

Business Class

WEEK 4 - PHONE AND VIDEO CALLS



Welcome to Class!

TODAY'S AGENDA

- Surprising statistics
- The future
- The power of phone call
- Difficult calls
- Voice messages
- 1st Q&A session
- Video meetings
- Video meetings manual
- What are we afraid of?
- 2nd Q&A session



Class Objectives & Rules

EXPECTATIONS AND OUTCOMES

★ Objectives:

- In today's lesson, you're going to learn how to become more confident in the area of phone and video calls.
- By the end of this lesson today, you'll be ready to create professional dialogues with your clients and coworkers.



Lesson for Today

BRIEF INTRODUCTION

The COVID-19 pandemic has changed quite a few aspects of all our lives. Most of us have completely switched from company meetings to video conferencing, from working 9 to 5 in purpose built offices to home ones, and from attending seminars to watching webinars.



Surprising statistics

55%

Number of companies allowing
WFH (Work From Home)



77%

Remote workers that said they are
more productive when working
from home

83%

Percentage of employees satisfied from WFH

Video boom

78%

of corporations use video calling software

80%

of employees use video for 1:1 meetings

45%

of teams use video daily or weekly



The future

48%

Employees will probably stay WFH,
at least partially

80%

Employees would like to continue
to work remotely

10%

Wants to return to workplace exclusively



The power of phone call



- E-mails and IM took over business communication, yet...
- Simple phone call is still the best choice if you want your communication:
 - Immediate
 - Effective
 - With personal touch

Effective phone call

PREPARE

Write down the key points and questions you want to cover.

START WITH SMALL TALK

You already know how it works :-)

REASON

Clearly explain you caller the reason of your call

BE CONCISE

Do not ask for too many things at one call.
Keep the call as short as it needs to be –
remember it's business call



Our tips



THIS WORKS FOR US

- Structure your calls
 - start with intro
 - follow with small talk
 - give reason for a call
 - discuss
 - ending
- Smile while talking
- Make sure you are fully present and focused on your caller
- Avoid eating, chewing gum or multitasking when talking on the phone
- Be polite and helpful
- Be positive, even if you can't help with the request
- Do not get emotional (even with unpleasant clients)

Phone call manual

PLEASE SEE THIS LESSON'S E-BOOK FOR THE MANUAL

- Answering the phone
- Making a call
- Asking for somebody
- Explaining the reason for the call
- Asking for clarification or information
- How to say there are connection issues
- Taking message for someone else
- Following up
- Responding to a request
- Saying you're unable to help
- Ending the call



Difficult calls



DO NOT TAKE IT PERSONALLY

- Remember people get angry when they don't receive something or something is not working as expected
- They are not angry at you



BE POLITE AND LISTEN CAREFULLY

- Assure you are there to help
- Apologize when necessary



BE ASSERTIVE

- Know how to politely say "no"
- Expect some people might yell at you
- Some things are just not accepted

SEE USEFUL PHRASES IN THE EBOOK!

