

Participant Guidelines for Teleclass Events

You will receive the telephone number and any specific details needed for your class at least 24 hours prior to the class. The following are general guidelines for most calls:

Before the Call

- Review the materials posted in this area of the website.
- If you don't already have it, download the free [Netscape/AOL Instant Messenger](#) software.
- Add the screen name "rds2learn" to your buddy list. You can use this to post questions or comments to the class facilitator who will be assisting the class leader.
- Practice using the features of Netscape Instant Messenger with some friends.

Courtesy and Protocol During the Call

- ***Mute Button***
Use your telephone's mute button, if there is one. Background noise, the dog barking, radio, cell phones... detracts from the clarity for all in a Teleclass. If you don't have a mute button try to call from a quiet location. Be considerate of your fellow participants.
- ***Breathing***
Some people breathe 'heavier' than others. And most of the heavy breathers don't realize it. So we ask everyone to hold the mouthpiece or telephone headset microphone a bit away from their mouth and nose, unless they are speaking. This sounds pretty silly, but when you're on a call with a heavy breather, you'll understand.
- ***Multiple Phone Lines***
If you have more than one line on your phone, please turn the ringer off. If you don't, and you get a call during the Teleclass, it can really be a shrill noise that everyone hears.
- ***Call Waiting***
Before dialing the bridge line please dial *70 to disable call waiting.
- ***Calling From Home***
Try to call from an area that is insulated from children's voices and barking dogs if calling from home.
- ***Speaker Phones***
Please don't use them. Speakerphones are wonderful things, but we ask that you not speak into them when sharing. The clarity/quality simply isn't good enough. If you are sharing a conference phone with a group of listeners, advise the participants to pick up the handset when contributing and put the mute button on when listening.

- **Sharing**
The Class Leader will usually ask for callers to share or respond, throughout the call. However, please introduce yourself each time and continue with the question or remark. Most Teleclasses have a natural flow to sharing and discussing.
- **Commenting**
Be considerate and take it to another level. If you want to comment on something that another caller has said, please keep your comments positive and build upon insights.
- **CrossTalk**
If another caller says something that you want to comment on or ask more information about, go through the Teleclass Leader, don't speak to the person directly, at least at first. Let the Teleclass Leader play traffic cop. On smaller calls, this isn't as necessary, but on the large calls, it is.
- **Early/Late**
Please don't call the bridge before the scheduled time -- another class may be concluding. And, don't call the bridge number trying to reach the Teleclass Leader - when the bridges aren't being used for Teleclasses, there isn't anyone 'there.' It's just a bridge system, not a phone system. If you're late to a call, no problem, just dial in and be silent until you catch onto what's being discussed and introduce yourself during a pause. The Class Leader will officially welcome you and continue with the Teleclass. If you're more than 10 minutes late, be careful about asking questions as they may have been answered earlier.
- **Audio Taping**
You may not audiotape the Teleclasses. First, it's illegal unless everyone has given permission. Secondly, there is intellectual property involved. If the Class Leader is taping a call, s/he will let everyone know at the beginning of the call.

Teleclass Dyad Instructions

Instructions for Dyads (Used in some classes)

1. When asked, press 2 on your telephone keypad, listen and write down your caller code
2. One by one, each participant will be asked to tell the group their caller id codes while all write down
3. Your facilitator will provide activity instructions and expected results (such as each person will state one thing they learned to group after exercise)
4. The facilitator will specify time limits for activity
5. The facilitator will begin the exercise by stating: Begin dyads "NOW"
6. Each person press #1 on keypad
7. Both press other person's caller code to connect in private "room"
8. Meet and perform instructions/exercise for specified time
9. One person press 0 to return both to group when time is up