

# Advanced Conversation Cards

## Talking on the Phone

In what situations do you think it is okay to answer a phone call? In what situations is it inappropriate?



In what situations do you think it is okay to ignore a phone call? In what situations is it inappropriate?

Why do you think certain people may like phone calls while others don't?



What are the advantages and disadvantages of solving conflict over the phone?



How is phone etiquette different from in person? How are they similar?



Does the type of phone call change how you speak/act? How?



Have you ever had an uncomfortable conversation over the phone? How could it have been different if it had been in person?

In a professional setting, when is it better to make a call than send an email?

