

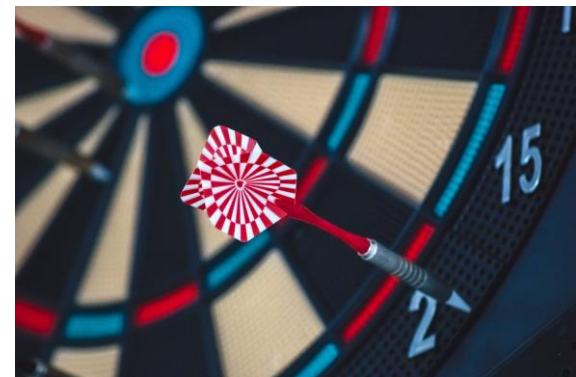


**Communicate
(on the Telephone)**

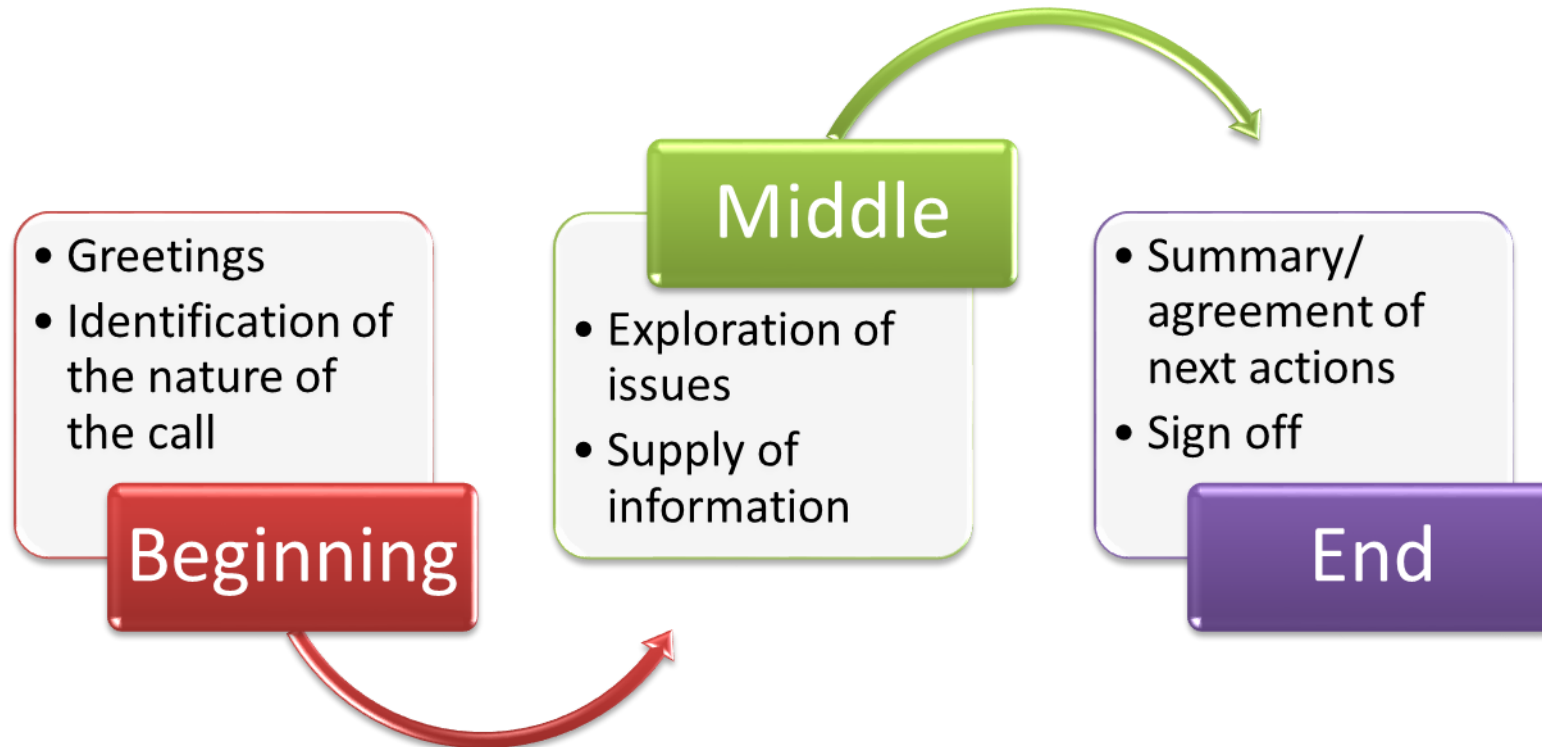
Communicate on the Telephone

By the end of the Power Hour you will be able to:

- Open or answer a call professionally
- Structure a call to retain control and make sure that it achieves its objectives
- Close and follow up a call effectively



The Structure of a Telephone Call



Opening / Answering a Call

Outbound

- Say who you are
- Check who you are talking to
- State the reason for the call
- Ask if it is convenient for the other person to talk

Inbound

- Answer the call within 4 rings
- Answer with a short, but professional greeting
- Clearly state your name (& dept in large companies)
- Go through the relevant data protection questions (if required)

