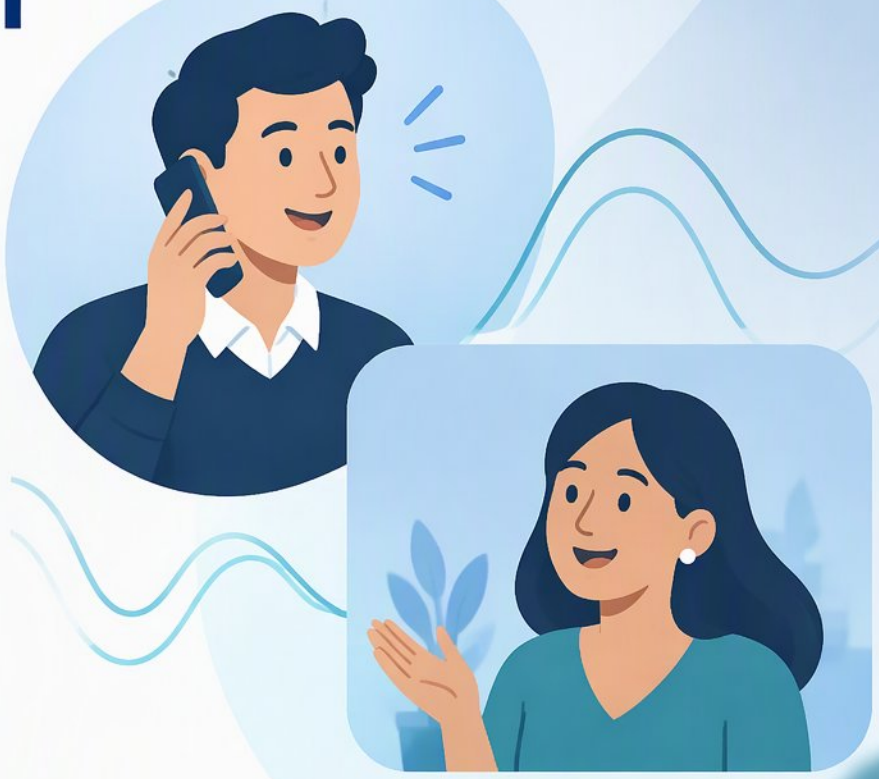
Handling Phone and Video Calls in English

Course goal: make phone and video calls in English with more confidence and control

Calls feel harder: no lip-reading, gestures, or shared whiteboard to rely on

Good call performance means clear structure, repair phrases, and solid follow-up

Roadmap: preparation, opening, managing the conversation, closing, video skills, practice



Why Calls Are Harder Than Face-to-Face English

- No visual cues: no lip-reading, gestures, or shared screens
- Audio-only problems: compression, background noise, overlapping speech, dropped words
- Video call problems: lag, frozen frames, muted microphones, camera framing
- Silent gaps and clear turn-taking help non-native listeners understand
- Compensate with explicit verbal signals and confirmation checks



Different ways to communicate. Same goal: understanding.

Essential Phrases for Starting, Managing, and Ending Calls



- **Opening:**
  "This is [name] from [company]. I'm calling about..."
- **Checking timing:**
  "Is now a good moment to talk?"



- **Holding and routing:**
  "Could you hold for a moment? I'll put you through."
- **Clarifying:**
  "Could you repeat that? Let me make sure I understood."



- **Closing:**
  summarize next steps, confirm action items, sign off politely

Spelling Names, Numbers, and Email Addresses Clearly

- Use the NATO alphabet or common words: "B as in Bravo"
- Say @ as "at", . as "dot", - as "hyphen" or "dash"
- Read phone numbers in groups of two or three digits
- Confirm with read-back: "Let me read that back to you..."
- Don't feel embarrassed to ask for repetition; even native speakers do



NATO Alphabet (Examples)

A	A as in **Alfa**
B	B as in **Bravo**
C	C as in **Charlie**

name@example.com

n-a-m-e | at | e-x-a-m-p-l-e | dot | c-o-m

"Let me read that back to you..."

CLEAR COMMUNICATION
BUILDS STRONGER CONNECTIONS

Preparing Before the Call

- Send the agenda in advance for important calls
- Prepare key vocabulary, names, numbers, and likely questions
- Test camera, microphone, connection, lighting, and background
- Keep a one-page cheat sheet with phrases and key data
- Choose a quiet room; mute alerts and reduce background noise



Be prepared. Communicate with confidence.

