

**1. Turn it off.** If the ringing of your phone is going to bother the people around you—especially if you're in a meeting, at a play or movie or concert, or in a quiet place like a library or church—turn your phone off or switch the ringer to silent or vibrate mode.

**2. Step away.** Whenever you're around other people and you receive or make a cell



phone call, move a short distance away so that you can talk without disturbing the people around you. If you're with a group, simply excuse yourself for a few minutes: "Sorry, I need to take this call. I'll be right back." Then keep the call as brief as possible.

**3. Don't say anything personal, private or confidential if you're in a place where others might be able to overhear you.** Instead, arrange a time to call back when you can speak privately.

**4. Watch the volume.** For some reason, people's 'phone voices' are always louder than the voice they use in normal conversation. Add to that the noise of a busy sidewalk or the background noise of a public place, and the urge to shout can become overwhelming. But remember—you're the one fighting to hear over the noise, not the person you're speaking with. So give everyone a break, and remember to tone it down.