

**JOB SEEKING SKILLS TRAINING**

Revised 2006

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# **JOB SEARCH PREPARATION**

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## THINGS TO TAKE CARE OF BEFORE JOB SEARCHING

**TRANSPORTATION:** YES NO N/A

- Do I have my driver’s license? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Is my car in good condition? \_\_\_\_ \_\_\_\_ \_\_\_\_

**-** Can I get to my job by bus? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have enough gas or bus money? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Am I ok with going out by myself? \_\_\_\_ \_\_\_\_ \_\_\_\_

**HOUSING:**

- Do I have a place to live? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have a phone I can use? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Am I able to move for a job? \_\_\_\_ \_\_\_\_ \_\_\_\_

**CLOTHING:**

- Do I know what I should be wearing? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have an interview outfit? \_\_\_\_ \_\_\_\_ \_\_\_\_

**-** Do I need a haircut? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have deodorant? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Are my teeth clean? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have make-up or shaving supplies? \_\_\_\_ \_\_\_\_ \_\_\_\_

**HEALTH AND MEDICAL CARE:**

- Is my health good enough to go to work? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I know what medications I’m taking? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have information about my doctors? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I know what to do in an emergency? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I get enough sleep? \_\_\_\_ \_\_\_\_ \_\_\_\_

**-** Do I need eyeglasses? \_\_\_\_ \_\_\_\_ \_\_\_\_

**MANAGING MONEY:**

**-** Do I have enough money to buy stamps? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I need help with budgeting? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have money to buy clothes/uniforms? \_\_\_\_ \_\_\_\_ \_\_\_\_

**KEEPING A JOB:**

- Do I oversleep often? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Am I late getting to places? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I get along with other people? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I get angry easily? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Can I take criticism? \_\_\_\_ \_\_\_\_ \_\_\_\_

**OTHER AREAS:**

**-** Do I need mental health counseling? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Can I deal with stress? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have fun things to do during free time? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I have a support system in place? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I need help with legal problems? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Do I need help with day care/child care issues? \_\_\_\_ \_\_\_\_ \_\_\_\_

- Am I aware of other community resources? \_\_\_\_ \_\_\_\_ \_\_\_\_

##  BI-CULTURALISM

Approaches and Techniques For Understanding Today’s Business Culture

Teaching You to Become Bi-Cultural

**#1: CULTURE #2: TBC #3: YOUR HOME CULTURE**

* On Time - -
* Respect/disrespect - -
* Gender roles - -
* Dress codes - -
* Greeting - -
* Language - -
* Food - -
* Authority - -
* Education - -

How is your culture similar to today’s business culture…knowing this…? How can those similarities be used to help you succeed?

How is your culture dissimilar to today’s business culture…knowing this…? What barriers might you face because of these differences?

Safety is very important in the Business Culture. Use equipment appropriately. Assess risks. Breaking safety rules means termination from the job.

Learning

Take advantage of training which you need both on the job and to keep yourself marketable for future jobs.

Be willing to learn. You are a life-long learner.

You are expected to learn written and unwritten policies.

Greetings

A handshake is a customary greeting for both men and women.

Handshake

T touch

E eye contact

N name

S smile

Smile, have eye contact right away, and greet with good morning, good afternoon, good evening or hello.

When you meet someone for the first time, use titles such as “Ms.” (pronounced “Miz”), “Miss”, “Mrs.”, or “Mr.” followed by the last name. In many cases, they may insist on using names. This reflects a more casual Business Culture. Be pleasant and remember as many names as possible, especially coworkers in your immediate area.

If you meet someone with a difficult name to pronounce, do not hesitate to ask him or her how to pronounce their name.

The Business Culture refrains from greetings that involve hugging or other close physical contact. The standard space between you and your conversation partner should be about two feet. Most find it uncomfortable standing at a closer distance.

Teamwork

The Business Culture values teamwork and believes that in working together great things can be accomplished.

The Business Culture expects you to work as part of the team, to get along with members of the team, and to conform with company policies.

Productivity, initiative, ability to complete tasks.

Unprofessional Behavior

Always being late.

Making excuses for mistakes.

Promising things and not delivering.

The Business Culture

The rules of the Business Culture are different from our home, neighborhood or school culture.

We need to learn to be bi-cultural.

The Business Culture can be described as the personality of an organization or simply as “how things are done around here.”

The Business Culture includes elements of core values and beliefs (what’s really important) rules of ethics (what is good and right) and rules of behavior (how we act).

Basic Rules of the Business Culture

Knowing the rules of behavior in the Business Culture will help you “fit” the culture. The employer needs employees who understand these rules and follow them so the company can successfully function in the Business Culture.

How well the employee “fits” the Business culture can make the difference between job search success and failure.

\*Hired for Skills – fired for not “fitting in.” Employers say cultures “clash”.

Time Management

In the Business Culture, the concept of “time is money” is taken seriously so always get to the point.

Punctuality is very important in the Business Culture, and there are penalties for being late. If you are going to be late, call to let your contact know.

Employers interpret consistent lateness as lack of interest in the job or lack of respect for the boss.

On time actually means 5-15 minutes early in Business Culture attendance, time off, work hours, holidays, vacation, not all businesses take certain holidays off, lunch and breaks.

Business Dress & Appearance

In the Business Culture, dress tends to vary from business to business. For a first meeting, you cannot go wrong if you dress conservatively. Afterward you may want to follow the examples of coworkers or ask a supervisor about appropriate dress on the job.

Perfume/cologne, jewelry, tattoos/piercings, hair, breath, hygiene, makeup.

Take pride and care of your personal and professional appearance. You are representing the company’s image and attitude.

Posture is often taken as an indicator of level of confidence, ability, interest, maturity, motivation, and energy.

Communication

People like to laugh and enjoy being with people who have a sense of humor. Jokes are welcome but be careful. In all situations, sexual, ethnic and religious jokes and comments are inappropriate and often illegal.

Women are equal. Do not do or say anything to a woman you would not do or say to a man.

Sports, weather, travel, and food are popular conversation starters.

Refrain from asking women or men if they are married. If they offer this, you may ask a few polite questions about their spouse or children.

Until you know a person well, avoid discussing religion, politics, or other controversial subjects (i.e., abortion, racism, sexism).

Many businesses adopt sports terms in their business language such as “touch base”, “ballpark figure”, “call the shots”, “team player,”, and “game plan.”

Speak positively about your place of business in and out of the work place. Avoid gossiping.

Have eye contact right away, listen, ask questions so you understand, and listen.

Respect others and maintain a friendly disposition.

Honesty and trustworthiness are priorities. Build trust, manage conflict, and respectfully communicate.

Direct eye contact conveys that you are sincere, although it should not be too intense.

In a meeting, the participants will proceed with business after some brief preliminary “small talk.”

Resist the temptation to gossip and repeat or take rumors seriously.

Responsibility

Manage work supplies and time wisely.

Each day hold yourself accountable for your own behavior and how it affects others.

Be comfortable with not always knowing the answer but take responsibility to find it.

Do your job better than required. “Dazzle them.”

Readily adapt to change. Be flexible.

## IDENTITY/EMPLOYMENT PAPERS

IMMIGRATION REFORM AND CONTROL ACT (1986)

REQUIRES THAT YOU HAVE

IDENTITY PAPERS (NEED 1)

1. State-issued driver’s license or I.D. card with photo

2. Voter’s registration card

3. U.S. Military card or draft card

4. School I.D. card with photo

5. Military dependent’s I.D. card

6. Native American tribal documents

AND

EMPLOYMENT PAPERS (ALSO NEED 1)

1. Social Security number card that is valid for employment

2. An original or certified copy of a birth certificate (bearing a seal)

3. An unexpired green card

**Ask your counselor for help if you need any of these documents. With some, a cost is involved. You may need some forms of I.D. in order to get other documents. Your counselor will tell you where to go to get your information.**

# **DEALING WITH DISABILITY ISSUES**

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## WHY TO DISCLOSE ON THE JOB

Every job seeker with a disability is faced with the same decision: “Should I or shouldn’t I disclose information about my disability?” Ultimately, the decision of whether or not to disclose is entirely personal. It is a decision to make only after weighing the personal advantages and disadvantages of disclosure.

If you have a disability, you must consider the supports and services that you may need to be successful in the job of your choice. Are these supports and services available to you if you require an accommodation? Remember that accommodations in the workplace are only provided when a worker discloses his or her disability and requests job accommodations. Employers and co-workers are not required to provide accommodations to workers who have chosen not to disclose their disabilities.

The process of learning how to disclose your disability-related needs effectively and to develop an accommodation plan is extremely valuable. Effective disclosure skills require that you share information regarding your disability-related needs and that you provide creative, practical suggestions for job accommodations. Open communication with your employer, work mentor, and co-workers can help to evaluate the effectiveness of your accommodations and make changes when efforts are not working.

Some job seekers choose not to disclose their disabilities because they believe that they can manage their careers in the same way as any other job seekers, or because they have become skilled at developing compensatory strategies and have the ability to self-accommodate without assistance. Others decide not to disclose at work because they fear being treated differently or being denied the same opportunities as job seekers without disabilities.

On the other hand, many job seekers choose to disclose disability-specific information for a variety of important reasons and to a variety of different people (employer, work mentor, co-workers). The following list includes some (but definitely not all) of the reasons you might choose to disclose your disability:

* Obtain information to assist you in developing a career plan that addresses possible barriers and accommodations;
* Identify disability-specific employment services and support networks;
* Discuss employment requirements with recruiters or other professionals;
* Discuss disability issues with prospective employers to determine whether the requirements of the position can be met, with or without reasonable accommodations;
* Investigate the supports available at the workplace;
* Develop mentoring and peer support structures with employees and employers with disabilities.

The 411 on Disability Disclosure

Remember that it is not essentially to divulge specific personal information about your disability. Your disability is only important if it affects (or can potentially affect) your ability to perform the essential functions of a job. What is most important and helpful is to provide information about how your disability affects your ability to perform the essential functions of the job, what supports you need in order to provide a most favorable environment for your career, and your own accommodation ideas for your particular situation.

## WHEN TO DISCLOSE ON THE JOB

Though there is certainly no one “right” time and place to practice disclosure (it will depend on your individual situation), being proactive is strongly encouraged. Being proactive puts you in better control of your life.

When you decide to disclose your disability to your employer, there may be settings and circumstances in which disclosure is more appropriate than others. Consider the following possibilities:

|  |  |
| --- | --- |
| Circumstance | Example |
| In your cover letter | Some individuals disclose their disabilities in their cover letters. Having a disability is not always a strike against you. Some companies actively recruit people with disabilities to meet Affirmative Action goals. |
| Pre-interview | Disclosure prior to the interview is encouraged only when an accommodation is needed for the actual interview. For example, if you use a wheelchair and the office where the interview is to be scheduled is on the second floor of a building without an elevator, you need to make the interviewer aware of your need for accommodations (for example, by suggesting that the interview be moved to a first floor location). |
| On the employment application | You may have several options if the employment application form asks something like, “Do you have any mental or physical limitations that may impact your performance on the job?”You might believe that your disability is not a limitation on your work performance and would therefore respond by answering, “no.” On the other hand, you might decide to use this as an opportunity to indicate that you have a disability that will not limit your performance if you are properly accommodated. Finally, you might just want to indicate that you would prefer to answer this question when you are called for an interview. |

The 411 on Disability Disclosure

|  |  |
| --- | --- |
| Circumstance | Example |
| At the interview | You might or might not choose to disclose your disability during an interview. If your disability is visible, you might wish to discuss your disability and how it will not get in the way of doing a good job, especially if you have proper accommodations. At this time, you could give examples of how you would perform the job. If your disability is not apparent (invisible), you will need to decide whether or not to disclose your disability based on your comfort and trust levels. You do not have to disclose your disability at this stage. However, it might be helpful to do so in order to show that you can do the job with the right accommodation. At this time, you might want to give examples. Be positive and upbeat; show your confidence in yourself. Don’t be apologetic, defensive, or cocky. |
| After you’ve been offered a job | Many individuals choose to disclose their disabilities after they have been offered the job. They want to be selected for the position because of their skills, and worry that disclosure prior to the point may influence the interviewer’s decision. However, once hired, you might need accommodations to do the essential functions of the job. Also, if the job required medical testing and you take medications that will show up in a screening, you may choose to disclose this to the employer at this time. |
| During your course of employment | Sometimes, individuals with disabilities do not recognize that their disabilities can negatively affect their job performance. This is especially true for youth getting their first full-time job. Sometimes, you may feel confident when you begin a job, but become underestimated your need for an accommodation.Remember that it is your responsibility to ask for an accommodation if you need one. It is always better to ask for it before your job performance is questioned. Your employer cannot force an accommodation on you, but has the final word in what accommodation you will receive (after consulting with you, of course). |
| Never | If you are able to perform the essential functions of the job without reasonable accommodation, you need not disclose your disability. |

Remember that employers can’t meet your needs if they don’t know what those needs are!

