

# Telephonic Communication



by

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# **Telephonic Communication**

- **The telephone is a very useful channel for quick, local, national, and international communication.**
- **Today it has become an integral part of our life. We cannot think a person without phone. We are connected with entire world with our mobile phones all the time.**

# General Preparation

- 1. Know your phone: ( today phones come with several features).**
- 2. Keep a pen and pad ready next to the phone at home or office.**
- 3. Keep distractions out. Concentrate on call.**
- 4. Close your eyes while on phone and imagine the person at the other end of the line. Call will be richer and warmer.**

# General Preparation

1. **Some stand up while speaking on phone. Gesture as if you have face-to-face communication.**
2. **Find out how you sound on the phone. Check with someone.**
3. **Maintain proper distance between your mouth & mouthpiece of phone. It should be not too close, nor too far.**
4. **Don't mumble.**

# **General Preparation**

- 1. Cultivate a lively telephone voice.**
- 2. Smile, sound enthusiastic, not bored or indifferent or irritable.**
- 3. Do not eat, drink, smoke or read while talking on the phone.**
- 4. Be extra careful when you speak to foreigners.**
- 5. Be careful about acronyms.**
- 6. Be careful with the accent.**

# General Preparation

- **In international calls often time lags of a second or two.**
- **Wait till other person has finished his/her talk.**
- **Do not ramble: Be considerate to your listener. Planning is necessary before call. In business calls, please don't ramble.**

# General Preparation

- **Adopt an efficient way of giving names, numbers and email id.**
- **For example, to spell clearly Sindhu. One can say 'S' for Singapore, 'I' for India and so on. Spell the name with familiar words. Use such names or words listener is likely to be familiar with.**
- **For example: 303 may be said three nought three.**

# How to make a call?

- ❑ Ask if it is the right time to call. Lunch time is generally not the good time or say 5.30 pm, unless the message is very urgent.
- ❑ Always remember the time difference in the international calls. Calls may be preferred in the morning. Person may be tired at the end of the day.
- ❑ If you call to home phone, always ask for the apology. Ask if it is the right time or you should call later.



# How to make a call?

- **Ask yourself why do you want to call.**

*( Is it to ask for information or give some information. Is it to announce something. Think if it is better to visit or meet or send an email rather than calling)*

- **Jot down the points you want to make ( in order). Don't call again “Oh I forgot one thing”.**

- **Keep at hand all the documents related to the call.**

## **How to make a call?**

- **Mentally draft a brief message for the person you are calling. Don't dial a number without preparation.**
- **Dial the number: (Do it yourself, if possible. The third party/assistant might hear the conversation.**
- **Don't keep waiting other party, if connected.**
- **Poor telephone manner may harm the business.**

# How to make a call?

- **When someone answers your call, greet them and identify yourself. This is the basic telephone etiquette. Don't skip the greetings like Namaste/good morning, etc.**
- **Apologize if you get through to a wrong number.**
- **Redial if the line gets cut off. It is the caller's responsibility to redial. Always the superiors decide to terminate the call.**

## **How to make a call?**

- **When the call is over, thank the person you have spoken to.**
- **After the call is complete make a note of all the important points.**

# How to answer a call?

- ❖ Don't let the telephone ring more than two or three times. This shows the efficiency and discipline of your office.
- ❖ Do not allow the phone to interrupt a meeting or something equally important.
- ❖ If someone can deal the call better than you, transfer it to them.
- ❖ If the person the caller wants is not available, offer a return call.

# Mobile Phones

- ❖ Switch off your mobile phones when you are in a meeting. If necessary, keep it in vibrator mode.
- ❖ Switch off mobile phones while driving car/motor bike/scooter, etc.
- ❖ There are some places where talking over mobile phones are not allowed or risky, for example, petrol pumps, hospitals, places of worship, etc.

# Mobile Phones

## Advantage and Disadvantage of Mobile Phones

**Advantage:** Handy, time saving, economical, sense of security, quick connectivity, helps in emergency, etc.

**Disadvantage:** Health hazard, addiction, betrayal, befooling, teasing, telling a lie, deceiving, kidnapping, extortion, terrorism, spreading rumor, false messages, propaganda, etc.

# Thank You!