Voice Tone



Volume

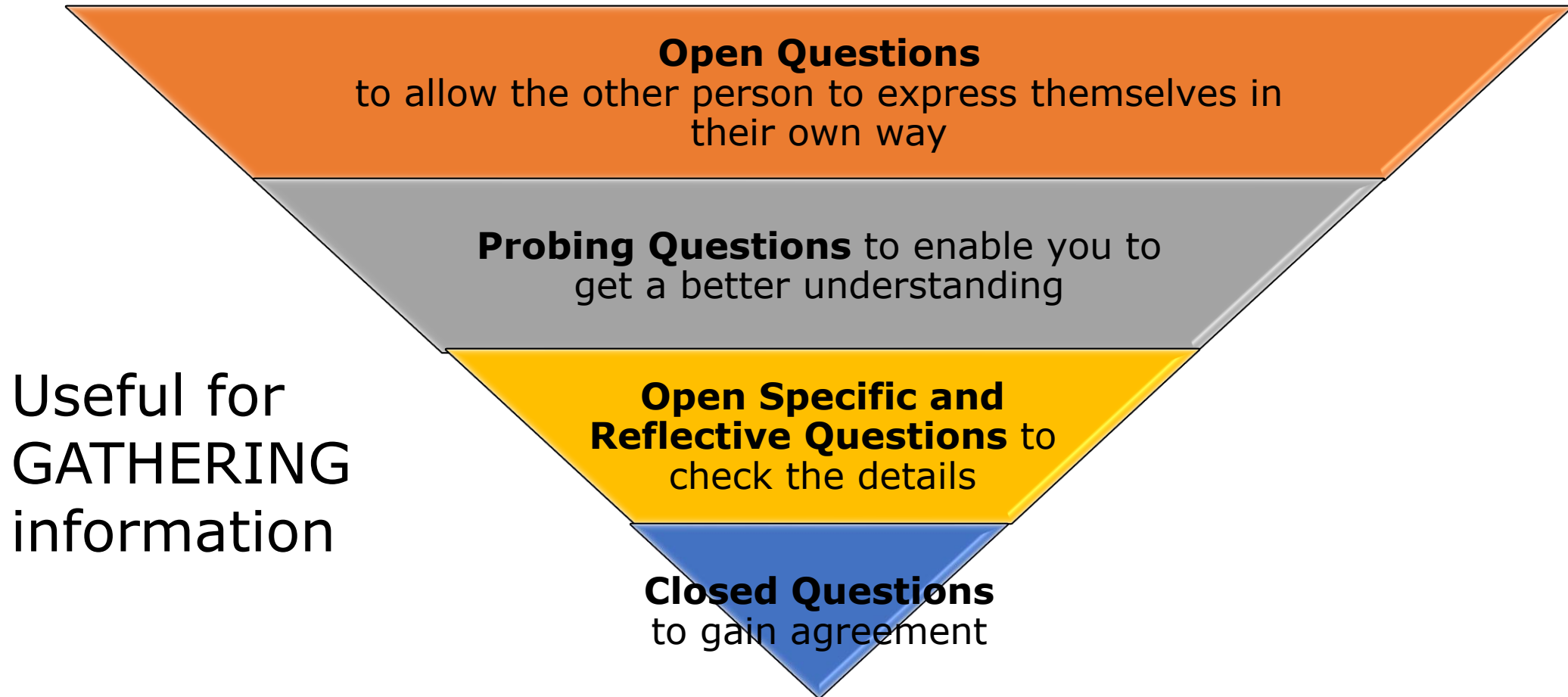
Energy

Speed

Pitch

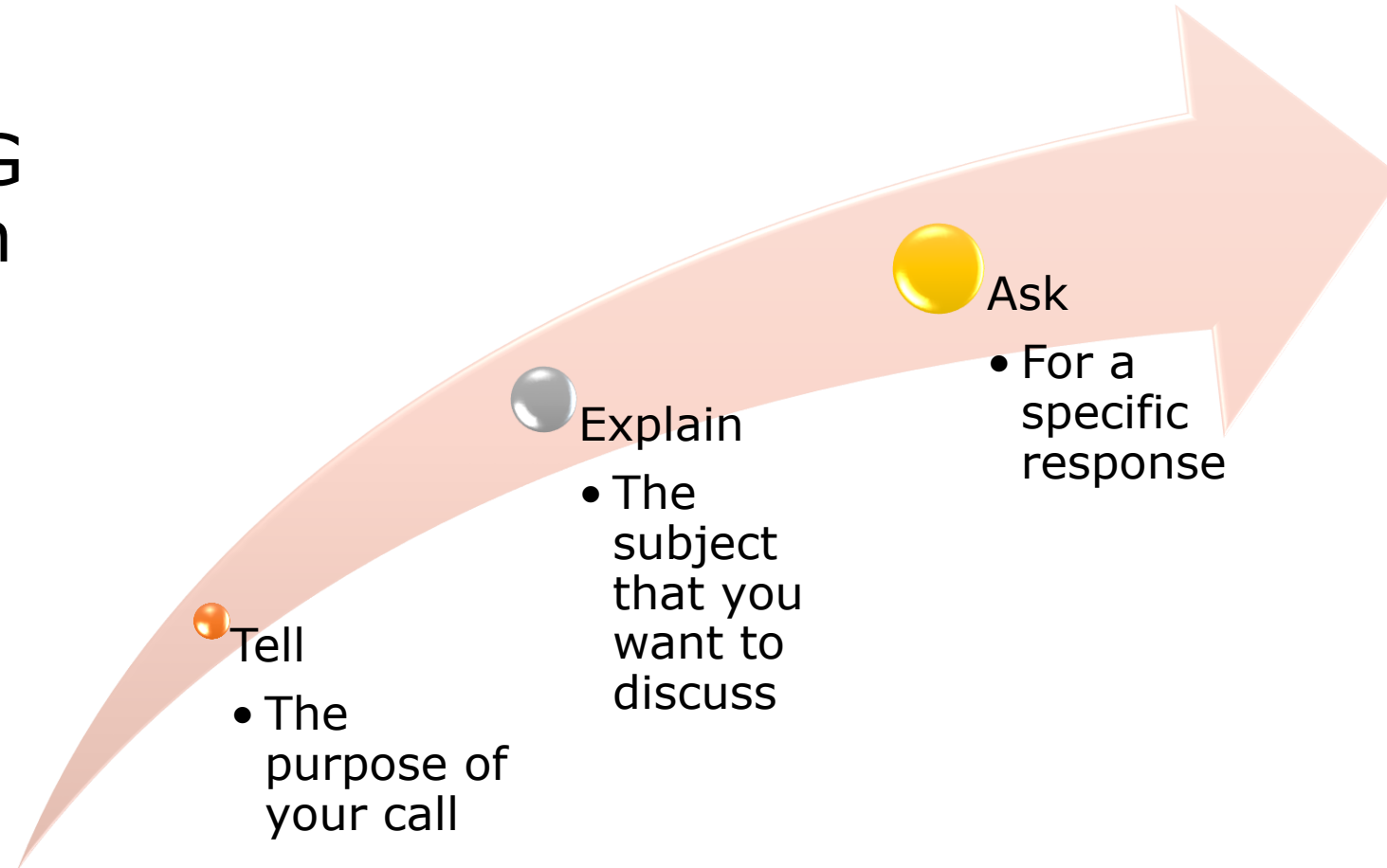
Articulation

Structuring a Call – The Funnel Technique

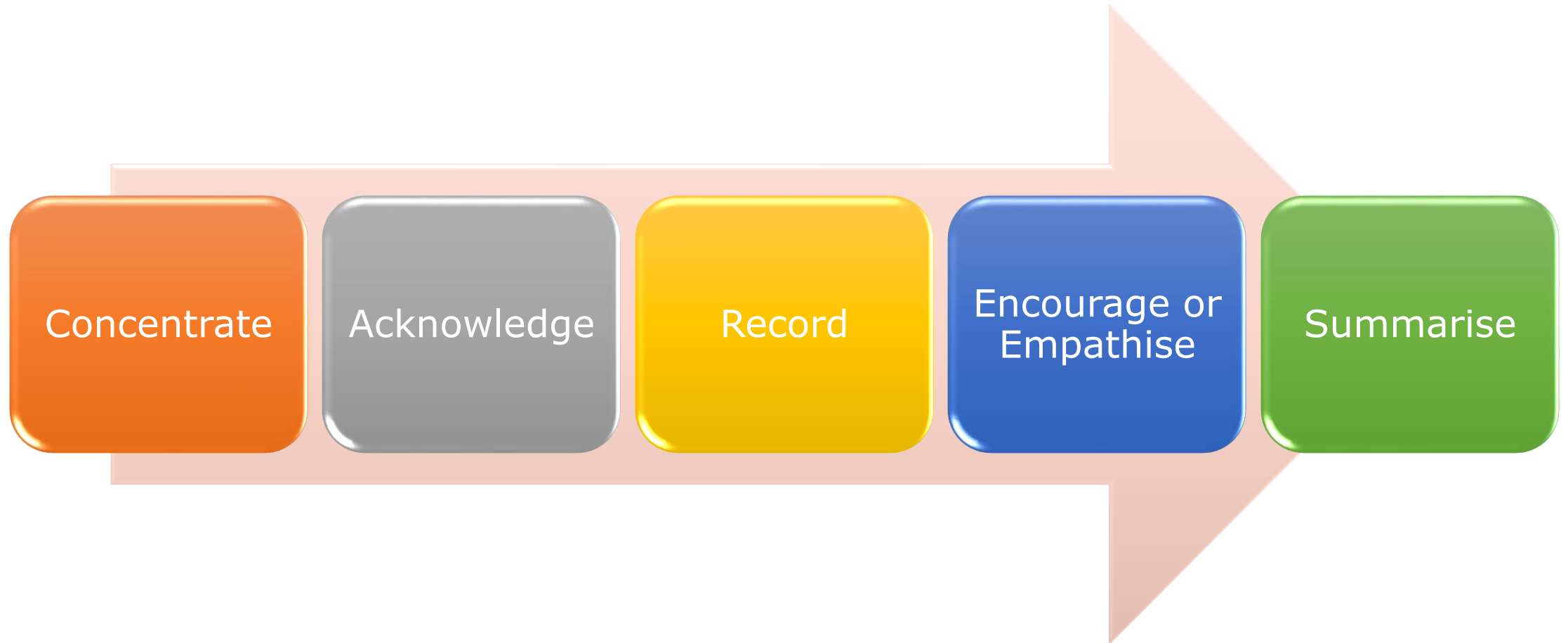


Structuring a Call: TEA

Useful for
PROVIDING
information



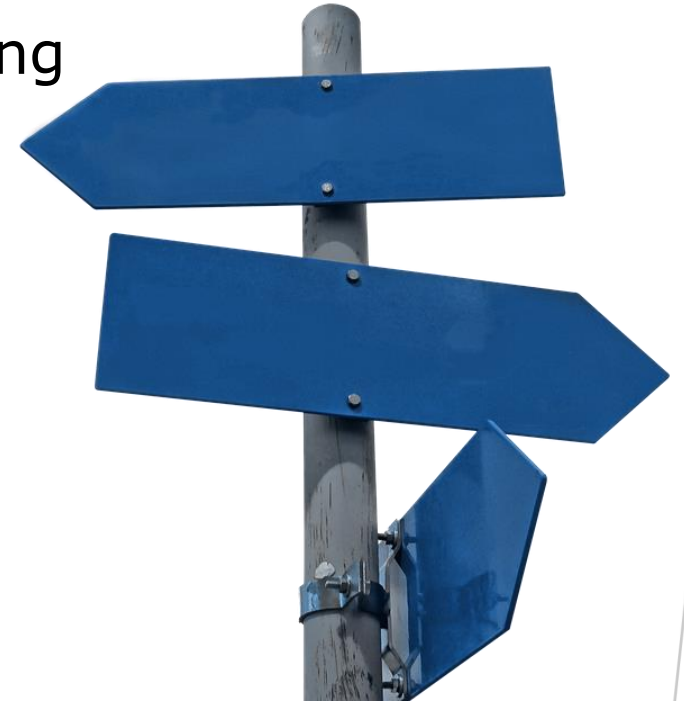
Listening and Recording: CARES



Signposting and Controlling a Call

Signposts are words and phrases such as:

- We'll start by discussing X, and then move onto looking into Y
- Now we've got those details, we can move on to look at X
