

SEPTEMBER

Shorten Phone Conversations



1) Warn them about your times limits.

Know someone who can talk for hours? Sometimes you just don't have the time. Next time he/she calls, right at the start of the conversation, tell him/her you've only got 5 minutes to spare right now. When those 5 minutes have passed, tell him/her it was wonderful talking, but you've got to hang up for now.

2) Set an egg timer.

Many phone calls get lengthy because you get so involved with the conversation that you lose track of the time. This can be both time-consuming and expensive. Set an egg time for a specific amount of time (5 – 15 minutes serve *most* conversations well), and politely end the call when the timer goes off.

3) Prepare ahead of time.

Before you make your calls, make a list of the items you want to cover. This way, you're not wasting your time, or the time of the person on the other line, trying to remember things during the conversation.

4) Is the call necessary?

Decide early on if a phone conversation is necessary. If the issue can be resolved more efficiently in another way then do so.

