

# Hey Baby, It's the Telephone Man.

THE Customer's  
SHOES LTD

Introduce the idea of clear telephone communication with this simple and fun team energizer.

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# The Concept

A simple ice breaker and energiser to introduce the concept of communication using the telephone. The activity uses basic tools, costs very little to set up and can be used in a number of situations to introduce subjects such as effective communication and telephone skills within the context of the customer experience.

## Participants:

2 or more

## Materials Needed:

You will require the following resources:

- 1 paper cup per person
- A sharp point from a pencil/pen or scissors
- Several balls of string in different colours

## Objective:

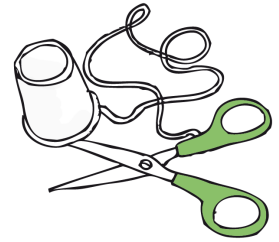
To communicate with a colleague using a home made telephone system and to demonstrate skills required to communicate effectively despite the technology involved.

## Time Needed:

- Set-up time: approx. 10 minutes including briefing
- Play time: 15 minutes would be an ideal amount of time to spend on this activity.

# How to Make Your Telephone

1. Using the sharp tip of a pencil or scissors, make a small hole in the bottom of each cup. It should be just large enough to pass through the string.
2. Thread a piece of string through the hole in one of the cups and then tie a knot. The knot must be inside the cup which will mean that the string passes out of the bottom of the cup from the outside. The string must be at least 3-4 metres long between one cup and another. Make sure the knots are big enough to prevent the string from slipping through the hole.
3. Pass the string through the second cup again through the bottom of the cup from the outside tying a knot on the inside of the cup
4. By pulling the string taut one person can talk into one cup whilst the another person can listen to what's being said by placing the cup to their ear.



## How to Play...

1. Pair up your participants with their paper telephone kits and ask them to conduct a brief conversation with their colleague. One person should act as the customer, the other the service provider or call agent. Choose the topic of the conversation in order to make the interaction relevant to the participant's working situation.
2. To make the activity more engaging and to simulate a conference call try a three/four/five or even six way conference call by connecting multiple cups to the centre hub of the strings-making sure everyone keeps their string pulled as tight as possible so as not to break the phone line and there fore disrupting the communication between colleagues. Anyone that lets their line go slack will jeopardise the rest of the group.