ensure the conference line has enough access ports for the number of participants attending.
 - b. If local conference call numbers are unavailable contact the Region OCC for an available conference call line.
 - i. Additional lines may be available/requested thru SAC ECC
2. Utilize, obtain, or develop a conference call roster sheet to assist in organizing and facilitating the call.
3. Advise participants of the upcoming conference call.
 - a. Use of email and the intercom are recommended to advise participants.
 - b. Information to include in the conference call advisory.
 - i. Call title and subject matter.
 - ii. Phone number of the call.
 - Include participant access password, if applicable.
 - iii. Date and time of the conference call.
 - iv. Information the participant is required to provide.
4. Be prepared to document pertinent information from the call.
5. Be prepared to maintain control of the call.
 - a. Limit participants from straying away from subject matter (no squirrels).
 - b. Limit participants from lengthy arguments.
 - c. Limit participants from repetitious or circular discussions.
 - d. Limit time each participant discusses a subject.

- e. Minimize side conversations from participants.

Conference Call

The facilitator shall:

1. Start the call by announcing the title and subject of the conference call. This allows the participants to be sure they are on the correct conference call, as multiple conference calls may be occurring simultaneously.
 - a. Request participants to mute phones when not engaged in conversations.
2. Conduct and control Roll Call.
 - a. Using the roll call roster to assist in this process.
 - i. Avoid asking "Who's on the call?"
3. Have participating Subject Matter Experts (SME) (i.e weather specialist updates, fire behavior specialist updates, incident commander updates, etc) provide brief report updates.
 - a. This allows those SME's to provide the updates and exit the call after they have answered questions from the participants.
4. Will provide information and then request information/feedback from the participants using the roll call format to control the order the participants will provide information.
5. Should provide feedback from the information provided by the participants and advise of any action items that may be required.
6. Using the roll call sheet, the facilitator, should give the participants a last chance to provide additional information for the "Good of the Order".
7. Prior to the termination of the call, the facilitator should advise if a follow up conference call will be required. If so, provide the date, time, and number.

Post Conference Call

1. Following the conference call, the call facilitator should generate minutes from the documentation of the call and distribute to the call participants.

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