



# DISC TIPS



May 4, 2010

## Leaving Voicemail for an "S"

**What is an "S"? - Steady**

*They are reflective and friendly communicators.*

### It's an "S" Greeting When You Hear:

**Words:** "Thank you for calling. I'm sorry I'm not here right now; however, your call is important to me. At the tone, please leave your name, number and a brief message, and I'll get back to you as soon as possible. I look forward to speaking with you. Have a great day."

**Pace:** Reflective, structured, and consistent.

**Tone:** Friendly, soft-spoken, respectful, tentative.

### Leaving Voicemail for an "S":

1. Lean back in your chair and relax.
2. Smile as you speak warmly at a measured rate.
3. Sound personable; yet still professional.
4. If possible, tell them who referred you.
5. Thank them in advance for returning your call.

**Example:** "Hello, Mike. This is Beth Jones. Mary Thomas suggested I send you the proposal for your review. I attached it to an email I sent you this afternoon. If you could provide feedback by the end of next week, that would be extremely helpful. Please contact me with any inquiries at 800.111.2222. Thank you, Mike, for your assistance."



**Contact DISC Provider at 858.459.6648**

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