- Thank you for that, now I'd like to discuss Y
- OK, there's just two more things I need to tell you about now; X and Y
- You've been so helpful, we just have another 5 minutes, and then we'll be finished
- I'm going to put you on hold for a few minutes whilst I speak to my colleague about this



Signposting and Controlling a Call

DO

- Remain polite at all times
- Acknowledge their concerns/issues
- Reassure them
- Explain why you need to do certain things
- Focus on their situation and their outcomes. They don't care about your process/system
- Refer back to things already discussed/agreed
- Focus on solving the problem/dealing with the query



DON'T

- Lose your patience or temper
- Get angry that the other person doesn't understand your system
- Be sarcastic
- Blame the customer
- Be too passive
- Fob the caller off
- Transfer them without good reason or warning

Closing a Call

Look for a natural end to the conversation when the 'business' part of the call is over.

Summarise key points.

Check that the other person has covered everything that they wish to.

Use phrases such as "Thank-you for your time" to signal that you feel the call is complete.

Remain polite.

Be assertive if you have to. It's OK to say "I really have to go now".

Use your voice tone to emphasise that the call is at an end.

Make sure that other person has your contact details for the future (if appropriate).

Update your notes/records.

Schedule any follow-up action.

Do (or diarise) any actions that you have to take as a result of the call.

Speak to anyone else who may be affected by the outcome of the conversation.

Make it Work at Work

What are you going
to **DO** as a result of
this Power Hour
Session?





Thank You
&
Good Luck