



IIT ROORKEE



NPTEL ONLINE  
CERTIFICATION COURSE

# **Soft Skills**

## **Lecture 07**

### **Telephonic Communication Skills**

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# Importance

- ✓ Fastest means of contact
- ✓ Bridges time and distance gaps.
- ✓ Entails low cost.
- ✓ Saves us from geographical hazards of journey.



# Features of Telephonic Communication

- ❖ Clarity
- ❖ Courtesy
- ❖ Consideration
- ❖ Brevity
- ❖ Precision



# Challenges

- Lacks in face-to-face communication.
- Not much time for orientation.
- Dealing with strangers at times.
- No background knowledge of the caller.



# Guidelines

## While sending a call

- Place your own call.
- Plan an agenda.
- Give your introduction.
- Name the person you are calling.

# Contd.

- Identify yourself and your affiliation.
- Explain the purpose of your calling.
- Ensure cordiality through your voice.
- Avoid general questions without forsaking enthusiasm.

# Contd.

- Close your talk using suggestive language.
- In case of long talk, keep giving signals, such as; I see, OK, Yes etc.
- Seek/mention specific time to call in case you have not been able to call.
- Leave complete voice mail message.

# Contd.

- If the call gets disrupted, resume it by saying sorry.
- Keep your note-book ready to jot down important points.
- Be careful while answering call for others.
- Explain when you are transferring calls.





# While receiving calls

- ❖ Answer the call as soon the bell rings.
- ❖ End all other conversations.
- ❖ Identify yourself immediately.
- ❖ Create a visual/mental image of the person you are talking to.

- ❖ Respond positively if you are in a support role.
- ❖ Take messages carefully.
- ❖ Repeat the spelling of names and verify telephone numbers.

# Contd.

- ❖ Use the caller's name and also the cordial terms, such as please, thank you, I'm delighted etc.
- ❖ Stay calm if the caller is angry/complaining.
- ❖ Correct the problem and provide a time frame.
- ❖ Allow the caller to hang up even after the conversation is over.

# Using Language

- ❖ Use a cheerful voice to mean sincerity.
- ❖ Avoid sounding negative.
- ❖ Be aware of the language you are using.
- ❖ Avoid saying “You have to...You need to...Why didn’t you?”.
- ❖ In stead, try “Will you please...Would you please?”

# Contd.

In stead of saying, “I can’t do that” or “it’s not my job,” tell the caller what you can do.

Expressions, such as:

“Hang on.”, “Hold on.”, “Who’s calling?”, “I can’t hear you, speak up!”, “I can’t help you. You’ll have to speak to someone else.”, should be avoided.