

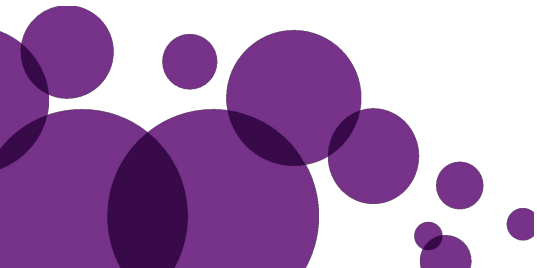
How to Feel Confident When Leaving
a Voicemail

ENABLE



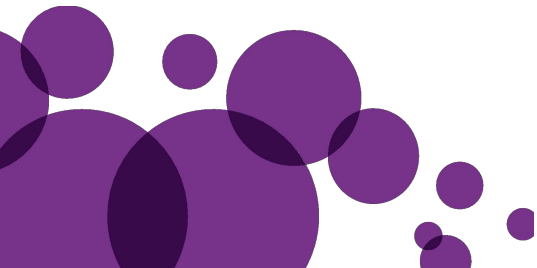
Welcome!

Your facilitator for today is



Warm Up Task

- Take a piece of paper
- Write down on it one reason why you don't like leaving voicemails
 - Write it clearly!
- Scrunch your paper up into a ball
- When the facilitator tells you to, throw the ball across the room
- Pick up the ball nearest to you
- Throw it again
- Now pick up the nearest ball and read it out



Aims of the Session

1. Identify common issues with leaving voicemails
2. Identify the importance of voicemails
3. Identify correct technique for leaving a voicemail
4. Practise leaving a voicemail for someone else

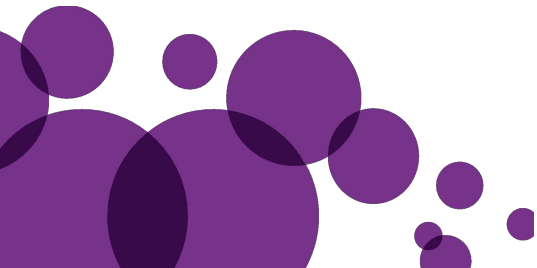
Why do we need to leave voicemails?

Write down 5 reasons why you personally might need to leave a voicemail for someone as part of your job.

Be as specific as you can.

Example:

To check if someone will be attending a networking meeting.

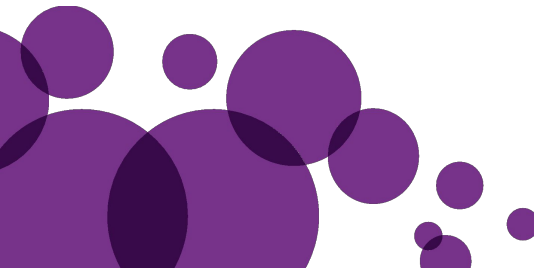




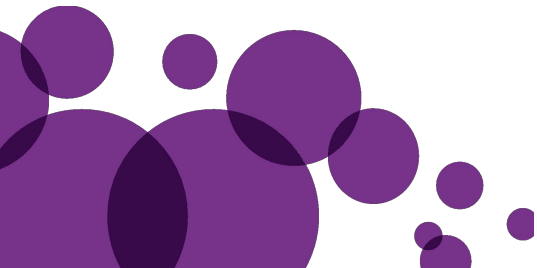
Why are we so afraid of leaving voicemails?



Many people fear being judged by others and having a recording of ourselves out there amplifies the fear

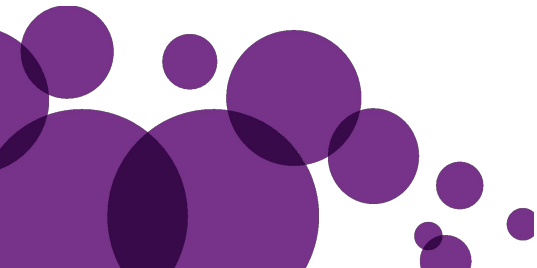


We don't get instant feedback so
we can't reassure ourselves.

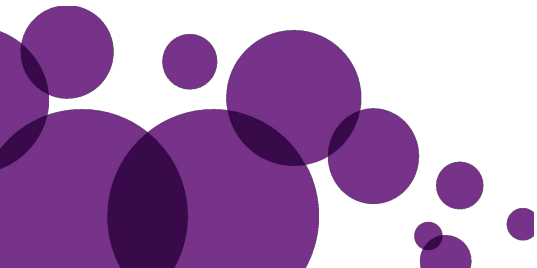


It's difficult to summarise
everything into one sentence.

We feel under pressure for the message to be perfect.

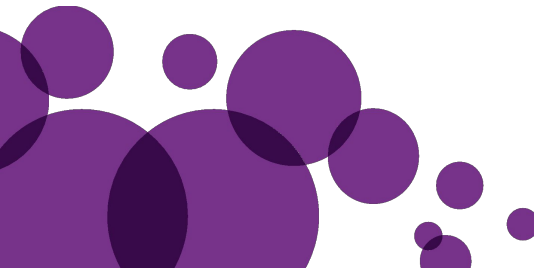


Any nerves or mistakes are
amplified



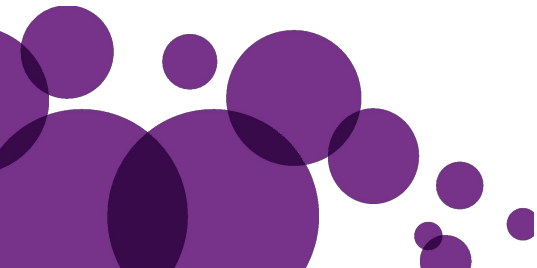
You can't feed off the other
person's response
- communication is normally two-way

We're more used to sending emails
and texts than making phone calls
anyway



What's the best technique for leaving a voicemail?

