

## The PCs of Telephone Skills

The Ps	The Cs
<p><b>Prepared</b></p> <ul style="list-style-type: none"> <li>● Know exactly what you want to achieve</li> <li>● Know exactly what you want to say</li> <li>● Know whom you're calling</li> <li>● Practice first if helpful</li> <li>● Plan your voice message</li> <li>● If you must leave a message, leave your name and phone number slowly (!) at the beginning and end</li> <li>● Have a note pad and pen handy</li> </ul> <p><b>Prompt</b></p> <ul style="list-style-type: none"> <li>● Respect others' time by being on time</li> </ul> <p><b>Personable</b></p> <ul style="list-style-type: none"> <li>● Let your personality come through</li> <li>● Be spontaneous, not mechanical</li> <li>● Be warm, understanding and likable</li> <li>● Smile as you speak to brighten your tone</li> </ul> <p><b>Purposeful</b></p> <ul style="list-style-type: none"> <li>● Be clear about the purpose of your call</li> <li>● Believe in why you're calling, and that there is a potential benefit for your contact</li> </ul> <p><b>Polite</b></p> <ul style="list-style-type: none"> <li>● Always state your name and that of your company or business.</li> <li>● Be respectful and kind; it goes a long way</li> <li>● Deflect rudeness; don't absorb it</li> <li>● Focus on conflict resolution if any arises</li> </ul> <p><b>Patient</b></p> <ul style="list-style-type: none"> <li>● Do not interrupt; wait for natural pauses</li> </ul> <p><b>Professional</b></p> <ul style="list-style-type: none"> <li>● Answer accordingly</li> <li>● Make sure your voice message is ...</li> <li>● Never misrepresent yourself</li> </ul> <p><b>Persistent</b></p> <ul style="list-style-type: none"> <li>● Your calls have purpose; keep going until completed</li> </ul>	<p><b>Considerate</b></p> <ul style="list-style-type: none"> <li>● Ask if the timing is convenient</li> <li>● Do not do <b>anything</b> to distract you</li> <li>● Do not leave someone on hold</li> <li>● Transfer people with courtesy</li> <li>● Return calls within 24-48 hours</li> </ul> <p><b>Confident</b></p> <ul style="list-style-type: none"> <li>● Channel nervous energy positively</li> <li>● Be relaxed, not hyper or timid</li> </ul> <p><b>Communicative</b></p> <ul style="list-style-type: none"> <li>● Write down the caller's name and use it during the conversation.</li> <li>● Express appreciation appropriately</li> <li>● Show interest; paraphrase what's said</li> </ul> <p><b>Clarity</b></p> <ul style="list-style-type: none"> <li>● Enunciate or pronounce your words very clearly; speak at a relaxed pace</li> </ul> <p><b>Comfortable</b></p> <ul style="list-style-type: none"> <li>● Believe that you'll know what to say when the time comes; don't think about it when you should be listening</li> </ul> <p><b>Comprehensive</b></p> <ul style="list-style-type: none"> <li>● Make the best use of time</li> <li>● Cover everything you set out to do</li> <li>● Take notes, check spelling (names)</li> <li>● Repeat numbers for accuracy</li> <li>● Agree on next steps at the end</li> <li>● Leave brief, informative voicemails</li> </ul>