Opening the Call and Setting the Agenda

Start strong.
Build connection.
Move forward.

- Internal vs. external:
  "This is Ana" vs. "My name is Ana from Nexa"
- Confirm the line: "Am I speaking with...?" and "Who else is with us?"
- State purpose early: "I'm calling about..." plus expected duration
- Propose a short agenda: "What I'd like to do today is..."
- Keep small talk brief: "How's your week going?" then move to business



Managing the Conversation Without Visual Cues

- **Signal actions:** "I'm going to share my screen now"
- **Check understanding:** "Does that make sense?"
- **Interrupt politely:** "Sorry to jump in, but..."
- **Buy time:** "Let me think for a second"
- **Handle silence and tech failures calmly**



Handling Problems, Accents, and Difficult Moments

- Don't understand? Ask for repetition, spelling, or rephrasing.
- Bad line: "You're breaking up" — switch to video or call back.
- Fast speech or accents: check key details with a read-back.
- Angry caller: let them finish, acknowledge emotion, then offer action.
- Escalate clearly: "Let me check and call you back by 2."



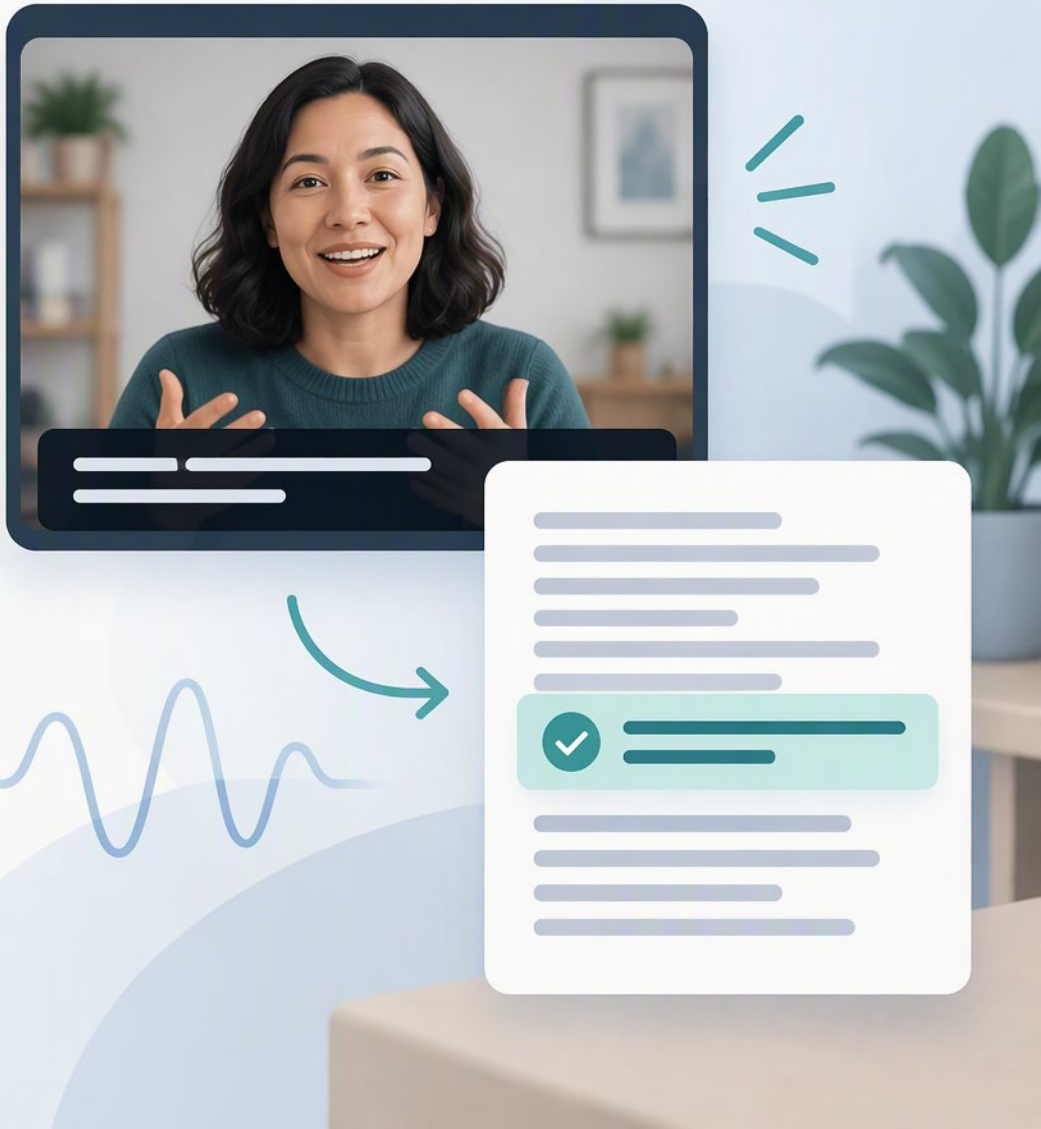
Video Call Skills: Camera, Screen Sharing, and Presence

