



Maricopa County Human Services Department

News Release

Workforce Development
234 N. Central Avenue
Phoenix, AZ 85004
Phone: 602-506-5911
Fax: 602-506-8789
maricopaworkforceconnection.com

For additional information: Allie Masters - 602.506.4888
September 17, 2006

FOR IMMEDIATE RELEASE

EFFECTIVE TELEPHONE TECHNIQUES

The telephone may be an important communication tool in your job search and can leave a positive impression with a potential employer, if you plan ahead.

For outgoing calls, write a script. Your script should include the name of the person, company, title and the name of the referral who suggested that you call. List the purpose of the call and the main points you would like to discuss.

- Identify yourself immediately. Never assume the person will remember who you are, so remind them how you know them.
- Ask if this is a good time to call. If not, schedule a convenient time to call back.
- Call from a quiet location and avoid using a cellular telephone.
- Listen carefully and take notes.
- Use your voice to project your whole personality through your voice.
- Smile! When you smile it communicates confidence and friendliness.
- Speak clearly, slowly and enunciate, especially if you have an accent.
- Stand up to project a stronger, more confident voice and image.
- Dress professionally. The way you are dressed affects the way you present yourself.

Incoming calls may be from an employer calling to schedule an interview.

- Have all current job applications on hand, so that you can respond knowledgeably.
- Have your appointment calendar handy and a list of questions prepared, including the exact location, date, time, any special instructions, and the number of staff conducting the interview.
- Do not have small children answer the phone.
- Have a professional outgoing message on your answering machine.

By planning ahead you can effectively use the telephone to project a positive image of yourself to a potential employer.

275 words