

# WEEK 14 Using the Phone



Dear Parent/Guardian,

This week we're working on telephone manners. Kindergartners are beginning with the basics by learning how to answer the phone politely. They are learning the following:

- To politely greet the caller.
- To politely ask the caller to wait.
- To politely tell family members when they have a call.

Here are some ways to reinforce your child's development of politeness and consideration on the phone:

- **Teach by example.** Even if you receive an unwanted call, let your child hear your respect of the other person with polite and considerate words.
- **Teach your child not to interrupt when you're talking on the phone.** You'll be teaching more than the first step in telephone manners; you'll be teaching basic patience and respect for others. When guiding your child on this, remember to:
  - Teach your child when it is important enough to interrupt a conversation and when it is not.
  - Teach your child to say "Excuse me" or to place a hand on your arm to indicate he needs your attention, but let him know that loudly saying "Excuse me!" multiple times does not count as politely interrupting.
  - When your child does excuse himself, indicate you have heard him with a nonverbal cue such as a hand on his shoulder. When it is appropriate to pause the conversation, respond to your child.
  - Have reasonable expectations. It's not reasonable to expect a five-year-old to wait 45 minutes while you chat if she needs to ask a question. However, it is reasonable for her to give you a few minutes of uninterrupted time to talk with a friend.
- **Give your child lots of practice.** If your child is old enough to answer or make calls, then she is old enough to do it politely and with consideration for the person on the other line.

From our hearts to yours,



PS Don't forget to ask what RESPONSIBILITY and COURTESY mean!

- RESPONSIBILITY**—Following through on my work without being reminded
- COURTESY**—Respectful and well-mannered words and actions toward others