The 411 on Disability Disclosure

## WHAT INFORMATION TO DISCLOSE ON THE JOB

Remember that preparation is essential when planning to disclose your disability to your employer. Is your information presented in a clear and concise way that is relevant to your job? If it is, TERRIFIC! If not, make some changes and practice rehearsing your disclosure conversation. Don’t forget that it is unnecessary to disclose very detailed medical or personal information. Get to the point. And keep it positive!

You might wish to present the following information to your employer, supervisor, work mentor, or co-workers:

* General information about your disability;
* Why you’ve chosen to disclose your disability, including its impact on your job performance;
* The types of job accommodations that have worked for you in the past (in previous jobs and in training situations);
* Stress the resulting productivity and effectiveness of past accommodations;
* The types of job accommodations you anticipate needing in the workplace; and
* How your disability and other life experiences can positively affect your work performance.

Most importantly, keep the disclosure conversation focused on your abilities, not your disability.

The 411 on Disability Disclosure

Rights And Responsibilities

We’ve talked a great deal about the rights afforded to you as a person with a disability. It is important to understand that, as a person with a disability, you also have significant responsibilities to yourself and to your employers, supervisors, mentors, and co-workers. Some of these rights and responsibilities are outlined in the chart below.

|  |  |
| --- | --- |
| You have the right to | You have the responsibility to |
| * Have information about your disability treated confidentially and respectfully.
* Seek information about hiring practices from any organization.
* Choose to disclose your disability at any time during the employment process.
* Receive appropriate accommodations in an interview so you may demonstrate your skills and abilities.
* Be considered for a position based on your skill and merit.
* Have respectful questioning about your disability for the purpose of reasonable accommodation.
* Be self-determined and proactive.
 | * Disclose your need for accommodation if you desire any work-related adjustments.
* Search for jobs that address your skills and abilities.
* Inform the manager or interview panel about your need for appropriate interview accommodations in a timely manner.
* Identify appropriate and reasonable accommodations for an interview.
* Negotiate reasonable accommodation(s) with an employer at the point of job offer and beyond.
* Bring your skills and merits to the table.
* Be truthful, self-determined, and proactive.
 |

*The 411 on Disability Disclosure*

ACTIVITY:

## MY PRACTICE SCRIPT

Research shows that having a disclosure “script” and practicing it with friends, teachers, relatives, and mentors will be of great benefit to you when the time actually comes to tell. Most people find that it is easier to talk about the impact of having a disability rather than offering a formal or clinical definition.

◆

When arranging for a job interview, a young man who uses a wheelchair might say,

*“I’m really looking forward to this interview and I am checking*

*to make sure that the interview room can accommodate my wheelchair.”*

*During the interview, a person with a hearing impairment, who can lip-read, is concerned about communicating on the job. She might say,*

*“I can lip-read in face-to-face interaction, but will need TTY*

*services and devices when using the phone.”*

*An employer expresses concern about a worker’s productivity.*

*The worker might say,*

*“I am having more difficulty than I anticipated keeping up with*

*my co-workers because of my learning disability. In the past,*

*it has helped to work alongside an experienced mentor.”*

◆

To help you practice explaining your disability, write your explanation down. You may have to do this several times before it truly says what you want to say, in a way that someone who knows very little about disabilities will understand. Use additional paper if needed.

Here are some questions and hints to think about while preparing your disclosure practice script:

* Write about your positive attributes or strengths first.
* Identify the limitations or challenges you face at work because of your disability.
* Identify which accommodations have worked best for you in the past and why.
* Consider how your disclosing can help the business employer and your co-workers (try to put yourself in their shoes).
* End the script with positive points.

The 411 on Disability Closure

## BASIC REQUIREMENTS REGARDING PRE-OFFER INQUIRIES

* An employer may not make a pre-employment inquiry about a disability, its nature or severity:

on application forms

in job interviews

in background or reference checks

* An employer may not make a medical inquiry or conduct a medical examination prior to making a conditional offer of employment.

## BASIC REQUIREMENTS REGARDING PRE-EMPLOYMENT, POST-OFFER

* An employer may condition a job offer on the satisfactory results of a post-offer medical exam/inquiry if this is required of all employees. Questions may also be asked about previous injuries and workers comp claims.
* If a person is not hired because a post-offer medical exam/inquiry reveals a disability, the reason for not hiring must be job-related. The employer must show no reasonable accommodation was available to enable the person to perform the essential functions or that an accommodation would impose an undue hardship.
* A post-offer medical exam may not disqualify a person with a disability currently performing the essential job functions because of speculation the disability may cause a risk of future injury.
* An employer cannot require that you take a medical exam or ask questions about the exam and/or disability once you have begun employment, unless the questions are related to the job. All medical information is kept confidential.
* You have the right to access the same employee benefits, programs, and services as all employees.

If you choose to disclose your disability, review these…

## TIPS ON EXPLAINING POSSIBLE EMPLOYMENT DISABILITIES

|  |  |  |
| --- | --- | --- |
| **Possible Employment Disability** | **What Can You Say** | **When to Say it** |
| Alcoholism/Chemical Dependency | - When it was a problem- What you learned from the problem- How long sobriety- Stress new goals and capabilities | - Possibly in interview, especially if it might come out in work history or reference checks |
| Depression/Emotional Problems | - When it was a problem- That it is under control- What you have learned to avoid it  happening again—coping skills- Stress new goals and capabilities | - Unless this is likely to come out in work history or reference checks, you may wish to avoid mentioning a one-time occurrence- If this is an ongoing problem for you, it should be mentioned during the interview |
| Felony Conviction | - When it occurred and possibly why- What happened- What you learned from your mistake- Show regret/remorse- Stress new goals and capabilities | - Possibly in interview, especially if you are asked or if it might come out in work history or reference checks, you are required to answer honestly |
| Learning Problems | - What learning problems you have- How you have learned to work around these problems- Special efforts you’ve made to improve skills- Stress goals and capabilities | - In interview especially if it might be obvious or your job might require you to do some- thing that would be difficult for you |
| Physical Restrictions | - What the physical problem is—educate the employer- What specific limitations are—stress that you would not exceed them- Ways you have learned to adapt physically- Adaptations that could be made on the job to enable you to do the work- Capabilities and goals | - In the interview even if the employer does not bring up the subject—educate and put  them at ease with your comfort dealing openly with the issue |
| Poor Work Record | - Explain why poor record of employment-- take responsibility for it- Do not blame others—especially former employers- State what you have learned and why you would stay with their company- Stress your stability and capability | - In the interview as it will be obvious from your work history- Possibly could be briefly brought up in cover letter accompanying job application and/or resume |

# **APPLICATIONS**

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## THE APPLICATION FORM

If you want an interview, your application must make a great impression. Some employers want to see your application before they see you.

Messy, illegible, or incomplete forms will not make it past the recruiter’s desk. Carefully read and follow the directions when you fill out the application. It plays an important part on whether you get an interview and the job.

The application is a reflection of YOU! Employers often make their own conclusions about the quality of work you do by how you fill out an application. Attitude, stability, and motivation can be conveyed on the form by the way you complete it. A clear and orderly presentation of your skills is the best way to get an interview.

Be proactive! Gather the information you need before you go to fill out the application. Employers expect you to provide them with accurate names, addresses, and dates of former employment, and your Social Security number. It is not their responsibility to search out this information.

Do your homework! Everything in life requires homework. Call and ask for a website address, then ask yourself these questions:

 1. What do I know about this company?

 2. What do they do?

 3. What position am I applying for?

 4. What are the requirements for that position?

 5. Will I be able to work the hours required?

 6. Do I have transportation?

 7. Do I have the proper clothing?

If you have certificates of education or training, have them available in case the employer would like to see them. If you organize these things ahead of time it will make the application process much easier and you will look prepared.

Most application forms have several parts. The application will request information such as your name, address, telephone number, Social Security number, etc.

List all the schools you attended whether you graduated or not. Documents verifying education or training may also be necessary. Verification of apprenticeship or other certificates of training can also be helpful. Most applications will ask about military service.

When you are listing your work experience, you need to start with your *most recent* job. Your resume may include the positions prior to the jobs listed on the application. Describing previous (or current) duties is a chance to make the application first-rate. Employers want to know what you did in your previous positions. Use action words to describe your skills. Focus on skills that will interest the employer. Most of all, make sure it is clear and concise.

Be prepared to provide names of personal or professional references. Former employers or supervisors, teachers, or friends in business make excellent references. Be sure to ask their permission first, and most importantly, be sure they have something positive to say about you. Never list family members as references.

There are a number of laws that govern the employment of people with criminal records. Some of these laws protect ex-offenders from discrimination based on their conviction records, and others restrict employers from hiring people with certain types of convictions. While employers are generally not allowed to have blanket bars against hiring people with criminal records, they are permitted to consider the relationship between the conviction record and the job sought. State law establishes these restrictions and the state’s Attorney General can determine the occupations and types of convictions that are affected by occupation prohibitions.

Before submitting your application, look it over to make sure it is orderly, clean, and smudge free. Make sure all the words and abbreviations are spelled correctly, all information is accurate, and directions were followed. Leave no blank spaces. The most common mistake on the application form is forgetting to sign your name. Other obvious mistakes include a wrong telephone or Social Security number, incorrect dates, etc. Therefore, double check your application to ensure the employer gets a positive picture of you.

NEVER, NEVER, NEVER FALSIFY INFORMATION ON AN APPLICATION!

IT COULD BACKFIRE ON YOU!

## TIPS FOR BETTER APPLICATIONS

• Take “Master Application Form”, resumes, 2 forms of identification, black pen and correction fluid.

• Read the entire form carefully before you start filling it out.

• Use your best printing. Be neat and complete. Don’t sell yourself short on skills.

• Do follow all directions. Ask questions if you don’t understand.

• Fill in a specific job title under position desired. Do not leave this blank.

• Tell the truth and always be positive. Don’t confess everything on your application.

• Fill in all the blanks. Draw a short dash in the space or use n/a (not applicable).

• Write “open” or “negotiable” under salary desired.

• If your written answer won’t explain things positively, write “will explain in interview.” Be prepared to discuss it positively face-to-face.

• Account for periods of time not working. Employers take a hard look at gaps of 6 months or longer. Consider self-employment, homemaking or volunteer work.

• Drop short-term jobs that will not result in a positive reference. Otherwise you will look like a job hopper.

• Do not use abbreviations unless they are commonly accepted ones like months.

• Double-check the whole application before giving it to the employer. Check spelling and grammar. Beware of the fine print. Remember to sign your name in cursive.

• Keep application clean and looking neat. Ask for an extra copy if you need one.

• Always include a copy of your resume with completed application by attaching it with a paper clip or putting it in between the pages. Be sure they have the same facts.

• Try to leave your application with the person who does the hiring. Ask when you may call back or come in for an interview.

