

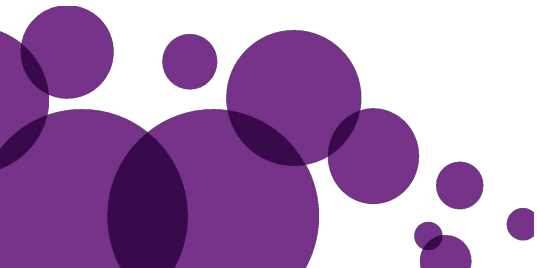
Techniques for Confidence on the
Telephone

ENABLE



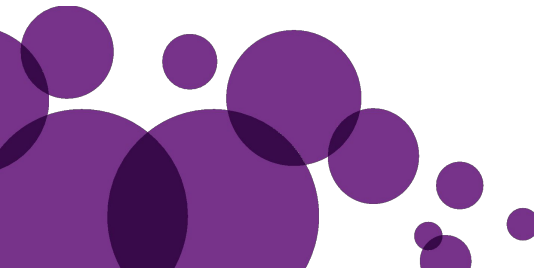
Welcome!

Your facilitator for today is



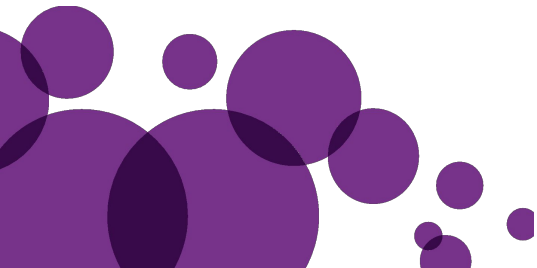
What Stops Us Feeling Confident?

- Think of reasons why people might not feeling confident making a phone call
- Note each idea on a Post-It Note and stick to the board



Aims of the Session

1. Identify reasons for lack of confidence
2. Discuss top tips for telephone confidence
3. Practise some common scenarios



worry about embarrassing yourself?

struggle to concentrate on the call?

keep trying to find 'the right time to make the call'?

feel short of breath?

When you have to make a phone call do you ever...

feel your heart racing?

get sweaty palms?

keep putting off the call to do something 'more important'?

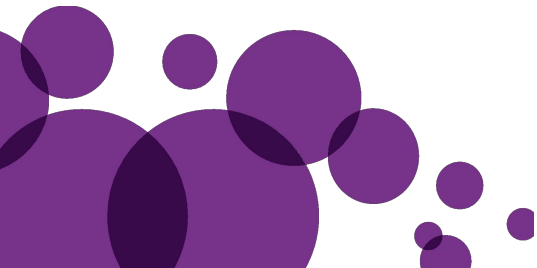
keep replaying the call in your head in case you said something wrong?

