

TELEPHONE CALL GUIDELINES AND EQUIPMENT

As a student in CTI's Certification Program, you'll be spending many hours on the telephone. This section contains information about the different kinds of telephone calls in which you will participate, how to make group calls, including international calls, telephone etiquette, telephone tools group call technology, and international calling.

During the course of this Program, you will participate in several different kinds of telephone calls:

- Orientation Call
- Pod Calls
- Triad Calls
- Individual Supervision Calls
- Group Supervision Calls
- Mid-Program Review Call
- Exam Prep Call
- Oral Exam

Some of these calls will be one-on-one, like Individual Supervision Calls and your Mid-Program Review.

Some, like your Group Supervisions and your Triads, will be in groups of three. Some, like your Pod Calls, are with your entire Pod and your CPL (10 people total). Some occasional calls are even larger, like the Orientation and Exam Prep Calls, where anyone beginning Certification or preparing for their exam may join the call.

Pod Call Telephone Etiquette

- On your Triad Calls and Pod Calls, you will eventually learn one another's voices, but for the first several calls, please say your first name each time you speak. Non-visual communication is a new experience for most people, so just remember that we can't see you. Don't wait to be called on, and do use your Level 3 Listening to sense when it is time for you to speak.
- Call from a quiet place — use your mute button to screen out any background noise — and don't forget to turn off your mute button when you want to speak!
- Call from a regular land line phone if at all possible. Mobile phones and internet phone services such as Skype tend to have more background noise and less reliable connections, which are distracting to the others on the call.
- Disable call waiting (*70 does it in the U.S. — if you are not calling from the U.S., check with your telephone service provider to learn how to disable call waiting).
- Do not place a Pod Call on hold for any reason. If you need to, hang up and call back again when you can.

- Do not multi-task — give your full attention to the call at hand. It is an opportunity to self-manage, and to practice the art of being completely present, just as you will when you are coaching. Give your full attention to the call at hand. Use your mute button for any unavoidable background noises, even if you think no one will be able to hear you as background noise can be amplified on a conference line, and will be distracting to you and your Podmates.

Telephone Equipment

HEADSETS

We highly recommend investing in a good quality telephone headset — you will be spending many hours on the telephone in the Certification Program, more so if you coach on the telephone. Using a headset means there is less strain on your neck, shoulders, and arms. Headsets also often come with a mute button, and offer you good quality sound and mobility while you are talking and listening. Many practicing coaches recommend these brands:

- PLANTRONICS (www.plantronics.com)
- JABRA (www.jabra.com/Sites/mobile/NA-US/Pages/home.aspx)
- HELLO DIRECT (www.hellodirect.com) is a great resource for information, product comparisons, technical support and equipment.

INTERNATIONAL CALLING

During the course of your Certification Program you will likely be calling people who live in another country, whether it is a Podmate for your Triad Calls, your CTI supervisor, or your CPL. CTI supervisors and CPL's are located in the U.S., Canada, Mexico, Europe and/or the Middle East. Your Podmates could be anywhere in the world. At this time, all bridge lines are located in the U.S.

Verify the countries you will be calling, and make sure you know the cost of a call to that country on your calling plan. This includes calls to or from Canada or Mexico to or from the U.S.

To minimize your costs for phone calls during the Program, check with your telephone service provider to find out the cost of calling to countries outside of your own. You may want to select a calling plan with good international calling rates for the duration of your Certification Program.

You may also want to investigate the cost of using a pre-paid international phone card, which is often inexpensive and allows you to make calls to other countries by using a toll-free number and access code. These cards are readily available in most parts of the world. Here are some other resources to investigate. These are all web-based and subject to change.

- www.pennytalk.com
- www.call2.com

Finally, use colleagues in your area and your Podmates as resources.

Technology for Group Calls

You will be using various technologies to facilitate group calls during your Program.

POD CALLS

CTI will assign your Pod a conference line that you will use for all your Pod Calls. This line may not be used for any of the other calls in the Program.

GROUP SUPERVISION CALLS

CTI will also assign a conference line for your Group Supervision Calls. You will use this line for each of your three Group Supervision Calls. You will find the call-in details in your Welcome Packet. Note that it is most likely a different number than the conference line you use for your Pod Calls.

TRIAD CALLS

You will need to arrange the use of either a conference line or three-way calling.

1. Three-way Calling – You can often have the three-way calling feature added to your phone service on the same day for a minimal monthly fee. This is how three-way calling works: Person One calls Person Two and flashes over to another line to call Person Three, and then conferences everyone together. We recommend you each have this feature and alternate who initiates the calls to spread out the cost.
2. Conference Lines – If you prefer to use a conference line for your Triad Calls some CPLs will have recommendations, so wait to get this technology until you hear from your CPL. These telephone lines are based in the U.S., and provide a conference line at a scheduled time at no charge beyond your long-distance charge.

If you are recording a coaching session using a telephone, here are some available on-line services you may wish to investigate:

- AUDIO ACROBAT (publish.audioacrobat.com)
 - The most frequently used online service by Certification students
 - Requires three-way calling feature on your phone
 - Recordings are saved as long as you have an account
 - Monthly account fee
- FREE CONFERENCE CALL (www.freeconferencecall.com)
 - Does not require three-way calling
 - Both coach and client dial into conference line and provide access code
 - Calls can be recorded and saved to your account
 - No fees
 - Provides international conference calling services

- INSTANT CONFERENCE (www.instantconference.com)
 - Does not require three-way calling
 - Both coach and client dial into conference line and provide access code
 - No fee for basic service
- FREE CONFERENCE (www.freeconference.com)
 - Click on “Reservationless Standard/Learn More/Try Reservationless Standard Now”

When you have your conference line set up be sure to share the number and access code with other members of your triad.