## SAMPLE APPLICATIONS

**Sample Employment Application Form**

PLEASE PRINT ALL

INFORMATION REQUESTED

EXCEPT SIGNATURE

**APPLICATION FOR EMPLOYMENT**

**APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| TYPE OF SCHOOL | NAME OF SCHOOL | LOCATION(Complete mailingaddress) | NUMBER OF YEARSCOMPLETED | MAJOR &DEGREE |
| High School |  |  |  |  |
|  |  |  |  |  |
| College |  |  |  |  |
|  |  |  |  |  |
| Bus. or Trade School |  |  |  |  |
|  |  |  |  |  |
| Professional School |  |  |  |  |
|  |  |  |  |  |

HAVE YOU EVER BEEN CONVICTED OF A CRIME? \_\_\_ NO \_\_ YES

If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation.

**PLEASE COMPLETE PAGES 1-4. DATE**

Name

 Last First Middle Maiden

Present address

 Number Street City State Zip

How long Social Security No. -- --

Telephone ( )

If under 18, please list age

 Days/hours available to work

Position applied for (1) No Pref Thur

And salary desired (2) Mon Fri

(Be specific) Tues Sat

 Wed Sun

How many hours can you work weekly? Can you work nights?

Employment desired \_\_ FULL-TIME ONLY \_\_ PART-TIME ONLY \_\_ FULL- OR PART-TIME

When available for work?

**PLEASE PRINT ALL**

**INFORMATION REQUESTED**

**EXCEPT SIGNATURE**

**APPLICATION FOR EMPLOYMENT**

DO YOU HAVE A DRIVER’S LICENSE? \_\_ Yes \_\_ No

What is your means of transportation to work?

Driver’s license

number State of Issue \_\_ Operator \_\_ Commercial (CDL) \_\_ Chauffeur

Expiration date

Have you had any accidents during the past three years? How many?

Have you had any moving violations during the past three years? How many?

**OFFICE ONLY**

Typing \_\_\_ Yes 10-key \_\_\_ Yes Word \_\_\_ Yes

 \_\_\_ No \_\_\_\_\_ WPM \_\_\_ No Processing \_\_\_ No \_\_\_\_\_ WPM

Personal \_\_\_ Yes \_\_\_ PC Other

Computer \_\_\_ No \_\_\_ Mac Skills

Please list two references other than relatives or previous employers.

Name Name

Position Position

Company Company

Address Address

Telephone ( ) Telephone ( )

An application form sometimes makes it difficult for an individual to adequately summarize a complete background. Use the space below to summarize any additional information necessary to describe your full qualifications for the specific position for which you are applying.

**PLEASE PRINT ALL**

**INFORMATION REQUESTED**

**EXCEPT SIGNATURE**

**APPLICATION FOR EMPLOYMENT**

HAVE YOU EVER BEEN IN THE ARMES FORCES? \_\_\_ Yes \_\_\_ No

ARE YOU NOW A MEMBER OF THE NATIONAL GUARD? \_\_\_ Yes \_\_\_ No

Specialty Date Entered Discharge Date

MILITARY

**Work** Please list your work experience for the **past five years** beginning with your most recent job held.

**Experience** If you were self-employed, give firm name. **Attach additional sheets if necessary.**

|  |  |  |  |
| --- | --- | --- | --- |
| Name of EmployerAddressCity, State, Zip CodePhone Number | Name of lastSupervisor | Employment dates | Pay or Salary |
|  | FromTo | StartFinal |
| Your last job title |
| Reason for leaving (be specific) |
| List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company. |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of EmployerAddressCity, State, Zip CodePhone Number | Name of lastSupervisor | Employment dates | Pay or Salary |
|  | FromTo | StartFinal |
| Your last job title |
| Reason for leaving (be specific) |
| List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company. |

**PLEASE PRINT ALL**

**INFORMATION REQUESTED**

**EXCEPT SIGNATURE**

**APPLICATION FOR EMPLOYMENT**

**Work** Please list your work experience for the **past five years** beginning with your most recent job held.

**Experience** If you were self-employed, give firm name. **Attach additional sheets if necessary.**

|  |  |  |  |
| --- | --- | --- | --- |
| Name of EmployerAddressCity, State, Zip CodePhone Number | Name of lastSupervisor | Employment dates | Pay or Salary |
|  | FromTo | StartFinal |
| Your last job title |
| Reason for leaving (be specific) |
| List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company. |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of EmployerAddressCity, State, Zip CodePhone Number | Name of lastSupervisor | Employment dates | Pay or Salary |
|  | FromTo | StartFinal |
| Your last job title |
| Reason for leaving (be specific) |
| List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company. |

May we contact your present employer? \_\_\_ Yes \_\_\_ No

Did you complete this application yourself? \_\_\_ Yes \_\_\_ No

If not, who did?

## UNFAIR QUESTIONS

• There are some questions an employer should not ask you on application blanks or during an interview. On application blanks, leave these blank or designate N/A which stands for non-applicable. Go ahead and answer the questions if you do not feel you will be screened out. For example: some applicants do not mind answering place of birth.

• Jobs that have special requirements can require “Bonafide Occupational Qualifications” making it permissible to ask these questions that would otherwise be considered unfair. Refer to “Guide to Fair Pre-employment Questions” for detailed information. For example: if you are applying for a job in a bank, they might ask questions related to your credit.

QUESTIONS AN EMPLOYER SHOULD NOT ASK YOU OR YOUR REFERENCES:

• Your height and weight

• Your marital status or if you plan to get married

• If you have children or plan on any - if you use birth control

• Your religious beliefs or affiliations

• Your race, color or nationality

• If you have any medical or mental conditions

• Your views on morality or life-style choices

• If you have ever been arrested

• Your discharge status from military

• If you own your own home or rent

• Your financial status - past or present

WHAT CAN YOU SAY?

• If you decide not to answer a question that you consider to be unfair, tell the employer calmly and politely:

**“I’m sorry, but I don’t see what that has to do with the job for which I am applying. I would rather not answer that question.”**

## GUIDE TO PRE-EMPLOYMENT INQUIRIES

|  |  |  |
| --- | --- | --- |
| SUBJECT | ACCEPTABLE | UNACCEPTABLE |
| Name | NameHave you worked for this company under a different name?Have you ever been convicted of a crime under another name? | Maiden nameFormer name of applicant whose name has been changed by court order or otherwise |
| Residence | Place of residenceHow long have you been a resident of this state or city | Do you own or rent your home? |
| Age | If hired, can you show proof of age?Are you over eighteen years of age?If under eighteen, can you, after employment, submit a work permit? | AgeBirthdateDates of attendance or completion of elementary or high schoolQuestions which tend to identify applicants over 40 |
| Birthplace, Citizenship | Can you, after employment, submit verification of your legal right to work in the United States? | Birthplace of applicant’s parents, spouse, or other relativesAre you (or your parents, spouse, or other relatives) a U.S. citizen?When did you (or parents or spouse) acquire U.S. citizenship?Requirements that applicant first produce naturalization papers, alien card, birth certificate, or baptismal record prior to employment |

|  |  |  |
| --- | --- | --- |
| SUBJECT | ACCEPTABLE | UNACCEPTABLE |
| National Origin | What languages do you read, speak, or write fluently? | Questions as to nationality, lineage, ancestry, national origin, descent or parentage of applicant, applicant’s parents or spouseDate of arrival in U.S. or port of entry; how long a residentLanguage commonly used by applicantHow applicant acquired ability to read, write or speak a foreign language |
| Sex, Marital Status, Family | Name and address of parent or guardian if applicant is a minorNames of applicant’s relatives already employed by this company | Questions which indicate applicant’s sexQuestions which indicate applicant’s marital statusNumber and/or ages of children or dependentsProvisions for child careQuestions regarding pregnancy, child bearing, or birth controlName or address of relative, spouse, or children of adult applicantWith whom to you reside? Or, do you live with your parents? |
| Race, Color |  | Questions about applicant’s race or colorQuestions regarding applicant’s complexion or color of skin, eyes, hair |

|  |  |  |
| --- | --- | --- |
| SUBJECT | ACCEPTABLE | UNACCEPTABLE |
| Physical Description Photograph | Statement that photograph may be required after employment | Questions about applicant’s height and weightRequire applicant to affix a photograph to applicationRequest applicant, at his or her option, to submit a photographRequire a photograph after interview but before employment. |
| Physical Condition | Statement by employer that offer may be made contingent on applicant passing a job-related physical examinationCan you perform all of the duties outlined in the job description?Are you able to perform the essential functions of the job with or without accommodations? | Questions regarding applicant’s general medical condition, state of healthQuestions regarding receipt of Worker’s CompensationDo you have any disabilities? |
| Religion |  | Questions regarding applicant’s religion or religious days observedDoes your religion prevent you from working weekends or holidays? |
| Arrest, Criminal Record | Have you ever been convicted of a felony, or (specified time period) a misdemeanor that resulted in imprisonment? (Such a question must be accompanied by a statement that a conviction will not necessarily disqualify the applicant from the job applied for) | Have you ever been arrested? |
| Bonding | Statement that bonding is a condition of hire | Questions regarding refusal or cancellation of bonding |

|  |  |  |
| --- | --- | --- |
| SUBJECT | ACCEPTABLE | UNACCEPTABLE |
| Military Service | Questions regarding relevant skills acquired during applicant’s U.S. military service | General questions regarding military service such as dates and type of dischargeQuestions regarding service in a foreign military |
| Economic Status |  | Questions regarding applicant’s current or past assets, liabilities or credit rating, including bankruptcy or garnishment |
| Activities, Organizations | Please list job-related organizations, clubs, professional societies, or other associations to which you belong – you may omit those which indicate your race, religious creed, color, national origin, ancestry, sex, or age | List all organizations, clubs, societies, and lodges to which you belong |
| References | By whom were you referred for a position here?Names of persons willing to provide professional or character references for applicant | Questions about applicant’s former employersQuestions which elicit information specifying the applicant’s race, color, names, creed, national origin, ancestry, disability, medical condition, marital status, age, or sex |
| Emergency Notification | A request for the name and address of person to be notified in an emergency is proper after you have been hired | Name and address of relative to be notified in case of accident or emergency |
| Work Days and Shifts |  | Inquiries about work availability used to screen out applicants because of obligations to the military reserves or National Guard, or religious affiliation |
| Education | Applicants academic, vocational or professional educationSchools attended | Date last attended high school |

Adapted from a Stout publication

## POSITIVE REASONS FOR LEAVING EMPLOYMENT

• Career change

• Desired a more challenging position

• Wanted a position that was career oriented

• General layoff or reduction in staff due to economy

• Job phased out or downsized

• Work was seasonal, part-time, or temporary

• Opportunity for school or training

• Began self-employment

• Option for a better job

• Job advancement

• Desire a career-oriented position in (field in which you are applying)

• Accepted a new job

• Moved or relocated

• Mutual decision to end employment

• Will discuss in interview

**NEVER USE:**

 • Fired • Not enough money or benefits

 • Injury • Didn’t like job or company

 • Health problems • Quit

 • Personal problems • Disagreement with boss/peer

## REFERENCES

THERE ARE TWO KINDS OF REFERENCES:

1) **PROFESSIONAL** - Supervisors or Co-Workers, Teachers, Instructors

2) **CHARACTER/PERSONAL** - Friends, Neighbors, People Who Have Known YouFor Several Years

IMPORTANT:

• Select at least 3 - 5 people from a variety of places.

• Ask the person’s permission before you use his/her name. Explain your career direction. Ask what he/she might say about you.

• Make sure you get:

 • correct spelling of the name person prefers to use

 • correct title of person’s position

 • business address

 • daytime phone number

 • Preferably, do not use relatives, spouses, roommates, clergy, politicians, your

 doctor or lawyer.

• Ideally, get letters of recommendation, typed on letterhead, which can be copied and given to employers.

## MASTER APPLICATION

• Take the time to complete a “Master Application” before you go out job searching. Use this as a guide to transfer all of the required information onto the real application. If you do not fill out application blanks correctly, you may never be screened in for an interview!

