# Telephone skills and social media

## Objectives

* To understand the best way to use the telephone
* To feel confident in ‘cold calling’
* To explore ways to practise speaking to people over the phone
* To discover how you can use social media to search for jobs
* To discover how social media can work against you

**Activity 1**

You have seen an advertisement in the paper for a job you would like to apply for. The job advertisement states that you need to telephone for an application form. There is no detail of whether this is a full-time or part-time vacancy.

Telephone to ask for an application form. Ask the person how many hours a week this vacancy is for.

Contact name: Caroline Jones

Phone number:

Job title: Head of Recruitment

Company: The Totally Awesome Place to Work

Make notes here in preparation for your call to the employer.

**Activity 2**

What is social media?

List as many social media networks as you can think of below.

How many people worldwide do you think use them?

**Activity 3**

Why is social media important in the world of work?

Please make notes below.

**Activity 4**

How might social media have a negative effect on work?

Please make notes below.

**Personal action plan: Telephone skills and social media**

**What have I learnt?**

**What more support do I need?**