

# VOICEMAIL

You may not realize it, but like any other communications skill, there is an art to voicemail. Your outgoing message is a verbal first impression, a calling card, a snapshot of who you are.

## Here are some helpful voicemail tips for your OUTGOING MESSAGE:

1. Write down what you want to say and make it clear, concise, conversational and no longer than 15 seconds.
2. Tone matters: you can hear a smile or a frown through the phone. Record in front of a mirror to check your demeanor.
3. Avoid distracting background sounds while recording.
4. Listen back to your message with an objective point of view. Do you sound authentic, memorable, approachable?
5. Never use filler words: they undermine your credibility.

## WHEN LEAVING A VOICEMAIL FOR SOMEONE:

1. Don't sound surprised that the person you called didn't answer the phone. Know what you want to say before you make the call.
2. Leave out unnecessary details.
3. Lead with your name, phone number, a brief message and repeat your name and phone number again at the end.
4. Never leave proprietary or personal information on a voicemail.
5. Never leave an angry or inappropriate message on anyone's voicemail. These kinds of messages are relationship enders and could be heard by others.

No matter how you sound, I can make you sound better.