

CareerSport Incorporated

SOARING TO SUCCESS HANDBOOK

Inspiring People to Achieve

**“We help people identify and optimize their talents
For achieving extraordinary outcomes”**

Inspiring People to Achieve

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TABLE OF CONTENTS

INTRODUCTION

BACKGROUND ON AUTHOR JEFF BALDOCK

MODULE 1	CHANGE AND TRANSITION STEPPING OUT OF THE BOX THREE PHASES OF TRANSITION SELF EXPLORATION:
MODULE 2	WHO ARE YOU ? REVIEWING PAST SUCCESSES YOUR LIFE AND HOW YOU WANT TO LIVE IT FINDING YOUR KEY STRENGTHS HOW TO CREATE CAR STORIES CREATING YOUR LIST OF CAR STORIES DESCRIBING YOUR CAR STORIES LIST STRENGTHS FOR EACH OF YOUR CAR STORIES VALUES VISION DREAMS
MODULE 3	MARKETING YOURSELF KNOW YOURSELF: WHO ARE YOU? COMPARING JOB SEARCH TO PURCHASING A PRODUCT: THEY NEED YOU AS MUCH AS YOU NEED THEM WRITING RESUMES
MODULE 4	WRITING EFFECTIVE COVER LETTERS
MODULE 5	TARGETING YOUR RESEARCH
MODULE 6	NETWORK FOR SUCCESS: BUILD RELATIONSHIPS ALWAYS
MODULE 7	INTERVIEWING YOUR WAY INTO THE JOB
MODULE 8	FOLLOWING UP WITH PROSPECTIVE EMPLOYERS
MODULE 9	PLANNING YOUR FUTURE WITH YOUR NEW EMPLOYER
MODULE 10	BIBLIOGRAPHY

ACKNOWLEDGEMENTS

Introduction

Congratulations for taking challenge to make the most of your talents. This handbook is designed to coach you through the steps of achieving your maximum potential. The exercises are simple, yet insightful. This handbook is intended to give you a place to learn about yourself and to learn how to communicate your unique value to others.

Completing the exercises will help you to clarify your life purpose and develop a vision for your life. The vision will enable you to develop strategies, which will allow you to press through challenging situations toward your goals.

In today's fast-paced changing world, it is easy to get off track. The **cost of getting off track is great:**

We get stressed and our health declines
We become tired and less efficient
Our productivity goes down so we accomplish less
Our confidence gets shaken
Relationships are strained
Our potential is not realized and dreams not fulfilled
We earn less than we are capable of earning; it hits us in the pocketbook

By completing this handbook you are making an **investment in your future**. With this handbook, you will obtain:

A clear vision, purpose and action plan to make room for decisions that are consistent with whom you truly are.
Inspiration and hope.
A realization that it is possible to achieve more in your life.
Motivation to contribute to the needs of life's communities
A sense of fun back in your life.

We all have had enough of "push, push, and push" for "more, more, more". All of this can make us physically and emotionally ill. It is not so much the hard work that burns us out. Rather it is doing that which is inconsistent with our values, our natural strengths and our real needs. When we take the time to get in touch with these areas of our lives, we focus our energies on goals that are in line with who we really are on the inside.

We all have wonderful talents we have developed or inherited. If we are willing to exercise these talents, we can find ourselves using our gifts, and moving closer to the destiny God has for us.

This Career Enrichment Process allows you to discover what your unique gifts are in order to set yourself on a path, that is consistent with the real you. I invite you step on board to live and experience the life that you were born to achieve. I will see you **Soar to Success!**

Sincerely,

Jeffrey Baldock, B.A., B.S.W., M.A.,
President
CareerSport Incorporated

About CareerSport's Jeffrey Baldock

Jeffrey Baldock is a highly regarded professional speaker, writer, facilitator and coach. Warm and inspiring, Jeff's key sense of purpose is to motivate others to soar to new heights of personal and professional achievement. Jeff is the president and founder of CareerSport, a company leader in career enrichment coaching company based in Toronto, Canada.

With over 14 years experience in the career consulting and motivation coaching field, Jeff has inspired thousands of people to:

- define their life purpose & achieve key goals
- overcome obstacles
- experience more of their incredible potential.

His goal is to invite participants worldwide to discover and experience areas of strength and potential they never thought possible to achieve. He cares about the need for people to define their purpose and exercise their unique talents toward an exciting vision.

Jeff has presented to audiences large and small with public seminars and customized workshops, with people from the public and private sector. Some of the companies CareerSport have served include:

Toronto Star	George Brown College
Trader Corp	IBK Capital Corp.
Securit Records Management	Nexcareer Services
Fluke Networks	Verity International
Sprint Canada	Trimark Athletic Supplies
Bell Canada	HRDC Canada
Fabulous Savings.Com	Ministry of Community and Social Services
Brampton Neighbourhood Resource Services	

Jeff receives wide exposure. His expertise in career and personal development has been called upon in writing for CTV's *Canadian Living* show, Report on Business TV, TV Ontario's *Exploring Emerging Careers* and Rogers TV 10's *The New Economy* and *Youth and Employment*. He has developed and hosted three full series of community television programs on the methods of career and personal success.

Jeff has a Master of Arts from Central Michigan University, a Bachelor of Social Work and Bachelor of Arts from McMaster University and a General Business Diploma from Humber College.

His purpose is to inspire people to explore discover and achieve their full potential worldwide. His vision is that CareerSport will serve and assist people globally with reaching their potential.

MODULE

1

CHANGE AND TRANSITION

Soaring to Success

CHANGE AND TRANSITION

We all realize that it is a little exciting and also a tad uncomfortable to step out of the box and to a new land. Helen Keller said “life is an adventure or nothing”. Winston Churchill said to Britain, “never quit, never quit, never, never, never”.

Sometimes **we decide** to take a risk and step out of the box into new territory. Other times “**they decide**” and we are forced due to experiences such as “being laid off, downsized” or “restructured” to step into unknown territory.

When we do we may find that we experience emotions that are not as consistent and pleasurable as we are used to. What is often overlooked when dealing with the process of change is the emotional roller coaster ride that is **always** a part of the journey. The emotions are both positive and negative. The emotional experience that accompanies a change is referred to as transition.

“Transition” is the emotional side of “change”

If you are truly going to get to reach your potential where you can achieve greater impact, more of an income through a new job or business venture, you need to know that it is going to be tough rowing at times.

Between the **old**, what you had and left and the **new** is a ride of emotions that can be uncomfortable to say the least. Feelings such as shame, embarrassment, fear, anxiety and uncertainty are likely to be a part of the journey. If you are willing to endure these emotions that may come up, you can achieve your potential.

Making the most of our potential, especially in light of job loss is not always easy. Being “thrown out of the boat” when we lose a job is difficult. Yet we have to remain focused and diligent in our effort to keep moving toward our goals and simply ride through the waves of emotions.

