

Structure for a Call - Activities

Good calls have structure so that you know where you are in the conversation and where you are going. Structure helps you to follow the same process with consistency – this opens the door to true performance development as you can focus on HOW you are doing it rather than thinking about WHAT you are doing.



Key activities to complete:

Download and print the structure for a good call

Focus your practice on the link between your Summary and the Presentation of your job/service

Good listening requires good note taking – use your notes to create an accurate summary of what the candidate has said is important to them.

As you summarise the content of the conversation pull through things in the role and the client that will deliver this.

Work towards a close – on being put forward if YOU believe that the role is a match for the candidate and the candidate is a match for the client.