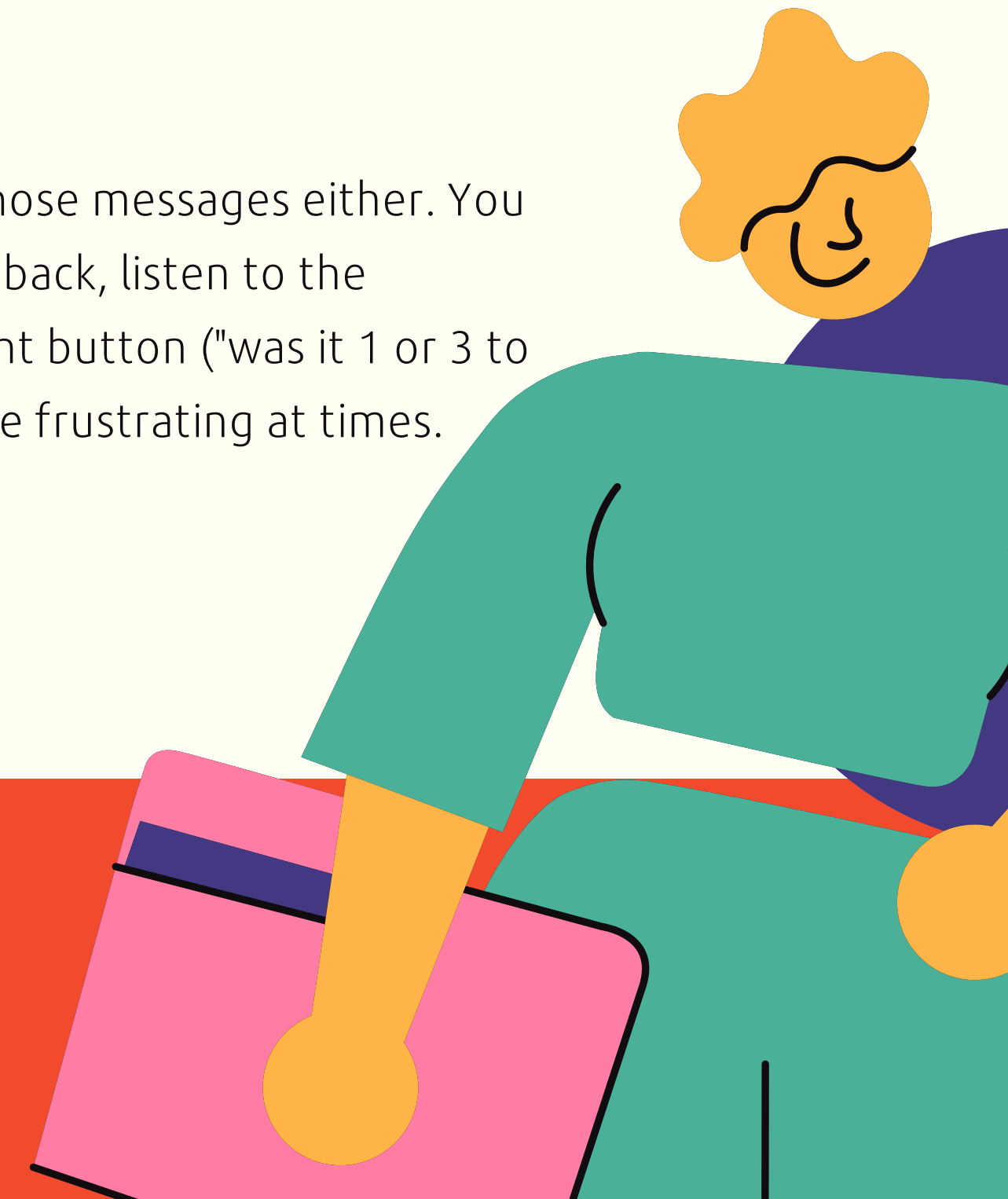
Voice messages

YOU MAY BE FORCED TO LEAVE A MESSAGE

Most people feel very uncomfortable, when they need to leave the voice mail. Once you record your voice mail, there is really no way to change it. So, whatever you say and how you say it, is going to reach the recipient.

IT'S FRUSTRATING

People don't like getting those messages either. You need to call your voicemail back, listen to the introduction, select the right button ("was it 1 or 3 to hear messages?")... Might be frustrating at times.



How to leave a message?

1. Be prepared you might need to leave the message.
2. Introduce yourself.
3. Tell the reason of your call.
4. Speak clearly - as you would speak to someone in person.
5. Make simple and polite request.
6. If you need to leave contact details - spell them out.
7. End the call in a professional way.



Is everything clear so far?

Let's have a Q&A session!



Video meetings

WHETHER YOU LIKE VIDEO CONVERSATIONS OR NOT,
THERE ARE STILL SOME RULES YOU NEED TO FOLLOW.

SETUP YOUR BACKGROUND

- Make sure the light is correct
- Your background may be great thing for starting the small talk, make sure this looks professional (professional books, nice pictures are OK)
- If you can't set yourself at home at good background, check if your online meeting app allows to setup "fake" background from the app directly.

CLEANUP YOUR DESK

- Remove all items which would not be proper (dirty, empty cups, plates etc)
- Piles of documents are not good as well

Video meetings

PREPARE YOUR COMPUTER

- Test your camera and microphone
- Make sure your online meeting app is up to date and working
- You may need to share files during the meeting, so make sure you close all unnecessary files/websites upfront.
- Check your desktop wallpaper if this is proper for business.
- Learn how to mute the microphone just in case you need it.
- Make sure your camera is at the level of your eyes - then you look straight on it and this helps with conversation as it's like you look directly at someone.

DRESS PROPERLY (AS FOR THE OFFICE)

- Some people tend to dress up just from their waist up. You need to be fully dressed as it may happen you need to stand up due to any reason, so showing your home sweatpants may not be something you want.

AVOID DISTRACTIONS

- Turn off all email and instant messaging notifications
- Put your mobile on silent mode
- No radio or TV in the background

Video meetings

MIND YOUR BODY LANGUAGE

- Smile, sit straight, show you are focused (as you were on the face to face meeting)

IF YOU ARE HOST...

- Welcome everybody who's joining
- Check if everyone is there before you start
- Check if you are well seen and heard
- Start with small talk before going to business

MAKE SURE YOU ARE TRULY DISCONNECTED AT THE END

- Sometimes people forget to disconnect the camera or microphone and still can be seen/heard after the meeting ended.

EATING AND DRINKING

- Avoid eating during meetings
- Drinking water, coffee or tea is accepted

SEE USEFUL PHRASES IN THE EBOOK!

What are we afraid of?



I DON'T KNOW THE ANSWER

- It's really ok. On the other side there is a person not a robot. He/she also doesn't know everything.
- You can always come back to the questions later.
- Nobody knows everything.