If you choose to “**go for it**” in order to reach a new shore or goal, then clearly you are up for the challenge. If this is the case, then you can look forward to achieving many of your dreams in life.

MODULE

2

WHO ARE YOU _____?

Soaring to Success

SELF EXPLORATION

To fully understand your true purpose you need to be able to know the following:

What your purpose is

What you want to do

How are you going to do it

The first step in making the most of your talent and potential begins by understanding the unique **strengths, skills and values** you have been provided with. In doing so, you can begin to identify the dreams placed in your heart that are achievable and that will benefit not only your life, but the lives of many others. In short, this shows how God works through us to share his love.

Our potential is vast. With God nothing is impossible. To help see how God wants to use our potential it is, of course, helpful to ask him to take out our own desires and to replace them with his desires. In other words we need to surrender all of our self to him. By saying to God that you give everything to him, you begin to release the selfish desires and allow God's desires for your life to begin to come to life through you. Our concerns and interests for the things of this world fade as we become concerned with the needs of others.

To begin to then understand what has been placed in our hearts we need to examine our concerns and interests for helping others. In addition, by observing what it is that we can do and enjoy doing, what we are interested in doing and for whom we feel motivated to do this, we can begin to define a clear and rewarding sense of direction to focus our time and energies on. Without this awareness we can easily find ourselves wandering aimlessly and not fully feeling that we are doing what we are called to do. This is your chance to get in touch with your true areas of talent and passion.

Now it is helpful to realize that the God the potter has made us all unique. Having counseled thousands of people, I can tell you that no two people have been crafted the same way. Every person I meet no matter what they do is designed very uniquely.

CAR STORIES

Challenge – Actions - Results

Looking at Your Past to Determine Your Key Strengths

To discover the strengths that will propel you to reach new heights of success, begin by:

1. Recall some of the success experiences you have had **either at work or outside of work**. These experiences or accomplishments include times you remember experiencing **joy or a deep sense of satisfaction** both while you were doing them and once they were finished.

To move ahead in your career life from a more fulfilled position, it is important to realize how the history of the accomplishments we have had give clear clues about God's direction for us.

By **examining our base of accomplishments**, we can identify our key strengths and we can see how it is possible to achieve more. This exercise reveals to us the tools we have in our "toolbox" so to speak in order for us to take on and achieve **even greater projects**.

When we recall our successful experiences, we are able to generate a sense of confidence for going to the **next level**.

C.A.R. STORIES

Challenge - Actions - Results

How to Create CAR Stories

To move ahead it is helpful to understand our history. What **TEN** accomplishments have you have had in your life that you are the most proud of?

Because these stories will help you drive your career forward and because challenge, action, results can be turned into an acronym, we will call these **CAR Stories**.

First, begin by recalling some of your major life achievements. Describe the challenge that you ultimately overcame.

Second, describe what you did in that situation to take action to overcome the challenge.

Third, describe the results of your actions including how it benefited your employer or whomever you did this for.

Steps for Preparing Your CAR Stories:

List these accomplishments giving each a title.

Describe the background for the problem or situation.

State the actions you took to overcome the challenge.

Describe what you achieved in terms of results for the company.

How did the company benefit? What was the payoff?

State what strengths you used to make this happen.

Select what strengths from all the CAR stories are of greatest interest to you.

Step 1 of CAR Stories:

List the Challenges You Have Overcome

Write out a list of past achievements either personal or professional that you feel have brought you satisfaction.

Examples:

learning to ride a bicycle
graduating from elementary school
learning to swim
running your own small business
developing a new software solution
organizing and leading a team on a project

List these accomplishments giving each a title

- 1.**
- 2.**
- 3.**
- 4.**
- 5.**
- 6.**
- 7.**
- 8.**
- 9.**
- 10.**

You see my friend, you have accomplished a GREAT DEAL already. Life is an opportunity to explore, discover and achieve your full potential. Let's keep working together to accomplish great things.

Step 2 of CAR Stories

For each accomplishment describe the CAR by **breaking it down into three areas:**

1. **Challenge:** 10% This is the situation describing the circumstances that created the challenge or problem you had to deal with and overcome.
2. **Action:** 70% This describes the actions you took to achieve the “results” you acquired. Actions your team and moreover you took.
 - Describe what the team and how you specifically helped/did.
3. **Results:** 20% These are the (measurable when possible as in percentage or dollar amounts) results and how they benefited your company, team, family, friends. Impact on the department or company once the problem was solved.
 - Include quantified results where possible.

Suggest doing 10 to 12 CARs from past jobs or avocations, community contributions.

From these CARs you can identify the strengths and skills you were required to use.

Create a list of the skills you used and then select the top 3 to 4 skills you most enjoyed using.

Imagine different possibilities for where you could apply these.

Step 3 of CAR Stories

From the list pick out the **3 Strengths** used to achieve EACH of your CARs

Decision making

Problem solving

Organizational

Analyzing

Coordinating

Developing

Relating

Communicating

Writing

Selling

Negotiating

Working with budgets

Multi-tasking

Scheduling

Planning

Working the numbers

Record keeping

Building/constructing

Assembling/installing

Maintaining/repairing

Synthesizing information

Planning projects

Strategizing

Trouble shooting

Teaching

Lecturing

Coaching/counseling

Facilitating groups

Probing for understanding

Writing/editing

Designing/developing

Improvising/adapting

Choosing Your Top Three Strengths

Pick the strengths you used in each of the CARs and list here:

		STRENGTHS	
		1	2
CAR 1			
CAR 2			
CAR 3			
CAR 4			
CAR 5			
CAR 6			
CAR 7			
CAR 8			
CAR 9			
CAR 10			

Selecting Your Top Three Strengths

From the above list, pick your top **THREE strengths** and write them here. These are strengths you enjoy using the most.

1.	2.	3.
----	----	----

TOP 3 STRENGTHS	DESCRIBE YOUR STRENGTHS
1.	
2.	
3.	

(A) Describe how you would like to use these strengths in the future. (B) What type of job would allow you to exercise these talents?

Copy one of CAR stories above that illustrates the use of all three of your favourite strengths and paste here.

CHALLENGE :
ACTIONS TAKEN :
RESULTS :

Your Long Life and How You Choose to Live It

Instructions:

- a) Write out when you were born and put it in the left circle
 - b) Write out where you are now and plot it on the line
 - c) Write out the year or age you would like to live to and put it in the right circle
- Plot in different accomplishments you have had up until now with a word or two describing the situation
- Plot in accomplishments you would like to have with a word or two describing the situation

ARE YOU GOING TO BECOME WHAT YOU TRULY ARE?

Are you going to stay in the box

or are you going to lead the way into new territory,

one that lies outside the box BUT

close to your heart?

