

## **7d. Example of a half-day Telephone Communication Training Program**

### **Telephone Communication Skills Program**

#### **0 - 10 mins            Introduction**

What are the dynamics of telephone communication and how can understanding them improve performance and results. Program objectives. Program rules - Participation, Being accountable, Willing to learn from results

#### **10 - 15 mins            Maths Game**

Task:            Get teams of four to choose one expert at addition, subtraction, multiplication and division and give them an exam paper - the first team to return the paper is the winner

A very quick game that illustrates the power of assumption and mental models - how many teams complete the test and how many simply hand in the paper as instructed? What mental models do participants have about telephone communication?

#### **15 - 20 mins            Why Develop Telephone Communication Skills?**

Exercise:        Facilitator flipcharts participants' expected benefits from developing telephone communication skills

Identifies why and when it is better to develop telephone skills and obtains participant buy in to the process

#### **20 - 25 mins            Face to Face versus Telephone**

Exercise:        Facilitator asks participants to highlight the differences between normal face-to-face communication and over the telephone

Demonstrates the absence of visual clues and filtering of incoming information.

#### **25 - 30 mins            Heavy Hands**

Exercise: Participants shut their eyes and imagine a helium balloon attached to one hand and a very heavy book resting in the other.

With the help of a few simple suggestions, participants' subconscious minds reacts as if the opposing forces were real. A very visual demonstration of the power of the subconscious mind.

#### **30 - 50 mins            Official Telephone Business - Part 1**

Exercise:        Role play different telephone communication conflict scenarios in teams of 3

Tests communication and conflict resolution skills as they apply to telephone conversations and the ability to observe and coach others.

50 - 60 mins                    **Word Association**

Exercise:        Participants record 10 words they associate with “foot” and then find any common words on their team

Illustrates the different meanings and associations people have even for everyday concrete terms - everyone understands what a foot is, yet they have differing views on what it means to them. A good eye-opener for communication and why it is necessary to check the recipient’s understanding of the message to ensure clarity

60 - 65 mins                    **I Didn't Say ...**

Exercise:        Flipchart “I didn’t say she bit my dog” ask participants if the meaning is clear

Demonstrates the relative importance of words and tonality and their effect on the communicated message.

65 - 85 mins                    **Neanderthal Relay**

Task:            Team members receive and pass on a message to their colleagues that is critical to their clan survival in a time before modern language existed

A high-paced relay race without words that will challenge participants ability to use nonverbal communication to convey their meaning

85 - 100 mins                    **Telephone Communication 1 - Tone Phone**

Exercise:        Blindfold participants role play simulated telephone communications that identify the relative importance of words, tone and body language and how to build rapport by matching the other party to the phone call.

Identifying and practicing the keys to building rapport on the phone.

100 - 115 mins                    **Break**

115 - 125 mins                    **Silent Numbers**

Task:            Participants have a number whispered in their ear and must find their place in the team line without using sight or voice

A challenging problem solving game that will test the ingenuity of team members and their ability to think laterally under pressure

125 - 140 mins                    **Active Listening Game**

Exercise:        Participants test the effects of not listening at all and listening actively on their partner’s ability to communicate with them

A simple, effective introduction to active listening and how to do it

140 - 160 mins      **Telephone Communication 2 - Body Language**

Exercise:      Blindfold participants role play simulated telephone communications that identify the relative importance of words, tone and body language and how to build rapport by matching the other party to the phone call.

Identifying and practicing the keys to building rapport on the phone.

160 - 180 mins      **Handshake Game**

Task:              Score as many points as you can by pulling your partner's hand to your hip

A game that introduces the WorldGAMES methodology and looks at the benefits of collaborative teamwork rather than an individual winning at all costs

180 - 200 mins      **Telephone Communication 3 - Matching and Mirroring**

Exercise:      Blindfold participants role play simulated telephone communications that identify the relative importance of words, tone and body language and how to build rapport by matching the other party to the phone call.

Identifying and practicing the keys to building rapport on the phone.

200 - 210 mins      **Building Rapport and Empathy**

Debrief to include how to build rapport and empathy

210 - 230 mins      **Official Telephone Business - Part 2**

Exercise:      Role play different telephone communication conflict scenarios in teams of 3

Tests communication and conflict resolution skills as they apply to telephone conversations and the ability to observe and coach others.

230 - 240 mins      **Come to the Party**

Task:              Participants choose to join someone's party in preference to their own if they are more impressed by the other's invitation. Each may only use the range of communication tools on their card

A fun introduction game that demonstrates the relative power of words, tonality and body language in communication

Total session time, with tea break, four hours