



Pay attention to important things when calling - the self-check

So that your next phone call is a success.

General

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| Pay attention to your inner attitude during the telephone call. Look forward to being able to talk to your conversation partner. Your conversation partner will notice immediately if you are unfocused, nervous or listless. | |
| Only make business calls when your voice is "well lubricated"; that is, please do not make calls directly after getting up. It's best to make a private call first that you're looking forward to. | |
| When it comes to important business calls, make sure you feel comfortable in your clothes. Dress for the occasion and leave the sweatpants in the closet. | |

When you call

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| First of all, ask the person you are talking to whether you are disturbing them with your call. If this is the case, suggest a specific time when you can call again. (Can I reach you tomorrow at a quarter to 10?). | |
| Be friendly and put a smile in your voice! Just "simulating" a smile will make you seem more relaxed. | |

When you get a call

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| Give your conversation partner the feeling that you are happy about his call, and express this also verbally. | |
| If you get a call and the person you're talking to is upset, stay calm so the caller can blow off steam first. | |
| Show understanding for the situation of the person you are talking to. | |
| Try to question the exact facts. | |
| Point out possible solutions. | |
| Finally, thank the person for the conversation. | |
| Above all, pay attention to your inner attitude during the phone call. Look forward to the opportunity to talk to this person. | |

Success follows. Just click the button for more valuable information.



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A telephone call should influence results. I wish you success with your next call. "Conscious action requires knowledge. Knowledge is power. The one who uses his knowledge has power." It is now up to you!

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