If you were living outside of the box or away from the expectations of the opinions of others what would you be doing?

UNIQUE VALUE STATEMENT

What is your role on a company team in one to three words? I call this your “bull’s eye”. You could consider it your nickname in the workplace. For example, “the motivator”

Writing Your Unique Value Statement

Your value statement is like the USA flag on the moon. It plants it in the mind of the prospective employer and differentiates you from someone else.

For example Pizza Pizza’s value statement is: “We deliver in 30 minutes or it’s free”

When the United States of America was the first to put the flag on the moon they etched this in everyone’s memory. As to who put the flag there is secondary...who cares? What we remember is who got there first...the USA.

To determine your value statement, find the match between what the employer wants and what you like to provide. Use this for your value statement.

- 1) **What value do you bring to your team?**
For example: help people achieve results.

- 2) **How do you do this?**
For example: I do this by motivating, planning and working to the plan. I plan the work and work the plan. I control and mitigate risks.

3) **For whom...or where do you do this?**
For example: Financial institutions

4) **How do you do this?**
For example: I do this by motivating, planning and working to the plan. I plan the work and work the plan. I control and mitigate risks.

VALUES

Definition of Values: “Values give us the stars by which we navigate ourselves through life”. When a person is clear on what he or she values will perform “zestful, independent, consistent and decisive “acts of courage...based on the courage to say what has to be said and to do what needs to be done”.

Remember values guide us toward our destination. We are constantly motivated by taking care of those things we value. The clearer we are of our values, the better we are able to reach our destination.

To be a value it must be three criterion:

- we must choose it on our own
- we must prize it
- we must act on it

Exercise to Determine Your Values:

The first exercise is very simple. Write a list of five values that you hold. Then put them in order. The list could include the basic values of family, business or finances or it might cover adventure, physical training, travel, playing an instrument.

LIST THE FIVE VALUES

RANK ORDER THE FIVE VALUES
1.
2.
3.
4.
5.

Based on your top five values, describe your ideal type of job

VISION

Instructions: Using a watch, spend no more than one minute answering each of the following questions.

What activities did you love doing as a child?

If you could do anything in your life and you knew you would not fail and that you would be loved and accepted what would you do?

If you knew you had six months to live how would you spend it?

What would you do if looking foolish didn't matter?

If you were 85 and looking back what would you like to tell others you were most proud of having achieved?

If you were to describe your top three strengths

What are your top three skills?

If you were 85 and looking back what direction would you give to yourself at this age now?

If you were 5 years old and looking back at your life, what would you say to yourself today that would be encouraging and helpful to you?

What difference do you dream of doing for this world?

How can you begin to work on this goal now?

What are the strengths, skills and resources you have to make this difference?

What concerns you the most about the needs of others that you feel you would really like to do something about? What is the concern and what would you do about it?

DREAMS

Take three minutes and without censoring, write down all that you dream of doing in the following areas of your life:

Community

Leisure and recreation life

Family and friendships

Spiritual

Health

Finance

Business/career

“you are going over the hurdles and across the finish line.”

<i>SUMMARY OF WHO YOU ARE</i>					
STRENGTHS	1.	2.	3.		
VALUES	1.	2.	3.	4.	5.
VISION					

What is Next for You in Your Life?

Instructions:

To clarify what you want to do next with your life, you can ask yourself the following **three questions**. There is distinct power in focusing your efforts. All over the world people find themselves doing meaningful work when they are focused on what they want to achieve, why and how.

Please answer the following questions to gain a focus for your work search.

WHAT: What do you want to achieve?

WHY: Why do you want to achieve it? Your reason, purpose

HOW: How do you plan to achieve it?

I. ***What* You Want To Achieve Next in Your Career?**

Write it down. Once you have decided what you clearly want to achieve, write it down. Place it somewhere so that you can use it as a reminder. This could be in your wallet, on your fridge or both.

Be sure to put the goal with a deadline. Here is an example, “by June 1, 2012, I will have sold X units”.

Write it here:

II. *Why Do You Want To Achieve It?*

WHY: Why do you want to achieve your goal? Your reason or purpose for achieving your goal is what keeps you going through the hard times. Wayne Gretzky was motivated by wanting to “be in the NHL”. This was his reason or purpose behind everything he did including all the records he made.

So what is your reason for going after your goal? **Write it down here.**

III *How Do You Plan To Achieve It?*

HOW: How do you plan to achieve it? Make a plan toward your goal and set a deadline as to when you will it achieve it.

Write down six things you will do each day toward your goal. As you finish one, cross it off your list and go onto the next.

To achieve greatness in whatever venue we have chosen requires

FOCUS. Do a few key things daily, but do them one at a time.

WHAT ARE YOU GOING TO DO NEXT?

GOALS

For goals to be most effective, it is necessary that you make your goals specific, in the present tense, associated with a positive feeling and reward for having achieved the goal. The trick here is to come up with a truly honest prediction of what you will personally feel when you have accomplished your goal. As an example, consider the following goal:

I have a job that is very satisfying, an accounting job that pays me \$35,000 per year as of June 23, 2000 and this feels very exciting.

Now write your top three goals in the above style:

- 1.
- 2.
- 3.

Create a list of six things you will accomplish today toward your “this week’s sales goal”.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

WHAT CAN YOU DO TO KEEP UP YOUR COURAGE TO TAKE RISKS?

List three strategies you will use to keep up your courage to take risks?

What we can experience between here and a major goal.

Feelings of:

fear
worry
shame
embarrassment
excitement
victory
defeat
sadness
loneliness

Are you going to let mere “feelings” prevent you from reaching your goal and fulfilling your destiny?

If not, why not?

WHAT HAS HELD YOU BACK IN THE PAST?

Emotions such as?

procrastination
financial worries
complacency
anxiety
indecisiveness

anxiety
embarrassment
disappointment
the fear of disappointment

SUCCESS TEAM

Who would you like to have on your success team? It is advisable to list five to seven people who you can safely say will be supportive of your dreams and who you feel you could be supportive of theirs. These people can and will become very valuable to each other to encourage you to reach your dreams.

Name of Person

EDUCATION AND PROFESSIONAL DEVELOPMENT

Degree _____, School _____, Year _____

GEORGE ROBBINS

115 Jones Avenue, Suite 434, Oakville, ON L6M 0D2

Email: grobbins@sympatico.ca Tel: 416-394 - 2218

SENIOR SALES & MARKETING EXECUTIVE

Marketing Strategy Development | Strategic Sales Growth Planning | Client Relationship Management

Versatile, high-energy sales and marketing management executive with proven expertise in leading corporations to profitable growth. Able to identify untapped markets, capture market share and increase business opportunities. Noted for implementing superior training and mentorship programs that result in boosted sales staff performance and increased sales levels. Skilled in developing and implementing effective channel management strategies.

