

## SEMPER CONNECTED

### HOW TO: Make the Phone Call Connection



A basic guide for making your first phone call to reach out to spouses and family members in your command/unit/office/shop.

#### A few things to remember before calling:

- Be friendly and welcoming 🍷
- Make your phone calls when you aren't rushed and can actively listen, with minimal interruptions.
- Consider sending a text first letting them know to expect your call.
- Some people don't like talking on the phone or may be nervous, wondering why you are calling. Do your best to put them at ease 😊
- Our Marine Corps family is an incredible group to be part of ~ THANK YOU for helping to create meaningful Marine Corps family connections!!



#### Let's get started making calls:

1) Introduce yourself (first and last name) If you have met the spouse, remind them where you met them, as they may not remember. “Hi \_\_\_\_\_!! My name is \_\_\_\_\_, we met at \_\_\_\_\_” or “My spouse works with your spouse in the (name of unit/shop)”

2) Explain why you're calling. “I am a spouse with (unit/command) calling to welcome you and say hello.”

3) Ask if they received the welcome letter you (or unit URC/DRC) sent with the local numbers and resources and unit Facebook page and unit social Facebook page? If they aren't new (ask if they are receiving information).

4) Ask about them (if it seems appropriate):

- Are they new to the Marine Corps?
- How long have they been married?
- Do they work?
- Are they involved in their (base/unit) community?

5) Ask about their family (if it seems appropriate):

- Do they have children?
- What are their ages?
- How are they settling in? Adjusting to the new community?
- Where are they from? Do they have extended family in the area to help?

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6) Let them know about upcoming unit events, LINKS (Lifestyles, Networking, ) classes, the Facebook page, spouse support groups. (This information can be obtained through your Unit URC/DRC (Unit Readiness Coordinator/Deployment Readiness Coordinator) and Family Readiness Program.

7) Let them know you will call again, if they would like you to.

8) If they do not want you to call them, let them know that's okay. Ask if they'd rather receive emails or texts. Make a note on the [Semper Connected Phone Log](#).

9) Let them know you enjoyed talking to them and look forward to talking to them again/meeting them in the future.

Keep a [phone call log](#)