

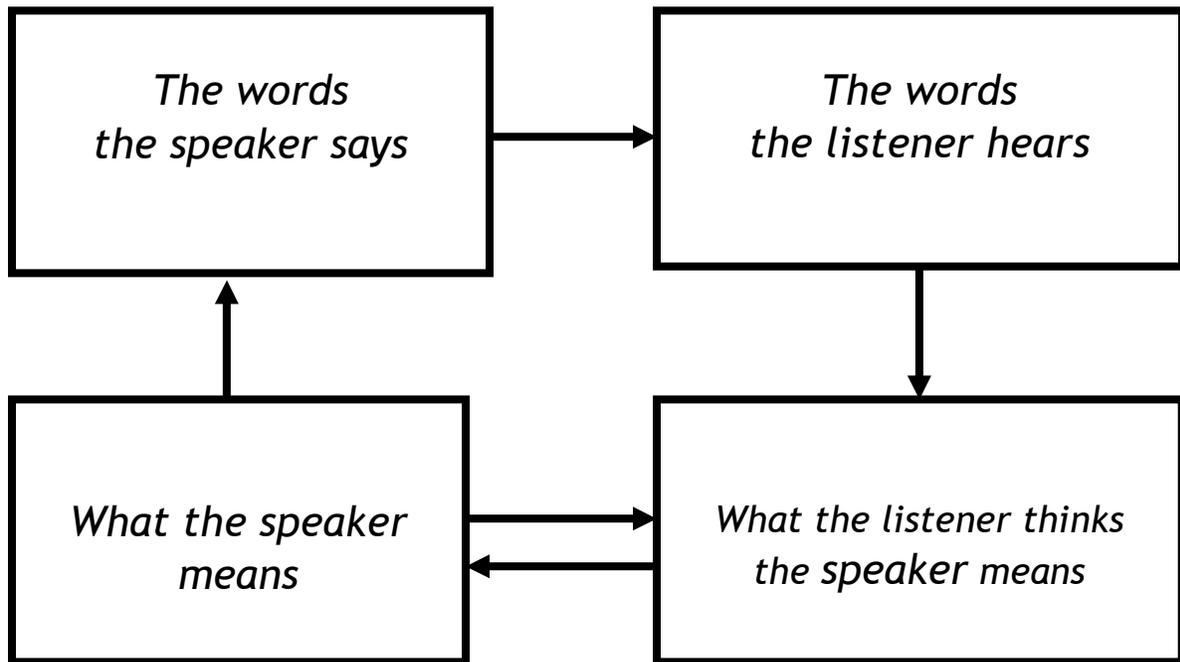
Rapport Building: Common Courtesies on the Telephone

1. Say it with a smile in your voice.
2. Don't sound frustrated or verbalize everything you're thinking.
3. Take notes when necessary. Document the conversation in the participant's record.
4. Sound helpful and interested in what the participant is saying.
5. Reassure a participant with an urgent problem that you will get back to them.
6. Be careful about background comments.
7. Be personal but not too personal.
8. Answer with a consistent greeting at all times.
9. Don't eat, drink, or chew gum while on the phone.
10. Speak a little slower without being condescending, especially if English is not the first language of the participant.

Ways to greet participants:

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Gordon's Model of Communication:



Four Key Communication Skills: OARS:

O: Open ended questions

A: Affirmations

R: Reflections

S: Summaries