- Eye contact with the lens: camera at eye level, face lit from the front
- For screen sharing: close unrelated tabs, announce what you share, do a read-back
- Mute when not speaking; name each speaker during group calls
- Read limited cues: nods, smiles, chat reactions
- Confirm understanding with quick verbal checks



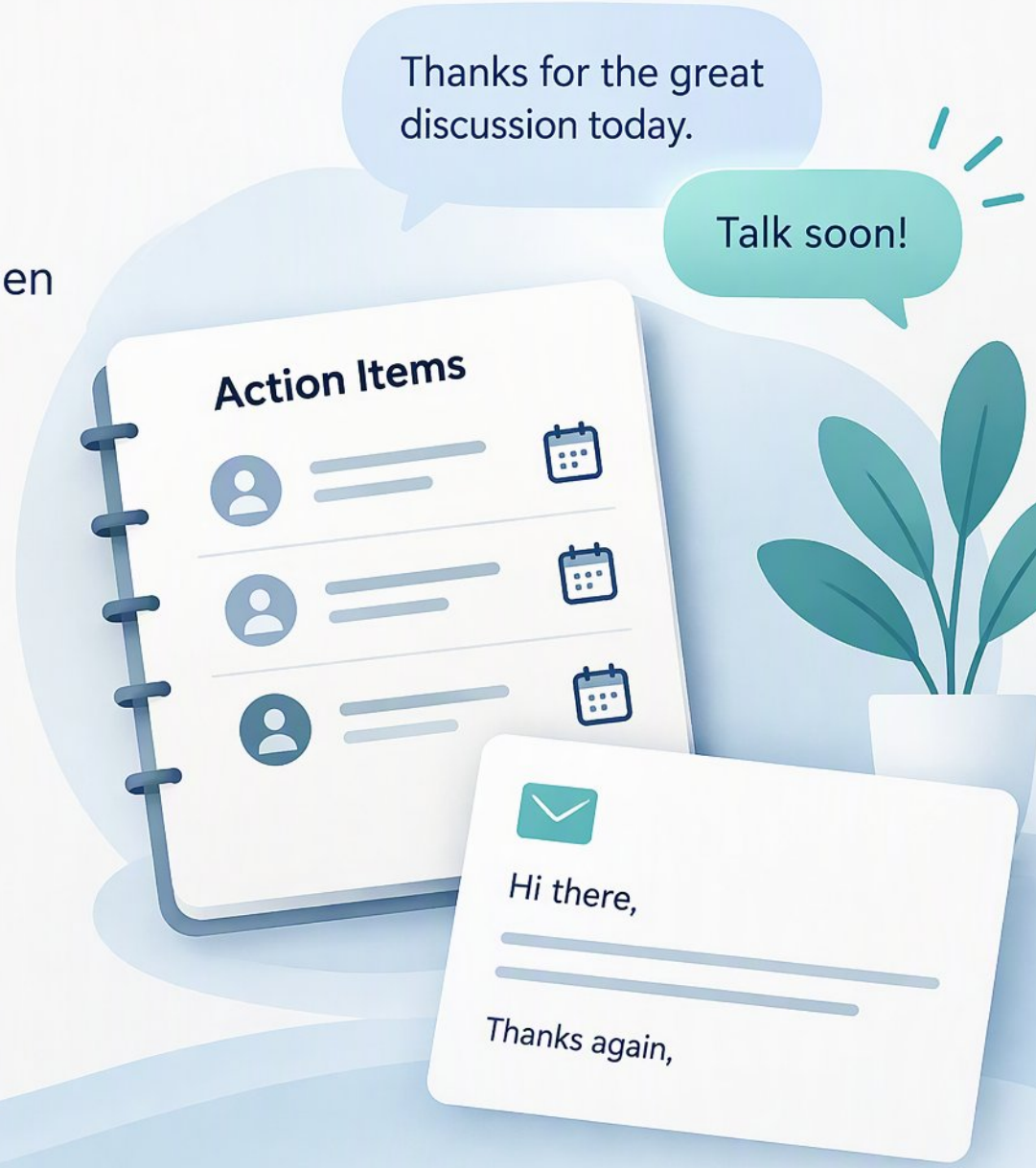
Using Live Captions and Transcripts to Support Understanding

