

## TELEPHONE SIMULATION

### **Purpose:**

To identify and develop skills while preparing for, and making, phone calls  
To practice making phone calls

### **Materials:**

Telephone simulations (attached)  
Old telephone receiver(s) - optional

### **Instructions:**

1. Read through the "Phone Tips" below
2. Working in groups of three, conduct phone simulations according to simulation instructions below

### **Phone Tips:**

#### **Before Calling:**

Know why you are calling  
Know why you were calling this particular person or office  
Know about the person being called: level of knowledge, opinion on subject at hand, past concerns, past statements, etc.  
Do your homework; Explore the organization's website if they have one, so that you are not asking questions that are answered on the website  
Know what you need  
Make notes about what you want to ask  
Make notes about what you want to say  
Have a paper and pencil ready to take notes; start with the date, time, name of person called, and phone number used  
Prepare yourself to answer questions  
Gather and organize whatever information you may need to help you answer questions  
Know how far you can go in making commitments and promises  
For your first few calls, prepare a tape recorder to tape your end of the conversation for future reference

#### **Starting the Call:**

Identify yourself by first and last name  
Briefly identify your association: A member of the \_\_\_\_\_ class at \_\_\_\_\_ school  
Quickly state your needs:

- I would like to speak with \_\_\_\_\_
- I would like to speak with someone about \_\_\_\_\_
- I would like some information about \_\_\_\_\_

#### **Prepare For Roadblocks:**

"Could you suggest a time I might call back?"  
"Could you suggest someone else who might be able to help me?"  
The never-ending computer phone menu  
Be ready to leave a clear message, should you be directed to a voice mailbox

#### **Ending the Call:**

Wrap up by repeating and summarizing any commitments either of you have made  
Be sure to say 'thanks'

If you don't reach the person you need to speak to;

- leave a message,
- Please tell \_\_\_\_\_ that I called about \_\_\_\_\_;
- "Please leave a message that I called, and that I will call again.", or
- Find out when you should call back.

### **After Calling**

Edit, revise and expand your notes  
Review and critique your tape recording  
Initiate your next action steps  
Honour any commitments made  
Call back if necessary

### **Phone Simulation**

1. Work in a group of three consisting of one person telephoning, one person receiving the call, and one observer.
2. Make three of the phone calls on the phone simulation list (below), rotating roles each time
  - a. Select roles
  - b. Take a few minutes for each person to prepare statements, questions and potential responses.
  - c. Respond to the scenario; callers should sit back-to-back; observer should write notes
  - d. Review the discussions that developed; identify strong and weak points, areas of confusion or misunderstandings, and ways to improve.
  - e. Rotate roles and repeat steps a – d.
  - f. Discuss the most common strengths, weaknesses, possibilities for improvement.
  - g. Do at least one 'public' round in front of the whole class.
3. When you are confident you have mastered the skills, you will be asked to demonstrate a simulation and be checked by a classmate who is already "phone certified"; successful demonstration will result in receiving a phone certification card\*.
4. On future phone assignments, work in pairs to support and critique each other.

### **Sample Simulations**

Simulation 1: Call the city/town bylaw officer to see if there are any regulations around idling vehicles.

Simulation 2: Call the Conservation Authority to set up a meeting to discuss your proposed wetland rehabilitation project.

Simulation 3: Call the police department to discuss ideas for working together to reduce littering and vandalism in a local ravine.

Simulation 4: Call the water treatment plant to discuss your findings based on water quality tests you completed. (The tests suggest there is a high level of organic matter coming from the water treatment plant).

\*The above has been adapted from William F. Hammond Ph.D. Florida Gulf Coast University, and Lee District School System, Lee County Florida. Phone certification refers to permission for students to use the phone in the school office or library.