

Teleclass Guidelines



Please observe the following suggestions to enhance the teleclass learning experience for everyone on the call.

- **Disable the "Call Waiting" feature** on your phone. To do this on most phones, dial *70. The "Call Waiting" feature is reinstated once you hang up.
- **Turn off the ringer** to the second line when using a multi-line phone.
- **Use the mute feature on your telephone if you have one.** Or, use the mute feature built into the bridge line, as instructed (usually by pressing the * 6 button on your phone).
- **If your "hold" feature on your phone plays music or other sounds while you place a call on hold, please hang up and call back when you are ready to rejoin the call.** It's very difficult to conduct a class over the music or commercials piped in from your hold feature.
- **Use class handouts for recording information, not tape recorders.** Handouts will be emailed to you at the end of the class. By law, you can only record a teleclass with permission.
- **Call in to the class on time so the class can start on time with minimal interruption.** Try to call in at least 5 minutes early to ensure that you can announce yourself and we can still begin the call at the designated start time.
- **If you arrive on the call late, please do not interrupt the speaker to announce yourself.** Send an email to michaelmillerpilates@hotmail.com afterwards letting him know when you came into the call.
- **When you first arrive on the call, please announce yourself by stating:**

- 1. First and Last Name*
- 2. City and State you are calling from*
- 3. Status: (affiliate, guest, etc.)*

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Teleclass Participation



For a Teleclass to be enjoyable and productive for everyone there must be a solid structure for its flow. Using the following guidelines will help:

- **Wait for the instructor to ask if there are any questions or comments.** Once the instructor indicates that the discussion is "open" you can ask your question or share your thoughts on the topic.
- **State your name before you make a comment.** For instance, you might say, *"Hi, this is John, I have a question,"* then wait for the instructor to say, *"Go ahead, John."*
- **The instructor/facilitator will control the flow of "traffic."** Interactions are always encouraged, but please go through the instructor when you want to make a comment or ask a question. This way people are not talking over each other.
- We want to hear from you; **but don't monopolize the conversation.** Speak in 20 to 30 second sound bites. **Make your point quickly, and ask simple questions.** This way, everyone can participate equally. You're always welcome to ask a follow-up question or make additional comments throughout the class; we ask that you just be aware of the other participants.
- You're welcome to disagree with other people's opinion, but **avoid arguing over points of view;** respect that different people see things in different ways. Avoid attempting to change someone else's point of view. Do not put down other participants.
- **Be comfortable in asking questions.** If you don't understand something, it's likely that others are confused as well. The only "dumb question" is the one you don't ask.
- **Please be concise, constructive, and positive. Your leader will try to keep an interesting pace.** You may say whatever you'd like keep in mind that it should be relevant and respectful.

We thank you in advance for following these guidelines and helping make our Teleclass and Teleworkshop enjoyable for everyone. If you have any comments about these guidelines, please address them to Michael Miller at michaelmillerpilates@hotmail.com

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