



Positive Projection Over the Phone... Phone Tips

Improve your telephone image by learning to project yourself with confidence and clarity!



Smile as you're talking. The good feeling that smiling creates will translate to the customer over the phone.



Where possible use a headset. If you do use the handset avoid holding it between your shoulder and ear as this position will strain your throat and change the tone of your voice.



Sit up tall or if it helps you to focus – stand. Good posture allows your voice to be projected from your diaphragm versus your throat and will increase clarity.



Don't be afraid to use non-verbals. If you speak with your hands or like to nod your head in approval go for it! Using positive gestures you are accustomed to helps to create a conversation-like atmosphere.



Speak at an appropriate pace. Rushing a conversation may cause confusion for your customer while speaking at a pace that is too slow may create the impression that you think the customer is “slow in understanding”.



Use effective communication techniques. Articulate your words to avoid them slurring together, alter your tone and pitch to avoid “monotone” and remember – a rising inflection for politeness and courtesy at the start of a call will tell the customer you are pleased they phoned.



Project confidence. Your customer is phoning because they have a need. You are the expert – using “uumhs” or mumbling your answer may give the impression that you aren't sure what you are saying.



Speak at a volume that is appropriate. Nobody likes to be “yelled at” and speaking too softly may create frustration for the customer who has to ask you to repeat yourself. Starting softer allows you to raise your voice to emphasize key words that sell!