

# Phone Skills for Finding a Job & On the Job

**“80% of job vacancies ... do not get advertised.”**

Service Canada 2018

**“57% of business leaders say soft skills are more important than hard skills.”**

LinkedIn Trends and Research 2018

Since 2009 The Phone Lady has been helping job seekers in Nova Scotia tap into the hidden job market by giving them the necessary skills and confidence to use the phone to connect with potential employers. This helps job seekers find employment by helping them stand out from other applicants and by displaying their strong communication skills, which continue to support them on the job.



**thephonelady**

**Pick it up. Make things happen!**

# SPECIFICS

## Our workshop includes how to:

- Decide what potential employers to contact, and why this matters:
- Work with today's communication challenges for the job search and on the job;
- Prepare to contact managers and supervisors on the phone;
- Leave phone messages that get returned;
- Inspire a valuable conversation with managers and supervisors;
- Demonstrate valuable soft skills throughout a job search and interview process;
- Overcome nervousness on the phone and in the interview;
- And more ...

## Interactive exercises include:

- Active listening and interview skills
- Creating an engaging phone conversation
- Displaying confident, positive and welcoming body language

### Length and Cost:

Ideally this is a half-day workshop, however we have adapted to the time constraints of our clients and can create a valuable two-hour experience. Our pricing has always been flexible to meet the budget needs of our clients, which include YWCA, OWL, TEAM Work Cooperative, Futureworx, and Job Junction.

## A little about the facilitator...

Miriam Jobin grew up in Dartmouth, NS before moving a short distance away to Lower Sackville. She attended school in the CSAP system, learning French as a second language.

Her French language is what brought her to The Phone Lady, translating and delivering content. She is now responsible for the Job Skills Workshop, that she is also building into an online course.

At home Miriam has a 5-year-old daughter named Scarlett and together they love to sing, dance and craft.



### What people are saying ...

"This workshop helps boost confidence by giving you helpful information on how to effectively communicate with a potential employer on the phone."

- Megan Wright

"Great workshop! Very interesting and helpful for those seeking employment or already in the workforce."

- Kaitlin Samson

## Inquire...

To find out more or arrange training for your organization, please contact:

**Miriam Jobin**

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