

Your Tone on the Phone

Basic phone skills include such things as listening intently to the caller and showing personal interest, but these alone will not create a **LEGENDARY** call. When you cannot see the person you're talking to, your vocal communication skills must be especially sharp! Try these tips:



Smile!

It really does make a difference. The wider you open your mouth, the better tone you get. So, show those teeth! Your callers will notice the difference.

“How you say something is more important than what you actually say” is true to a point. Obviously, what you say is important, but you should keep in mind that how you say something determines what the prospect hears and feels.

Use more inflection.

Inflection is even more important over the phone vs. face-to-face. If you use the same amount of inflection in a phone conversation that you use in face-to-face conversations, you'll sound monotone.

Lastly, we never want to come across as being too busy, not focused or muffled as our “first impression.”

Never answer the phone with food in your mouth or try to eat quietly while talking.

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Things to remember:

- Your attitude is judged by your tone of voice.
- Your energy is judged by your rate of speaking/pace.
- Your credibility is judged by your pitch.