

...hoffman...

Frequently Asked Questions – Information Evening Phone-In

Does everyone speak and do I have to speak or can I just listen? Everyone introduces themselves briefly at the start. From then on speaking or asking questions is your personal choice. Some people ask a lot of questions, some choose to ask very few or none at all .

How will I know when to speak? Everyone is given the opportunity to ask questions. Just say your name before speaking.

Can you call in confidence? If you prefer to only give your first name that's fine.

Do I have to stay on the line for the whole hour? Not at all. If you've heard all you need to hear or you have another engagement, then just choose a suitable moment to say goodbye .

Is there a set structure to the call? Yes, the format is usually as follows:

Welcome: a round of introductions so everyone has a feel for how many people are on the call. The host is introduced and talks briefly about the Process. Callers are then invited to ask questions. The rest of the call is a question and answer session.

Do I need to prepare anything? Some people like to consider what questions they have about the Process so they're ready to ask them on the call. But ultimately all you need is you!

Can I ask a question that is particular to me and my situation? Absolutely. You'd be amazed how often your question addresses someone else's concerns even when your situation may appear a bit different to theirs.

Anything else I should know? Please read the phone instructions and etiquette below.

Any questions not covered? Just email: info@hoffmaninstitute.co.uk or call 01903 88 99 90.

Enjoy the call!

Phone Instructions

If you're the first person on the call, you'll hear music.

If you're disconnected, simply dial back in.

To avoid background noise please mute your phone, so you can hear us but we can't hear you, your dog or your bath running! Simply press # then 6.

To speak or ask questions just unmute by pressing # then 6 again.

Phone Etiquette

To keep a high quality of sound for us all please ***don't call in using Skype or a mobile phone.***

You may also have a problem entering the Conference code or in muting your phone, if you do so.

Use a corded or high quality digital (DECT) cordless telephone for optimal quality.

If you have a two-line phone, please turn the ringer off on the second line.

Do not use your phone in speakerphone mode.

Do not speak unless invited to do so and say your name before speaking.

You're welcome to call in a minute or so before the designated time to introduce yourself.

When you're serious about change

Hoffman Institute UK

Call us on: +44 (0)1903 88 99 90

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