



The ECHO™ — Your Weekly Presentation Tip

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Who Is the Mystery Voice?

You're on a conference call. Someone speaks from another location. Everyone else asks themselves, "Who's talking?" While they try to identify the mystery voice, they miss what might be a valuable contribution to the conversation.

When you have value to contribute on a conference call, first identify yourself by name—even if you think everyone knows your voice, and even if you've spoken earlier on the call. You'll help everyone concentrate on your message instead of wondering who the mystery voice belongs to and having to become voice detectives.

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