

# Welcome to: LHH Orientation

LHH

## We're happy to meet you!

- ▶ If your proper name doesn't appear beside your picture, please edit
- ▶ In participants panel > find your image > hover over your name > click MORE > Rename
- ▶ Change to your first name, last initial
- ▶ Have a question? Send us a message in the chat feature.

## Audio

### Webinar audio is best accessed via computer:

- ▶ Click on microphone icon located at the bottom left of the screen to **mute** or **unmute**.
- ▶ To switch from computer audio to phone audio, click on the arrow besides the microphone icon, select *Switch to phone audio* and checked off *Leave Computer Audio*.

## Netiquette

- ▶ Join the webinar from a quiet area and turn off back-ground noise.
- ▶ Your choice to have your video off or on. Remember we can see everything behind you!

# LHH Orientation



# Agenda



Understand your LHH services



Hands-on exercises within the  
Career Resource Network (CRN)



Key strategies for the first 2 weeks



Prepare to meet your career coach

# LHH Program Overview

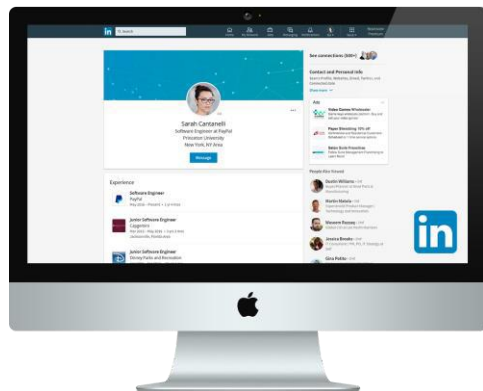
# Active Placement: Better jobs faster

**LHH**

## Brand

**LHH branding specialists create tailored branding packages which include:**

- ▶ Targeted resume/CV
- ▶ LinkedIn profile
- ▶ DigitalTalent Exchange (DTE) Profile (promotes candidates to hiring managers)



## Coach

**LHH career coaches provide individual support on:**

- ▶ Career decision-making
- ▶ Personal brand and online reputation management
- ▶ Interviewing
- ▶ Networking
- ▶ Negotiation



## Connect

**LHH connects candidates to opportunities via:**

- ▶ LHH DigitalTalent Exchange (DTE)
- ▶ Global Connect Forums/GCF



## Place

**LHH helps candidates land meaningful work, faster:**

- ▶ 92%+ successfully placed before program completion
- ▶ 90%+ placed at > = salary / position
- ▶ 70%+ say LHH positively impacted employer perception



