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*Speaking of Exceptional Patient Care*

# TELEPHONE SKILLS SELF-ASSESSMENT



# HOW TO USE THIS TELEPHONE SKILLS SELF-ASSESSMENT



## Pre-Hire Assessment:

There are many methods to predict a candidate's ability to perform on the job. Situation analysis, work samples, personality profiles, etc. This pre-hire assessment can help a prospective new colleague know what to expect in terms of telephone communications.

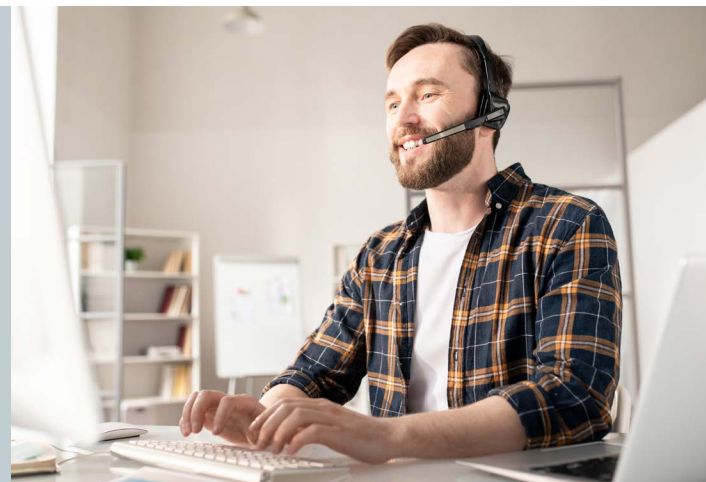


## Team meeting activity:

Print copies and provide a pen or pencil for each team member. (Please don't think "duh" – you want everyone's participation!) After the assessments are completed, ask your colleagues to identify the five techniques that would mean the most to patients. Or the five techniques that should be doable on every call. Or the five techniques that represent the best opportunity for improvement for your organization.

## Sustain the skills:

To reinforce the use of these behaviors, make completion of the Telephone Skills Self-assessment part of your team's annual performance development plan.



# PRE-HIRE ASSESSMENT

<b>01.</b> Do you listen for the caller's name at the outset of a phone call?	<b>Yes</b>	<b>No</b>
<b>02.</b> Do you use the caller's name at least once during a phone call?	<b>Yes</b>	<b>No</b>
<b>03.</b> Do you introduce yourself, giving your first and last name clearly?	<b>Yes</b>	<b>No</b>
<b>04.</b> Do you orient your patient/visitor/co-worker to what will happen next?	<b>Yes</b>	<b>No</b>
<b>05.</b> Do you ask – and wait for an answer – before placing someone on hold?	<b>Yes</b>	<b>No</b>
<b>06.</b> Do you avoid eating/drinking while you are speaking on the telephone?	<b>Yes</b>	<b>No</b>
<b>07.</b> Do you refrain from chewing gum while on duty?	<b>Yes</b>	<b>No</b>
<b>08.</b> Do you listen to the other person's initial statement without interrupting?	<b>Yes</b>	<b>No</b>
<b>09.</b> Do you answer telephone calls within three rings?	<b>Yes</b>	<b>No</b>
<b>10.</b> Do you return all phone calls the same day?	<b>Yes</b>	<b>No</b>
<b>11.</b> Do you eliminate as much background noise as possible for phone calls?	<b>Yes</b>	<b>No</b>
<b>12.</b> When leaving a message, do you state your phone number slowly?	<b>Yes</b>	<b>No</b>
<b>13.</b> Do you use the NATO phonetic alphabet when speaking on the phone?	<b>Yes</b>	<b>No</b>

14. Do you ask, "How may I help you?"	Yes	No
15. Do you assure the caller that you will help? "I can help you."	Yes	No
16. Do you ask, "Whom do I have the pleasure of speaking with?"	Yes	No
17. Do you use courtesy words – please, thank you, you're welcome?	Yes	No
18. Do you refrain from making negative remarks about co-workers?	Yes	No
19. Do you thank the caller for calling your organization?	Yes	No
20. Do you enjoy answering the telephone?	Yes	No

## Scoring:

Give yourself 5 points for every "YES" answer.

**90-100** Impossible to score this high.

**80-85** WOW!

**60-75** Some fine tuning and you're exceptional.

**Below 60** OUCH!





**Hi,**

Thanks for requesting the Telephone Skills Self-Assessment.

You're taking an important step to reinforcing service behaviors that matter to patients.

Use of the NATO alphabet is a marker of an organization that values professionalism in communications. The NATO alphabet was created to serve as a uniform communication technique for military, civilian and amateur radio communications. Once learned, you have the advantage of spelling with words that won't be confused with other words by the listener.

Many people already know some words from the NATO Alphabet. For example:  
W as in Whiskey, T as in Tango, F as in Foxtrot

*Excellent telephone skills are often a job requirement. Once your team knows the NATO alphabet, they can impress future job interviewers with their use of it!*

NATO PHONETIC ALPHABET						
	A alpha	B bravo	C charlie	D delta	E echo	
F foxtrot	G golf	H hotel	I india	J juliett	K kilo	L lima
M mike	N november	O oscar	P papa	Q quebec	R romeo	S sierra
T tango	U uniform	V victor	W whiskey	X xray	Y yankee	Z zulu

If you like the self-assessment format and would like another tool for a wider range of service behaviors, just email [susan@susanbaker.com](mailto:susan@susanbaker.com) and I'll send it to you right away!

Kind regards,

Susan