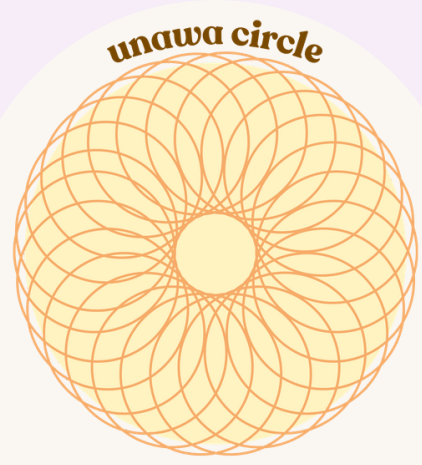




ANXIETY-FRIENDLY

PHONE PROMPTS

to use on days **YOU** don't feel like picking up the phone at work!

1

Preparing to Answer

Tip: Take a **deep breath** and remind yourself that **you don't have to rush**. It's okay to take a moment to center yourself before answering.

"Hello, this is [Your Name]. How can I help you today?"



2

If You Don't Recognize the Caller

Hi, this is [Your Name]. May I ask who's calling?"



3

If You Need a Moment to Gather Your Thoughts

"Could you give me just a moment? I'm grabbing a pen to take some notes."



4

If You're Not Ready to Speak Yet

"Hi, I'm in the middle of something at the moment. Can I call you back in [timeframe]? Thanks for understanding!"



5

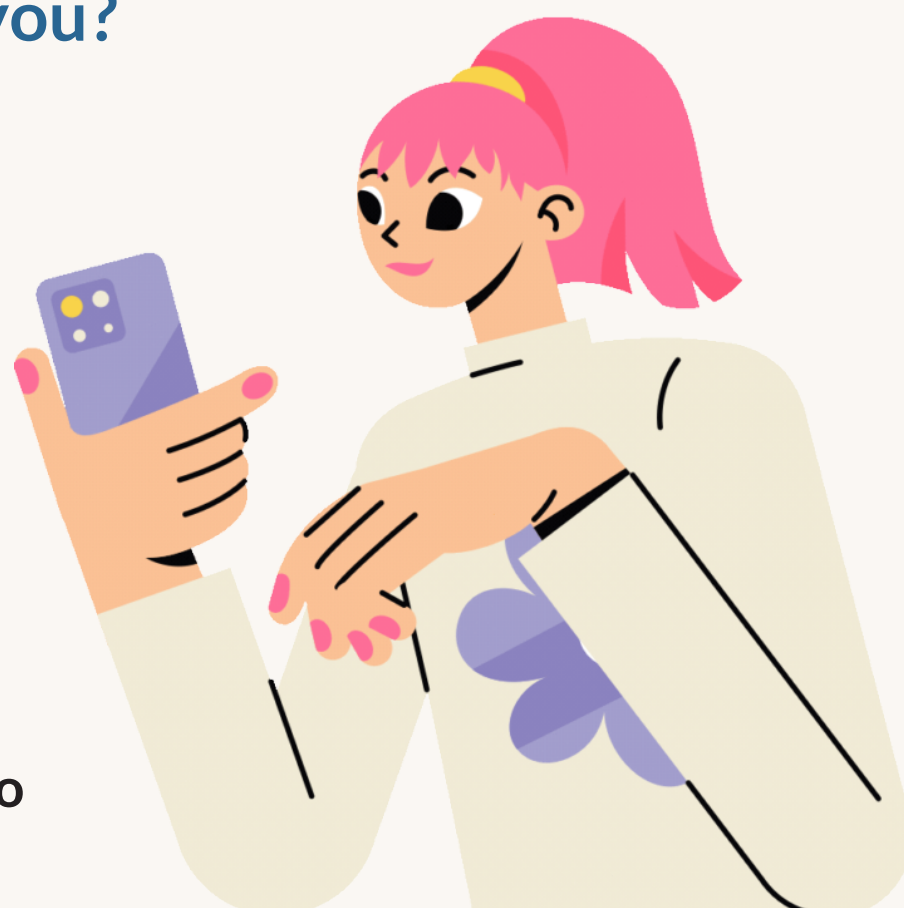
If the Caller Asks Something You Don't Know

"Sure. Let me look into that and get back to you."

Is it okay if I email the information to you?
May I have your email address?

Tip: Don't be afraid to move the conversation into a **more comfortable format**.

For a lot of people with anxiety, writing out responses is much less intimidating than having to speak on the spot.



6

When Wrapping Up the Call

Keep it short and sweet.

"Thank you for calling.
Have a great day!"

