

Telephone Skills

Telephonic communication is a form of formal communication in many contexts. Knowing the rules of formal communication while telephoning is essential.

Common rules for making or receiving a call:

- Know and analyze the purpose before calling a person.
- While receiving a call, be clear about the purpose of being called.
- Be polite and composed over the telephone.
- Losing temper shows aggressive personality.
- Speaking with low and unclear voice indicates submissive personality.
- Confident, clear and audible voice indicates balanced assertive personality.
- Maintaining decorum in language projects one's culture, socializing and etiquette.
- Follow word stress and intonation rules which give desired meaning to the speech.
- Moderate and comprehensible speed is the dictum of telephonic communication.
- Avoid being complicated or ambiguous with round about descriptions.

Telephonic Interviews: Many companies conduct telephonic interviews for recruiting personnel. While facing a telephonic interview, be prepared to answer the questions which need to be acknowledged to the company for which you are attending the interview. Remember to be familiar with company profile before the interview begins. It is always necessary to have pen and scribbling pad.

Basic Telephone Etiquette:

- Do not let the telephone ring for a long time.
- Do not call continuously if the phone is not answered.
- Greet the caller appropriately after receiving the phone call.
- Be polite while introducing and conveying information.
- Don't let anyone wait for a long time, while giving information and convey it without long pauses.
- While taking leave, do thank the caller.

Activities

1. You are a student participant in a conference on environmental hazards. Enquire about the approach to the conference venue.

2. The technical manager of a company calls you for a technical telephonic interview, respond to it.
3. You applied for a master's course in a university in the U.S The admin officer calls you for further clarification of your selection of course, date of joining hostel facility and the college you prefer to join.