

Methodological tool:







Hold the line


Number of methodological Tool	EUPANEXT_LO_008_M_001
Work Area Code and Title	WA3 COMMUNICATION AND SOCIAL, TELEPHONE HANDLING, CODE OF CONDUCT, EQUAL OPPORTUNITIES AND RELATIONSHIPS
Unit Code and Title	2.5 Use telephone techniques effectively
Learning Outcome Number and Title	LO008: Demonstrate ability to recall the main principles of effective telephone communication and demonstrate competence in applying these principles in a clear and effective way.
Objective of the methodological tool	After the completion of this exercise the participants will be able to: 1. Communicate, speak and use the telephone effectively
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input checked="" type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>The goal of the exercise is to help the participants speak clearly and appropriately during a phone call.</p> <p>Before the exercise:</p> <ul style="list-style-type: none"> • Make photocopies of the attached cards. • Then cut them. • <p><u>When the exercise starts:</u></p> <ul style="list-style-type: none"> • Form two (2) groups. • Give randomly the twenty (20) small cards to the participants. (Ten (10) cards to each group). <p><u>During the exercise:</u></p> <p>The participants have to match the given cards in order to make an</p>

	<p>appropriate telephone conversation. In case they cannot match the right ones, they get excluded from the game.</p> <p>One of the participants reads out his/her card. The rest of the players must check their cards and read out a related statement. There are statements that are appropriate and statements that are not appropriate. If a player reads out an inappropriate statement, even if it matches the initial statement, he/she is being excluded from the game.</p> <p>For example, one participant goes: - This is Katerina Ravenidou. The person who has the card <i>"Who is calling please"</i> will respond and will gain the other card also. However, if he/she says <i>"Your Name"</i> (that is using a different card), then he/she will be automatically excluded from the game.</p>
Exercise is accompanied by	Two sheets containing twenty (20) cards each with the proper and improper telephone answers (10 for group A and 10 for group B).
Exercise solution	Kindly find attached the right answers and how the telephone communication should look like. Inappropriate statements are shown in red.
Other comments to the trainer	All cards should be used during the exercise. At the end, the trainer explains the consequences of an appropriate telephone communication.
Approximate Time needed for the completion of this exercise	

Attachments to the Methodological Tools

Group exercise with cards

 <p>Who's calling, please? Your name?</p>	 <p>May I speak to Ms Apostolidou please? I want Ms Apostolidou.</p>	 <p>Can you hold the line, please? Wait.</p>	 <p>When can I reach her? Ok when can I call?</p>	 <p>Let me read that back to you. Your number is 2310547180. Ok I will tell her to call you if she can.</p>
 <p>This is Katerina Revenidou</p>	 <p>One moment , please. I will connect you I will check if I can connect you</p>	 <p>Certainly. I will wait</p>	 <p>She will be in at 10 o' clock I do not know, she is never on time</p>	 <p>Yes that's correct</p>

 <p>Certainly. Your name and number, please</p> <p>Yes, Your name?</p>	 <p>Directory enquiries, Maria is speaking. May I help you?</p> <p>Yes, directory enquires.</p>	 <p>May I take a message?</p> <p>She is not here, do you want anything else?</p>	 <p>Can you spell your name for me please?</p> <p>Your name?</p>	 <p>Thanks for calling. Have a nice day.</p> <p>Ok. Goodbye.</p>
 <p>Could you ask him to return my call?</p>	 <p>I ' d like a Thessaloniki number please. Ms Athanasia Tsantili in Martiou str</p>	 <p>Yes, thanks. Could you ask her to ring me at 2310547180</p> <p>Please ring me back on 2310547180</p>	 <p>Certainly. T-S-A-N-T-I-L-I</p>	 <p>Thank you. Goodbye.</p> <p>Bye</p>