

‘Good on the phone’ - review your Telephone skills and techniques

1 = Never; 2 = Occasionally; 3 = Frequently; 4 = Always

Mark the option that is closest to your current experience.	1	2	3	4
1. I convey a positive, ‘can-do’ attitude towards callers.				
2. I have a clear and well paced phone voice.				
3. I convey a helpful voice tone over the phone, to get the customer on my side.				
4. I listen well and take notes when involved in a call.				
5. I quickly understand the problems and needs of callers by asking good questions.				
6. I am well organised and have information to hand to answer most callers queries.				
7. I am assertive and take helpful control of calls to and from my customers.				
8. I resist distraction and give my full attention to callers.				
9. I greet and end calls in a consistent way in line with our service standards.				
10. I maintain an emotional resilience when facing difficult callers – not meeting anger with anger.				
11. I use a range of defusing techniques to take the heat out of a call and focus the customer on the real issues.				
12. I answer calls within my responsibility, in time according to our service standards.				
13. I consistently take effective phone messages for my colleagues.				
14. I build rapport with callers and convey empathy on the phone, where necessary.				
15. I efficiently ‘funnel’ customers to reach resolution without making them feel rushed.				
16. If I have to call a customer back, I always agree a call back time and meet this deadline.				

Now add up your score.

- 16 - 32 Your skills on the telephone need all-round attention. Rethink your approach and take action to improve.
- 33 – 48 You perform reasonably well on the telephone but certain skill areas need further development. Review these by looking over your answers above.
- 49 – 64 You perform well on the telephone. Continue to maintain your skills and attitude and be a good example to others.

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