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16 TIPS TO

# EXCEL

ON THE TELEPHONE

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- 1 Take a breath before picking up the telephone.
- 2 Breathe in for three seconds and out for three seconds.
- 3 Now breathe from the belly to add power to your voice.
- 4 Remember to use precise pronunciation; finish your words and especially your numbers ie: five, seven, eight.
- 5 Say your number as soon as you introduce yourself! This helps the receiver when they are replaying the call at a later point!
- 6 Own your name. Be sure to pause between your first and last name. Hi, this is Jayne / pause / Latz.
- 7 Insert a pause when stating your telephone number. My number is / pause/ 212 / pause / 308 /pause/ 7725. Give them the time to process and write the number.
- 8 State your company name in a strong, powerful voice and, if there are more than one word; pause again. My company is / pause / Corporate / pause / Speech / pause / Solutions.
- 9 Use nouns to clarify letters of names. My name is Jayne Latz; La t - as in tiger and z -as in zebra. This will help the listener to understand the correct sounds often confused or misheard due to similarity of sounds across the telephone.
- 10 Slowly state your email address and be sure to use the strategy previously stated; no matter how long it takes. Accents often interfere with the clear communication of the letters in an email address. Take your time.
- 11 If you are leaving a voicemail message, be succinct. Keep the message under thirty seconds.
- 12 Have a call to action. Ie; I am confirming our appointment for 3PM today in your office.
- 13 Repeat you telephone number two times to insure clear delivery. Often a digit is lost among external noise. Repeating your number two times will make sure that anyone who wants to return the call will do so.
- 14 Watch your filler words including like, um, uh, so, you know. Excessive filler words (greater than two in two minutes) will dilute your message and compromise your professionalism.
- 15 Stand up to exude power and energy.
- 16 Smile!



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