

When to pick up the phone

BMT-IBT-2 HUMAN RESOURCES

DANNY RUBIN SERIES

EMPLOYABILITY SKILLS

LESSON PLANS FOR WHEN TO PICK UP THE PHONE

How to Talk the Talk

NINE TIMES YOU SHOULD PICK UP THE PHONE INSTEAD OF SEND AN EMAIL

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Yes, it's easier to fire off an email than make a phone call. On the phone we're put "on the spot" and need to come across polished and professional. It's more stressful and requires more effort.

Still, there are times when a phone call isn't preferred but necessary. Why? On the phone, you handle your business more quickly and show you're not afraid to talk with someone in real time.

Consider the scenarios below as you decide: email or phone?

You should pick up the phone when...

1. You send an email with critical information and the person doesn't respond within ten minutes. It's time to call and check on whether the email came through.
2. You have a lot of information to pass along, and it's easier to discuss over the phone than write a huge email.
3. You want to have a conversation with someone rather than a back-and-forth email chain.
4. You have a request or need information from someone, and it's faster to call than send an email and wait for a response.
5. You send two or more emails to the same person (about the same topic) but never receive a response.
6. You send an email to ask about internship/job opportunities but never receive a response.
7. You send an email about a networking opportunity and then another email if the person doesn't respond. If you receive no answer after email #2, and it's someone you need to meet, then it's time to call.
8. You've held a back-and-forth email conversation with someone but never spoken. If you want to take the relationship further, you must hold an actual conversation.

Student Work, Directions, and completed assignment

Sample-Joshua Driver

When to pick up the phone

Directions. Read each statement. If you agree with the statement, put a check in the Agree column. If you don't agree with the statement, put a check in the Disagree column. Discuss your answers with a partner. The teacher will be asking the class before reading the story how the class as a whole marked their papers.

Agree Disagree

1. Yes, it's easier to fire off an email than make a phone call.
2. Still, there are times when a phone call isn't preferred but necessary.
3. You send two or more emails to the same person (about the same topic) but never receive a response.
4. You have a lot of information to pass along, and it's easier to discuss over the phone than write a huge email.
5. You've held a back-and-forth email conversation with someone but never spoken. If you want to take the relationship further, you must hold an actual conversation.
6. On the phone we're put "on the spot" and need to come across polished and professional. It's more stressful and requires more effort.
7. You send an email about a networking opportunity and then another email if the person doesn't respond. If you receive no answer after email #2, and it's someone you need to meet, then it's time to call.

Student Directions

The screenshot shows a digital assignment page titled "When to pick up the phone" with a due date of Oct 28, 2019, and a value of 100 points. The page includes instructions to read and discuss statements with a partner. Below the instructions are two preview cards for the assignment questions. At the bottom, there is a "Class comments" section with an "Add class comment" input field.

Joshua Driver
Job Skills
PowerPoint-[When to pick up your phone!.pptx](#)

When to pick up the phone

Directions. Read each statement. If you agree with the statement, put a check in the Agree column. If you don't agree with the statement, put a check in the Disagree column. Discuss your answers with a partner. The teacher will be asking the class before reading the story how the class as a whole marked their papers.

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1. Yes, it's easier to fire off an email than make a phone call.
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6. On the phone we're put "on the spot" and need to come across polished and professional. It's more stressful and requires more effort.
7. You send an email about a networking opportunity and then another email if the person doesn't respond. If you receive no answer after email #2, and it's someone you need to meet, then it's time to call.
8. you will need to call when you need some information ASAP and can't wait for an email back

Comments: Grade of 85. You needed to get rid of the blank lines or could have underlined your agree or disagree