

Thought on voicemail protocols

- Don't put voicemail on when you are available - most people would rather speak to a real person on the end of the phone
- For those occasions where it is necessary, make sure your recorded message is clear, friendly and up-to-date or won't date
- Provide an emergency number if needed. This can either be a mobile number or the extension number of a colleague who may be able to help (alert them to the fact that you're offering their name and number on your message)
- Access your voicemail several times a day
- When leaving messages on other people's voicemail, limit your message to the facts you want to get across including a number for them to be able to reach you
- Avoid 'hiding behind' voicemail by using it as an easy way to handle a potentially tricky face-to-face situation
- Give constructive feedback to others on their use of voicemail.

adding value