

# DEPARTMENT OF ENGLISH

## STUDENT INDUCTION PROGRAMME

Topic: TELEPHONE ETIQUETTE

Resource Person: K. Sasi, Lecturer in English, SDMSM Kalasala, Vijayawada

Date: 6<sup>TH</sup> April, 2021

Venue: E CLASS ROOM

Telephone etiquette is crucial in communication. Callers judge you by the way you interact with them and handle their request or answer their questions. Good communication is key to establish and maintain a strong connection with you. However, it's often difficult to communicate over the phone, since neither party can observe body language or other nonverbal cues. Therefore it's important to use your words, tone and professionalism to convey what you are trying to get across. Hence, one has to continuously practice the right etiquette.

The Dos and Don'ts of Telephone Etiquette

### **Do's:**

Smile when you talk to people. ...

When you answer the phone, greet the caller warmly and advise who they are talking to.

Speak clearly.

Make the caller feel welcome.

### **Don'ts:**

Be distracted.

Shout or whisper.

Leave the caller on hold for too long.



# DEPARTMENT OF ENGLISH

## STUDENT INDUCTION PROGRAMME

Topic: GROUP DISCUSSIONS

Resource Person: K.Sailaja Rani, Lecturer in English, SDMSM Kalasala, Vijayawada

Date: 29th, March, 2021

Venue: E CLASS ROOM

Points to Remember:

- Be assertive and polite. Be calm but not quiet.
- Observe clarity in thoughts.
- Appear pleasant with the fellow participants.
- Be logical in your answers.
- Make one to one discussion or interaction with the members in the group.
- Avoid pointing fingers, shouting or any such kind of impolite behaviour.
- Don't use any slang or abusive language.
- Avoid negative body language like shaking legs, yawning, drumming table, looking here and there or swinging pen or pencils e.tc.

