

1). **Teleconversation Etiquette**

Effective telephonic communication is essential in both personal and professional settings. Following proper telephone etiquette helps ensure that conversations are productive and respectful. Here are some key etiquettes to keep in mind during teleconversations:

1. **Answer Promptly:** Answer the call as promptly as possible. Typically, within the first three rings is considered polite.
2. **Identify Yourself:** When you answer, clearly state your name and, if applicable, the name of your organization or department.
3. **Active Listening:** Listen actively to the caller. Avoid interrupting and show that you're engaged in the conversation through verbal cues like "I see," "Yes," and nodding (if in person).
4. **Speak Clearly and Audibly:** Speak clearly and at a moderate pace. Articulate your words to ensure the other party understands you. Maintain an appropriate volume.
5. **Use Professional Language:** Maintain professionalism in your tone and choice of words. Avoid using slang or offensive language.
6. **Be Concise:** Get to the point. Don't waste the caller's time with unnecessary details. If the conversation is going to be lengthy, ask if it's a convenient time to talk.
7. **Take Notes:** If necessary, take notes during the call. This demonstrates that you value the information and can help with follow-up.

8. ****Use Hold and Mute Functions Thoughtfully:**** If you need to place the caller on hold or mute, inform them and do so briefly. Don't leave them waiting for too long.
9. ****End the Call Politely:**** Thank the caller for their time and provide any necessary follow-up information. Always end the call on a positive note.
10. ****Follow Up:**** If you promised to take specific actions or provide information, follow up as promised.

Now, let's briefly discuss the differences between internal and external stakeholders:

2). ****Differences Between Internal and External Stakeholders****

Internal stakeholders and external stakeholders are two crucial groups for any organization, but they differ in several key ways.

****Internal Stakeholders:****

Internal stakeholders are individuals or groups within the organization. This includes employees, managers, executives, and shareholders. They have a direct interest in the success and performance of the company. Some differences include:

1. ****Direct Influence:**** Internal stakeholders often have direct influence over the company's decisions and operations.
2. ****Knowledge:**** They typically possess more in-depth knowledge of the organization's processes, goals, and challenges.
3. ****Aligned Interests:**** Internal stakeholders are usually more aligned with the company's objectives, as their success is closely tied to the organization's success.

****External Stakeholders:****

External stakeholders, on the other hand, are individuals or groups outside the organization. This category encompasses customers, suppliers, government agencies, investors, and the general public. Key differences include:

1. ****Indirect Influence:**** External stakeholders have less direct influence on the organization's daily operations and decision-making.
2. ****Varied Interests:**** They may have diverse interests and concerns, not solely focused on the organization's success.
3. ****Regulatory Impact:**** External stakeholders can often impact the organization through regulations, market demand, or reputation, but they don't control the company's internal affairs.

In summary, internal stakeholders are more directly involved with the organization and its operations, while external stakeholders have a broader range of interests and indirect influence. Both groups are crucial, and effective communication and management of their expectations are essential for an organization's success.