

Methodological tool: The importance of body language in telephone communication (Putting a smile in your voice)

Number of methodological Tool	EUPA_LO_045_M_001
Work Area Code and Title	WA 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships
Unit Code and Title	3.3. Use telephone techniques effectively in accordance with organizational rules and procedures-effective telephone handling
Learning Outcome Number and Title	LO045. Demonstrate ability to explain and demonstrate effective use of telephone skills according to organisational procedures; monitor the application of these skills and recommend changes in order to improve the experience of customers.
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. Recognise the importance of body language in telephone communication 2. Recognise the importance of non-verbal signs related to the tone, volume etc. of their voice in telephone communication 3. Put a smile in their voices when communicating via telephone 4. Use advanced telephone techniques such as active listening and demonstration of empathy to generate solutions through the phone (e.g. a complex customer complain) 5. Use effective telephone techniques for collection of money 6. Exercise telesales effectively
Approximate Time needed for the completion of this exercise	10 minutes
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input checked="" type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input checked="" type="checkbox"/> Role play

	<input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>Instructions on how to implement the exercise for the learners:</p> <ol style="list-style-type: none"> 1. Turn to the person next to you 2. Decide who will be the caller and will answer 3. Turn your back to each other 4. With a frown on your face, introduce yourself to your partner: tell them your name and ask them if you can do anything to help them 5. Now with a smile on your face, ask the same 6. Can you tell a difference? <p>STEP 2</p> <ol style="list-style-type: none"> 1. Imagine you are a telesales representative (the caller). 2. Try to sell an imaginary product to the person who answers, using the techniques you learned in class. 3. The person who answered provides feedback, i.e. whether the telesales was telesales representative was convincing and used the techniques properly. <p>Encourage participants to discuss extensively on how body language does not only affect face to face communication but telephone communication also, and ensure they have understood the importance of demonstrating appropriate behaviors in telephone communication</p>
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	N/A