

Telephone Etiquette

Tips and Tricks

Client needs may be either business or personal. They may not always state their needs clearly. Hence, it is important to read between the lines and understand their implied meaning when they are not explicitly conveyed.

There is no ideal answer while interacting with a difficult client. The sky is the limit in such instances. Use your discretion while applying the LEAP formula according to your client responses and situations, as one size may not fit all. Some tips and tricks are listed below for you to follow while interacting with various clients/callers:

Types of Clients/Callers	Appropriate Technique of Responding
Happy clients/callers	<ul style="list-style-type: none"> • Empathize with the client/caller • State the action plan • No acknowledgement is required for such scenarios
Chatty clients/callers	<ul style="list-style-type: none"> • Empathize with the clients/callers • Directly jump to the action plan to manage deviation
Dominating clients/callers	<ul style="list-style-type: none"> • Listen for the main or implied information • Acknowledge or appreciate • Use a 'no' sandwiched between positive sentences • State the action plan or work around what can be provided
Sarcastic clients/callers	<ul style="list-style-type: none"> • Do not respond to the sarcastic comments • Move on to maintain peace • Listen for the main/implied information • Do not interrupt • State the plan of action or work around it
Sad clients/callers	<ul style="list-style-type: none"> • Apologize or empathize according to the situation • State the action plan in a subtle manner