

POSITIVE TIPS FOR THE JOB MARKET

ESSENTIAL TELEPHONE SKILLS FOR JOB HUNTERS

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With the hustle and bustle of today's telecommunications, it's easy to underestimate the importance of telephone skills in your job search. It would be ideal to meet each potential employer face-to-face, but it's not always practical, especially when you have several prospects. The phone can be a handy tool whether contacting a company / employer for the first time, or following up on an application or resume submission, but as with any tool, you should be skilled at using it properly.

It might be tempting to pick up a phone book and call every company that matches your skills, but it's not a great idea to use the phone to enquire about job openings. Bad protocol! Know the details of the position you're seeking before making any calls. You should have some idea of what you want to say and what responses may be required.

Once you feel mentally prepared, consider these pointers:

1. Identify yourself - Give your real name.
2. State the purpose of your call. You may be redirected based on your intent (i.e., introducing yourself, requesting an application or enquiring about a specific position).
3. Ask for the name and spelling of the department head
4. Highlight qualifications that match the position.
5. Tell them who referred you; name dropping when used appropriately can make a huge difference.
6. Ask for an interview and be flexible to the recruiters schedule
7. Request other leads - always ask if you can mention their name as a source.
8. Take notes and document the names of people you spoke with as well as dates of correspondence.
9. Follow-up with a thank you letter.

Manners are essential in the job hunting game and phone communications are no exception. Be assertive, not pushy; an employer will generally choose a courteous applicant over a rude one. Time is valuable, so polite yet concise communication is essential. Etiquette isn't limited to pleases and thank you's; listen carefully to what an employer is saying and respond clearly once you've thought out your response. Time is crucial, but that doesn't mean you should rush. Feel free to ask questions but avoid stupid ones like "which company are you with again"?! You want to leave a good impression.

Keeping these suggestions in mind, proper telephone protocol and the right attitude can propel you into the next step of the hiring process. Don't forget to smile; you'd be surprised how easily your mood will transcend the phone!

**For more information please contact
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