

# Your phone mannner quiz

Have Some Fun · By Simon Townsend · 1 min read

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Do not return this questionnaire separately:

## Your phone manner

All journalists - fulltime, casual or freelancers - obtain most of their quotes and much of their information over the phone. Often you have to "sweet talk" people. People are busy, and not interested in your needs or your deadlines. If you have a persuasive manner, your freelance life will be easier. Fill-in all and return this questionnaire. There are no "right" or "wrong" answers, only your opinions. This does not count towards your qualification. It gives me a clearer idea of you as a freelancer.

## Attitudes

Tick one box and PRINT your comments about yourself

1. I WILL get the information and quotes I need even if I make the person on the other end uncomfortable.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. If I force myself to sound friendly, perky and interested, my pretence will show through.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. Giving compliments is one of the best ways to get an interviewee's time and attention over the phone.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. The secret of a good phone manner is to keep smiling at someone who can't see me but who hears my smile.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. I always speak slowly and distinctly.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. It's phony to address people as "Mr Smith" or "Dr Jones" as people now like to be addressed by a first name.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. I don't answer my home phone with a "hello!". I always answer with my full name.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. It's best to start off with a few pleasantries before getting to the point of my call so I can demonstrate that I'm friendly.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. We all tell white lies, so little fibs over the phone won't hurt my interviewees.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. If my interviewee is prattling on with information I don't want, it's my duty to interrupt and get to the nitty gritty.

- agree strongly ? agree ? don't know ? disagree ? disagree strongly

1. I follow up all phone interviews or information-gathering with a small gift.

- agree strongly ? agree ? don't know ? disagree ? nonsense!

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