



Mary Jane Copps

Contact Information:

Telephone Talent Inc.

902.404.3290

maryjane@thephonelady.com

thephonelady.com

[Mary Jane Copps](#) is the CEO of Telephone Talent Inc., specializing in enhancing telephone communication skills across North America. With over three decades of experience, Copps has revolutionized phone communication strategies, impacting businesses, charities, and educational institutions with her workshops, coaching, and keynotes.

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thephonelady
Pick it up. Make things happen!

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Known as "The Phone Lady," Mary Jane Copps is a communication expert, author, and facilitator based in Halifax, Nova Scotia, Canada. With a passion for effective communication, she has carved a niche in helping individuals and businesses elevate their real-time communication skills.

Mary Jane's journey began with her fascination for the power of conversations and their impact on relationships and businesses. Over time, she has honed her expertise through years of hands-on experience in various industries. Her career trajectory led her to become an authority on telephone communication, a medium often overlooked in today's digital age.

Driven by her belief in the importance of genuine connections, Mary Jane founded 'The Phone Lady' in 2006. Through this platform, she provides workshops, training sessions, and keynote speeches to transform how people perceive and utilize real-time conversations in their professional and personal lives.

Mary Jane's approach focuses on practical techniques, empathy, and understanding how human dynamics impact our conversations. Her methodologies empower individuals and organizations to communicate effectively, fostering stronger relationships and achieving business objectives.

Mary Jane authored [*"The Phone Book: Essential Telephone Communication Skills"*](#) to provide accessible guidance on mastering phone conversations. Her expertise has allowed her to garner the [attention of various media outlets](#), positioning her as a go-to expert on communication strategies and conversation etiquette.

Beyond her professional endeavors, she has also had the good fortune of being recognized for her warmth, approachability, and dedication to helping others succeed in their communication efforts. She continues to inspire and educate through her workshops, speaking engagements, and online resources, leaving a lasting impact on individuals and businesses seeking to enhance their communication prowess.