Areas of Expertise

Strategic Sales Growth Planning
Budgeting & Forecasting
Key Account Management
Marketing & Sales Planning
Staff Recruitment & Selection
New Business Development
Competitive Market Analysis
Client Relationship Management
Training and Mentorship

HIGHLIGHTS

Used market intelligence data to maximize product positioning and capture additional market share.
Created lead generation program that has resulted in over \$3M in sales within 3 months.
Developed and launched sales campaigns to acquire new markets for product lines.
Led senior sales executives to an average of 112% to quota in different leadership roles.
Grew two different business units from \$0 to over \$25million.
Personally trained a sales force of 60 across Canada in Power Messaging

PROFESSIONAL EXPERIENCE

AVW-TELAV, Toronto, ON

Canada's largest AV integrator, AVW-TELAV provides audio/visual solutions and system design/integration (SDI), serving the corporate and government markets. Clients include KMPG, Accenture, Intuit and Federal Government.

Director of Sales

Dec 08 - Present

Monitored \$400K marketing budget to ensure initiatives achieved desired objectives in a cost-efficient manner.

Provides timely feedback to management on key performance indicators such as sales performance to objectives, and sales events' return on investment. Responsible for bottom line margin and SG&A.

Utilized market intelligence data to maximize product positioning and capture additional market share. Identified target customer segments that resulted in the introduction of new products to market, spearheading sales growth across Canada to Fortune 200 companies as well as to federal and local governments.

Recruited and secured systems integrator partners including Telus, BCS Global, Whitlock Group and G&T.

Develops and implements recruitment, training and mentoring programs. Introduced well-received Power Messaging seminars to sales teams across Canada. Directs team of sales reps across Canada with quota of \$14M.

Created lead generation program that has resulted in over \$3M in sales within 3 months. Organized corporate and product marketing activities for national and international trade shows and conferences. Also developed and coordinated online social media and banner advertising campaigns.

Retired year 1 quota at 109%.

Reported to the General Manager.

FLUKE NETWORKS, Mississauga, ON

Part of Danaher Corporation and the market leader in test and measurement networking tools, Fluke Networks distributes sells and manufactures products worldwide, employs over 45,000 people, with over of \$15B revenues.

National Sales Manager

Jan 06 - Dec 08

Reported to the President. Managed a team of >>>>x sales people and X technical support people across Canada

Oversaw implementation of Fluke Networks' tools and networking products to achieve \$25M in sales to Fortune 500 customers and SMB, surpassing targets while maintaining expenditures within \$6.5M budget.

Created segmented mentoring and coaching module for the sales team that directly contributed to improved morale, increased staff retention and consequently, increased sales.

Formulated a "go to market" strategy for channel products, launching a channel and distribution network throughout Canada and negotiating MOU's with key distributors.

Recognized by management as top sales manager worldwide for 2006.

SECURIT (division of Shred-it), Oakville, ON

SECURIT offers alternative to existing records companies. Revenues approached \$700M in sales.

Director of Sales, Canada

May 04 - Dec 05

Reporting to VP/President, implemented recruitment program for hiring and training sales and support people from across Canada. Instituted formal sales commission plan.

Formulated sales quotas to include metrics.

Launched marketing initiatives to include radio and print ads. Managed sales in excess of \$20m annually.

SPRINT CANADA, Toronto, ON

Sprint operated under holding name of Call-Net Enterprises. Revenues were in excess of \$1B.

Director of Sales - Channels, Central and Atlantic

Nov 01 - Feb 04

Reporting to the VP of Sales, created distribution/channel type sales force, selling small to medium business customers (up to \$30K/month). Oversaw \$5M operating budget. Recruited sales agents, sales managers and support staff from across Canada. Introduced innovative marketing initiatives that included highly successful long distance rebate program. Launched new channel program within Sprint Canada. Grew business from \$0 in 2001 to over \$19M (voice, data, DSL), acquiring over 5,500 accounts and achieving average monthly sales of over \$75K. Received President's Club recognition for 104% and 108% sales levels in 2003 and 2002 respectively.

Director of Sales - GMB

Mar 01 - Nov 01

Reporting to VP of Sales, oversaw largest Central/Atlantic revenue increase, totaling \$80M annualized revenue. Executed sales force downsizing from Ontario and East Coast as part of company's restructuring effort. Exceeded monthly sales by 110% or \$225K, while maintaining expenses within \$15M departmental budget. Captured largest GBM customers in company's history. Contracts valued at over \$2M annually.

Director - Solution Alliance Program

Jan 00 - Feb 01

Reporting to VP of Sales, increased sales over quota by \$2M to total \$32M. Sold call centre and wireless equipment, partnering with Nortel, Motorola and Cisco. Named to President's Club for 100% sales achievement. Conceived Channel Strategies and implemented Channel Management. Negotiated MOU's with 25 partners. Hired, trained and developed 12 senior managers, significantly improving quality, productivity and morale.

District Sales Manager - Toronto East

Jan 99 - Dec 99

Reporting to Director of Sales, led 12 Sales Executives tasked with selling data and long distance services to Fortune 500 accounts. Trained account managers on territory management, time management and sales skills. Consistently surpassed sales quotas by 42% average per month.

EARLIER WORK EXPERIENCE

Senior Account Executive, AT&T CANADA, Toronto, ON

Sep 96 - Dec 99

Tripled 1997 revenue billing. Exceeded sales targets by 54% and 7% in 1997 and 1998 fiscal years, respectively.

Sales Representative - Network Winback Team, BELL CANADA, Toronto, ON

Mar 93 - Jun 96

Spearheaded campaign to win back long distance customers following deregulation. Consistently met and exceeded \$15,000 monthly sales targets. Successfully penetrated new accounts, cultivating long term profitable relationships. Recognized for developing and facilitating a Proposal Writing Training Seminar for sales teams.

CONTINUING EDUCATION

Telecommunications Certificate - Ryerson University, Toronto, ON
Business Co-op Program Coursework - Seneca College, Toronto, ON

Completed additional Sales & Management training through the following providers:

Holden Sales Training
Holden Management Training
Tom Thornton Sales Training
DEI Sales Training
Tom Peters Sales Training
Happy Pak Sales Training
Jeffrey Gitomer
LSM Consultants
Power Messaging

JOHN BROWN, M.B.A.

231 Johnson Ave.
Res: (416) 655- 8978
Toronto, Ontario, M4J 2L9
Email: jbrown@hotmail.com

PROFILE

A seasoned systems engineer with a broad base of business experience. Possess diversified experience in evaluation, design, implementation and project management of telecommunications, data communications and network management systems. A performer and motivator with strong problem solving, system development interpersonal, and leadership skills.

