



FREE PRACTICAL TOOL

Preparing for a Difficult Phone Call

A simple structure for calls that feel important, emotional, or intimidating.

Start here

- 1 Write the purpose of the call in one sentence.
- 2 List the two most important things you need to say or ask.
- 3 Keep a pen and paper nearby to write down names, dates, and next steps.
- 4 If the call becomes overwhelming, say: "I need a moment. May I call back or continue another time?"

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