

# HOW TO HAVE QUALITY PHONE CONVERSATIONS

**Say “hello” as quickly as possible.** It takes a moment for the dialer to connect callers, so you want to say hello as soon as you get connected. You’ll hear a beep and see a green bar appear with the voter’s name.

**Familiarize yourself with the beginning of the script.** It’s easy to get flustered the moment you connect to a real voter! Knowing the greeting and introduction will help you make the most of the call.

**Follow the script, and make it your own.** Our scripts are based on research and carefully written for the voters we want to reach. You should stick to the script, but make it feel comfortable to your voice and style.

**Focus on the personal.** Try to speak from personal experience as much as possible. Share how something makes you feel or what something has been like for you and your family.

**Don’t get into an argument.** If someone is being argumentative or wants to debate, don’t take the bait! Keep your interactions positive. If someone wants to argue, thank them and move on.

**It’s okay to say, “I don’t know.”** If you don’t have the answer to a question or a policy position, let them know you don’t have the answer. That’s totally fine!

**Smile while you dial.** Yes, we can hear it in your voice when you smile on the phone! Channel Kamala’s joy and don’t forget to smile.