EXPERIENCE

AT&T CANADA, TORONTO

1986 - 2009

Senior Engineer (1995 – 2009)

Reported to the senior manager of the Network Technology Department. Responsible for developing new services with different equipment vendors, communications carriers and other functional departments within AT&T Canada. Provided technical support and initial training to the operations department.

Implemented an inband IP-based Frame Relay/IP traffic Diagnostic, Performance Monitoring and Reporting System. Shortened the MTTR and guaranteed the performance of AT&T Canada's network for customers.

Deployed the Cisco multi-service WAN switches for the provisioning of Voice, Data, Frame Relay and ATM transport channels over the DataVPN network of AT&T Canada. Developed the specifications of ISDN and DS3 accesses with Telcos and CAPs, and the specifications of the ATM and IMA international services with AT&T Corp.

Engineer (1988 – 1995)

Developed and implemented the Microsoft Public Dial Access Network and IP Dial access Service based on the Cisco router platform, which successfully allowed AT&T Canada to enter the ISP market.

Defined the Echo Canceller Deployment Rules for AT&T Canada's voice network resulting in the implementation of a high quality voice network.

Implemented the SS7 test system for the provisioning of ISDN service resulting in the implementation of troubleshooting system for supporting the ISDN service

Received a Canadian patent for being an inventor of the analog VDD.

Wrote a program which runs a PC to fetch and record the statistics of voice and data calls through VDDs via the X.25 network. The statistics were required as a condition of providing the FACSROUTE services under CRTC regulations at that time.

JOHN BROWN, M.B.A.

Assistant Engineer (1986 – 1988)

Standardized various communications devices for low and medium speed data transmission on analog facilities (e.g. T1 CSU/DSU, DDS DSU, Modems) and deployed them. They positioned AT&T Canada at the forefront of the high-quality dedicated line provider.

Assisted Consultronics in the development of the Automatic Analog Transmission Impairment Measuring System (Auto-TIMS) by identifying several short-comings of the Auto-TIMS device.

ELEC & ELTEK COMPANY LTD., HONG KONG

1984 - 1986

Senior Project Engineer (1986 – 1986)

Co-ordinated marketing, purchasing, production, testing and QC departments to set up mass-production lines for OEM customers and to solve engineering problems.

Software Engineer (1984 – 1986)

Developed the software and hardware of various communications products which included the line and cordless telephone sets, dial-up modems.

CAPITAL AUTOMATION CO. LTD., HONG KONG

1983 - 1984

Engineering Manager

Supervised a team of engineers and technicians and developed a CAD system for tie pattern design.

CONIC BUSINESS SYSTEMS LTD., HONG KONG

1982 - 1983

Customer Engineer

Installed and maintained TI minicomputer systems and peripherals.

EDUCATION

M.B.A. York University, Toronto, 1999

Bachelor of Engineering - Honours Electrical, McGill University, Montreal 1982
Concentrated in Data Communications and Computer Architecture
Minor in Computer Science

OTHER TRAINING

'A' in the Java Programming course from Seneca College, year 2001.
'86%' in the Unix System course from Seneca College, year 2001.
'B' in the Public Speaking course from Seneca College, year 2001.

PROGRAMMING LANGUAGES

Java, C++, C, HTML, Visual Basic, SQL, Pascal, Fortran and various Assembly Languages.

OPERATING SYSTEMS

Unix (Linux), Microsoft Windows and Windows NT.

SOFTWARE PACKAGES

Microsoft Office (includes Word, Excel, and Power point), and Microsoft Visual Studio.

LANGUAGES

English, Chinese (Cantonese and some Mandarin)

INTERESTS

Badminton, Tennis, Golfing, Bicycling and Swimming.

HAROLD JACOBS

230 Dale Avenue
Toronto, Ontario. M4V 2B2

Residence: (416) 429-5917
Email: don_andrews@hotmail.com

PROFILE

A high energetic individual with strong management skills. Results oriented with exceptional interpersonal and communication skills. Consultative approach with customers builds strong relationships. Experienced in sales, management, and customer service. Keen problem-solving skills, planning and organizational skills. Key competencies include:

Detail minded, multi-tasking, takes initiative.
Ability to plan, organize and meet deadlines.
Persuasive to renew and negotiate contracts.

PROFESSIONAL EXPERIENCE

SABRE INCORPORATED **present**

1995-

Account Executive

Territory manager of 160 travel agencies with revenues ranging from three to fifteen million dollars securing bookings of \$875,000 to \$950,000 annually. Sell products and market Sabre to increase revenue through growth in bookings. Provide written documentation including contracts, product information, email updates, quarterly reviews and monthly booking numbers to customers
Develop and expand a contact list to acquire new business from other Global Distribution Systems meeting yearly goals of 43,750 bookings or \$123,810.00
Negotiate contracts and renew 30-35% existing customers annually.
Manage and reduce incentives by 50% in alignment with company strategic initiatives and goals.
Initiate and implement service models based on customer segmentation.
Consult to determine product and technology requirements to meet customer business needs and provide solutions.
Solve customer issues such as financial billing problems, installation upgrades including training and technology delivery.
Create and manage yearly business plan including incentives for contracts, Travel & Incidental budget and product goals.
Service internal and external customers to achieve and maintain customer satisfaction scores of 91.1%.

Workshop Training Coordinator **1990-1994**

Managed training rooms and coordinated scheduling of facilities.
Exceed customer service quality resulting in consistently meeting and exceeding annual sales targets

Supervised the Canadian program to achieve training and budget goals.
Developed Employee Orientation Manual for above program.
Negotiated hotel function rooms for satellite training sessions.
Booked Car and Hotel supplier guest speakers.

HAROLD JACOBS

Divisional Operations Representative

1988-1990

Coordinated installation of Sabre systems nationally.
Fast tracked customer orders and problem solved equipment failure and shipping problems.

AMERICAN AIRLINES

1987-1988

Customer Service Agent

passenger service agent facilitated passenger check-in including safety, citizenship and baggage requirements.

MARRIOTT HOTELS

1986-1987

Catering Service Supervisor/Manager

Hired, managed, counseled staff of 10 service people.
Trained new staff in job requirements and health and safety issues.
Coordinated set-up of all events.

SENECA COLLEGE

1999-present

Teacher (part-time)

Educate students towards certificate.
Taught "Airline Reservations & Ticketing" on Sabre.

EDUCATION

Centennial College of Applied Arts and Technology

1978 - 1981

Hospitality Administration and Food Services Diploma

PROFESSIONAL TRAINING COURSES

Conflict Resolutions and Confrontation Skills
Technical Knowledge for Sabre installations and Networking
Base for Sales Excellence
Sales Negotiation and Strategic Selling Skills
Counselor Salesperson
Business Finance
Achieving Extraordinary Customer Service
Effective Business Writing

TECHNOLOGY SKILLS

Windows 95/98, ACT, Microsoft Word, Excel, PowerPoint

AWARDS

Circle of Distinction (Sabre Inc.)
Total Quality Management Certificate (Marriott Hotels)
Destination Excellence (award for training pamphlet) (Sabre Inc.)

