

PUTTING IT INTO PRACTICE: Positive 1st Response

A great place to start applying a Positive 1st Response (and often don't) is in our Out of Office auto-replies and our voicemail recordings.

You can apply **Template 1>2>3** to your messages so the first response people see is positive and you're offering a way forward even though you're not around to help.

Applying Positive 1st Response to Out Of Office replies

Here are some of the examples of how you could apply this to your Out of Office reply:

Example 1:

For immediate assistance please contact Mary Smith on 0411 111 111 as I'm on a training course. Alternatively I will respond to emails when I am back on Tuesday 6 March.

Example 2:

I'm back in the office on Tuesday 6 March as I'm currently on a training course. If you need assistance before then please contact Mary Smith on 0411 111 111.

Example 3:

The best way to contact me right now is to text me on my mobile 0411 111 111 as I am on a training course. I'll be checking my messages in the breaks. I'll be responding to emails when I'm back in the office on Tuesday 6 March.

Example 4: *(use this if there is no alternative contact while you are unable to respond)*

I'll be checking my emails when I'm back in the office on Tuesday 6 March.

Applying Positive 1st Response to Voicemail recordings

Here are some examples of how a Positive 1st Response could be applied in a standard voicemail message that offers a way forward up front before we let people know we're unable to take their call and then to offer alternative options.

Example 1

You have reached John Smith, Manager of Safety. I'll be checking my messages throughout the day and will respond at my earliest opportunity, if the matter is urgent, please send me a text.

Example 2

You have reached John Smith, Manager of Safety. If you need to get hold of me urgently please send me a text message. Alternatively I will be checking my voice messages throughout the day and will respond to you by 5pm.

Example 3

You have reached John Smith, Manager of Safety. For immediate assistance please call Michael Lee on 0411 123 123. I am on annual leave and will be checking my voice messages from Monday the 27th when I am back in the office.

Example 4

You have reached John Smith, Manager of Safety. I will be checking voice messages on my return to the office from Monday the 27th.