• You need accurate information for:

 - Names, addresses, phone numbers of previous employers and references

 - Hire and termination dates of previous employment (as far back as possible)

 - Information about education and training

 - Positive reasons for leaving jobs

• It may be necessary to call employers directly or contact directory assistance to get this information. Also, ask Workforce Development Center staff, check past tax records, or get a printout from the Social Security Administration regarding your dates of employment. If all else fails, give an educated guess. Think about seasons of the year to pinpoint your dates.

• As you complete the “Master Application”, use a highlighter to designate the “unacceptable” questions. This will serve as a reminder for you when you complete actual applications. Refer back to previous sections to make sure you have the right ones identified.

• Have your VR Counselor check it over carefully when you are done to make certain that you have answered all of the questions properly, positively and with no spelling errors. Make a copy of it in case it is ever misplaced, you will have something to fall back on. Carry this with you in your folder/portfolio.

# **RESUMES**

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## FACT SHEET

* Purpose of a resume is to win you a job interview, not a job offer.
* Should be a personal advertisement of YOU.
* Represents:
* WHO you are
* WHAT you want to do
* WHAT you know
* WHAT you have done
* WHAT you can do for the employer
* Must be brief, factual, and scannable. Strive for a 1-page resume. A 2-page resume reduces readability dramatically. A 3-page resume is even less readable. Limit content to information that relates to your objective.
* Should leave the employer with a good first impression of you. Experiment with arrangement of headlines, captions, and underlining to achieve a balanced look.
* Should boost your self-confidence, and serve as a tool to accurately complete applications and as a guide to answer interview questions.
* You should be prepared to discuss anything and everything on your resume.
* May be hand carried, attached to the application, or mailed with cover letter. Keep them clean, handy, and wrinkle free.
* Copies should be on 8 ½ x 11” paper in subtle color or white. No bright colors. Buy extra paper for your cover letters. You may wish to buy matching envelopes, though it is better to send your resume in a 9 x 12” manila envelope marked “first class” to avoid creases. Plain white envelopes are also acceptable.
* Always follow-up with a phone call within 5 days to confirm resume arrived and is on the desk of the correct person.

## TIPS FOR BETTER RESUMES

* Be consistent in your layout of the material. For example, put dates in the same location for each job.
* Stress accomplishments and eliminate unimportant details or repetitive information. Do not exaggerate or list incorrect or negative information.
* Use action verbs and sentence fragments. For example, “developed a new inventory system”. Do not overwrite by using long paragraphs or sentences.
* Use present tense only for current jobs or classes.
* Don’t abbreviate or use slang, professional jargon, or acronyms.
* Use spell check, but be sure to proofread yourself. Spell check won’t catch that you meant “two” instead of “to”.
* The most current event in your vocational life should be first on your resume.
* Focus not only on your job responsibilities or duties, but also your accomplishments. Successful job candidates are those who can both “show and tell” employers that they are qualified for the job. For example, instead of describing yourself as an “excellent salesperson”, qualify your success in terms such as “cash sales of $35,000”, etc.
* Include full-time or part-time employment as well as summer jobs, volunteer work, and internships.
* Don’t list reasons for leaving past jobs, salary requirements, or personal data such as marital status, age, height, weight, or health status.
* Avoid the use of personal pronouns (“I” or “me”)
* Be an active participant in the writing of your resume. You must be comfortable with the final product. Get feedback from others, but be prepared to hear a variety of reactions since everyone has their personal preferences regarding resumes. Be receptive, but balance it out with your own ideas.
* If you have two distinctively different job goals, develop specialized resumes.

## RESUME STYLES

Choose a resume style that will take you where you want to go, rather than where you have been!

**Chronological:**

• Includes job title, names of past employers, dates worked

• Might include a brief list of your job duties

• Your most recent employer is listed first

• Shows steady employment, arranged like an application, and easiest to read for employers

• Not good for job hoppers or if you have gaps

**Functional:**

• Experience and education are arranged in order of importance regardless of time frame

• Combine full or part-time, paid employment, volunteer work or internships

• Best choice if you have impressive job titles and transferable skills to highlight

• Works well for career changers and for people with little or no work experience

**Combination:**

• Can use your creativity to combine the above styles

• Best for career changers, if you’ve worked for one employer for a long time or if you were laid off/downsized

## POSITIVE SELF-DESCRIPTORS

The following are descriptive words you can use in resumes, cover letters, interviews, etc. to describe your personal characteristics. Try choosing words that relate to your job goal. Some words are similar, so pick a variety of words to come across as a well-rounded person. Use a highlighter or circle the words that apply to you.

ACTIVE ENERGETIC PATIENT

ACCEPTING OF OTHERS ENTHUSIASTIC PARTICIPATES WELL

ADAPTABLE EXPERIENCED PERSUASIVE

ALERT FIRM PLANNER

ANALYTICAL FLEXIBLE POLITE

ARTISTIC FORMAL POSITIVE ATTITUDE

ASSERTIVE FRIENDLY PRACTICAL

ATTENTION TO DETAIL GENEROUS PRECISE

BUSINESS-LIKE GOOD LISTENER PRODUCTIVE

CAREFUL HARD WORKING PUNCTUAL

CLEAR THINKING HELPFUL QUICK LEARNER

COMMON SENSE HONEST REALISTIC

COMPETITIVE IMAGINATIVE RELIABLE

CONFIDENT INDEPENDENT RESOURCEFUL

CONSTRUCTIVE INSIGHTFUL RESPONSIBLE

COOPERATIVE KNOWLEDGEABLE SELF-STARTER

CREATIVE LEADER SENSE OF HUMOR

DECISION MAKER LIKABLE SINCERE

DEDICATED LISTEN WELL SPONTANEOUS

DEPENDABLE LOYAL STEADY WORKER

DETERMINED MOTIVATED TACTFUL

DISCIPLINED OPEN-MINDED TEAM WORKER

EAGER TO LEARN ORGANIZED THOROUGH

EFFICIENT OUTGOING TROUBLE SHOOTER

Now, narrow your list down to your top 5 - 7 positive self-descriptors. These words need to be on the tip of your tongue throughout your job search.

## ACTION WORDS

Always use action words to describe your job duties and accomplishments:

Achieved Confronted Established Installed Piloted

Acted Consolidated Estimated Instituted Pioneered

Activated Constructed Evaluated Instructed Planned

Adapted Conserved Examined Instrumented Played

Adjusted Consulted Exhibited Integrated Predicted

Administered Contracted Expanded Interpreted Prepared

Addressed Controlled Expedited Interviewed Prescribed

Adopted Coordinated Explained Introduced Preserved

Advertised Corresponded Expressed Invented Presided

Advised Counseled Extracted Inventoried Printed

Aligned Created Fabricated Investigated Processed

Analyzed Deferred Facilitated Judged Produced

Anticipated Defined Familiarized Led Programmed

Applied Delegated Filed Lectured Projected

Appraised Delivered Filtered Located Promoted

Arranged Demonstrated Figured Maintained Proposed

Ascertained Designed Fixed Managed Protected

Assembled Detailed Formulated Mapped Provided

Assessed Detected Forwarded Marketed Publicized

Assisted Determined Founded Measured Purchased

Attained Developed Gathered Mediated Quoted

Audited Devised Generated Mentored Raised

Arranged Diagnosed Governed Modeled Reasoned

Budgeted Directed Guided Modified Recommended

Built Discovered Headed Monitored Reconciled

Calculated Dispensed Helped Motivated Recorded

Calibrated Displayed Hired Navigated Recruited

Catalogued Disproved Identified Negotiated Reduced

Chaired Dissected Illustrated Observed Referred

Changed Distributed Implemented Obtained Rehabilitated

Charted Diverted Improved Operated Rendered

Classified Drafted Improvised Ordered Reorganized

Coached Dramatized Increased Organized Repaired

Collected Drew Indexed Originated Replaced

Communicated Drove Indoctrinated Oversaw Reported

Compiled Edited Influenced Painted Represented

Completed Educated Informed Participated Researched

Composed Eliminated Initiated Perfected Resolved

Computed Enforced Innovated Performed Responded

Conceptualized Enlarged Inspected Persuaded Restored

Conducted Entertained Inspired Photographed Retrieved

Reviewed Sketched Strengthened Tabulated Translated

Revised Sold Studied Talked Transmitted

Rewrote Solved Suggested Taught Treated

Saved Sorted Summarized Tended tutored

Scheduled Specified Supervised Tested Unified

Selected Spoke Supplied Timed Upgraded

Served Stimulated Surveyed Trained Updated

Shaped Straightened Synthesized Transcribed Vitalized

Simplified Streamlined Systematized Transferred Wrote

## CHRONOLOGICAL RESUME

## SAMPLE

**NAME**

Street Address

City, State, Zip

Phone Number

**OBJECTIVE:**

To obtain a position as a Warehouse Manager applying fifteen plus years of related experience. Receptive to opportunities for professional development.

**WORK EXPERIENCE:**

 Casey’s General Stores, Ankeny, Iowa

 Driver 2000 - Present

 - Service up to 25 accounts throughout central Iowa and Illinois

 - Deal effectively with managers to resolve discrepancies in merchandise

 - Keep accurate records of overages, shortages and damages

 - Perform duties independently and coordinate schedule as needed to meet deadlines

 Coastal Unilube, Inc., Des Moines, Iowa

 Warehouse Worker/Driver 2002 - 2003

 - Received merchandise, verified count and stocked product

 - Operated forklift adhering to safety standards

 - Organized routes for 3 delivery drivers

 - Performed physical count of inventory in warehouse on a monthly basis

 Nesbit Distributing, Des Moines, Iowa

 Warehouse Worker 1996 - 2001

 - Opened warehouse every Saturday and was on-call for supervisors

 - Ensured security of premises and notified authorities if necessary

 - Operated forklift to unload rail cars and stock product

 Standard Distributing, Des Moines, Iowa

 Night Foreman 1993 - 1996

 - Trained and supervised staff

 - Responsible for hands-on inventory on a periodic basis

 - Maintained count of returned inventory and restocked

 - Locked building and rail cars; set alarms

 Pepsi-Cola Bottlers, Urbandale, Iowa

 Receiving Clerk 1988 - 1993

 - Checked in incoming vehicles to confirm shipment

 - Exercised authority to refuse damaged goods

 - Organized location of products to expedite shipping

 - Rotated product in line with expiration dates

**ACCOMPLISHMENTS:**

 - Current DOT Class A, CDL with Hazmat and Tank endorsements

 - Certified forklift operator

**EDUCATION:** Diploma. Roosevelt High School, Des Moines, Iowa

## FUNCTIONAL RESUME

## FUNCTIONAL STYLE HEADINGS

 - ASSEMBLY - MANAGEMENT

 - BUILDING TRADE - MECHANICAL

 - CARETAKING - NURSING

 - CLERICAL - ORGANIZATIONAL

 - COACHING - PLANNING

 - COMMUNICATION - PROBLEM SOLVING

 - COMPUTER - PROGRAMMING

 - CREATIVE - PURCHASING

 - DESIGNING - RECORD KEEPING

 - FARMING - RELATED WORK

 - FOOD SERVICE - SALES

 - GENERAL WORK - SUPERVISORY

 - HOUSEKEEPING - TEACHING

 - LEADERSHIP - TECHNICAL

 - MACHINE OPERATION - WRITING

 - MAINTENANCE - PERSONAL ATTRIBUTES

Choose three or four skill areas that are the most important to the job(s) you are applying for and in which you have knowledge and experience.

Categories can be listed as skills (example: clerical skills) or as abilities (example: leadership abilities).

List all of the experience, skills and abilities you have under each skill area.

## SAMPLES

**NAME**

Street Address

City, State, Zip

Telephone (day messages)

Telephone (evenings)

**OBJECTIVE:**

 To obtain a General Clerical position within a growing company that will offer the opportunity for advancement. Am a self starter and dependable.