SAMPLE COVER LETTER

Their Company Name
Street Address
City, Province, Postal Code

Date

Your Street Address
Your City, Province, Postal Code

Attention: M (Their name) _____, Position

Dear M _____:

It would be a privilege to speak with you to discuss the potential for contract needs and opportunities for trainers within Achieve Global. Having met with Scott Simonini to acquire an understanding for the mission and services of your organization, I feel that my ability to provide informative and energetic training sessions would be of benefit to your team.

With over 14 years experience as a workshop facilitator, coach and consultant, I have developed the ability to assist people with reaching goals effectively and enjoyably. I very much appreciate how Achieve Global is founded on strong values and principles, indicating a high level of concern for the development of human potential within organizations and in everyday life.

I have developed and delivered programs designed to instruct people on the topics of customer service, goal achievement, stress management and interpersonal relations. Through this I have established learning objectives and set up modules which engage the learner and facilitate the completion of learning objectives. I share similar values as your organization in terms of appreciating the benefit of imparting knowledge that ensures that people will reach their vision successfully.

Having delivered training and consulting services through my own business I have acquired the understanding for what it takes to provide quality and caring customer service. My background includes as Master of Arts degree in Education, in addition to undergraduate degrees in sociology and social work. I believe my experience and knowledge could contribute to the mission and objectives of your organization.

I would welcome an opportunity to discuss my capabilities with you. I will contact you the week of March 5th to set up a convenient meeting time, or you may contact me before then at (416) 966-2001.

Yours truly,

Jeff W. Baldock

SAMPLE COVER LETTER

Achieve Global
150 York Street, Suite 1300
Toronto, Ontario, M5H 3S5

February 28, 2010

44 Jackes Avenue, Suite 319
Toronto, Ontario, M4T 1E5

Attention: Ms. L. Quinn

Dear Ms. Lori Quinn:

It would be a privilege to speak with you to discuss the potential for contract needs and opportunities for trainers within Achieve Global. Having met with Scott Simonini to acquire an understanding for the mission and services of your organization, I feel that my ability to provide informative and energetic training sessions would be of benefit to your team.

With over 14 years experience as a workshop facilitator, coach and consultant, I have developed the ability to assist people with reaching goals effectively and enjoyably. I very much appreciate how Achieve Global is founded on strong values and principles, indicating a high level of concern for the development of human potential within organizations and in everyday life.

I have developed and delivered programs designed to instruct people on the topics of customer service, goal achievement, stress management and interpersonal relations. Through this I have established learning objectives and set up modules which engage the learner and facilitate the completion of learning objectives. I share similar values as your organization in terms of appreciating the benefit of imparting knowledge that ensures that people will reach their vision successfully.

Having delivered training and consulting services through my own business I have acquired the understanding for what it takes to provide quality and caring customer service. My background includes as Master of Arts degree in Education, in addition to undergraduate degrees in sociology and social work. I believe my experience and knowledge could contribute to the mission and objectives of your organization.

I would welcome an opportunity to discuss my capabilities with you. I will contact you the week of March 5th to set up a convenient meeting time, or you may contact me before then at (416) 966-2001.

Yours truly,

Jeff W. Baldock

SAMPLE COVER LETTER

44 Jackes Avenue, Suite 319
Toronto, Ontario, M4T 1E5

Drake Beam Morin
150 York Street, Suite 1300
Toronto, Ontario, M5H 3S5
Attention: Mr. J. Withers

February 28, 2009

Dear Mr. J. Withers:

Mr. Withers, it would be a privilege to speak with you to discuss the potential for opportunities contract career consultants within Drake Beam Morin. I feel that my ability to provide both informative, energetic workshop sessions and strategic, inspiring one-to-one consulting would be of benefit to your team.

With over 14 years experience as a workshop facilitator, career coach and consultant, I have developed the ability to assist people with reaching goals effectively and enjoyably. I very much appreciate how Drake Beam Morin is founded on strong values and principles, indicating a high level of concern for the development of human potential within organizations and in everyday life.

Having successfully delivered dynamic workshops to instruct and motivate participants on the topics of career planning, change and transition, job search skills and customer service, I feel confident to continue providing quality service. During my career, I have developed the ability to establish learning objectives and set up modules which engage the learner and facilitate the completion of learning objectives. I share similar values as your organization in terms of appreciating the benefit of imparting knowledge that ensures that people will reach their vision successfully.

Having delivered training and career consulting services through my own business I have acquired the understanding for what it takes to provide quality and caring customer service. My background includes a Master of Arts degree in Education, in addition to undergraduate degrees in sociology and social work. Additionally, I am certified to deliver Myers Briggs Type Indicator and McQuaig assessment inventories. I believe my experience and knowledge could contribute to the mission and objectives of your organization.

I would welcome an opportunity to discuss my capabilities with you. I will contact you the week of 5th to set up a convenient meeting time, or you may contact me before then at (416) 966-2001.

Yours truly,

Jeff W. Baldock

SAMPLE COVER LETTER

Jim Goddard

November 14, 2002

Dear Hiring Authority,

It is a pleasure to inquire of opportunities with XYZ , a company that is growing and prospering during these challenging economic times. I enjoy assisting customers, by providing high quality and efficient call centre support which contributes to the financial success of an organization.

In over two years as a customer service technician, I have consistently maintained top customer service performance levels, by delivering quality, detail oriented and friendly customer service support. My strong technical background together with an ability to solve problems quickly, accurately and in a professional manner has generated the following results:

- Achieved performance scores that were consistently within the top ten percent amongst peers
- Attained 100% of calls offered with a first call resolution rate of 90%.
- Attained an average service call length of five minutes which involved assessing, troubleshooting and making appropriate recommendations.
- Handled thirty to forty calls daily and in emergency/radius issues up to 150 calls.

It would be a pleasure to meet with you to discuss the needs of your organization and to review how my skills could be of benefit to you in reaching your objectives.

I will contact you next week to inquire as to a mutually convenient time for us to meet. In the meantime, feel free to reach me at (416) 947 6004.

Sincerely,

Jim Goddard

Enclosure: resume

SAMPLE COVER LETTER

Zoro Leon

170 View North Court
Woodbridge, Ontario, L4L 8S2
Residence: (905) 851-9161

Date
Addressee
Addressee Title
Company
Address

To Whom It May Concern:

As an experienced Senior Business Quality Consultant, with three years experience utilizing six sigma methodologies for improving business processes, I believe I can add value to the objectives of your organization. My background also includes five years experience in the management of customer support teams.