- Turn on live captions in Teams, Zoom, or Google Meet before the call
- Set the spoken language correctly so captions stay accurate
- Use post-call transcripts to catch missed details and review
- Pair captions with confirmation checks; captions are not always accurate
- Speak clearly, reduce background noise, avoid overlapping speech



Closing the Call and Following Up

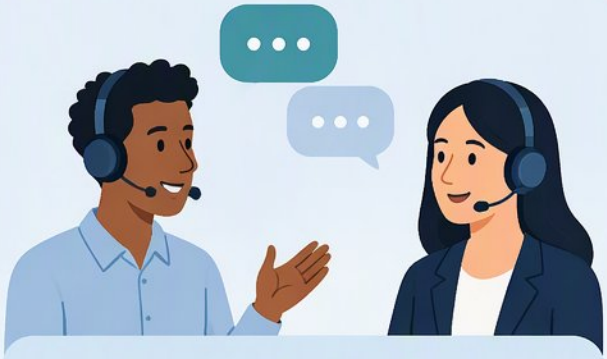
- Summarize decisions and action items before ending the call
- Confirm who does what, and by when
- Choose closing phrases to match the relationship
- Send a short recap email or chat message
- Review your own call to improve next time
- Action items need three things: owner, task, deadline



Practice Scenarios: Client Inquiry, Internal Stand-up, Vendor Support



Client inquiry



Internal stand-up



Vendor support

- Client inquiry: open, clarify, confirm details, close
- Internal stand-up: quick updates, clear turn-taking, action items
- Vendor support: describe the problem, spell details, escalate
- Pair practice back-to-back, audio-only and video modes
- Self-check: clarity, repair phrases, structure, follow-up

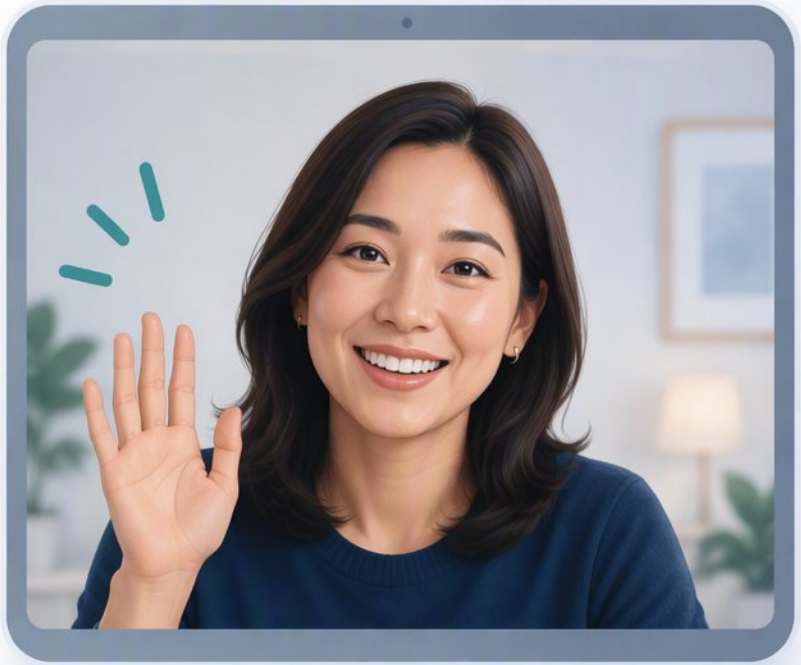
Personal Action Plan and Resources for Continued Practice

- Set a 30-day goal: one call type per week
- Learn one new call phrase every day
- Use AI call tools like Phoniq or Speak for low-pressure practice
- Record and review your calls; note repair phrases and gaps
- Build a personal phrase bank for your common calls
- Ask colleagues and language partners for feedback



Key Takeaways and Next Steps

- Calls are harder without visual cues — compensate with explicit language
- Prepare: agenda, vocabulary, technology and a quiet environment
- Manage: signal, check understanding, interrupt politely, handle problems
- Close: summarize decisions, confirm action items, follow up in writing
- Practice regularly; use captions and AI tools to build confidence



Your Communication Matters

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