

Title:

Communicating on the Telephone

Word Count:

692

Summary:

Good communication can lead to a better understanding of people and perhaps more importantly,

Keywords:

Communication Skills, Self Improvement, Speed, Clarity, Tone, Telephone skills, Telephone,

Article Body:

One of the most common things we do on a day to day basis is communicate with other people. Go

Communication means have changed dramatically over the years, with the introduction of modern

When a potential client phones a company, their first impression of that company is created by

Professional Telephone Techniques

When answering the telephone always remember:

You are aiming to make the caller pleased that they chose to call your company

You are aiming to impress the caller with your courtesy and helpfulness

Answer the telephone with identification

While on the call:

Remember to ensure your opening greeting identifies you and your organisation clearly, by speak

If you have to ask the caller to wait - explain why. In this situation, service your call on h

Attend to a query immediately or you may forget. If there are other priorities, write down the

As with any form of communication, when speaking on the telephone, there are certain elements which will effect the ease with which you communicate and also the understand

A - Speed

B - Clarity

C ~ Tone

A - Speed

Speaking too fast automatically creates barriers, and confusion. The caller will find it diffi

When answering calls, slow down, think before you answer any queries or questions.

B - Clarity

Avoid mumbling. Speak clearly and distinctly but avoid compensating for this by shouting.

C - Tone

Speed and Clarity may be fine but this means nothing without a positive tone. No matter how ba

Listen!

Another important communication skill essential while on the telephone is listening. Listening

Good, professional telephone skills are paramount for a company's reputation. It is the first

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