



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 08

Telephonic Communication Skills

Part II

Dr. Binod Mishra
Department of HSS, IIT Roorkee



Voice mail

- ❖ Substitute to short memos and phone calls.
- ❖ Solves time zone difficulties.
- ❖ Reduces excess of interoffice paperwork.
- ❖ Used for goodwill and positive messages.



Contd.

- ❖ A way of digitizing and storing incoming calls.
- ❖ Automated attendant menu through which caller can record messages.
- ❖ Focus on essentials without interrupting potential receivers.

Contd.

- ❖ State your name clearly.
- ❖ State main point of message.
- ❖ Give your phone number next. Mention the date and time when you'll be able to call.
- ❖ Answer your voice mail message quickly.
- ❖ Write down your response before returning the call.

Cellular phones

Etiquettes:

- ❖ Avoid using cell phone in a meeting/ crowded places.
- ❖ Send a message in case you are unable to take a call.
- ❖ Take care to turn off your phone during conference /seminars/interview rooms.

Contd.

- ❖ Avoid talk when signal is poor.
- ❖ Avoid multi-tasking while on phone.
- ❖ Avoid cell-yell.
- ❖ Be polite and professional in a low-modulated voice.

Teleconferencing

- Meeting conducted by use of telephones or cell phones without requiring attendees to be physically present in the same physical area.
- Requires a facilitator or party leader to lead the meeting.
- Useful for companies spread geographically in various countries where physical presence of participants is difficult.
- Alternative to face-to –face meetings.

Contd.

- Ineffective for negotiations.
- Less scope of secondary conversation.
- Limitation of time.
- Poor signals.

Audio Conferencing

- Use of voice communications equipment to connect audio link between persons dispersed geographically.
- Reasonable cost.
- Can be arranged at a short notice.



Video Conferencing

- Major tool of business and management
- Communication between individuals or groups separated by distance
- Use of microphone and camera for every participant



Types of Video conferencing

- ✓ One-way video and one way audio
- ✓ One way video and two way audio
- ✓ Two-way video and two-way audio



Contd.

- A substitute to face- to- face communication
- Helpful in decision –making process
- Costly yet easier than rigorous travels

Points to remember

- ✓ Check the microphone and ensure clarity of voice.
- ✓ Introduce yourself.
- ✓ Control your body movements..
- ✓ Avoid parallel whispers.
- ✓ Look at the camera.



Contd.

- ✓ Allow the speaker to complete and avoid interrupting.
- ✓ Be at your best both physically and mentally.
- ✓ Avoid use of distracting clothes.
- ✓ Avoid excessive movements.