**QUALIFICATIONS:**

 Clerical and Record Keeping Skills

 - Possess general clerical skills including typing, filing and record keeping

 - Operate microfilm processor, postage meter, copier, calculator and fax

 - Order supplies and maintain inventory for business machines and forms

 Communication and Customer Service Skills

 - Proven ability to serve and communicate effectively with the public

 - Solve problems with customers while establishing a positive rapport

 - Demonstrate a high degree of patience, reliability and sensitivity to others

 Organizing and Planning Skills

 - Possess strong organizational and time management skills

 - Capable of working well under pressure and within established deadlines

**WORK EXPERIENCE:**

 United Federal Bank, (Closed) Des Moines, Iowa

 Receptionist. June, 2000 - December, 2005

 Hy-Vee, West Des Moines, Iowa

 Customer Service/Cashier. (Part-time) January, 1996 - May, 2000

**EDUCATION:**

 Des Moines Area Community College, Ankeny, Iowa

 Coursework in Liberal Arts

 Attended August, 1993 - May, 1995

**VOLUNTEER ACTIVITIES:**

 Special Olympics, 1992 - 1997

 Red Cross, Flood Relief Team, 1993

**NAME**

Street Address

City, State, Zip

Phone Number (messages)

**EMPLOYMENT OBJECTIVE:**

A position in maintenance mechanics, building maintenance and/or machine operations.

**SKILL AREAS:**

 Mechanical Maintenance Skills

* Perform mechanical repairs on various automobiles, trucks and farm machinery
* Responsible for general maintenance for plant elevator, machinery and vehicle repairs
* Overhaul and rebuild gas and diesel engines
* Extensive experience in gas, electric, MIG and TIG welding
* Fabricate sheet metal and structural steel according to specifications
* Able to read schematics and blueprints

Machine Operations & Building Trades Skills

* Operate forklifts, pay-loaders, front-end loaders, backhoes, caterpillars/crawlers and tractors
* Tune-up, maintain and operate various farm equipment
* Experience with operating remote controlled overhead crane hoists
* Working knowledge and experience in building construction
* Perform major plumbing and installation and union electrical work

**WORK EXPERIENCE:**

 Building Maintenance. June, 2002 – Present

 Tours Apartments, Des Moines, Iowa

 Plant Maintenance. September, 1998 – January, 2002

 Ace Air Tools, Clive, Iowa

 Plant Maintenance. October, 1996 – May, 1998

 KATECHO, Des Moines, Iowa

Other employment as a seasonal farmhand for Krieg’s Farm in Polk City, Iowa from 1996 – Present

**EDUCATION:**

 Black Wing Vocational Technical Institute, Stephens, Minnesota

 Certificate in Machine Tool Operation, August, 1995

 North Polk Community School, Alleman, Iowa

 Diploma. May, 1995 Coursework in Industrial Skills

**INTERESTS:**

 Avid woodworker, enjoy outdoor activities and fishing.

**REFERENCES AVAILABLE UPON REQUEST**

## COMBINATION

## SAMPLE

**NAME**

Street Address

City, State, Zip

Phone (days) Phone (evenings)

**OBJECTIVE:**

To obtain a position in Food Service applying skills gained from related experience

in fast food, institutional and restaurant settings.

**EDUCATION:**

 Des Moines Area Community College, Ankeny, Iowa

 Enrolled in Culinary Arts, Associate of Applied Science

 Anticipated date of graduation: Fall, 1998

**QUALIFICATIONS:**

 - Follow recipes and adjust to volume

 - Hands-on training in baking breads and pastries

 - Prepare fresh salad for up to 1,000 patrons

 - Operate slicers, peelers, steam tables, fryers and grinders

 - Set up and clean tables for large groups/banquets

 - Train and supervise eight wait staff

 - Prep cook for lines and serve as grill cook for customers

**RELATED EXPERIENCE:**

 Prep Cook/Line Cook. Lucas Building & State Capitol Cafeteria, Des Moines, Iowa

 Cook’s Helper. University of Nevada, Las Vegas, Nevada

 Manager. McDonald’s, Miami, Florida

 Salad Maker/Cook/Baker. Fort Madison Correctional Facility, Fort Madison, Iowa

**OTHER EXPERIENCE:**

 Self employed, Des Moines, Iowa

 Home Improvement. 2000 - Present

 French Way Cleaners, Des Moines, Iowa

 Driver. 1998 - 2000

 Savery Hotel, Des Moines, Iowa

 Maintenance Engineer. 1995 - 1998

 Holm’s Radiator Company, Des Moines, Iowa

 Office Manager. 1993 - 1995

 Westminister Memorial Park, Westminister, California

 Services Director. 1990 - 1993

 Flower City, Des Moines, Iowa

 Warehouse Manager. 1985 - 1990



## SCANNABLE RESUMES

*What is a scannable resume*

* Resumes are fed into the computer system, computer saves a copy of resume image
* Computer pulls out key words that relate to certain job functions

*Resume image*

* Use simple font
* Use bulleted format rather than paragraph form
	+ Employers spend 30 seconds or less reviewing a resume
* Avoid dark or fancy paper
* Avoid underlines and borders
* Avoid graphics, drawings, pictures, etc., as this disrupts important criteria on resume when scanned
* Don’t spread items out too much
	+ Dates of employment at far right edge – doesn’t appear on the entire screen when reviewing
* Use a laser or in-jet printed
* Don’t use booklet type resume
* Okay to highlight qualifications briefly, but otherwise keep experience with each job title, otherwise employers can’t tell where/when tasks were completed
* Don’t include personal data

## COVER LETTER FACT SHEET

TELLS THE EMPLOYER:

• Who you are

• What job you are interested in

• How you heard about the opening

• Which relevant skills and experience you have

• Refers them to your enclosed resume

• Why you are interested in that job and company

• Shares any research you have done about the company

• Indicates your availability

• Takes the initiative to state you will follow-up to set a time for an interview

SHOULD BE:

• Brief--usually no more than one page

• Typed--without errors on paper that matches your resume

• Addressed to the right person--call the company to get the correct name and title

• Tailored for the specific job and company

• Signed above your typed name

• Accompanied by a completed application form or resume if sent by mail (if you

 apply in person, a cover letter is not necessary)

## COVER LETTER OUTLINE

1. DATE, YOUR ADDRESS, PHONE NUMBER AND MESSAGE NUMBER (daytime)

2. Employer’s Name and Title

 Name of Department

 Name of Company

 Address or Building

 City, State, Zip

3. GREETING

 Dear Mr./Ms.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or Attention: (Title) (if name is not available)

4. ICE BREAKER AND OFFER YOUR SERVICES - Paragraph I

My skills in\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

plus a (Bachelor of Arts Degree in ) should be of great interest to you in filling the (title) position advertised in the (Des Moines Register) (Sunday, May 6, 1996). I have 2 years work experience in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ field and would like to work for (your) company.

5. WHY YOU CAN DO THIS JOB - Paragraph II

(Expand on opening statement relating skills and experience directly to this company’s job description).

6. RESUME - Paragraph III

The enclosed resume stresses (can give examples).

 My\_\_\_\_\_\_\_\_\_\_\_\_\_and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_should provide a strong background for this position.

7. ASK FOR INTERVIEW - Paragraph IV

(Refer to enclosed letters of recommendations) I am looking forward to meeting with you to fully explain how my qualifications and skills would benefit your organization. I will call you by (date next week) to set a time for an interview.

8. CLOSING

Yours truly,

Name

Enclosure (#)

## SAMPLE

Your Name

Your Address

City, State, Zip

Today’s Date

Employer Name

Employer Address

Employer City, State, Zip

Dear Mr. or Ms. \_\_\_\_\_\_\_\_\_:

I am a recent graduate of the Dental Hygiene program at the Des Moines Area Community College where I received extensive hands-on training at our walk-in clinic. In addition to completing the required courses, I took the initiative to take a Dental Business Office Practicum.

Please consider these qualifications in application for your opening for a Dental Hygienist as advertised in the Des Moines Sunday Register, April 20, 2005

As you can see from my enclosed resume, I possess the necessary skills and technical expertise to be a first-rate hygienist. My five years of customer service experience at a major insurance company offered opportunities to apply my efficient problem solving skills, the ability to prioritize tasks, and it greatly enhanced my ability to deal effectively with all kinds of people.

I have the energy, the desire and commitment to make a valuable contribution to your dental practice. I will contact your office next week to see if I can provide you with any additional information. Thank you for your time and consideration.

Sincerely yours,

Your Name

Encl: Resume

# **INTERVIEWING**

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## INFORMATIONAL INTERVIEW

**PURPOSE:**

•Learn more about a job or career area that you are interested in.

• Talk to someone already doing that type of work.

• Meet with them for the purpose of gathering information.

• Decide whether or not if this is the right job for you.

**HOW TO SET IT UP:**

• Find out who can give you the most useful information and might be able to hire you.

• State your purpose for the interview. Stress that you want information, not a job offer.

• Make an appointment by asking for 15 - 30 minutes of his/her time.

• Get the person talking about himself/herself by asking key, open-ended questions.

• Come prepared by considering to ask some of the “possible questions” listed below.

• Ask for names of other people doing the same type of work that you might talk to also.

• Share your resume and ask if he/she might pass it on to people in their “network”.

• Indicate your interest in knowing about any current or future openings.

• After the interview, send a thank-you note and ask to keep in touch if they’re agreeable.

**POSSIBLE QUESTIONS:**

•Training and experience • Turnover

• Duties of the job • Hours

• Physical demands • Wages and benefits

• Opportunities for advancement • Working conditions

• Future outlook of the job • Likes/dislikes

**IMPORTANT:**

• Be spontaneous, let the interview roam freely.

• Focus on the person, be sensitive to cues.

• Don’t come on too strong.

• Don’t be too businesslike, it’s ok to be more informal.

• Be enthusiastic, you’ll get a more positive response if you are genuinely interested.

## TYPES OF INTERVIEWS

An interview can be simply described as a “business conversation with a purpose”. Remember it’s a two-way street: You are checking the employer out as much as they are checking you out to decide if it’s a good match!

Interviews can vary greatly depending on the size, style and structure of the company.

There are basically four types of interviews:

1) **WHAM BAM**

• Loosely structured; almost like “shooting the breeze”.

 • Might need to take charge, but in a low key manner, if it becomes too casual.

 • If job is offered “on the spot”, ask for 1 to 2 days to get back with employer.

 • Most commonly used for entry-level, service jobs where the employer does not

 have a lot of experience interviewing (beware of illegal questions!).

2) **HUMAN RESOURCES - 2ND INTERVIEW WITH SUPERVISOR**

 • Human Resources is responsible for doing the “screening” interview.

 • Be sure to use language that can be easily understood to get your main selling

 points across. Don’t assume they know jargon unique to your job goal.

 • HR will typically tell you all about the job duties and information about the

 company and benefits. Make sure you understand the “essential functions”.

 • Ask if you can have a copy of the job description if this would be helpful.

 • Both of these interviewers may refer to a prepared list of questions.

 • You may be asked to do some testing related to the job. Come prepared.

 • If all goes well, you may be invited back for a 2nd interview with the supervisor.

 This is the right time for your “hard sell” approach.

 • Usually the supervisor has the power to hire, although HR may have some

 influence.

3) **PANEL INTERVIEW**

 • Government and human services positions typically conduct these.

 • A small group of people, representing different areas of a company, will ask you

 a prepared list of questions.

 • Members of the panel, may include support staff, supervisors, and potential

 co-workers.

 • Remember to maintain eye contact with everyone involved. Chances are you

 will probably connect more with certain people; this is expected behavior.

 • This type of interview is an excellent opportunity for you to check out your new

 team members.

4) **BEHAVIORAL INTERVIEWING:**

* When you start to tell a behavioral story, the behavioral interviewer typically will pick it apart to try to get at the specific behavior(s).
* The interviewer will probe further for more depth or detail such as “What were you thinking at that point?” or “Tell me more about your meeting with that person,” or “Lead me through your decision process.”
* If you’ve told a story that’s anything but totally honest, your response will not hold up through the barrage of probing questions.

