

Task Analysis Recording Sheet

Answering a Phone (Smart Phone)

Client Name:

Trainer Name:

NOTE: You can practice this task by having a staff member call the client from the other room while you teach the client. If there is nobody to assist, it's ok to practice the steps together, but make sure to write how you practiced in your notes.

Date																			
Initials																			
1. Pick up phone when it rings																			
2. Press phone symbol to answer																			
3.. Place phone to ear																			
4. Politely say "hello, ____ speaking"																			
5. Listen and respond to the speaker's request																			
6. When ready to end the call, say "I have to go now. Bye".																			
5. Press the "end call" symbol																			

Once these steps are acquired, you could teach the client what to do in a variety of different situations depending on their strengths and preferences:

1. Someone calls asking to speak to someone else.
 - a. Person is there - "Yes, one moment please" and/or "Who is speaking?"
 - b. Person is not there - "She/he is busy, can I take a message?" or "Would you like to speak to instead?"
2. Also have the client practice taking a message (e.g., writing down the name, phone number)
3. Someone calls and asks, "How are you?"
4. Practice polite responses (e.g., "I am fine, how are you?")
5. Practice having a conversation over the phone.
6. Someone calls who speaks French, or another language - respond in French, get a parent, etc.

NOTES

Types of Prompts

I = Independent (completely independent, no help needed whatsoever. Specify whether it is independent when transferred to different environments)

V = Vague Verbal (no direct reference to what has been done. Example: did you forget something?)

SV = Specific Verbal (specific reference to what has been done. Example: “now pick up the toothpaste”)

G = Gestural (using a gesture to give the client a good idea of what needs to be done. This often is accompanied by a specific verbal prompt)

M = Model (trainer completes the step/task first to demonstrate. Example: show the client how to push a button)

P = Physical (trainer does the step/task with the client using a physical prompt (e.g., gentle nudge, hand-under hand, hand-over-hand)

N = Not Applicable