**TELEPHONE CALLING – GUIDELINES**

**TELEPHONE CALLING**

* Never take it Personal
* Important part of the communications strategy
* Frontline communicators to membership
* Open, friendly, professional and accommodating
* Link to Membership on behalf of the Membership Land Code Committee
* Use a soft approach
* As a frontline worker your responsibility is to inform membership on upcoming events
* Follow-up on questions they may have by letting the caller know that a committee member will call them back or let them know that you will send them a package on the Land Code
* The tone of your voice is very important
* Should not appear angry, upset, condescending
* Should appear friendly and professional
* If membership is angry towards you, maintain a friendly approach and let them know that someone will be calling them to follow-up
* “Maintain your Cool”

**THE PHONE CALL**

* Ask for the members by name
* Identify Who you are and Who you are calling on behalf of
* Why you are calling
* What will be happening
* Why it is important for them
* Ask if they have heard of the project
* Brief description of the project
* Do they have any questions
* Would they like for you to follow up with them
* Thank them for their time

**THE SCRIPT**

* Hi may I speak with (insert name of person being called) please
* My name is (insert name of person making the call) and I am calling on behalf of the Membership Land Code Committee
* I am calling to let you know that there will be an information meeting, on the (insert First Nation name) Land Code, happening at the (insert place, date and time)
* The committee members are hoping that you can make it to the meeting to share a meal, listen to a short presentation, and more importantly, provide your views on the (insert First Nation name) Land Code Development
* If you have any questions, I would be happy to follow-up for you on questions that you may have
  + If the caller asks what the Land Code is about
  + I would be happy to follow up and send you a package on the Land Code Development and one of the committee members will call you
* Thank you for your time and we look forward to seeing you on (insert date of the information meeting)