## HOW TO GET AN INTERVIEW

• Identify fascination, skills, and abilities

• Target companies you want to work for

* Choose the approach that best fits you
* Determine how you best present yourself – by phone, in person, or on paper?

1) Calling an employer (phone)

• Find out with whom you are speaking and who’s in charge of hiring

• Identify yourself and reason for calling

• Discuss your qualifications and interest in the company. Use your telephone

 script

• Verify details of appointment - who, when, where - use a calendar

2) Walk-in (person)

• Check in with receptionist in a courteous manner

• Ask to speak to the person in charge of hiring or go directly to human resources

• If no applications are being accepted, try to speak to someone about employment possibilities in general

• Never arrive at noon or shortly before quitting time

3) Writing an employer (paper)

• Write a cover letter briefly describing yourself, qualifications and interest in the

 company

• Enclose a resume

• Follow up with a call within 5 days - ask if you are being considered for an

 interview

Your choice of using all of the above methods may depend on the job for which you are applying, but consider using all three.

## PREPARING FOR AN INTERIVEW

* How do you fit into the workplace and what do you bring to the company?
* Know why you are interested in the job.
* Assess your strengths and weaknesses. Can you do the job or learn it quickly?
* Assess your major accomplishments. Do your goals match company goals?
* Be prepared to discuss your job responsibilities.
* Evaluate your skills and experience as they relate to the position requirements. Will you work in the company’s best interest?
* Prepare your questions about the position.
* Research the company – Do you *want* to work there? Will the employer want to work with you?
* Make sure you are ready to make a professional presentation – both in appearance and in verbiage. How will you represent this company?
* Write a good resume that accurately reflects your education and work experience.
* Compose a thank-you letter, which you can send immediately after your interview. Thank the interviewer for the opportunity to interview and ask for the job.
* Take your completed “Master application”, resume, and references. Also take paper, black pen, correction fluid, and 2 forms of current ID.

**How Can You Prove It?**

* Stories/examples
* Demonstration
* Credible references
* Quantified selling points – numbers, percentages, ratios, time frames

**When developing your “Prove It” Strategy…**

* Highlight your strengths
* Minimize your barriers
* Demonstrate the job requirements
* Begin with the Employer’s need.

|  |
| --- |
| Learn to Quantify Your Selling Points (QSPs)1. Meet a specific employer need;2. Be true of the job seeker;3. Include a number, percentage, ratio, or a specific example; and4. Include a time frame. |

**Traditional Sources**

* Former work experience – “I have 2 years experience cashiering…
* Vocational training – “I am a Certified Nurse’s Assistant”
* Formal education – “I have completed 6 units of early childhood development”
* Testing results – “I can type 65 wpm”

**Non-Traditional Sources**

* Hobbies - *”I have been restoring furniture for 10 years. Here’s a picture of my work.”*
* Natural abilities - *”Animals seem to know I am their friend and are drawn to me.”*
* Volunteer experience - *”On one project, I worked with nearly 100 business owners to get more than $10K worth of merchandise donated to a local shelter in less than 8 weeks. Sales seem to come naturally to me.”*
* Daily life – *“For 2 years, I took care of my father, who had Alzheimer’s disease, until he passed away recently. I realized I enjoy taking care of the sick and that I am very good at it.”*
* Mentor - *”I’m fortunate that the Manager of a local radio station is my mentor. We are discussing how he can get me access to other stations for special events and seasonal promotions.”*
* Stories - *”I am known in my family as…”* or *“Ever since I was young, I…”*
* Others’ opinions or quotes - *”My supervisor always praised my ability to…” “co-workers have often remarked that I am good at…”*
* Performance evaluations – *“I consistently received high ratings for XYZ on performance evaluations.”*

**Special Sources for our Candidates**

* Welfare-related volunteerism or mandated involvement - *”I have 6 months experience working in a state certified day care center. I discovered I really enjoy the work and I am good at it. The director gave me this letter of recommendation which shares the new schedule I designed, allowing them to handle 10% more children.”*
* Recovery/Shelter activities - *”I have 6 months experience as a delivery driver in this city. I am very familiar with the town and have a clean DMV record.”*
* Prison experience - *”I used the time to turn my life around. I learned computers and taught others so they could get good jobs when they got out. I know MicrosoftWord, Word Perfect.”*

Why Should The Employer Hire Me?

It is important to “think like the Employer”,

 *so you understand what they want and need.*

Prove you have the **PADMAN** for the job!

**P** Presentation. Do you represent my company?

**A** Attitude. Do I want to work with you?

**D** Dependability. Will you work in my company’s best interests?

**M** Motivation. Do your goals match company goals?

**A** Ability. Can you do the job, or learn it quickly?

**N** Network. Does who you know benefit or hurt my company?

Think like an employer…in terms of concern and needs!

 ***You reduce concern by overcoming barriers.***

Reduce employer concerns Meet employer needs

 ![MCj02981490000[1]]()  ![MCj02981430000[1]]()

Decrease their risk Increase their gains

Why Should The Employer Hire Me?

Because I reduce concern by overcoming my barriers…

WorkNet’s Five Solution Tools…the SOLAR system…

S gain a new **Skill** (get some retraining)

O adjust your **Outlook** (choose an alternative employment goal)

L change where you **Look** (focus on other employers that you may not

have considered before)

A come up with a good **Answer** (to the touch questions-i.e. criminal

background, lapses in employment history)

R access a **Resource** (example-you don’t have a car, find out what

public transportation options are available)

**Identify employment barriers you face and determine which of the five tools could be used to overcome it…**

**-**

**-**

**-**

**-**

**The best “solution tools” to use in overcoming barriers are the ones that are most true and sustainable…**

**Reasons people don’t get hired:**

* Poor or unverifiable references
* Lack of job stability
* Dressed inappropriately
* Poorly groomed (sloppy clothing, chewing gum, hair not combed, body odor)
* Bad attitude
* Poor body language
* No eye contact

**How to make a good impression:**

* Be on time
* Look your best – wear clothing similar to those doing the job
* Show self-confidence, use a firm handshake
* Be precise when answering the questions. Don’t be a know-it-all
* Display a willingness to learn
* Show you want the job by asking questions to express your interest
* Take your time to answer the questions. Think first, then speak.
* Relax – think of the interview as a conversation.
* Don’t lie, don’t be afraid to say “I don’t know”.
* Smile, but be sincere and polite
* Have a positive, confident attitude
* Speak clearly
* Know what job you are applying for

**Avoid negative body language:**

* Slouching
* Avoiding eye contact
* Sitting with your arms folded
* Chewing gum
* Picking at your fingers or playing with something in your hands
* Twirling your hair
* Swinging your foot or leg
* Avoid using slang
* Don’t go with a group of friends
* Watch your tone of voice – it’s not always what you say but how you say it
* Don’t bring a cell phone

**How to have a successful interview:**

* Shake hands as you introduce yourself.
* Maybe there will be some small talk to put you at ease.
* Smile, act interested, sit up straight, and be ready for anything.
* They will review your application for a few minutes, then start the interview.
* Don’t be afraid of silence.
* Don’t be afraid to talk about what you do best, but don’t over sell yourself or exaggerate.
* Be a good communicator.
* After the interview, be sure to thank the interviewer for his/her time.
* It’s okay to ask the interviewer when they might make a decision, then follow-up with a phone call if you don’t hear from him/her.

## STARTING THE INTERVIEW

ARRIVING

 • 10 - 15 minutes early

 • Come by yourself

 • Be courteous to everyone

 • Call immediately if you are running late or need to cancel

GREETING EMPLOYER

 • Establish eye contact

 • Greet interviewer by formal name (mr./ms. \_\_\_\_\_\_\_\_\_) pronounced correctly

 • Introduce yourself without using mr./ms. and state reason for being there

 • Give a firm hand shake if employer extends his/her hand

MANNERS

 • Wait for interviewer to ask you to sit

 • Be aware of your body language

 • Speak clearly and loudly



## PARTICIPATING IN THE INTERVIEW

• Be sure you have a clear understanding of all of the job duties. If not, ask!

• Act interested and qualified for job

• Relate past experience; elaborate by offering specific examples

• Discuss pertinent education and training

• Bring up disability related issues if you need a reasonable accommodation in order to perform an essential function

COOPERATING

• Let him/her take the lead

• Give your full attention

• Be business-like

• Give thorough answers

• Maintain eye contact

ASKING QUESTIONS

• For information about job and company to decide if it’s a match

• Questions show enthusiasm

• Write down 5 - 7 questions and take your list to the interview

• Do not ask about salary and benefits first

## CLOSING THE INTERVIEW

* Let the interviewer take the lead.
* Be ready to state your availability.
* Thank the interviewer for his/her time regardless of whether you still want the job. If you really want the job, say so!
* Ask if you may call back to follow-up on the position.
* Send a thank you letter 1-2 days after the interview.
* Don’t be too discouraged if no immediate commitment is made. The interviewer will probably want to communicate with other people in the company or possibly interview more candidates before making a decision.
* If you get the impression that the interview is not going well and that you have already been rejected, don’t let your discouragement show. Once in a while, an interviewer who is genuinely interested in you may seem to discourage you as a way of testing your reaction.
* If you have answered the two questions – “Why are you interested in this position?” and “What can you offer” – you have done all you can.

## THANK YOU LETTER

• Impressive and courteous way to let employer know you want the job.

• Most applicants don’t take the time to do this, so it can put you ahead of your competition.

• Draws attention to your qualifications/abilities one last time. Clarify anything you left out during the interview.

• Be brief. Recap what the employer stressed during the interview and how you can meet their needs.

• For the business-like approach; type your letter. For the personal touch; send a tasteful thank you card.

• Send “thank you” out as soon as possible to influence their hiring decision.

• Keep the door open to future opportunities by sending a “thank you” after a company has turned you down.

## OUTLINE

Your Name

Your Address

City, State, Zip

Your Phone Number

Today’s Date

Interviewer’s Name & Title

Company Name

Company Address

City, State, Zip

Dear Mr./Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

Thank you for the opportunity to interview for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ position currently available in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

After learning more about the position with your company and discussing my objectives, I am very confident about my ability to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Of particular interest was your emphasis on (state interviewer’s primary concern). My (state your views---supported by experience).

I am anxiously awaiting your decision and an opportunity to be a (company name) employee.

Very truly yours,

(Your Name)

## SAMPLE

James Sharpe

18 Central Park Street

Anytown, NY 14788

(516) 555-1212

(Today’s Date)

Phillip Moore, (Title)

ABC Corporation

1 Industry Plaza

Anytown, NY 12096

Dear Mr. Moore:

I would like to take this opportunity to thank you for the interview Wednesday morning at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and to confirm my strong interest in an entry level position with your company.

As we discussed, I feel that my education and background have provided me with an understanding of business operations which will prove to be an asset to your company. Additionally, I have always been considered a hard worker and a dependable, loyal employee. I am confident that I can make a valuable contribution to your Group Pension Fund area.

I look forward to meeting with you again in the near future to further discuss your needs.

Sincere regards,

James Sharpe

## INTERVIEW DO’S & DON’TS

|  |  |
| --- | --- |
| Do | Don’t |
| Give a firm, confident handshake | Be late – call in event of an emergency |
| Learn the interviewer’s name, and use it. | Wear outer clothing into interview – including hats or dark glasses. |
| Be pleasant and friendly, but businesslike. | Chew gum or eat candy. |
| Ask questions – make sure the job is rightfor you! | Sit down until offered a chair. |
| Be positive and stress your strong points. Take advantage of the opportunity to sellyourself. | Lean on or put anything on desk – no elbows, purses, or papers. |
| Be a good listener as well as talker. | Answer with just yes/no, or babble on andon and on. |
| Use gestures in your conversation. It’sokay to smile. | Discuss personal, home, or moneyproblems. |
| Relax if you can – the interviewer may benervous too. | Smoke, even if the interviewer does. |
| Think about your answer beforeresponding. Brief pauses are expected. | Tell about other jobs you applied for butwere turned down. |
| Repeat the question back to the interviewer before you answer to be sure you understand. | Apologize for lack of experience ortraining. |
| Be prepared to state the salary you want, but not until the subject has been broughtup. | Panic if silence develops. Silence allows you to provide more information. |
| Ask when you can call to learn of the decision of you are not told when you willhear about the job. | Put your hands in front of your mouth. |
| Be aware – employers will be looking for contradictions in words, tones, and bodylanguage. | Minimize by saying “a little bit”, “only”, or“just”. |
| Tell the employer you are interested in thejob – ask for the job if it’s a great match. | Plead for a job or a chance, or say “I’ll takeanything”. |
| Be yourself! | Hang around after the interview. |

Questions You May Be Asked At An Interview

Keep in mind – what is the employer trying to learn about you by asking each question?

