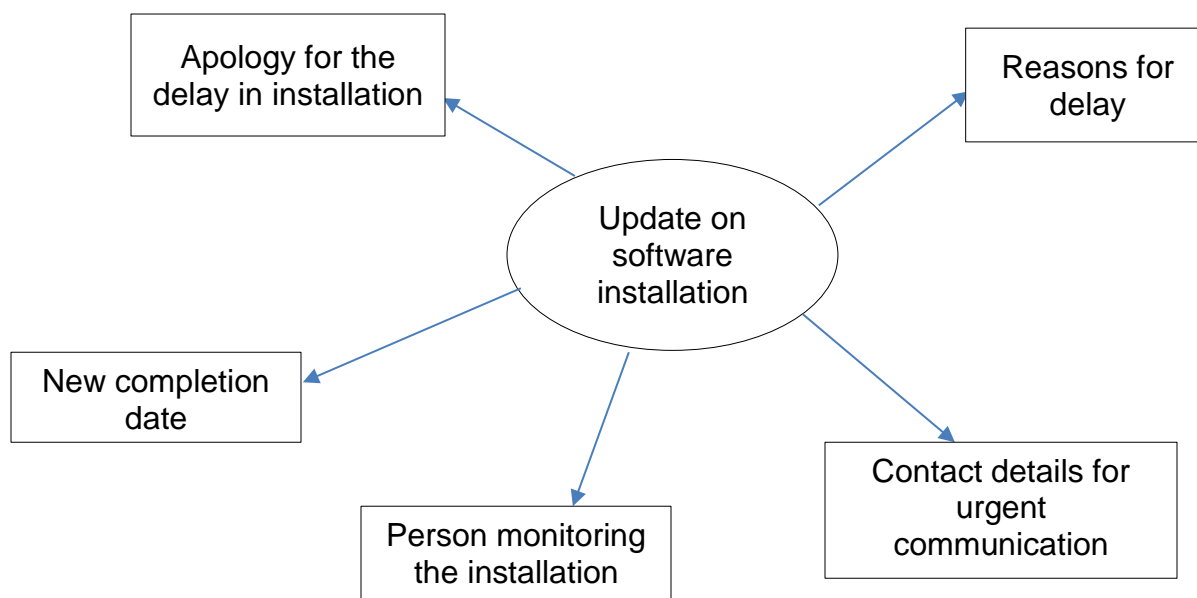


Call Handling Skills

Mind Map

Effective listening requires organizing your thoughts while taking notes during a call. Making a mind map instead of a list is a great way to focus on the main points of the discussion. A mind map looks like the following.



Instructions for mind map creation

1. First, write the title of the subject you're planning to communicate in the center of the page, and draw a circle around it.
2. When you think of a major subdivision of the topic, or an important fact that relates to the topic, draw a line out from the circle. Label these lines with subheadings.
3. As you explore each of these subdivisions, you'll uncover new levels of information. Draw lines out to represent each new fact or topic.

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4. Eventually, you'll have a diagram that shows individual facts or ideas coming off subject "branches."
5. Some of the branches may relate to each other. If they do, draw lines between them to show the connections.
6. To keep your mind map clear and easy to read, use single words and simple phrases.
7. You may also find it helpful to use color to separate the different ideas. You can even put symbols or pictures on your map, if that helps you interpret it more effectively.