

Communication Tips & Etiquette

Follow these tips as you communicate with your Downline in print, over the phone, in meetings, and using email.

Newsletters & Printed Materials

- Always check spelling and grammar before distributing any form of print communication.
- Use captions, quotes, and graphics to get your reader's attention.
- Page layout should be attractive and uncluttered.
- Break up the page with white space, photos, and clip art.
- Avoid script or serif fonts. They're often difficult to read.
- Simplify your design. Most of the time, less is more.

Phone

- Make calls in a quiet location where you can give your entire attention to the person you're calling.
- Always consider the time of day before making a call.
- Identify yourself with your first and last name at the start of the call.
- Express yourself clearly and concisely. Don't beat around the bush.
- Use a pleasant tone of voice, speak clearly, and enunciate your words.
- Do not eat, drink, or chew gum when you are talking on the phone.
- Be respectful of other people's time. Establish a time limit for 3-way calls and conference calls, the same way you would for a live meeting.

Meetings

- Confirm the meeting time, place, and agenda with all attendees.
- State the purpose, objectives, and expected length of the meeting before proceeding with the agenda.
- At the beginning of the meeting, tell your attendees or participants what will be expected of them.
- Remind attendees to turn off their cell phones and pagers for the duration of the meeting.
- Start and end your meeting on time.
- Stick to your agenda. Keep the meeting as short as possible.
- Speak to one person at a time and listen to others.

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