1. Tell me about yourself. (How will you fit in? Highlight skills, training, and experience related to the position for which you are applying. Avoid personal information.)

2. Why do you want to work here? (Share positive things about the company, its products or services.)

3. What are your strengths? (Use a variety of positive self descriptors that are meaningful to the job you are applying for. Offer examples to support your traits.)

4. What is your greatest weakness? (State something that could be turned into a strength or share what you are doing to work on your weakness.)

5. What are your hobbies? (Share interests related to the job. Come across as well-rounded by mentioning active and passive pursuits, things you do alone and with others.)

6. Are you able to perform the essential functions of this position with or without a reasonable accommodation? (Can you do the job? Focus on your skills and abilities. Mention that any accommodation will result in increased effectiveness. May need to educate the employer.)

7. If the people who work with you (or past supervisor) were to evaluate you, how would they describe you? (State positive traits and give specific examples to back up what you say.)

8. What would you like to be doing in five years? (Be general in your answer by stating you would like to be with that company, growing professionally and contributing.)

 9. What are your salary expectations? (Never bring up salary or benefits into the 1st interview. Stick with negotiable. Your research should give you a ballpark range.)

10. Why should I hire you? (Recap your main selling appoints. State your interest in the position and company. Mention any research that you have done about the company.)

11. What motivates you? How do you motivate others?

12. Did you enjoy school? Which subjects did you like the best? The least? Why?

13. During your career, which position did you like the best? The least? Why?

14. Can you describe the type of person who would do well in this kind of work?

15. What does customer service mean to you?

16. What is the most difficult task or project you have been involved in?

17. Is it acceptable to lie?

18. Please describe your ideal position.

19. List 3 words that describe you.

20. Describe a leader that you admired and why.

21. Describe a leader that you didn’t like working for and why.

22. What do you want to get out of the next job you take?

23. If you were hired, what would you expect from us as a company?

24. What will your previous employers say about your attendance?

25. How do you feel you qualify for this position?

26. Describe a time when you had to react to a customer complaint. What did you do?

27. Do you prefer to work alone or with others? Why?

28. What do you like about your current/last job? Why?

29. What do you like least about your current/last job? Why?

30. Which job was your favorite?

31. Tell me about something that frustrates you.

32. How do you juggle conflicting priorities/projects to meet deadlines?

33. Is there anything else you would like to tell me that you think I need to know?

34. What made you decide to apply for (this job) at (this company)?

35. Why are you looking at leaving your current position?

36. What unique qualifications separate you from other candidates?

37. What do you know about our company?

38. Have you ever been fired? Why?

39. Why are you leaving your current position?

40. How dependable/honest are you?

41. How long will you stay?

Examples of Behavioral Interview Questions:

1. Give me an example of how you overcame a pressure situation? (Mention how you effectively dealt with stress on the job – what coping skills work for you?)

2. Tell me about a difficult decision you made.

3. Can you meet deadlines? If so, give me an example.

4. How do you handle a disgruntled customer?

5. Tell me about a time when you made a mistake. What did you do to fix it?

6. Tell me about a difficult situation you had and how you handled it.

7. Give me an example of a time when you had to be quick in coming to a decision.

8. Give me an example of a time when you used your fact-finding skills to solve a problem.

9. Give me an example of a time when you had to go above and beyond the call of duty to get the job done.

10. Give me an example of a time when you were able to communicate successfully with another person, even though that individual may not have personally liked you.

11. Give me an example of a problem you faced on the job, and tell me how you solved it.

12. Describe your most recent group effort.

13. Give me an example of a time when you had to keep from speaking or making a decision because you did not have enough information.

14. What is the toughest group that you have had to get cooperation from?

15. Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?

16. Give me an example of a time when you went above and beyond the call of duty.

17. Describe a situation when you were able to have a positive influence on the action of others.

18. Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.

19. Have you ever had to “sell” an idea to your co-workers or group? How did you do it? Did they “buy” it?

20. What have you done in the past to contribute toward a teamwork environment?

21. Describe a recent unpopular decision you made and what the result was.

22. How do you decide what gets top priority when scheduling your time?

23. What do you do when your schedule is suddenly interrupted? Give an example.

24. Give a specific example of a policy you conformed to with which you did not agree.

25. Give me an example of an important goal which you had set in the past and tell me about your success in reaching it.

26. Describe an instance when you had to think on your feet to extricate yourself from a difficult situation.

How to Overcome Barriers and Answer Difficult Questions

What might an employer consider a barrier?

* Disability (hidden or visible)
* Appearance
* Gaps in work history
* Work history/experience
* Criminal record
* Language
* And more!

What are the tools to overcome the barrier?

* Learn a new skill (ex: ESL class, learn to apply make-up, style hair, select clothing)
	+ Not the ability part of the job, but all other aspects
* Adjust your outlook (ex: put a positive spin on a bad situation)
	+ A new way of thinking
* Change where you look
	+ Find where you can fit in versus changing to fit the job or environment
* Develop a good answer
	+ Deal with the elephant in the room even if not brought up
* Access a resource
	+ Information, an item, a service – ex: interpreter, job coach, adaptive equipment

There is more than one way to overcome a barrier. Use the technique that best fits the situation and consider a combination of techniques.

How to craft a good answer for a difficult question.

* + Make it okay to talk about it (the disability, the felony, the elephant in the room).
	+ Acknowledge the employer’s concern and take responsibility for your action.
	+ Explain when you figured it out and what the bigger issue is. What was I thinking?
	+ Explain how this was an exception to the rule or how you’ve changed or what you’ve learned. What did you do to help yourself or change?
	+ Talk about what you have to offer now and why you’re worth the risk. Turn it back into a positive and focus on the here and now.

## QUESTIONS TO ASK THE JOB INTERVIEWER

* Will you describe a typical day for me?
* What other departments does this position interact with?
* How much orientation and training will be provided?
* How do you determine work objectives and deadlines?
* How often is there an opportunity for overtime?
* Once I am trained, would there be additional responsibilities I could take on?
* What are some of the objectives that you would like accomplished in this job?
* Does the company have a policy of promoting from within?
* When will you be making your decision?
* What type of supervision could I expect?
* Do you have a job description for this position that I could review?
* Any job specific questions…

**BEFORE LEAVING, ASK:**

* May I call you to follow-up on your hiring decision? When is a convenient time?

**DON’T ASK:**

* When do I get my first raise?
* How long do I get for lunch?
* How many breaks are there in a day?
* How soon do I get a vacation?

TIP: Write down several questions in preparation for your interview. Refer to your list at the interview.

## INTERVIEW WORK SHEET

(Planning Guide)

Type of Job: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job Interviewer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Five most important questions to ask the interviewer:

1.

2.

3.

4.

5.

The five most important skills/abilities that I have related to this job that I can bring out in the interview, if appropriate:

1.

2.

3.

4.

5.

What are the qualities an employer looks for?

1.

2.

3.

4.

5.

How can I demonstrate these qualities?

1.

2.

3.

4.

5.

# **JOB SEARCHING**

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## JOB SEARCH TIPS

* Get up early. Make a “to do” list every day of employers you want to visit that day.
* Write down all the employers and recruiters with whom you are in contact. It is important you remember with whom you talk and their contact information.
* Put your “Master Application”, resumes, and other relevant papers in a presentable folder, portfolio, or binder. Bring along your pen, scratch paper, and correction fluid.
* Get copies or original identification documents, permits or licenses required for the job, diploma or GED, and/or transcripts.
* Dress for success every day! You never know when you might get an on the spot interview or meet someone who has a job lead.
* Have your interview outfit ready to go, and be sure you have adequate transportation.
* At all times, have a resume and your job information with you. You never know when an opportunity will present itself.
* Network, network, network! Tell everyone you know – family, friends, counselors – you are looking for employment. Contact past employers you know to inquire about opportunity within their company or other companies with whom they may work.
* Contact the employer to inquire about the application process.
* Iowa Workforce Development computer listings – even if you do not qualify for unemployment benefits you can look up jobs. Some employers use IWD as their ONLY recruitment source.
* Call local job lines. Several area employers utilize them to inform job seekers of current openings and the recordings are updated weekly.
* Consider temporary work. While keeping your skills up-to-date, you will be “in-the know” of open positions for the companies you work for. In addition, some temporary companies do the prescreening, testing, and interviewing for larger employers and you can then be referred for an interview for a direct hire. **Keep records of all temporary assignments. It will help in the interview process.**
* **Follow-up on all leads as quickly as possible, but be careful not to pester employers.**

## USING THE EVENING TO SPEED UP YOUR JOB SEARCH!

You sometimes may make early or late appointments, but interviewing is primarily a daytime activity. That leaves the whole evening for other job-search tasks. Non-business hours are important and should not be wasted. Recharging your batteries is important to maintaining an effective search, but don’t forget the beneficial things you can do in the evening.

* Call friends and relatives to get new job leads. As you “use up” contacts, replace them with others.
* Check newspaper business pages for announcements of expansions, mergers and acquisitions, or the election of new management teams.
* Go to the library to research companies that have offered you a second interview.
* Conduct internet searches.
* Complete paperwork, such as writing thank-you letters or completing applications. You should also write letters to people who have given you important leads or contacts.
* Plan the next day’s activities the night before. Make a list of people you want to see and call, and update it each day. Save yourself time by looking up phone numbers the night before.
* Map out travel routes for the next day’s interviews or activities. Plan to arrive 10 minutes early. Many jobs are lost because applicants are late to interviews. As you plan each day’s schedule, allow enough time to get from place to place. Don’t forget about the time it takes to get to an office from a parking lot, elevator time, etc.

Adapted from the Chicago Sun-Times Careers online.

Job Seeking Goals

FROM: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **ACTIVITY** | **GOAL DATE** | **COMPLETED DATE** |
| Go to Iowa Work Force Development |  |  |
| Complete Resume |  |  |
| Complete Reference |  |  |
| Complete Cover Letter |  |  |
| Research Employers |  |  |
| Networking |  |  |
| Make Cold Calls |  |  |
| Send Resumes |  |  |
| Attend Job Fair |  |  |
| Pick Up Applications |  |  |
|  |  |  |
|  |  |  |
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## WHERE TO FIND JOB LEADS

• 85% of all available jobs are “hidden”, that is, they are not advertised or listed with

agencies.

• You will do best by using as many job lead resources as you can, but give each

resource only the amount of time it’s worth each day.

A. Resources for the hidden job market (worth 75% of your time)

1) Yellow Pages – in the phone book

 • Groups companies according to what they do or make

 • Match your skills with the companies who need them

 White Pages – alphabetical order

 Blue Pages – government listings

2) Local chamber of commerce, business directories, internet

 • Publications of local and statewide listings

 • Check your library for other local and national business directories

 • Access the internet for job postings

3) Friends, relatives, past employers, and co-workers

 • Get the word out that you are looking for work!