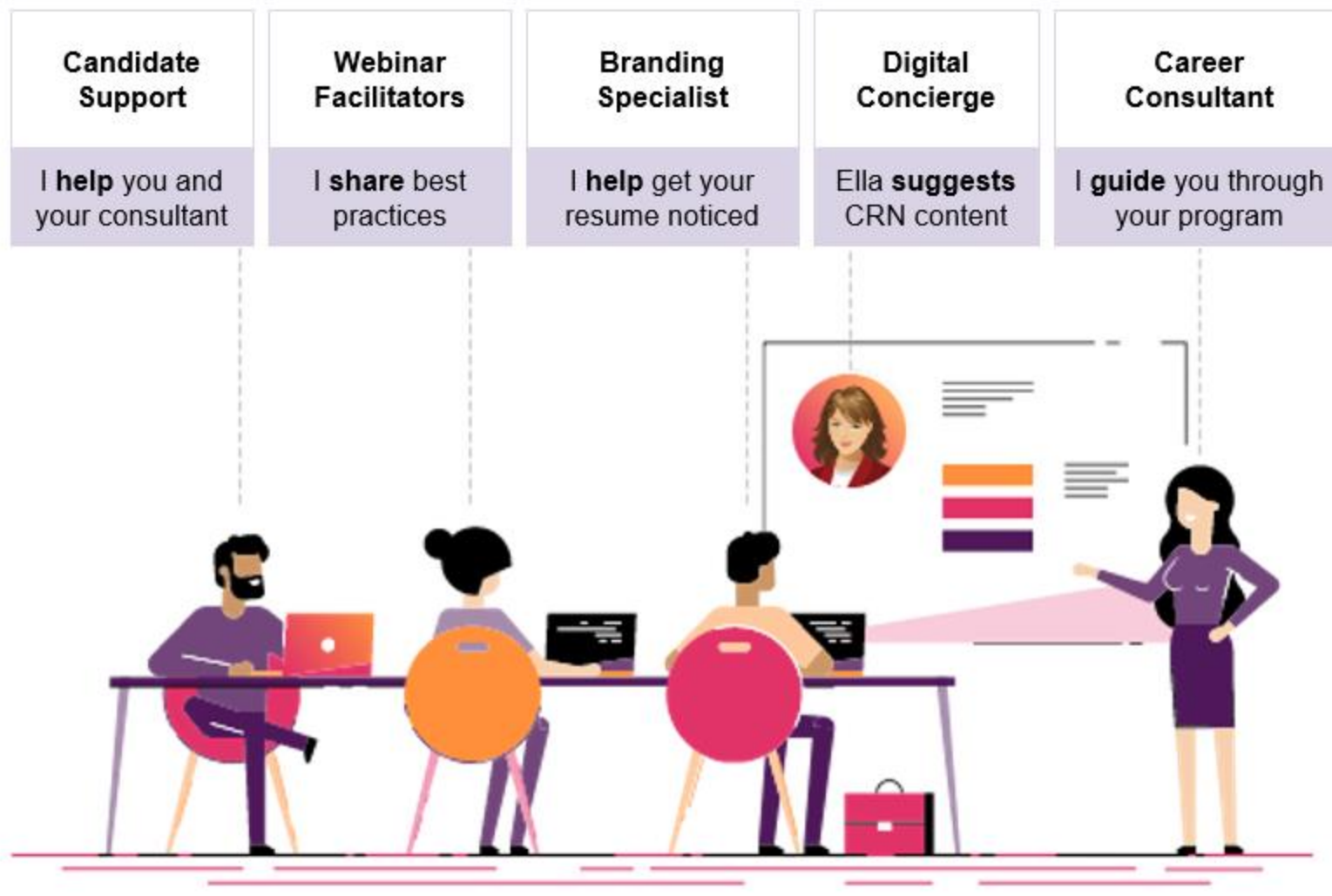
# Your LHH team and how we support you

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**Need help?**

Contact us at:

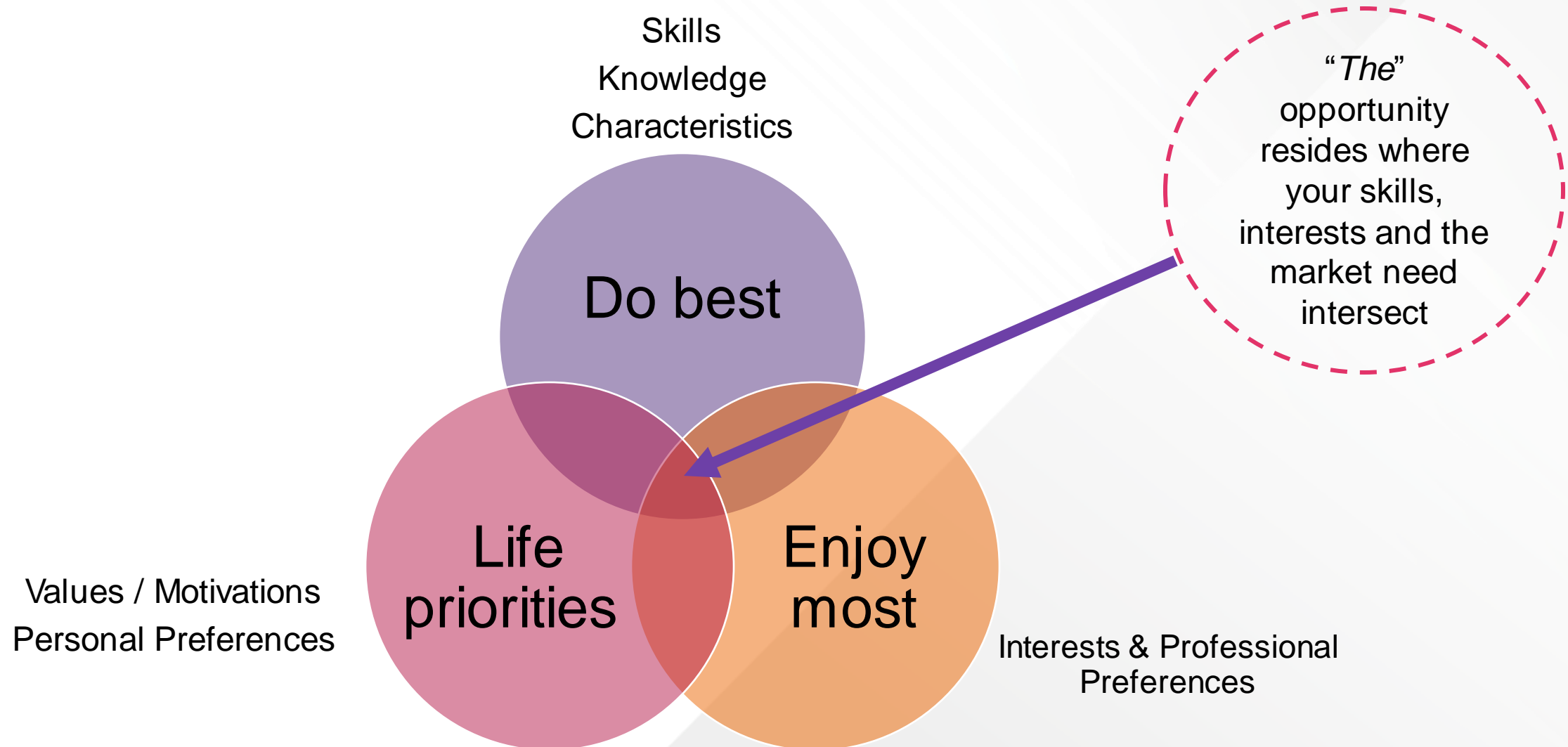
[candidatesupport@lhh.com](mailto:candidatesupport@lhh.com)



C O N F I D E N T I A L   S E R V I C E S

# Where do you start?

Assess yourself and the market





## Know your 'professional brand'

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Branding is defined as the process of differentiating yourself and standing out from the crowd presenting your unique value





# Key components of the marketing plan

## NAME

ADDRESS | PHONE  
EMAIL | LINKEDIN

## PROFESSIONAL OBJECTIVE

Technical support management or engineering with emphasis on customer problem resolution

## COMPETENCIES

Management/Performance	Technical Expertise	Customer Service	Team Development
Expense reduction Team productivity gains Cross-functional team building Budget administration Team building	Technical troubleshooting Technical solution presentation Evaluate and implement methods of procedure Product specification and development	Service review presentations Manage and resolve conflict Proactive consultation Case follow-up	Defining training programs Coaching and mentoring Improving quality of life Metrics for team performance

## POSITIONING STATEMENT

A performance-oriented Technical Support Manager with proven team management skills and diverse technical experience supporting carrier class and independent service provider telecommunications networks. Strengths include leading and developing effective technical support teams, resolving conflict, communicating technical solutions to customers, and leveraging internal cross-functional relationships. Most recently, as manager of ACME Telecom Global Optical Technical Assistance Centre, I achieved significant operational cost reductions and team productivity gains, cultivated service revenue opportunities, and improved customer satisfaction across a broad range of technologies and products.

