



Dollars & Sense

Chow

Work-Life Balance

Nesting

Real Style

Family Matters

Health & Wellness

Self

Family Travel



Teaching Kids How to Use the Telephone

TAKE CHARGE on 01.11.13



Charlene Prince Birkeland
Contributor
[BIO](#) | [TWITTER](#)



Tweet

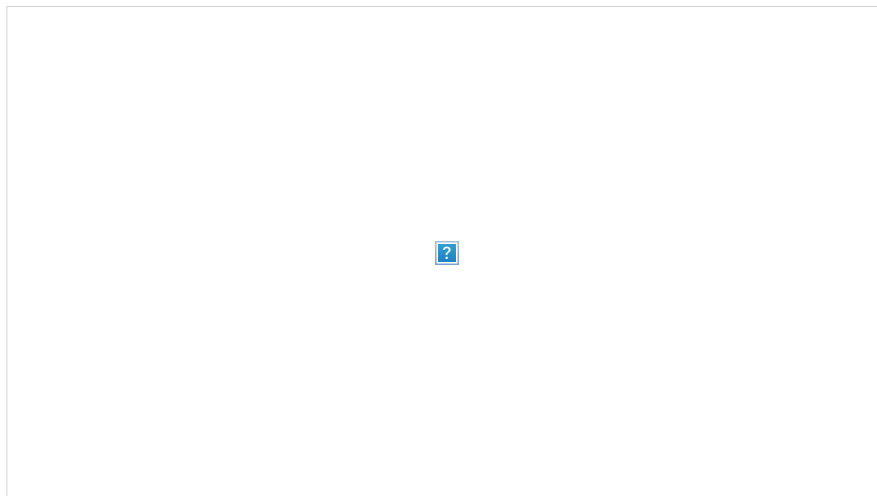


Photo: [zigazou76/Creative Commons](#)

While our kids are growing up communicating via email, text message or [social media](#) tools, there will come a time when they will *actually have to use a telephone*. Even if your phone only rings once a week, [telephone](#) skills and manners are important. Not only do they help kids have polished behavior on the phone, these skills are also useful for general social interaction.

What should your kids know about [the telephone](#)? Teach them:

How your telephone works. Cordless phones seem like they should be easy to use, but not so much. Make sure your kids know which button they should press to answer the phone or make a call. Also? Teach them about the mute button. Toddlers and preschool kids should know how to dial 9-1-1 in case of an emergency.

How to answer the phone when you receive a call. I recently watched a [YouTube video by etiquette expert Aimee Syminton](#) where she instructs parents to teach their kids how to answer the phone. They are to start by introducing themselves to the caller first: "Hello this is Sally Brown. May I ask who's calling, please?" I vehemently disagree. The person on the other end could be a complete stranger; no need for your child to give them his or her name, first. A simple, "Hello!" is perfectly fine.

What information they should ask and give the caller. If the caller asks who they are speaking with, your child should respond with a simple, "Who is calling and whom would you like to speak with?" Once they determine if it's a stranger or friend/family, they can answer appropriately. No need to provide the caller with detailed information, either. "Let me go get him/her" is perfect if the caller

404 Not Found

nginx



Michelle Duggar
[Teaching Your Toddler to Communicate with Sign Language](#)



Sarah Fernandez
[The iPotty: For Toddlers Who Can't Go Anywhere Without Electronics](#)



Britt Reints
[5 Must-Have Photo Apps for the Mamarazzi](#)

Katie Morton
[6 Secrets to Getting More Done While Feeling Great](#)

Sami Grover
[Norovirus and Children: Surviving the Winter Vomiting Bug](#)

Jaden Hair
[Caprese Salad with Basil Vinaigrette](#)



wants to speak with Mom or Dad. And a simple "X is not available right now. May I take a message?" works if the intended recipient isn't available. The child should know that under no circumstances should they give a strange caller any personal information.

How to take a message. Teach your child to write down the caller's name, phone number, and best time to return the call.

How to make a call...with good manners. When your kids are calling a friend's home, they should start their call by introducing themselves: "Hi, this is Sally Brown. May I speak with Jack Blue?" They can be a bit more casual when calling other family members, but should always introduce themselves: "Hi Grandpa, it's Delilah!"

How to leave a message. Teach your kids to leave the basics--who, what, where, when, and why: "Hi Jessie, it's Devon Sun. It's Monday at 3pm and I'm calling because I forgot what page we have to do for math homework. Can you call me at XXX-XXXX today and let me know? Thanks!"

Top Articles for Etiquette

[Teaching Social Etiquette to a Three Year Old is Hard](#)

[Parking Lot Etiquette During Car Seat Combat](#)

[Rate Your Tech Etiquette: How Rude Are You?](#)

Tags: [Child Development](#) | [New Technology for Children](#)

Exercise Moves to Master This Year

[parentables.howstuffworks.com](#)

Get Organized and Stay Organized

[parentables.howstuffworks.com](#)

10 Ways to Save More Money in 2013

[parentables.howstuffworks.com](#)

Top 10 Parenting Stories of 2012

[parentables.howstuffworks.com](#)



Join the Discussion

Related Posts

FAMILY MATTERS

by Sarah Fernandez on 01.11.13

The iPotty: For Toddlers Who Can't Go Anywhere Without Electronics

iPads shouldn't be necessary to toilet train your kids, but if you use one you'll want this.

FAMILY MATTERS

by Michelle Duggar on 01.11.13

Teaching Your Toddler to Communicate with Sign Language

Michelle Duggar on communicating with her kids before they can speak.