

# Phone Tips

Useful ideas to make phone calls more comfortable for you.

## Try Them All

DON'T BE AFRAID  
OF SILENCE



### SOME SILENCE IS OKAY

It gives you and the participant time to think about the answers. Include a few “mmm” and “uh-huh” responses so she knows you are still there and listening.

DON'T INTERRUPT



### RESPECT THE PARTICIPANT

Allow her time to finish her thoughts

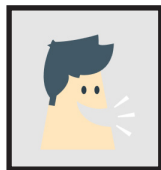
PRETEND THE  
PARTICIPANT CAN  
SEE YOU



### TRY TO SMILE

At least once or twice while you're speaking - it shows in your voice, even over the phone.

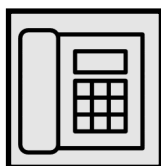
PAY ATTENTION TO  
YOUR TONE



### BREATHING PATTERNS, PAUSES & SPEAKING PACE

Since you cannot see the participant's expressions and they do not see yours; you can never be too polite on the phone. (For example, use “yes,” not “yeah.”)

HANDLE  
DISRUPTIONS  
CAREFULLY



### IF YOU MUST END YOUR CALL

Explain carefully why you must call her back. Reassure her that you are interested and will get back to her as quickly as you can. Discuss a good time to call her back.

IDENTIFY SOMETHING  
POSITIVE



### THE PARTICIPANT IS DOING WELL & PRAISE HER

You may be the only one in her life who tells her she is a good parent. An easy way to do this is phrase your questions so they focus on a success. For example, “Tell me one thing you are doing to make sure Mira is healthy.”