



## TIPS FOR TELECOMMUNICATORS

### Avoiding Conflict on the Phone

1

#### **Listen.**

Don't just hear. Give undivided attention, and focus on emotions and needs, not just words and information.

2

#### **Don't judge.**

Know your own triggers. Remember, remaining neutral doesn't mean you approve.

3

#### **Talk back.**

Give verbal cues that show you are listening. Rephrase, summarize, and reassure the caller that you understand.

4

#### **Hit pause.**

Take a tiny break from a stressful interaction. Look away, change your posture, and take a deep breath.

5

#### **Rise above.**

"Go to the balcony." Mentally step away and imagine you have a bird's eye view of the whole situation.

6

#### **Self affirm.**

Take time to self-heal after a tough call. Get in the habit of knowing your value and keeping your confidence strong.