Z-ISMS
INSIGHTS TO LIVE BY

LIFE UPGRADE

The PCs of Telephone Skills

The Ps	The Cs
Prepared ● Know exactly what you want to achieve ● Know exactly what you want to say ● Know whom you're calling ● Practice first if helpful ● Plan your voice message ● If you must leave a message, leave your name and phone number slowly (!) at the beginning and end ● Have a note pad and pen handy **Prompt** ● Respect others' time by being on time **Personable** ● Let your personality come through ● Be spontaneous, not mechanical ● Be warm, understanding and likable ● Smile as you speak to brighten your tone **Purposeful** ● Be clear about the purpose of your call ● Believe in why you're calling, and that there is a potential benefit for your contact **Polite** ● Always state your name and that of your company ● Be respectful and kind; it goes a long way ● Deflect rudeness; don't absorb it ● Focus on conflict resolution if any arises **Patient** ● Do not interrupt, wait for natural pauses **Professional** ● Answer accordingly ● Make sure your voice message is … ● Never misrepresent yourself **Persistent** ● Your calls have purpose; keep going 'til completed	**Considerate** ● Ask if the timing is convenient ● Do not do ***anything*** to distract you ● Do not leave someone on hold ● Transfer people with courtesy ● Return calls within 24-48 hours **Confident** ● Channel nervous energy positively ● Be relaxed, not hyper or timid **Communicative** ● Write down the caller's name and use it during the conversation. ● Express appreciation appropriately ● Show interest; paraphrase what's said **Clarity** ● Enunciate or pronounce your words very clearly; speak at a relaxed pace **Comfortable** ● Believe that you'll know what to say when the time comes; don't think about it when you should be listening **Comprehensive** ● Make the best use of time ● Cover everything you set out to do ● Take notes, check spelling (names) ● Repeat numbers for accuracy ● Agree on next steps at the end ● Leave brief, informative voicemails

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