

Telephone Script: Leaving a Phone Message & Making A Phone Call

By: Stroke Comeback Center

1. What is a script?

A sequence of sentences that a person typically speaks in routine conversation / communication

Examples: Ordering a pizza, making a doctor's appointment

2. Are there different kinds of scripts?

Yes, some are monologues (just you talking) and dialogues (2 people). Some scripts have you starting a conversation and others have you responding to someone who has asked you a question.

3. What do I have to do?

First, you need to complete the script so that it feels like something you would say. Use the template as a guide. Don't make it too complicated!!

Next, the script needs to be recorded so that you can listen to it and follow the script. Listen and repeat.

You need to practice the script everyday for 30 minutes. You don't have to do it all at one time. This is called mass practice and it helps to make the script automatic and more accurate.

4. Does this really work?

Yes!! There are lots of research articles that prove this works and many folks report they notice carryover into everyday conversations / communications.

**Telephone Script
Leaving a Phone Message**

Dial the number:

At the beep:

Hi _____ this is _____ .

I decided to call you for a change.

Surprised?

Sorry, I missed you.

I'll call back.

Or you can call me at: (XXX) XXX - XXXX

Bye

**Telephone Script
Making A Phone Call**

Dial the number:

Hello

Hi, may I speak with _____?

Hi _____ this is _____ .

How are you?

I'm fine. How are you?

I'm fine/happy/sad/lonely.

I decided to call you for a change.

Surprised?

Yes, no, maybe.

I am practicing using the phone.

Let me know if you do not understand me

OK, I will

What's new?

Blah, blah, blah.
What's new with
you?

I have been busy with therapy/ family/exercise.

OK, I have to go now.

It's been great talking to you.

You too!

I will call back soon.

Ok that sounds great.

Bye