

PRE CALL PREPARATION

5 minutes before the call make sure you do all of the following:

- ☐ Make sure that you are in a quiet room with no interruptions
- ☐ Use your phone/Zoom with headphones so that your hands are free for taking notes and expressing
- ☐ Make sure that you are recording the phone call:
Zoom or Ring Central
- ☐ Have a pen and notepad/CRM software in front of you for notes
- ☐ Release all attachment to the "YES" and put all attachment onto "Accurate Diagnosis"
- ☐ Loose all the emotional baggage from the day or previous calls, be tranquil and focused
- ☐ Have the number ready to dial and make sure you dial the very moment the clock hits the minute - **BE ON TIME!**