These are all
symptoms of phone
anxiety

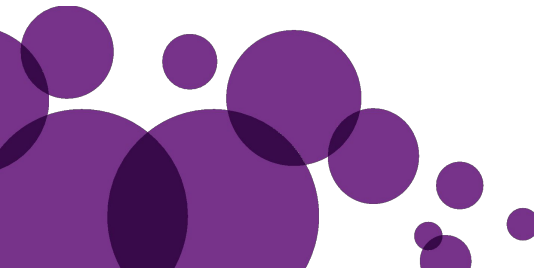
But they can all be
overcome

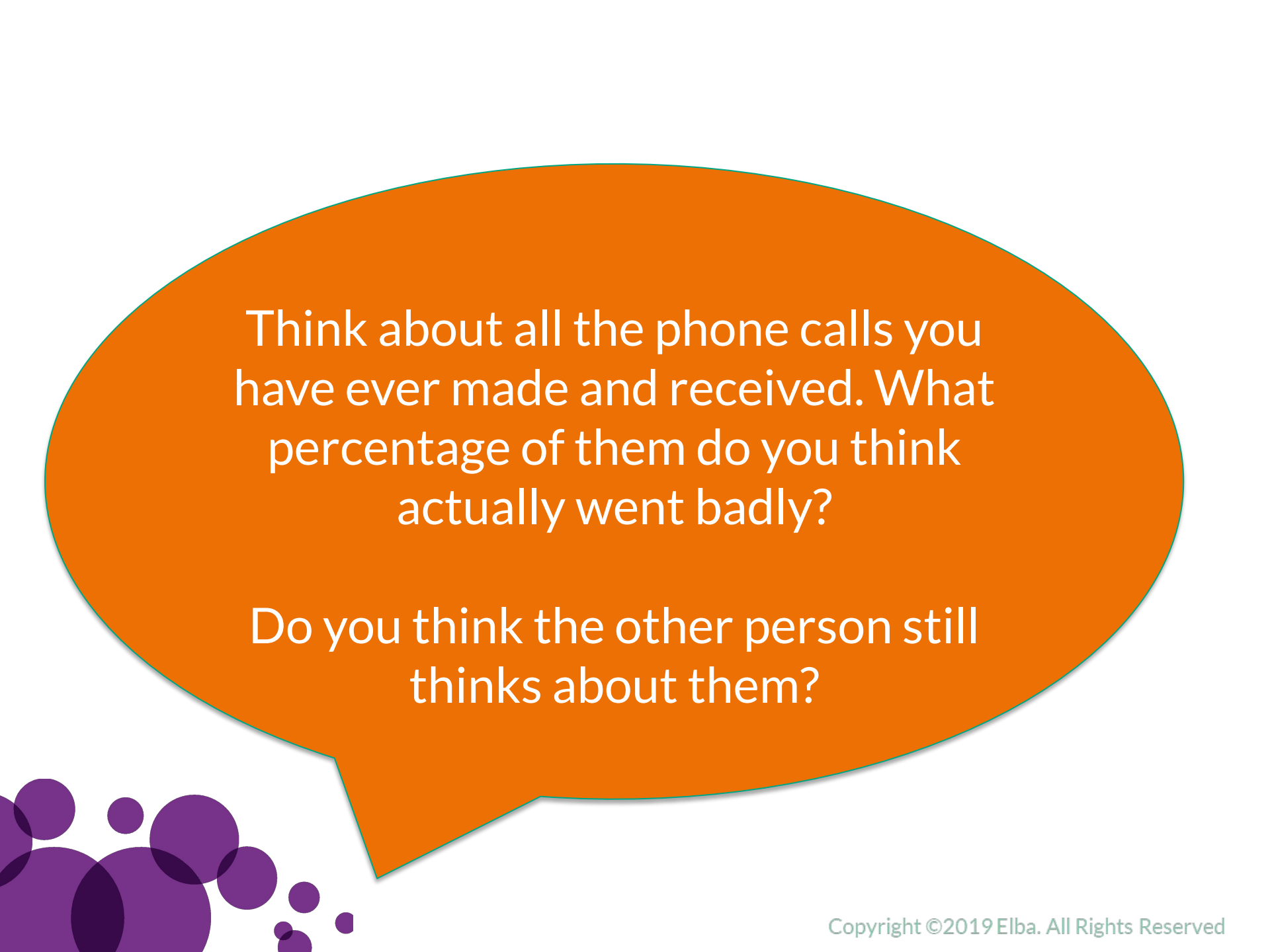


A large percentage of communication is non-verbal. We lose this on the telephone so can't respond to our usual cues



We feel we are being evaluated and judged more on the phone – especially if there are other listeners





Think about all the phone calls you have ever made and received. What percentage of them do you think actually went badly?

Do you think the other person still thinks about them?

Identifying the main cause of your own personal lack of confidence, is the first step in overcoming it.

Using the correct breathing is the second way to make effective phone calls.

Top Tips

Read the top tips for confidence on the phone

Is there anything that isn't clear?

Do you have any other suggestions?



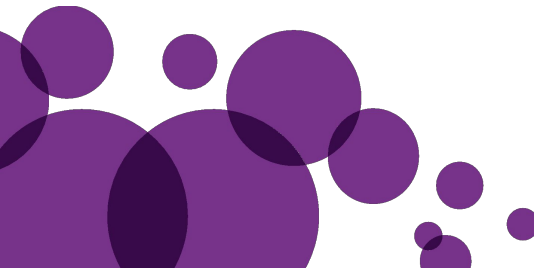
Phone Scenarios

Look through the scenarios and choose the ones that would most apply to you.

Choose a partner – consider working with people who have chosen the same scenarios as you.


For each scenario, make some notes before you start about how the scenario might apply to you.

It works best to sit back to back to the other person or actually use your mobile phones!



Did We Achieve Our Aims?

1. Identify reasons for lack of confidence
2. Discuss top tips for telephone confidence
3. Practise some common scenarios



What's one thing
you will do
differently in the
future when making
phone calls?

Thank you!

