

Call Instructions

1. Call 1-888-744-8762 toll-free.
2. When prompted, enter the 7-digit access code: 4548545 and then press the '#' key.
3. When prompted, state your name and then press the '#' key.
4. Wait until your health coach says, "Welcome, who just joined the call?"
5. Then reply, "Hi, this is [your first name]."
6. That's it! Your health coach will guide you through the tele-group coaching sessions.

Tele-Group Etiquette

1. Protect the call from background sounds such as other conversations, office machines, pets, children, TV, traffic, etc. If some noise is unavoidable, use the mute button while you are not speaking. If your phone does not have a mute function:
 - Press *6 to mute your line
 - Press *7 to un-mute your line
2. If "call waiting" is active on your line, please disable it by dialing *70 just before dialing into the call. After you hang up, the call waiting feature automatically resumes.
3. Don't put your phone on hold if it uses background music. Everyone else on the call will hear the music.
4. Call in precisely at the scheduled start time. If you call in too early, you will hear music until your health coach opens up the line. Once the line is open, a short "beep" will be heard as each tele-group member joins the call.
5. Please feel free to ask or respond to questions throughout the call. When you wish to speak, say, "This is [your first name]." Your health coach will respond "Yes, [first name], go ahead." Then you can comment or ask questions.
6. Keep your comments brief and constructive so everyone has time to talk.
7. Be respectful of others' thoughts and ideas. It's okay to disagree, but not to make others feel their ideas are wrong. Use "I" statements whenever possible. For example, if someone makes a suggestion you don't agree with, share your thoughts by saying, "I find it helpful to"
8. Avoid distractions and multi-tasking during tele-group coaching sessions. Your presence and participation are important. Turn off computer monitors and cell phones. Focus your attention on the call.
9. If you must leave the call early, please notify your health coach. Simply hanging up is not courteous. It is equivalent to walking out of a meeting. Thank you for honoring this request.
10. Be sure to record the tele-group session schedule in your calendar. Post reminder notes for yourself if that will be helpful.

Choosing the Best Phone Option

1. Please use a land line whenever possible.
2. Cordless phones work well if you have enough battery time to last through the session.
3. Cell phones should be used only when necessary. The more cell phones that are used on the tele-group coaching line, the less clear the conversation will be.
4. Avoid using speaker phones. The quality and clarity of the call will diminish drastically with each speaker phone used.
5. If there is recurring static or noise on the line, the source will need to be determined. If this occurs, please follow your health coach's instructions for resolving the problem.