

Tips for Successful Telephone Calls

Take a minute

- Calm down.
- Make sure you have all the information you need and a pencil.
- Make sure you won't be disturbed.
- If possible consider making the call standing up.

Getting through

It's not always possible to call the person directly then you have to go through the receptionist or another employee.

- Make sure you know the job title and department of the contact person to help the receptionist connect you to the person you want to speak to.
- Make sure you know how to say and spell the name of your contact.
- Make sure you know how to spell your name in English.
- Try to remember to say important information in a clear voice and speak slowly.

Leaving a message

- Keep the message short and to the point.
- Say who is calling, why you are calling and what the next steps are.
- Say when you need a reply by.

Beginning the call

- Check if the person you are calling has time to talk.
- Use small talk if it seems right.
- Explain why you are calling and go through the structure or agenda of the call.

The call

- KISS, Keep It Short & Simple.
- Clarify and summarise to check your understanding and ask questions to check the person you are speaking to has understood what you have said.
- Say when you are ready to move on to the next topic and ask a question to check the other person is also ready to move on.

Finishing the call

- Signal that you are ready to finish the call.
- Don't forget to summarize and go through what is going to happen next.

Technical problems

- Make sure you know what to say when something happens.

Take a minute to recap

- What went well?
- What do you need to improve for the next call?