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How to Improve Listening Skills over the Phone:

Ten Tips to Improve YOUR Listening Skills				
Tip 1  Stay Focused	Tip 2  Detect Emotions	Tip 3  Ask Questions	Tip 4  Don't Interrupt	Tip 5  Don't Pre-Empt
Tip 6  Recap Key Facts	Tip 7  Pen and Paper at The Ready	Tip 8  Say it Again	Tip 9  Watch the Stereotypes	Tip 10  Be Aware of Listening Barriers

<https://www.oxfordonlineenglish.com/talking-on-the-phone>

Making phone calls in another language is much harder than talking face-to-face. In this free English listening lesson from Oxford Online English, you can listen to an example dialogue and learn useful words and phrases to help you with talking on the phone in English. This is a lesson for elementary and pre-intermediate learners.