As a Quality Consultant, the overall results of projects led a project which generated a 4.1M improvement in productivity, 336K decrease in cost, 2M increase in revenue and a 3.1M addition to the bottom line.

As a Manager, I led a team of six employees supporting a major account which accomplished 89% customer satisfaction indicated by a client survey.

I am able to improve efficiency through analysis, process development and excellent interpersonal skills. My presentation skills offer the ability to communicate results to an audience as well as provide effective coaching.

My promise is that my experience in both management and quality assurance would help improve efficiency and contribute to the growth and cost reduction efforts of xyz company.

I will call you within a week's time to see if we can set a mutually convenient meeting time to discuss the needs of your organization and how I might service those needs.

Sincerely,

Zoro Leon
Enclosure: resume

SAMPLE THANK YOU LETTER

Act Global
1555 Yongesmith Street, Suite 1300
Toronto, Ontario, M5H 3SF

April 16, 2010

Attention: Ms. Susan Jones

Dear Ms. Jones:

Thank you very much for taking the time to meet with me on April 9. It was wonderful meeting with you.

I very much appreciate the opportunity to acquire a greater understanding for the needs and objectives of Achieve Global and how I could possibly be of service.

Clearly Achieve Global provides a highly successful service built on a genuine concern for the professional and personal development of the people in the business community. Your company is founded on guiding principles that are very consistent with those of my own.

Have a great day and I look forward to speaking with you again soon.

Sincerely,

Jeff Baldock

Telephone Scripts

1. Hello my name is Mark Fraser. I am a network engineer who helps companies deploy their networks efficiently so they can better meet their customers' requirements.

My background includes:

5 years experience with companies such as _____
Experience designing and implementing transmission systems

I recently helped _____ co improve their
_____ by doing _____
(example of an achievement)

2. Hello Mr. Johnson, my name is Alan Madeira

Have I called you at a convenient time?

I am calling to follow up on a letter I sent you on July 14.

or

I was referred to you by Jim Robbins. Is this a convenient time to talk? Jim suggested that I speak to you because he feels that you would be a good person to speak with as you are an expert in the area of technical writing.

I understand that you are involved in the manufacturing of widgets for highly competitive environments.

Recently I was involved in implementing ...which saved ABC company.

In short my expertise lies in improving productivity and quality by "implementing advance process control strategies and resolving process issues".

I realize that you have a busy schedule. Perhaps if we could meet for fifteen minutes this week, we could share some ideas and discuss my strategy.

Ask questions

Keep asking questions

Summarize/ Paraphrase

Ask questions again

Maintain eye contact to demonstrate listening

Empathize..."you are right..."

I targeted five or six companies, phoned them up to get contacts within the company to get information only (never asking for a job).

Book up with meetings.

People want to help people.

Leave resume.

Don't go to HR.

Always go to your respective department.

Seek out the highest person on the chain.

Develop a value statement for the person you are seeing when on the telephone.

Send resume to the VP.

Develop rapport, deliver value statement.

Ask if there is someone you can talk to.

If you get voice mail leave a message a week.

Keep calling until you get calls.

People are afraid to call VP so don't think they get a million calls a week. So call the VP.

If you fax the resume may end up on the ground.

You can add value. The VPs are always looking for good people. If they know you are going to add value. They are always adding good people to replace others.

You have value to offer, so offer it to the VP. They recognize good people. That is how they got to the top of the chain.

Go as high up the chain you can get.

More and more companies are interviewing prospective people within their area for their potential co-workers.

Ask for fifteen minutes of their time

Don't be afraid to cold call

How to Prepare For the Interview

CAR Stories

Resume

Cover letters

References

90 Second Intro

Telephone scripts

Thank you letter

27 Interview Questions to be ready for:

Tell me about yourself

Why have you decided to change jobs? Why are you looking?

Why did u leave your previous position?

What motivates you?

Describe your ideal job?

Describe your ideal Manager?

What salary/rate are you looking for?

How do you spend your free time?

What are your short, medium and long term goals?

How do you react to criticism?

What are the most important things you are seeking in a career?

What do you consider to be your greatest strengths and weaknesses?

Site some examples of your ability to be a team player

Why should I hire you?

How could you contribute to our organization?

Why did you choose the college you attended?

Why didn't you go to college?

What do you know about our organization?

Why are you interested in working for our organization?

What extracurricular activities are you involved in?

Are you willing to relocate?

What type of work environment are you seeking?

What do you know about our industry?

What are you proudest of in terms of your accomplishments at your present position or former position?

What do you think will be the toughest aspects of the job if you were to accept the position? What will be the most enjoyable aspects- the least enjoyable?

What do you think your greatest contribution will be or what aspects of the job or company do you think your greatest contribution to?

If you are selected for this position, how would you deal with the situation of individuals in the company who were competitors for the job for which you are being

interviewed and who may feel that they are better qualified?

Questions To Ask At Interviews

What are your goals for this position?

What are your key goals at the moment?

Where you are once you reach this goal?

Where will be if you don't reach this goal?

What are your plans for reaching these goals?

What are your obstacles for getting there?

What strengths and skills would the ideal candidate have?

How to Dress For Success

Business men and women are concerned with how they are expected to dress for the business world. Image is a key roll in the business world. Image represents who we are and what we are all about. A properly dressed person carries a reliable message about his or her appearance.

The message is that he or she respects themselves by taking the time to coordinate their clothing to have the best impact on there customers and coworkers.

The old saying “the suit makes the man” is somewhat true. A person’s appearance plays a very important part when it comes to selling yourself as your product. The way you dress and the way you look reflects your knowledge and the seriousness of your intentions.

Image is a silent sales person, however it speaks out loud to many people from the clients point of view it says he or she took the extra time to dress up for this meeting. From the employers’ point of view, it says he or she put on his uniform to conduct business. From the general public it separates you from a crowd. It lets the crowd know that you are ready for business. It says that you yourself have a serious attitude. Lastly, leave your customer with a good image of yourself by having good posture, detailed conversation, eye contact, nice smile pleased attitude and properly dressed.

MEN

Ties

Wearing a tie gives a very strong image that you are there for some serious business. Today’s fashion for neck ties ½” Windsor knot. The length should just reach your belt.

Shirts

Some nice colours to wear in the workplace would be white, powder blue, cram, small plates, and vertical stripes. Try to stay away from red, blue or anything vibrant. These colours are too intimidating for the workplace.