## TARGET MARKET AND TARGET COMPANIES

**Geographic location:** UK, Canada and US

**Types of Industries:** Telecommunications Network Consulting Firms, Equipment providers; Service providers; Private network IT staff

**Size of organizations:** Small consulting firm or private network staff, start-up equipment providers; larger established service providers

**Culture:** Autonomy in executing responsibilities, emphasis on customer satisfaction and internal personnel development

Service Providers	XYZ Company	XXX Company	XXX Company
XXX Company	XXX Company	XXX Company	XXX Company
XXY Company	XXX Company	XXX Company	XXX Company
XXZ Company	XXX Company	XXX Company	XXX Company
XYX Company	XXX Company	XXX Company	XXX Company
XZX Company	XXX Company	XXX Company	XXX Company

What are you seeking?

What are your skills and competencies?

What is your background?

What companies would be a good fit for you?

(20-40)

# Career Resource Network (CRN)

## CRN – Hands-on exercises/demo

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Review your personal and coach information

Get your resume reviewed by our branding specialists

Get noticed in our Digital Talent Exchange

Choose your roadmap

Register for webinars in “Live Events”

Take the D&B Hoovers tutorials under “Help”

Begin drafting your personal marketing plan

Take online assessments

Access LinkedIn Learning

# Next Steps

## Next steps

**LHH**

### Next Steps

**1** Have you scheduled a meeting with your coach?

**2** Start drafting your personal marketing plan

**3** Attend the Resume Essentials webinar; and upload draft to the branding specialists



*(check your junk and spam folders!)*

## Suggested activities for the next 2-3 weeks

Week 1	Week 2-3
Review and select your preferred career roadmap: Homepage>Find Your Profile Initials >Settings	Begin developing your draft resume
Download the marketing plan under the card <i>"Marketing Plan: Give Your Job Search Direction"</i>	Suggested webinars: Homepage>Live Events: <ul style="list-style-type: none"> <li>○ Develop your brand</li> <li>○ Create accomplishment stories</li> <li>○ Resume essentials</li> <li>○ LinkedIn 1 and/or 2</li> </ul>
Review online self-assessments to further identify your skills, interests, values	Upload resume draft to Branding Specialists for review. See Homepage>Popular Links
Download SOAR templates under the <i>"Your Accomplishments"</i> card	Book a touch-point meeting with your career coach
Develop your 'exit' statement". Find on the CRN>Career Resources> <i>"Your exit statement"</i> card	Connect with LHH LinkedIn groups: <a href="#">U.S. - LHH Career Networking Group</a> <a href="#">Canada - LHH Career Networking Group</a>

Your opinion is important!

**LHH**



[https://adeccogss.eu.qualtrics.com/jfe/form/SV\\_b1O4akSyfduJAFw](https://adeccogss.eu.qualtrics.com/jfe/form/SV_b1O4akSyfduJAFw)



# Addendum

# Career Resource Network (CRN)

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HOME ROADMAP CAREER RESOURCES LIVE EVENTS



## Get started on My CRN!

You can change your goal roadmap under **Settings**.

### Popular links

Get Your Resume Reviewed by LHH's Branding Specialists |  
Digital Talent Exchange: Get Seen by the Hiring Community |  
Learning Centre Events | Interview Centre | JobScout



# Changing your career goal

LHH

DC

ME

3

ABOUT ME

RESUME

MY IDEAL JOB

MY DOCUMENTS

TO-DOS

BOOKMARKS

SETTINGS

LOGOUT

My Goals

✓

Similar Job

I want the same type of job as my last job.

✓

Career Shift

I need a completely different job.

✓

Entrepreneurship

I want to start my own company, be my own boss.

✓

Retraining/Education

I'd really like to gain new skills and better my career.

✓

Active Retirement

I think it's finally time for me to retire.

✓

Portfolio Career

This new "Gig Economy" just might be for me.

Roadmap: Looking for a Similar Job

Let's get started! 5% Completed!

