

**FULL CHANNEL INC.  
EEO PUBLIC FILE REPORT  
September 1, 2013-August 31, 2014**

Reporting period: September 1, 2013- August 31, 2014

Number of new fulltime employees 2

Small Market Exemption: Yes

During the Reporting Period, a total of 2 full-time positions were filled. The information required by FCC Rule 73.2080(c)(6) is provided in the information that follows.

**INITIATIVES**

The employment unit engaged in the following outreach initiatives in accordance with various elements of FCC Rule 73.2080(c)(2):

Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions

Full Channel, Inc. hired a company to conduct a high-impact inbound sales training course for all sales & service representatives (SSRs). The course was designed to cover the importance of selling during all customer contact situations, and the importance of focusing on value as opposed to price or a special offer. It also explored and attempted to give SSRs tools to enable them to be better sales persons. SSRs learned and practiced sales and retention skills, with emphasis on selling advanced services. The course also taught building rapport, providing exceptional customer care, listening, asking questions, building value, overcoming objections, and closing the sale or saving the customer.

A consultant was hired after the program had been completed to help SSRs to use the new skills they were taught and evaluate their performance.

Full Channel, Inc. technical staff participated in a classroom and field bucket truck training program. All technical staff that completed the program received a VanTel-29N Operator Training Certificate.

The technical staff also participated in a training program designed to help them better assess a work site for safety and productivity. Technical staff that completed the program received certificates for ladder & scaffolding training, fall protection, avoiding collisions and defensive driving.

Provision of training to management level personnel as to the methods of ensuring equal employment and preventing discrimination

Annually, the managers of Full Channel, Inc. participate in EEO policy training which provides an understanding of the responsibilities of manager and supervisors, awareness of the state and federal EEO policies to insure that the work place is free from unlawful discrimination and harassment. All updates and changes to the EEO policy are provided to managers during the course of the year at monthly managers meetings. One the updates and changes to EEO policy have been reviewed and approved by management and legal they are distributed to all employees.

**VACANCY LIST**

Vacancies Filed	Recruitment Sources (RS) Used to Fill Vacancy	RS Referring Hire
Job Title: Sales Service Representative	Full Channel Careers page-Internet Full Channel Website Intranet Craigslis	Craigslis

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Date Filled: April 10, 2014	East Bay Newspapers Indeed.com RI Department of Labor & Training Online Job-Matching Service jobsinri.com Networking organizations/resources of President i.e. Women President's Organization	
Job Title: Dispatcher	Full Channel Careers page-Internet Full Channel Website Intranet Craigslis East Bay Newspapers Indeed.com RI Department of Labor & Training Online Job-Matching Service jobsinri.com Networking organizations/resources of President i.e. Women President's Organization Cox Communications Human Resources Department SCTE Job Connect	Full Channel Careers page-Internet

**MASTER RECRUITMENT SOURCE LIST**

RS Number	RS Information	No. of Interviewees Referred by RS over 12-month period
	Full Channel Careers page-Internet	
	Full Channel Website Intranet	3
	Craigslis	5
	East Bay Newspapers	1
	Indeed.com	
	RI Department of Labor & Training Online Job-Matching Service	
	jobsinri.com	
	Networking organizations/resources of President i.e. Women President's Organization	
	Cox Communications Human Resources Department	
	SCTE Job Connect	

**RECRUITMENT INITIATIVE**

TYPE OR RECRUITMENT INIATIVE	BRIEF DESCRIPTION OF ACTIVITY
Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions	<p>Full Channel, Inc. hired a company to conduct a high-impact inbound sales training course for all sales &amp; service representatives (SSRs). The course was designed to cover the importance of selling durring all customer contact situations, and the importance of focusing on value as opposed to price or a special offer. It also explored and attempted to give SSRs tools to enable them to be better sales persons. SSRs learned and practiced sales and retention skills, with emphasis on selling advanced services. The course also taught building rapport, providing exceptional customer care, listening, asking questions, building value, overcoming objections, and closing the sale or saving the customer.</p> <p>A consultant was hired after the program had been completed to help SSRs to use</p>

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	<p>the new skills they were taught and evaluate their performance.</p> <p>Full Channel, Inc. technical staff participated in a classroom and field bucket truck training program. All technical staff that completed the program received a VanTel-29N Operator Training Certificate.</p> <p>The technical staff also participated in a training program designed to help them better assess a work site for safety and productivity. Technical staff that completed the program received certificates for ladder &amp; scaffolding training, fall protection, avoiding collisions and defensive driving.</p>
Provision of training to management level personnel as to the methods of ensuring equal employment and preventing discrimination	Annually, the managers of Full Channel, Inc. participate in EEO policy training which provides an understanding of the responsibilities of manager and supervisors, awareness of the state and federal EEO policies to insure that the work place is free from unlawful discrimination and harassment. All updates and changes to the EEO policy are provided to managers during the course of the year at monthly managers meetings. One the updates and changes to EEO policy have been reviewed and approved by management and legal they are distributed to all employees.