

TLP Five-Minute Read Over Coffee – Can you script a telephone call

💡 Can you script a professional telephone call?!

I have a number of clients who view speaking on the telephone, in English with professional contacts, as something to avoid at ALL TIMES ☹️ ☹️ ! They simply let the phone ring and continue by email.

In answer to the opening question - you can't fully script a telephone call. I have a very good example of the dangers of over scripting 😬 😬 😬 . I remember phoning a girl at school who I had liked for a very long time. I vividly remember the fear I felt. My response to this fear was to develop a very dense and long script of all the funny things I intended to tell her! While many decades ago, I remember that telephone call as a pure disaster! She asked me questions that I had not prepared for, and long awkward silences followed. It was not my best moment 😞 .

Being powerful on the phone, is about letting go of full control. It is allowing yourself to go with the flow, knowing that you don't have the safety net of the facial expressions of the other person to guide you (this is often the case with virtual meetings with a large number of my clients preferring cameras off).

That does not mean you can't prepare. There are lots of concise and powerful expressions you can use on the phone. For example, in managing the start and end of professional phone call. However, treat these expressions as part of a 'flexible toolkit' not a rigid script (like I did all those years ago).

The most important advice I can give is to have the confidence and generosity to yourself to ask the speaker to repeat, summarise or slow down if needed. Pretending you understand something can take you to crazy places. Again, there are powerful expressions you can use to do this.

Finally, I believe the phone still has great value as a way to communicate. Some people view it as 'old school' in the age of virtual meetings and chats by

messenger. However, a good phone conversation can cut through extended email ping pong. There is also a spontaneity and warmth in picking up the phone which can really help build rapport with your customer or contact.

Have a watch of my video as to why I think picking up the phone still matters. In the chat below I have also highlighted a link to my Business Communication workshops. Power for the day and any questions please do contact me - toby@tlp.lu.
