

Voice Mail Messages to Defeat Distracted Driving



Before you begin a short or long trip, set your smartphone so that incoming calls go directly to your voice mail rather than distracting you from your driving responsibilities. To let callers know that their call – and driving phone-free – is important to you, have a friendly voice mail greeting.

Your organization may have protocols around how quickly employees should return supervisor or customer calls. Most drivers can keep up with their calls by checking their messages every two hours during scheduled rest breaks. Find an adjoining side road or a wide shoulder with good visibility in both directions, pull over, turn on your phone, listen to your messages and return those calls.

This approach has significant business benefits. When you are not driving, you can pay full attention to the phone conversation, often enabling you to resolve the matter during that call rather than telling the client you will get back to them when you return to the office. Also, when you are not driving, you have at least one hand free to write down legible notes, minimizing the likelihood you will forget the directions, instructions or action items that arise during the call. These are efficiency gains.

Consider the examples below as you compose your voice mail greeting.

Example #1

Hello. I'm busy driving right now, so I can't take your call. Please leave me a message. I will return your call within the next hour. Thank you.

Example #2

Hello. You have reached the voice mail of _____. I am paying full attention to my driving, so I won't take your call right now. Please leave a brief message, and I will get back to you shortly.

Example #3

Hi. This is the voice mailbox for _____. I am driving right now so I have switched my phone off. Please leave a message, and I will return your call the next hour during my scheduled driving break.

Example #4

Hi. This is the voice mailbox for _____. I am driving right now and it's our company policy to drive phone-free. Please leave a message, and I will return your call the next hour during my driving break.

Example #5

Hi. This is _____ of _____. I am currently driving, so I am not available to take your call. Please leave your name, phone number and your message at the tone. I will contact you as soon as possible. Thanks.