1

2

3

4

5

6

7

8

START

CV

BRAND

SKILLS

NETWORK

JOBS

INTERVIEW

SUCCESS

# D&B Hoovers

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## WHAT:

- Global database of 18+ million public and private companies. Over 25 million executive bio's

## WHY:

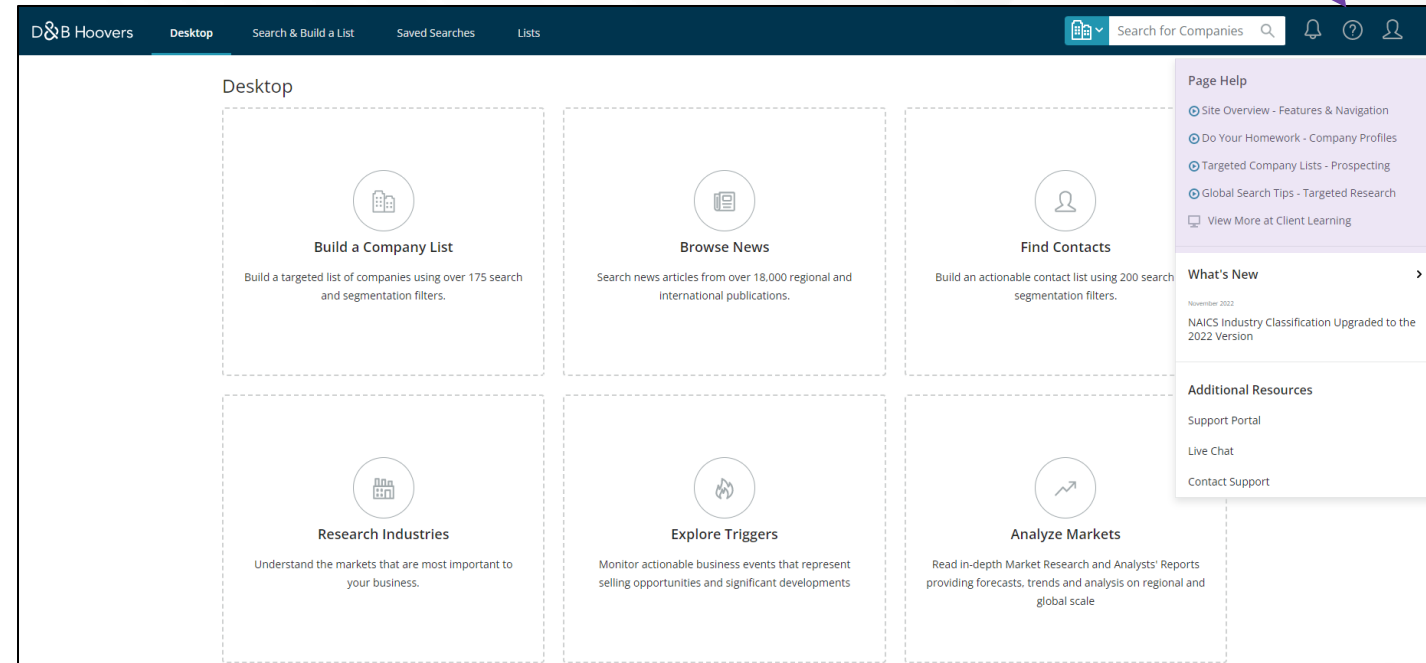
- To connect with companies and contacts

## HOW:

- Share target companies, industries and contacts
- Incorporate findings into your search strategy
- Network in your target audience to connect with hiring managers

## GET STARTED

- Under the ? icon watch micro tutorials on using D&B/Hoovers features



# Alumni services

Many tools and resources remain available upon program completion and include:

- Videos (recorded webinars and courses)
- All 'read' content on both roadmap and explore sections
- Downloadable samples and templates
- Access to job leads. Your Resume Profile will remain for a limited time
- Join the Canada and/or U.S. LHH LinkedIn Career Transition Groups for ongoing networking, which you'll maintain access when you become an alumni

