

# BEHAVIOURAL INTERVIEW QUESTION TOPIC

## Telephone Communication

**Description:**

Creates a positive relationship in telephone interactions, effectively managing calls so that both parties communicate clearly and achieve desired outcomes.

**Evidence to look for:**

- Quickly engages people by demonstrating sensitivity to their circumstances
- Is clear, confident and authoritative when communicating
- Gives the caller full attention and does not engage in other conversations while on the phone

**Questions:**

- Most of us from time to time have been caught with answering someone else's phone. Think of a specific instance. What did you say to the caller? What was the outcome?
- Have you ever had a situation where you have spoken to an angry customer? If so, what was the situation? Specifically, what did you say to the customer? How did you leave the customer feeling? Do you know the final outcome? (Look for empathy, prompt action and follow-up)