

## **Telephone Consulting Tips**

Our goal and principle purpose of a telephone consultation is to get the caller to come into the office.

### **General Techniques**

Your voice should be clear and calm, always courteous. You are projecting the ministry over the phone. Answer the phone with

“Choices for Women, this is (Insert your first name her)” or

“Thank you for calling Choices for Women, this is (Insert your first name here)” or

“Good morning/afternoon, Choices for Women, this is (Insert your name here). How may I help you?”

### **Principles to follow:**

#### **Do's**

1. Connect with the caller/remain calm
2. Encourage caller to come in
3. Listen, hear and understand her with compassion
4. Restate what she is telling you
5. Answer her questions honestly and with integrity
6. If unable to come to this location, refer to another location
7. Be familiar with map and directions to area
8. Inform client of services offered
9. Share facts from 1<sup>st</sup> nine months and Before You Decide Brochure if necessary

#### **Don'ts**

1. Overstate or dramatize facts
2. Give personal information about counselor/staff, get client's number and have counselor or staff call them.
3. Give medical advice
4. Give test results over the phone.
5. Give client information to anyone who calls to see if they are (or have been) here.
6. Refer for an abortion or to an abortion center.
7. Argue, debate or judge.
8. Accuse of being a killer, murderer, etc.
9. Speak with another person regarding a client-speak with client.

Remember to ask open-ended questions, i.e. (What, Which, When, How, Tell me about, Help me understand. Do not ask Why)

BEST decisions are based on good information