I DON'T UNDERSTAND

- Me too! Really!
- Do you always understand in Polish?
- The tip here is to be prepared for such situation.
- Learn the phrases or even write them down before the call.
- "English is my second language so I would need some more clarification"

What are we afraid of?



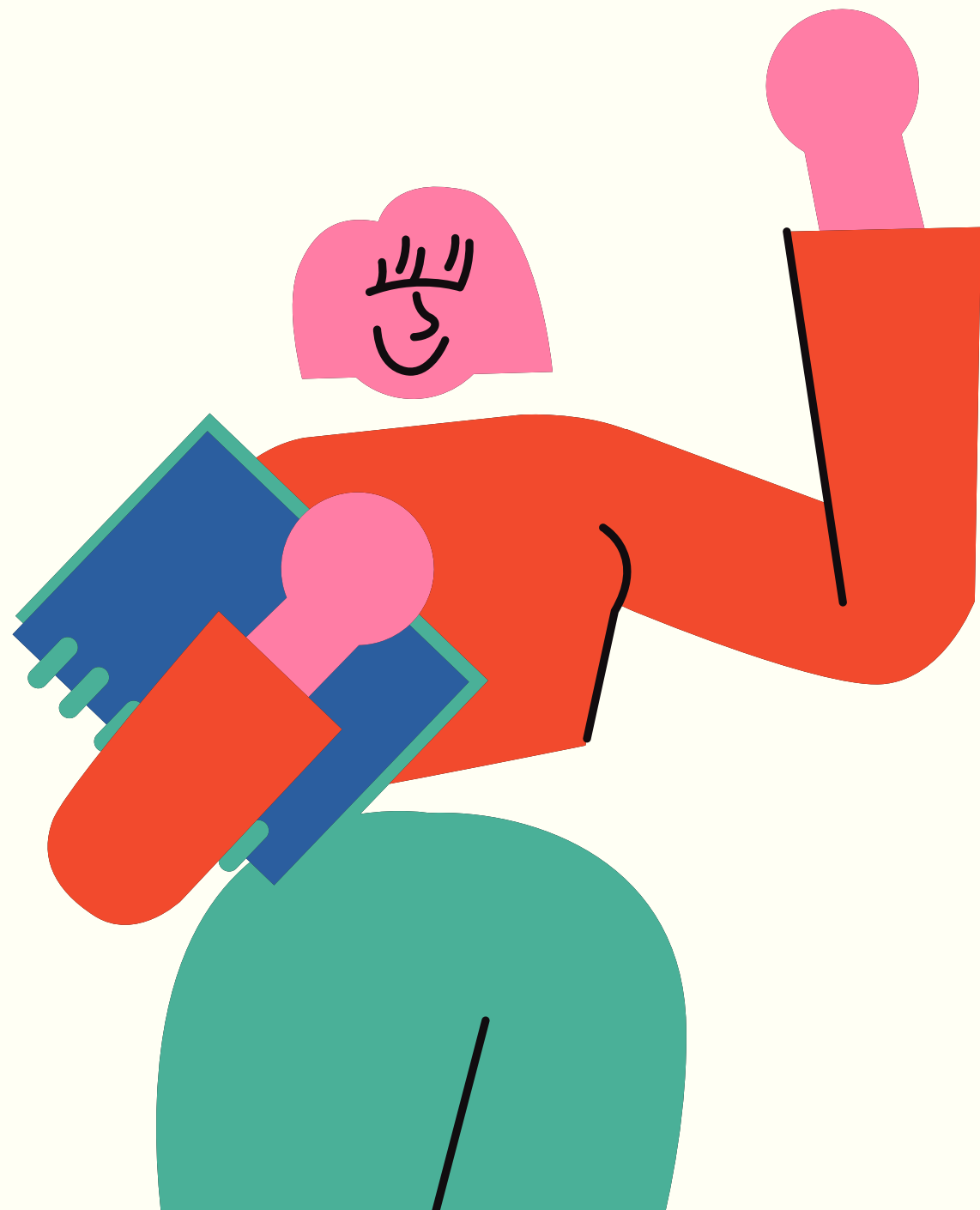
PAUSES ARE OK

- Pauses are a normal part of conversation.
- They don't last as long as you feel. Record yourself and check it!
- The "awkward pause" is usually awkward only for you. Practice and you will get used to it.

I WILL MESS IT UP

- You're not expected to be perfect.
- Prepare the bullet points (not script) with the things you want to get during the call.
- If you panic you just come back to your points.

Summary of Today's Class



RECAP 1

Phone/video call is sometimes the most effective communication.

RECAP 2

Learn the structure of a call and use our manual.

RECAP 3

You will have difficult calls and will have to leave a message.

RECAP 4

It's ok to be afraid. There are also tips that help with this.

Is everything clear so far?

Let's have a Q&A session!



Thank You

FOR JOINING TODAY'S CLASS

In a few second you will get the recording and ebook.
Please have a look at the tasks I have prepared for you.
See you next week!



Sources

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