Keep your prints very soft.
Proper neck ties and longer sleeve.
Pressed collars and cuffs
Spread collar
French cuffs (option)

Slacks

Plain front or one
No cuff
Straight leg

Interview Preparation

Physically

Proper Rest
Progressive Relaxation
How to dress for the interview
Posture and
Smile
Dress well
Bring a note pad and pen

Mentally

Prepare and rehearse CARs and achievements
Write out and practice responses to questions
Bring a list of questions to ask employer

Three phases of an interview

Overview of their company and the job
Their questions to you
Your questions to them

What to not say in the interview

Don't ask about salary
Don't talk negative about past employer

What to say in an interview

Have small chat
Know your UVP and your three strengths and you CAR stories
Be concise

How to say "it" in an interview

Smile
Use CAR format
Come back to THREE strengths

What to ask in the interview

What will be the qualities of your ideal candidate?
What are the 3, 6 month and 1 year objective you would like the candidate to achieve?
What are the key obstacles you see for this team?
What will be the payoff or benefits to overcoming these obstacles?
What role do you see the person playing in overcoming these obstacles?

How to enter and leave the interview

Wait to be asked before you sit
Shake hands firmly squeezing baby, ring and middle finger up
Have good eye contact
Sit still
Move slowly
Thank him/her for their time and say you enjoyed meeting him/her

List of Steps to Take In Job Search

Telephone Scripts

Select a list of companies to research and to target

Make a short list of companies to research more thoroughly

Contact those companies with a cover letter

Follow up with a phone call and aim to get a “face to face” meeting

Prepare a list of responses to the interview questions using the binder

Watch video and webinars on research, networking, interviewing

Select a list of questions to ask employers from DBM binder

Rehearse your interview with Jeff Baldock or person who will help, i.e. your wife

Send a thank you letter to the employer

I) ADDRESS YOUR JOB SEARCH AS YOU WOULD A PROJECT

a) Planning Stage:

Have your information well prepared and rehearsed.

1. **Finalize and complete your resume** - It should be a stellar representation of your skills, accomplishments and quantified achievements (and don't forget to include salient key words - titles, designations and technologies)
2. **Know yourself** - know what you are looking for and know what you offer prospective employers - this is not the time to be easy going and state that anything would do - be specific re: your skills and your best fit.
3. **Know your story** - this is your 90 second intro/ elevator pitch etc - practice it until it is natural and brings out your top value proposition without sounding like an infomercial.
4. **Know where you want to go** - now is the time to build a list of target companies that meet your criteria. Once you have this list, you can take it to your networking contacts and build additional contacts within these specific organizations.

b) Implementation Stage:

Difficult as this can be - it is absolutely critical to **get out and meet people every day**. Networking is like jogging, the more you do it, the easier it becomes.

Set goals and time-frames for yourself in terms of meetings per day, objectives per week, companies whom you absolutely must reach.

Set a daily plan that includes, meetings (during prime time), calls (again during prime time though leave voicemails prior to reaching people so they will be expecting and prepared for your call) and internet research (outside of prime time - evenings and week-ends).

4. **Check your progress against your plan weekly** - confirm that you are on target. Review what has worked well and what you need to improve.
5. **Build a project team** - an individual or group who are available to support you, brainstorm and provide solutions to day to day job search challenges and issues. Report back to your team on a regular basis and look to them for confirmation that you are on track.

c) **Closure Stage:**

Get back to everyone who has helped you and close the loop. Inform them of how their information was of value and how you in turn can help them.

Do a post mortem on your search. What did you learn from the experience? What would you do differently in the future? If you are called upon to be a mentor for someone in a job search, what advice/assistance will you provide?

Address skills gaps that may have been identified in your search. If you lack of a technical or soft skill held you back, address it now. Are your speaking skills a bit rusty and hence is toastmasters a potential solution?

if you need to polish a given technical skill, be sure to do so

II) **Here Are Some Things One Person Learned Along The Way In His Personal Job Search:**

Worst thing he ever did in his search :
Allowed negative thoughts to intrude upon the positive energy he needed in his search

Best thing he did in his search:
Network - not just as part of his search, but in its entirety – He networked 24/7 - with his hockey team, former co-workers, academic contacts, formal networking events. He was a courteous networker, providing feedback to people who had helped him and ensuring that he gave information as well as receiving it. Most importantly, he worked diligently, in his networking to achieve specific goals, and gain specific, relevant information.

Tips for Networking:

1. People will give you time - don't be afraid to approach senior people - start with your value proposition to their organization and they will be listening. Your goal is to meet them or gain access via this person to other people in their organization whom you will meet.
2. Relate your list of desired companies to your list of networking contacts. Ask your network group for names within your desired organizations. These are warm leads that can be invaluable.
3. Do not assume that someone cannot help you. Tim's hockey team, while not in IT positions, nonetheless had valuable, relevant contacts.
4. Get out every day!
5. The first call can be the most difficult. Rest assured that, once that call is made, additional ones will be easier and easier.
6. Leave a voicemail so people will be prepared for your call.
7. Go to every interview - you are NOT wasting your time if you gain valuable practice from an interview. Sometimes a job that seems beneath you leads to one that is a perfect fit.
8. Thank every networking contact - it's a two way street - help them if you can!
9. Ask key questions in every networking situation:

What do you know about the industry?

What can you tell me about your company?

Do you know anyone at my target companies?

10. Keep people talking - most people like to talk about themselves and will gladly share their story with you.

And lastly:

Be enthusiastic about the company - show that you know their business, understand their needs and have the skills to get them to the next level. You are not asking for a job, you are presenting a value proposition that meets business needs!

SUMMARY:

List of Steps to Take In Job Search

1. Complete CAR stories and PAR statements
2. Analyze CAR statements and determine the key strengths you use to get the results.

Develop unique value proposition with Jeff

Finalize resume

Finalize cover letter

Complete 90 second introduction of yourself

Prepare telephone scripts

Practice rehearsing telephone scripts with Jeff Baldock

Select a list of companies to research and to target

Make a shortlist of companies to research more thoroughly

Make a list of people to contact to obtain names for these companies

Interview these people to get more company information and more names of people to contact perhaps within the company

Contact those companies with a cover letter

Follow up with a phone call and aim to get a "face to face" meeting

Prepare a list of responses to the interview questions using the binder

Rehearse your interview with Jeff Baldock

Prepare and send thank you letters to the employer

Track your work search progress and stay in touch with your network i.e. recruiters, contacts, people you have interviewed with.

Key Web Sites for Job Opportunities

HYPERLINK "http://www.workopolis.com" www.workopolis.com

HYPERLINK "http://www.monster.ca" www.monster.ca

HYPERLINK "http://www.jobshark.ca" www.jobshark.ca

HYPERLINK "http://www.dice.com" www.dice.com (for technology professionals)

HYPERLINK "http://www.hotjobs.yahoo.com" www.hotjobs.yahoo.com

HYPERLINK "http://www.kijiji.com" www.kijiji.com

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Local: 416.966.2001

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info@careersport.com

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www.careersport.com

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Toll Free 1.866.2271358

**Describe how you are still living
in the box?**

**Let me be clear,
You are a champion. You are born to win**