

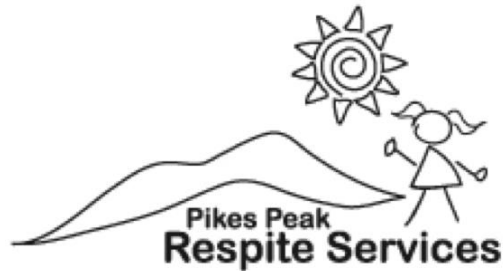
## **Phone and Text Etiquette**

**We all know how important it is to have professional manners and etiquette within the workplace, but what about while speaking on the telephone or texting? Often times this is the first impression people will have before meeting you, so it's extremely vital to be professional when communicating with families and the administration team. Remember addressing and communicating with others with respect is a reflection not only of PPRS but you as an individual.**

**Greet the other caller politely. Whether you are placing a call, receiving a call, or text message be sure to greet the other person politely. Greet the other caller as you would if you were seeing them in person. If you do not know the person, introduce yourself as you would if you were meeting the person for the first time in person. Be sure to identify yourself before starting the conversation. If you are contacting a family for a meet and greet make sure you let them know you are a provider with Pikes Peak Respite Services.**

- Common, polite greetings for placing a call and text are, "Hello, my name is... How are you doing today?"**
- If you are answering a call, a common greeting would be, "Hi, how are you?"**
- Be respectful to whomever you are speaking with. Do not refer to someone as "that guy or girl." Use proper names when addressing or referring to someone.**

**Speak clearly and in your normal tone of voice. If you talk too loudly into your phone, it may be uncomfortable for the person on the other line. Similarly, if you talk too quietly, it may be difficult and straining for the person on the other line to hear you. By speaking in your normal tone of voice, you will avoid making the other caller uncomfortable and will you be better understood by the other person on the line. Speak directly into the phone's mouthpiece. If you are talking at a normal volume, the caller on the other line will have difficulty hearing you if you do not talk directly into your telephone's mouthpiece. This is the intended use of the telephone, and using the device properly will ensure that the person on the other line can hear you properly.**



**Eliminate distractions while talking on the phone. While talking on the phone it is important to limit distractions as much as possible. If you are at home, turn down any music that may be playing and turn off your television. Anticipate what other things may distract you before placing a call and do your best to avoid these distractions. It can also be distracting or difficult for the other person to hear you if there is excessive background noise. If there are other people in the room, consider stepping outside or walking into a different room to make or take a call.**

**Do not eat, chew gum or drink while talking on the phone either. Not only is it impolite, telephone receivers amplify chewing sounds, making it difficult for the other person to hear or understand you.**

**Say thank you and goodbye at the end of a call. It is polite to say thank you at the end of a phone conversation, but it is important to say goodbye as well. Because there are no facial cues while speaking over the phone, it can often be difficult to know when the conversation has ended. By saying, "Thank you for calling, goodbye!" it will be clear to both of you that the phone conversation has ended.**

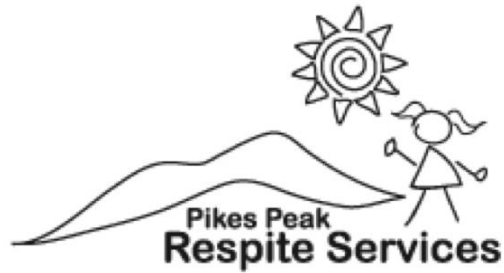
**While some of our communication is done by talking on the phone, we also often communicate via text message. It is just as important to maintain proper etiquette while texting.**

- 1. Consider your audience.**

**Each text message is a concrete projection of you and it is important to present yourself in the way you want to be perceived. Although you might text one way with your friends, you should text in an entirely different fashion with your co-workers, clients and families. Be sure your text is appropriate for your audience.**

- 2. Communicate clearly.**

**The receiver should not be confused as to what you are trying to say, and if your message is interpreted the wrong way, your miscommunication could cause conflicts and even missed**



**business opportunities. Make sure your message is clear and review it for stand-alone clarity before hitting the “send” button. If you’re not careful, texting errors can be embarrassing and can cause confusion and frustration with the people you are communicating with.**

### **3. Respond promptly.**

**When someone texts you they assume you will receive the message and immediately respond. Unless you are unavailable, make the effort to respond quickly, otherwise your lack of response might be interpreted as a lack of caring. If for some reason you cannot attend to the message quickly, offer an apology for your tardiness as soon as you can.**

### **4. Use symbols and emojis only when necessary.**

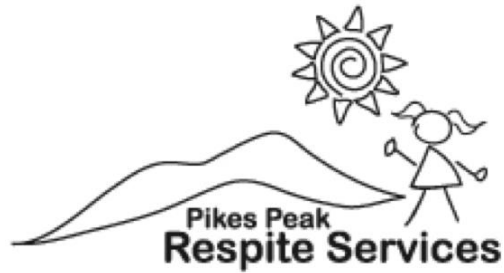
**Smiley faces sometimes have their place when sending a text, which is why this feature was added to texting. However, you should be mindful as to when it is appropriate to use emojis. For example, if you are communicating on a business level, it’s inappropriate to litter your message with smiley faces. Retain your emotional emojis for more personal interactions. When in doubt, leave them out.**

### **5. Don’t be long winded.**

**It may be considered inappropriate to reply to a two-word text with paragraphs upon paragraphs in your response. If you receive a two-word text from someone, you can most likely assume that the sender is in a hurry, does not have much time available, or needs a quick response. If you need to go into detail or offer an extensive explanation, pick up the phone instead or meet in person.**

### **6. Be patient.**

**Treat text messaging the same way you treat an actual conversation. As it would be rude for you to dominate the conversation when you are speaking, it is also inappropriate when**



**texting. Give the recipient the opportunity to respond before sending a multitude of messages.**

#### **7. Know when to end the conversation.**

**Texting is similar to verbal or written communication. Be perceptive when the other person is ready to stop texting, and do not try to continue or badger the recipient with texts like “Are you still there?” or “Why aren’t you responding?”**

**The general rule of thumb is whether you are texting or in a phone conversation please treat people with the respect you would expect someone to speak or text to you. When texting it is easy to either sound abrupt or assume the person sending is being abrupt, give the benefit of the doubt in situations you are not sure of. In today world it is such a wonderful thing and makes your day a completely different day than it could have been just by simply being polite and happy, you can also change another person’s entire day...by simply being polite and happy.**