

DEVELOP TOGETHER

"Helping You Make Positive and Long Lasting Changes to Your Life."

How To Be Phone Confident

Between 10-15% of all UK adults experience Telephone Apprehension where they feel uncomfortable making or taking phone calls. This is a lot of people and is predominantly made up of men due to the fact that men are generally more visual and kinaesthetic communicators, so pure audio communication can feel out of their comfort zone. Some people have also had bad experiences on the phone in the past and haven't been able to shake off what happened so it grows and grows through avoidance.

Here are some strategies to help overcome this barrier:-

1. Write a script and practice it to a friend or family member, to the mirror, out loud to yourself or in your head. You can include all the information you feel you need, including questions you need to ask and answers to questions you might be asked. Having this in front of you can make sure that you never get lost for words and can achieve the purpose of the phone call.
2. Warm up your voice. Sometimes when we're nervous we get a little dehydrated and our voices dry up. Avoid this by doing some basic vocal exercises like doing slow vowel sounds a few times and drinking some water to ensure you can speak clearly and confidently.
3. Remember that this is a common problem so it's likely that the person you're speaking to might also share your concerns. You're certainly not alone and knowing this will help you find others to work with on the first two strategies, building your confidence and your ability to be more independent, removing the apprehension barrier.

It will take time and practice to get to the point where you no longer feel that making or taking calls is a barrier, so don't expect fast results. If you put in the time and effort then you will certainly see the benefits in the longer term.

If you have any questions about this, please email info@developtogether.co.uk.

Kind Regards,

Rob

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