

TELEPHONE TECHNIQUES

DESCRIPTION

Individual Jobs for Montana's Graduates (JMG) students will demonstrate a commitment to the JMG Program and Montana Career Association by displaying their ability to speak and/or communicate professionally while participating in a mock telephone interview with potential employers.

PURPOSE

A phone call may be the first contact with a prospective employer regarding the workplace. Speaking and/or communicating professionally on the phone is an essential skill. Telephone Techniques allows Jobs for Montana's Graduates students the opportunity to showcase their confidence, professionalism and telephone speaking and/or communication skills while participating in a mock telephone interview with potential employers.

KEY LEARNING OBJECTIVES

The key learning objectives for students participating in this event are:

- Appropriate use of tone and volume
- How to properly/professionally conduct a telephone interview from start to finish
- Ability to effectively speak and/or communicate during a telephone interview and/or conversation

ELIGIBILITY

JMG students in grades 11 and 12, with current Jobs for America's Graduates (JAG) eNDMS roster as verified by JMG State Staff.

ENTRIES

Two entries per grade (11, & 12), for a total of 6 maximum entries per chapter.

OBSERVERS

Observers are not permitted in this competitive event.

COMPETITIVE EVENT TIMELINE

- The Telephone Techniques event will begin no earlier than 8:00 AM on Day 1 of IGNITE and should conclude no later than 5:00 PM the same day.
- On Day 2, the Telephone Techniques event will begin no earlier than 8:00 AM and should conclude no later than 11:00 AM the same day.
- Please refer to the official/posted competitive events schedule for actual times and assignments.
- Overall judging time by vary depending on the number of entries.

EVENT RULES

1. During **Phase 1** of the event, competitors will complete/submit applications for their chosen positions prior to the IGNITE Conference. Applications are posted with Telephone Techniques documents. The applications will be reviewed/scored by event judges. **Student competitors will submit their job application along with their registration form via email to: kdelzer2@mt.gov by Friday, March 6, 2020-IGNITE Montana Registration Deadline.**

Positions available:

- a. Administrative Assistant
- b. Customer Service Associate
- c. Maintenance Technician
- d. Marketing and Graphic Design Assistant
- e. Team Leader/Supervisor

Note: Individual job descriptions can be referenced in the Telephone Techniques event description.

Interview Questions will be available for competitors to utilize for practice prior to the competition. They are posted with Telephone Techniques documents.

2. **Phase 2** will be orchestrated at the IGNITE Conference with competitors calling a panel of judges (JMG Inc. Company representatives) to participate in a telephone interview for the position. The phone interviews will be scored by the judges. **The competitor may bring an outline, resume, note-cards, or other form of notes for reference in responding to the interview questions.**
3. At the conference, competitors will report directly to the Telephone Techniques competition room. They will wait in the hallway until the previous competitor has completed their interview and leaves the room. **Failure to report on time may result in disqualification.**
4. Student competitors will contact JMG, Inc. at the scheduled event time using the phone provided in the competition room.
5. The representative of the JMG Inc. company will terminate the call after 10 minutes or when the interview is complete
6. Competitors will be judged based on the criteria in the scoring sheet.
7. The “Points Possible” column on the score sheet indicates the maximum number of points available for each section. It is appropriate to record “Points Achieved” in a range from 0 to the maximum number.
8. Judges' decisions and scores are final
9. Each competitor will follow the time segments below:
COMPETITION 10 MINUTES
JUDGING/FEEDBACK 5 MINUTES