Watch this [video](#) on leaving voicemails.



A large orange speech bubble with a white outline, containing the text 'Top Tips!'.

Top Tips!

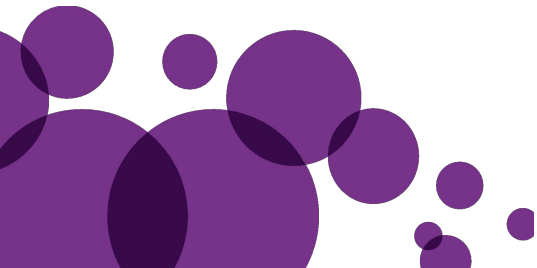
As a group, you will read some top tips.
Add any ideas of your own at the end.

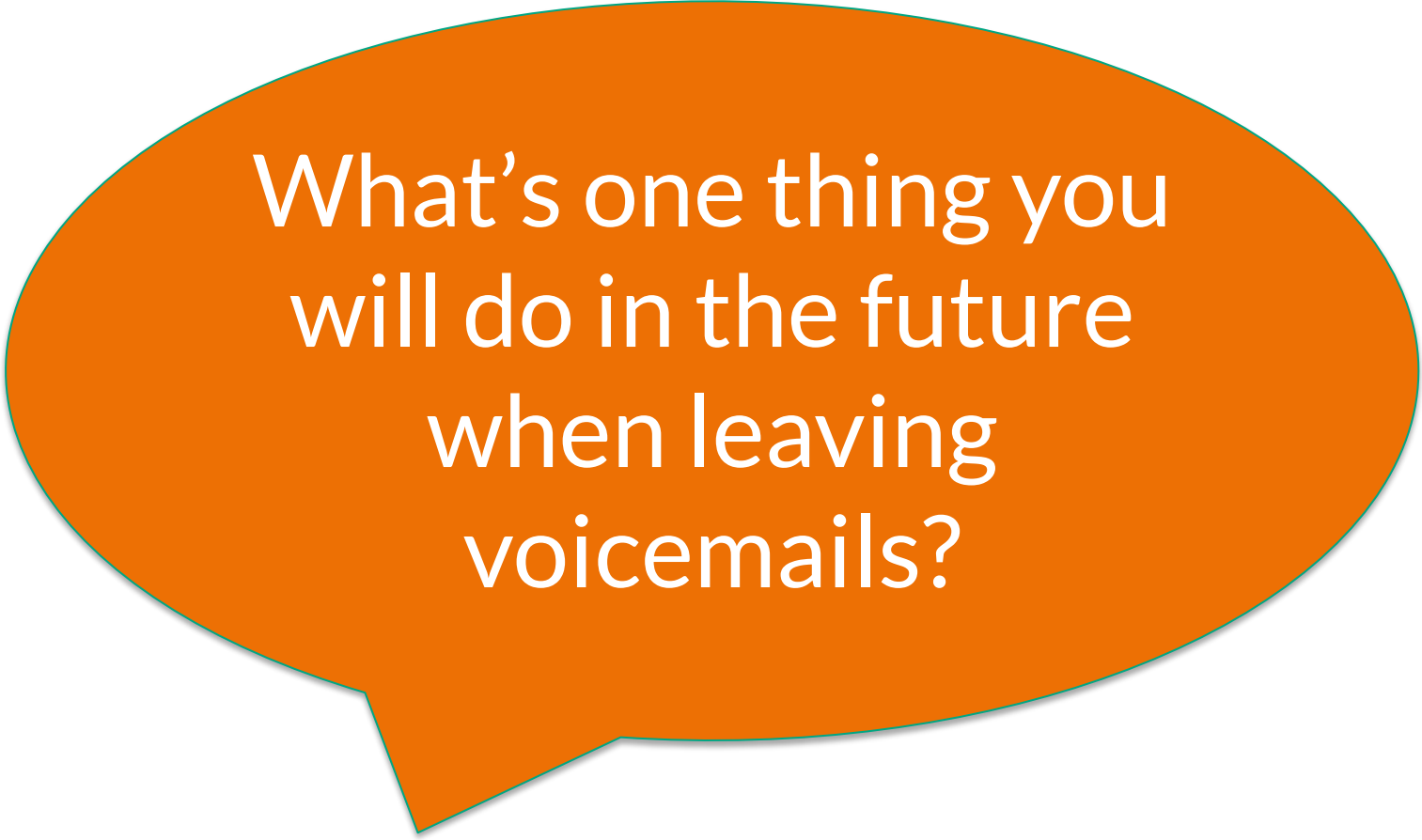
Feedback Template

- Could you hear all of the message clearly?
- Did it have a polite greeting?
- Did they say their name?
- Did they leave a contact number or email?
- Did they speak at a good pace without rushing?
- Did they have a clear end to the voicemail?
- Did they state what the message was about?
- Did you know what actions to take afterwards?

Did We Achieve Our Aims?

1. Identify common issues with leaving voicemails
2. Identify the importance of voicemails
3. Identify correct technique for leaving a voicemail
4. Practise leaving a voicemail for someone else



A large orange speech bubble with a white outline, containing the text "What's one thing you will do in the future when leaving voicemails?".

What's one thing you
will do in the future
when leaving
voicemails?

Thank you!

