



TELEPHONE TECHNIQUES

This is how Telephone Techniques can improve your telephone manner and have an impact to ensure you give a better impression. Phone calls are a vital weapon in your job searching armoury and are key to building good relationships. You can get the best from your phone by planning and using a few well-proven techniques.

When to phone

Phoning is personal, immediate and less formal than writing. It's the best way of keeping in touch with your contacts, your recruitment agencies and consultants, and your referees. Use the phone to ask for background information, sales literature and annual reports in preparation for interviews or further job details from advertisements. The informality of a phone call makes it the ideal way to request feedback on your performance from the recruiter if you didn't get the job ... and, if you did, to thank all those who helped.

The best time to phone is at lunchtime or just outside working hours. The person you are trying to contact will be less busy at these times and the secretary is less likely to be there to intercept calls.

Do you like what you hear?

Hearing ourselves speak on an audio-tape or on a video recording can be quite an eye-opener! You can improve your voice and technique by recording yourself and paying attention to your tone, inflection, articulation and mood.

Practice until you sound:

- natural
- clear
- enthusiastic
- calm
- confident
- cheerful
- in control

Be prepared!

As in so many other things, preparation and planning is essential before making that important telephone call! So, focus on what you want from the call, plan what you are going to say, prepare your paperwork. And relax!

More telephone tips ...

- Prepare a confident opening to your conversation
- Say what you need to say, but don't talk too much
- Be as clear and concise as possible
- Be reasonably persistent if barriers are put in your way
- Always sound confident but polite
- Keep secretaries on your side!