

TELEPHONE COURTESY

Small Group Discussion Questions

1. Why is telephone courtesy important?
2. What can people know about you if you are not careful to use a pleasant tone on the telephone?
3. Would it be helpful in your household to always have a paper and pen next to the phone?
4. How would practicing your conversation affect your telephone call?
5. How do you feel when somebody yells at you over the phone?
6. What aspect of telephone conversation do you dislike the most? Why?
7. How can you change that to make it a more positive experience for yourself and the other person?
8. What attitudes does being willing to say, "I'm sorry" demonstrate? Why is this especially important on the telephone?
9. Why is it especially important not to argue on the telephone?
10. Review all of the tips on how to be courteous on the telephone. Are there any others that you can think of?
11. If there are still issues you have questions about, please raise them now.