

PHONE ETIQUETTE FOR TELECLASSES

How to take part in the Success By Design telephone seminars



In preparation for your attendance in a teleclass, please read and follow the instructions below. Thank you and enjoy the class!

- ◆ **Please don't just speak out when you have something to say. Instead say, "This is [your name]," and I will acknowledge you and sequence the people wishing to talk. This is the equivalent to raising your hand and it makes it far easier for us to run a worthwhile workshop.**
- ◆ **It is very important that you are conscious of background noise when you are on the call. Please turn off your stereo, put the barking dog outside and don't do your dishes. Any background noise is very disruptive.**
- ◆ **Use your MUTE button when not talking.**
- ◆ **Deactivate "call waiting" by pressing star 70 (*70) before dialling the telephone bridge number, and make sure that you use a land line instead of a cordless or cellular phone.**
- ◆ **If you must use a speakerphone, please activate the mute button until you have something to share.**
- ◆ **Do be conscious of breathing heavily into the telephone mouthpiece, as this is another distraction for the class.**
- ◆ **Please pay attention to using "I" statements in your conversations, frame the sentence with: "I do such and such in that situation..." *Incorrect:* "The caller with the problem should do such and such..." This helps make the virtual classroom a safe place in which everyone can be fully self-expressed.**
- ◆ **Please do not hang up ahead of time; it makes a loud sound and is very distracting to other people on the call.**

The teleclass format is a very useful structure to reach people in the comfort of their own homes or while traveling. I look forward to hearing from you in class.

Cynthia H. Stringer, President of *Success By Design Inc.*, offers coaching programs & presentations that educate and inspire! Contact Cynthia via e-mail at cynthia@successbydesign.net. For further information and to subscribe to the free newsletter, visit her website.
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