

## Personal Communications Protocol

This PDF offers, hints, tips and a sample Personal Communications Protocol to either print out and fill in or copy. We hope it's useful and gives you some practical advice to help with your communication skills.

### Hints & Tips : Face to Face

When you first meet someone ask open questions:

- What do you do?
- Where did you travel from to get here today?
- What kind of work are you interested in?
- What's your special area of practice?

An open question is one that does not have a yes or no answer

**Tip:** Practice asking open questions with your friends, how long can you keep a conversation going asking open questions?

### Hints and Tips : E-mail

With e-mail think about your audience, use a different tone for personal and professional communications and take advantage of the informality to send quick short messages that manage others expectations of you.

**Tip:** Send an auto-reply laying out your movements and how people can contact you if you won't be checking your e-mails regularly

**Tip:** Ensure any online personas match the image you're trying to portray in the rest of your communications, and your 'personal brand'

### Hints and Tips : Phone

Treat your phone as a business tool, think about the experience of the person you're talking to on the other end, and make the conditions as good as possible for talking to them (no busy streets, bars, soap operas etc.)

**Tip:** Always leave a personalised answer machine message so that callers know they've got through to the right person if you're not available

## Sample Personal Communications Protocol

Print this out, or copy the format to build your own Personal Communications Protocol. Remember every event, occasion, meeting and interaction is an opportunity to meet new people who may be interested in your practice.

### Face to Face

These are three of my favourite open questions to use in conversation

I will aim to give out my business card to at least  people at each business / social event I attend

I will aim to receive  business cards and write down  facts about the people who gave them to me, at each business / social event I attend

### Phone

I will aim to reply to text messages within  minutes / hours of receiving them

I will aim to respond to voice mail messages within  minutes / hours of receiving them

I will listen to my voice mail at least  times per day

I will set objectives and outcomes before I make important calls, and record any action points

### E-mail

I will aim to check my e-mails  times per day / week

I will aim to reply important e-mails within  hours / days of receiving them

I will check my junk to ensure no important e-mails have found their way there  time(s) per week

I will pick an e-mail name that's appropriate to work and practice

I will check to see if I need to send a holding e-mail assuring people I haven't forgotten about them  
time(s) a week

