

DISC TIPS

Leaving Voicemail for a "D"

What is a "D"? - Dominant

Quick Tip...

They are goal-oriented, assertive and independent.

It's a "D" Greeting When You Hear:

Words:

"This is Smith. Leave a message at the tone."

Pace:

Rapid and to the point.

Tone:

Cool, emphatic - like a human telegram.



Leaving Voicemail for a "D":

1. Give your phone number at beginning and end.
2. Articulate clearly at a quicker rate of speech.
3. Tell them exactly why you are calling.
4. Tell them exactly what you want them to do.
5. Let them know what to expect with next step.

Example:

"This is Jones at (858) 123-4567. The annual sales report. I need it completed and on my desk by 9:00 am Wednesday. If you have any questions, call me at (858) 123-4567."



DISC TIPS

Leaving Voicemail for an “I”

What is an “I”? - Interactive

Quick Tip...

They are natural entertainers, optimistic and friendly.



It's an "I" Greeting When You Hear:

Words:

"Hi, you've reached Karen. I wish I was here to take your call, but I'm probably out making some customers happy. Leave me a message, and I'll get back to you soon. Hope you have an awesome day!"

Pace:

Rapid, spontaneous, unstructured.

Tone:

Upbeat, animated, happy-go-lucky.

Leaving Voicemail for an "I":

1. Use a warm expressive tone of voice.
2. Give the impression that you are upbeat.
3. Suggest a meeting where you can share ideas.
4. If appropriate, give them your "private" number.
5. Let them know the first meeting is exploratory.

Example:

"Hi Karen, it's Sally. I'm really excited about working together on the Blitzen Project. If you'd like, perhaps we can get the ball rolling over coffee. You can reach me at home at 858-123-4567. I look forward to hearing from you."



DISC TIPS

Leaving Voicemail for an “S”?

What is an "S"? - Steady

Quick Tip...

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."



DISC TIPS

Leaving Voicemail for a “C”

What is a “C”? - Compliant

Quick Tip...

They are factual, formal and analytic.

It's a "C" Voicemail Greeting If:

Words:

"You have reached George Smith, IT Manager for Ace Corporation. Today is Wed., May 12. I will be in meetings until 11 a.m. If you require an immediate response, press "O" for the operator, or leave a detailed message, including your name and complete phone number. I will contact you prior to close of day."

Pace:

Prudent, structured and deliberate.

Tone:

Authoritative when presenting information; Skeptical when responding to the ideas of others.

Leaving Voicemail for a "C":

1. Articulate clearly at a steady rate of speech.
2. Remain cool, calm and professional.
3. Tell them exactly why you are calling.
4. Let them know what to expect with the next step.

Example:

"Hello George. This is Jane Jones, purchasing manager, extension 217. I need technical advice regarding upgrading our software. I am available between 11 a.m. and 5 p.m. today. Again, this is Jane Jones from Purchasing at extension 217."

