

## Why Employers Come To Us

BUILT Network collaborates and works closely with both large and small employers across Canada. We have developed a solid reputation for providing dedicated and devoted employees. The skills and customer service expertise of our graduates provide outstanding customer satisfaction.

We work closely with employers to identify quality skilled participants that match their business needs, thereby ensuring long term success for both.

Graduate retention rates are well above average, reducing recruitment and training costs. BUILT Network provides a new and unique alternative to your human resource needs.

Employers, contact us today to see how we can assist your company.

## Partner Benefits

BUILT Network and the National Network for Mental Health believe in an inclusive society. In this quest, we share our programming with non-profit consumer centered organizations that work with persons with mental health issues and/or disabilities. We strongly believe in partnerships and collaborations which lead to increased services to persons nationally.



## Skills Development Centres:

### National Online Project/North Bay

591 Main Street East, Suite 104  
North Bay, ON P1B 1B7  
Tel: (705) 475-0979  
Toll Free (866) 472-8458  
Fax: (705) 475-1641  
online@builtnetwork.ca

### St Catharines

55 King Street, Suite 305  
St Catharines, ON L2R 3H5  
Tel: (905) 688-2545  
Fax: (905) 688-9608  
st.catharines@builtnetwork.ca

### Winnipeg

83 Garry Street, Suite 204  
Winnipeg, MB R3C 4J9  
Tel: (204) 942-7459  
Fax: (204) 942-7573  
winnipeg@builtnetwork.ca

### Calgary

621, 206 - 7th Avenue S.W.  
Calgary, AB, T2P 0W7  
Tel: (403) 266-6066  
Fax: (403) 266-0976  
calgary@builtnetwork.ca

### New Westminster

779 Carnarvon St.  
New Westminster, BC, V3M 1E6  
Tel: (604) 517-5526  
Fax: (604) 517-5536  
new\_westminster@builtnetwork.ca

**BUILT Network is also offered by our affiliates:**

### BUILT Network Moncton Inc.

Terminal Plaza Building  
1222, rue Main Street, Suite 4003  
Moncton, NB E1C 1H6  
Tel: (506) 383-8337 or 383-7520  
Fax: (506) 384-9507  
moncton@builtnetwork.ca

### Leeds and Grenville

### Rehabilitation and Counselling Services

25 Front Avenue West, Suite 1  
Brockville, ON K6V 4J2  
Tel: (613) 342-6214  
Fax: (613) 342-0884  
sturgeonk@lgrcs.on.ca

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Human Resources and Skills Development Canada / Ressources humaines et Développement des compétences Canada



Building Up Individuals  
through Learning and Teamwork



## Customer Service

## Representative Skills

## Development Program©

Delivered nationally in our skills development centres, through our partner organizations,

and online at:

[www.builtnetwork.ca](http://www.builtnetwork.ca)  
[info@builtnetwork.ca](mailto:info@builtnetwork.ca)

A project of:



## Who We Are...

BUILT Network is an employment program aimed at providing participants with the personal, professional and technical skills they will need to be successful in today's marketplace.

Designed in consultation with the business community, skills obtained from the program are directly related to the skills that employers are looking for when they hire.

## What You Receive...

- New skills
- Ongoing support
- Self-confidence to achieve your goals
- An up-to-date resume and cover letter
- Job search assistance
- Access to resources and equipment
- A Certificate of Completion
- Membership in the Job Club and Graduate Society
- An opportunity for financial independence

## Eligibility

To review the eligibility requirements please visit our website or an office near you.

## Online Program

This program is available through online delivery for individuals who live in remote or under serviced communities.

This cutting edge interactive online project is ideal for

individuals who cannot attend one of our project sites and would benefit from our independent learning environment.



## Program Content

The program is divided into six sections. During the **Personal Development** section of this program content will cover,

- Four easy steps to self-improvement
- Goal setting
- Self talk
- Stress and stress management
- Self-esteem
- Verbal/non-verbal communication
- The four communication styles and how to communicate with customers in their style
- Problem solving
- Anger / conflict resolution
- Time management

During the **Customer Service** section of the program participants will learn,

- Customer service excellence
- Managing challenging customers
- How customers make buying decisions
- Developing long-term customers
- Communicating with internal/external customers



During the **Personal Sales** section of the program participants will learn,

- The qualities of professional sales associates
- The selling process
- Objection handling
- Closing techniques
- Product features and benefits
- Telephone techniques; including simulated calls

During the **Computer Fundamentals** section of this program, participants will be guided through discussion and will substantially enhance their computer skills

Participants will learn,

- Hardware
- Operating systems
- File management
- Understanding how the Internet works
- Internet security
- Internet browsers
- Search engines and databases

During the **MS Office** section of the program we will cover,

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook, E-mail
- MS Access



We follow this section with an employment preparation

component. This includes preparing the participant for employment by ensuring interview readiness and the development of a professional up to date resume and cover letter.

During the **Professional Development** section of this program content we will cover,

- Resumes
- Cover letters
- Writing techniques
- The job interview
- Great answers for tough interview questions
- Dressing for interview success
- Mock interviews