

Build **English**
Telephone Skills
& workplace communication



12 week LINC program for immigrant women
Monday to Friday, 9:00 am to 12:00 pm

Learn in our state-of-the-art telephone lab!

- Communicate effectively on the phone and in person with employers, colleagues and clients
- Build your vocabulary for workplace communication
- Improve your listening and speaking and gain confidence

Gain essential telephone skills!

- Make business phone calls
- Listen effectively and ask for clarification
- Take and leave clear and accurate messages
- Make reservations, book appointments
- Respond to customers, clients and colleagues
- Deal with angry customers

Free!
Childminding &
bus tickets
available

sj IWC Immigrant
Women's Centre
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For information or to register, call Vivyan at
905-529-5209 x 233



Citizenship and
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