 • Ask your “network” if they know of specific openings or if they will

 recommend you to an employer

 • Follow up on any leads by phone or in person

4) Trade and professional organizations

 • Contact associations or clubs that have your similar interests

 • Ask for a list of employers who use the particular job you want

 • Join a particular organization, if possible, to create more personal contacts

5) Volunteer employment

 • get to know key people in an organization

 • enhance your “network” and possibly get a job offer

6) Labor organizations

 • trainee or apprenticeship positions may be available

7) Specialized agencies

 • you may be eligible for programs like Experience Works, Proteus, dislocated

worker, promise jobs, JTPA, etc. Ask your VR counselor for more information

B. Resources for the “open” job market (worth 15% of your time)

1) Newspapers

 • Features general news about new or expanding companies that may be hiring

 • Want-ads – be careful and selective. Avoid come-ons for disreputable or less

than secure positions---remember, this is the most competitive source!

2) State, local and federal employment services

 • Check for phone listings to apply directly and/or go through workforce

 development center

3) Private employment agencies

 • check these out carefully as some may charge a fee

 • best utilized by professionals or the technically skilled

4) Trade or professional journals

 • Check the library for specialized publications related to certain careers

5) Temporary employment agencies

• Many employers hire temps for short-term or long-term positions in industrial, clerical and professional jobs

 • Often employers will hire a temp for permanent work if they do a good job

 • Some companies hire permanent staff only through temp agencies

 • Temp jobs keep your skills sharp, fill in gaps, usually pay weekly, may result in

a good reference and might offer free computer training.

Other Job Resources:

• Workforce Development Center

• College or technical school placement offices

• Human resources at major companies

• Job fairs

• Job lines

• Bulletin boards

• Churches

• Drive-bys for “help wanted signs”

• Construction of new businesses

• TV and radio announcements

• Local library

• Community service directories

• Advertise---place your own ad

• Local shoppers

• Hobbies

• Attend conventions/seminars

## TARGET EMPLOYMENT CATEGORIES

• Turn to the “Index - Your Guide to the Yellow Pages” or wherever you find such a listing in your local phone book.

• Use the following “Target Employment Categories” form to write down the category and page number of where your skills are needed. For example: if under Job Title you indicated “clerical” under categories you might list insurance companies (page\_\_\_\_), banks (page\_\_\_\_), and hospitals (page\_\_\_\_).

• You are targeting employment categories, NOT, employers on this form!

• This same process can be used for other resources like the Iowa Manufacturers Register, etc. listed on the bottom of the form.

• If you are searching for a different job, follow these same steps for other job titles. It’s easier to keep separate forms.

• If you are choosing to relocate, check your library for phone books for other cities.

Target Employment Categories

## BLANK FORM

Job Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ JobTitle \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Category\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Page\_\_\_\_\_\_ Category\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Page \_\_\_\_\_\_

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Other Resources:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

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## JOB SEARCH RECORD

• After you have identified “Target Employment Categories”, turn to the designated page within the Yellow Pages where companies are arranged by groups. List the name, address, and phone number of the individual employers on the following “Job Search Record”.

• Keep an open mind. This is the method used to tap into the hidden job market. At this point, don’t worry about if they are hiring or not hiring. Just think about what employers need your skills. The only restriction might be location. If you are using the bus, make sure you can get there by either referring to the bus schedules/map or contacting them directly.

• You may find it easier to arrange your “Job Search Record” by categories. For example: one sheet might list “banks” only and another one might be for “insurance companies”. You have the option to keep separate sheets for ads from the paper or leads from friends.

• The most important thing is to record every single job contact. It’s amazing how easy it is to forget where you have been once you make several contacts during one day.

• The column for “Job Sought” may refer to the job title listed in the ad or the title given based on your cold call. Anytime you get the name of a person, be sure to write it down in the space provided. It will be handy for you when you greet the employer by their name as a part of your “Telephone Script”.

• Every time you make a call, record the date of when you made the call. This is very important for follow-up purposes! Jot the result of the call in the next column. This may include: fill out application, send resume, not hiring, or apply between 1:00 - 3:00, etc.

• Follow through by indicating the date for when you complete the application and/or send a resume, have your interview, send your thank you letter, and place your final call-back call.

• The last column designated “Result” will hopefully be “HIRED”! Other possibilities include: hired applicant with more experience, check back again in 3 weeks, etc.

• Remember how important it is to keep track of your “Job Search Record” on a daily basis. Have it beside you when you place cold calls. Carry it with you in your folder, so you can write down companies where you are placing walk-in applications. Get more copies from your VR Counselor as needed.

Job Search Record

## SAMPLE

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | EMPLOYERName & Address | PHONE | JOB SOUGHT & PERSON CONTACTED | CALLDATE | RESULTS OF CALL | APP/RESUMEDATE | INTERVIEWDATE | THANK YOU LETTERDATE | CALLED BACKDATE | RESULT |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | EMPLOYERName & Address | PHONE | JOB SOUGHT & PERSON CONTACTED | CALLDATE | RESULTS OF CALL | APP/RESUMEDATE | INTERVIEWDATE | THANK YOU LETTERDATE | CALLED BACKDATE | RESULT |
| 1 | Broadlawns1801 Hickman | 282-2200 | DishwasherJudy Smith | 9/1 | Fill out app between 10-2:30 | 9/1 | 9/8 | 9/8 | 9/15 | Hired! |
| 2 | Des Moines General603 E. 12th St. | 263-4200 | HousekeeperStan Jones | 9/1 | Send resume | 9/1 |  |  | 9/2 | Not hiring. Call back in 3 weeks. |
| 3 | Iowa Health Systems12th & High | 541-6313 | Food ServiceAngie Larson | 9/2 | Appt for interview with HR | 9/4 | 9/4 | 9/4 | 9/11 | Hired applicant with more exp. |
| 4 | Mercy100 University | 247-3100 | Food service/ housekeeping Pam Nelson | 9/2 | Not hiring. Call back in 2 weeks. |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |  |  |
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| 9 |  |  |  |  |  |  |  |  |  |  |
| 10 |  |  |  |  |  |  |  |  |  |  |

## CALENDAR

• To manage your time effectively, use a calendar.

• Fill in the month at the top and record the dates of each day of the month in the upper left hand boxes.

• Record the time of your interviews immediately after making an appointment.

• Any other appointments, such as with your doctor, lawyer, etc., should be written in, so you do not schedule interviews at these times.

• If you have any choice about it, remember to request the time of the day when you typically feel your best. If you’re a morning person, schedule an appointment at this time. If you are taking a medication that might have an effect on your ability to be alert, etc. be sure to schedule a time around these periods if it’s possible.

• Write down the names of employers under the dates you put in applications.

• Keep your calendar handy when you make cold calls.

• Carry your calendar in your folder. Update it on a daily basis.

• Get extra copies from your VR Counselor.

**MONTH\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** |
|  |  |  |  |  |
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Job Search Schedule

**WEEK OF \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** | **SUNDAY** | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** | **SATURDAY** |
| **8:00** |  |  |  |  |  |  |  |
| **9:00** |  |  |  |  |  |  |  |
| **10:00** |  |  |  |  |  |  |  |
| **11:00** |  |  |  |  |  |  |  |
| **12:00** |  |  |  |  |  |  |  |
| **1:00** |  |  |  |  |  |  |  |
| **2:00** |  |  |  |  |  |  |  |
| **3:00** |  |  |  |  |  |  |  |
| **4:00** |  |  |  |  |  |  |  |
| **5:00** |  |  |  |  |  |  |  |

Job Search Schedule

**WEEK OF \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** | **SUNDAY** | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** | **SATURDAY** |
| **8:00** | **Read Sunday paper** | **Get ready for the day** | **Same as Monday** | **Same as Monday** | **Same as Monday** | **Same as Monday** | **Same as Monday** |
| **9:00** | **Write down jobs that interest me.** | **Respond to jobs in Sunday’s paper.** | **Go to IWD.** | **Attend Job Club.** | **IWD** |  |  |
| **10:00** |  | **Wok on resume.** | **Write cover letter.** |  |  | **Make cold calls** |  |
| **11:00** |  | **Pick up applications** |  |  |  |  |  |
| **12:00** | **LUNCH** | **LUNCH** | **LUNCH** | **LUNCH** | **LUNCH** | **LUNCH** | **LUNCH** |
| **1:00** |  | **Fill out applications.** |  | **Job Fair.** |  |  |  |
| **2:00** |  |  | **Research companies.** |  | **Informational interview.** |  |  |
| **3:00** |  | **Research employer for interview on Wed.** |  |  |  |  |  |
| **4:00** |  |  |  |  |  |  |  |
| **5:00** |  | **Plan tomorrow’s activities.** | **Plan tomorrow’s activities.** | **Plan tomorrow’s activities.** | **Plan tomorrow’s activities.** | **Plan tomorrow’s activities.** |  |

## COLD CALLING

• Prepare a telephone script tailored to the employers you are targeting. You may need a new script if you change industries or have more than one job goal. Ask your VR Counselor for extra copies.

• Be confident. Practice your script. Fluctuate your voice. Do not come across like a “telemarketer” type. Sound enthusiastic in your voice, but maintain a business-like attitude.

• Ask to speak with the person who will be doing the hiring. Write their name down on your “Job Search Record” so you won’t forget it.

• Introduce yourself and give a brief explanation of your qualifications and positive self- descriptors. (refer to “Telephone Script”.)

• Ask for an interview at a specific time if one is not suggested.

• Note the time, date, location and names associated with your interview. Ask for directions or information about parking if you need to know.

• Politely thank the person you spoke with before you hang up.

• Keep positive! Do not take “not hiring” as a personal rejection. It’s just a piece of information.

• Avoid making interview calls during meal times or late Friday afternoons. Call from a quiet area where you will not be disturbed.

## TELEPHONE SCRIPT

Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

May I have the name of person who hires for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Would you please connect me? (your job goal)

Hello, Mr./Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 (refer to your Job Search Record)

My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am interested in working for you.

 (your job title)

I have (briefly state main selling points such as so many years of experience, training, skills) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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I am (2-3 positive self descriptors)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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When would be a good time for me to come in for an interview? (refer to your calendar)

Great! I will look forward to meeting with you at \_\_\_\_\_\_\_\_\_\_\_\_, on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . Thanks for your time! (time) (day)

 (address)

**IF THEY SAY “NO JOB”, TRY:**

• I would like to fill out an application anyway and talk with someone about any future job openings. Would that be possible?

• I would still like to send (or fax) you my resume for future consideration if it’s OK with you.

• Do you know of any other companies that are hiring now? Who should I ask to speak with there? (Be careful---this might turn off some highly competitive employers.)

• I am still very interested in your company. Would it be possible to come in for an informational interview?

## FIND THE RIGHT JOB – NOT JUST ANY JOB!

**Things to consider:**

* What is the salary? Are there wage increases? When do they take effect? Is there room to negotiate on the wage?
* What company benefits are offered and when to they take effect? (medical, dental, life insurance, vacation, etc.)
* When do they want you to start? What are the working hours? Is overtime expected?
* What is the dress code?
* What are the job requirements? How confident am I in performing these job duties?
* What is the level of authority and responsibility?
* What are the procedures for performance evaluation?
* Is there potential for advancement?
* Complete other hot job leads before accepting, if possible.

## EARNINGS

• Talking about salary can get rather touchy!

• Remember to put more emphasis on the job than the pay

• Let the employer start the salary discussion

• Always ask for the salary range, not just the starting pay

• Be prepared with a ballpark figure based on your research

• Be sure to consider the total package; benefits add a lot

• Usually it’s cut and dry except in special situations

• Negotiate salary with employer if you have more than one offer, but be careful not to sound too demanding

• Ask your VR counselor about tax incentives and/or if you are eligible for on-the-job training money as an extra incentive to offer the employer

**DEFINITIONS:**

**Gross pay** – amount of earnings before anything is taken out

**Net pay** – the amount you will actually get (take home pay)

**Deductions** – things for which money is taken out (federal and state taxes, Social Security, FICA, insurance, dues, etc.)

**W-4 form** – the form you fill out before you begin work. Lets employer know how to figure your tax withholdings

**W-2 form** – the form all employees get at the end of the year. Tells how much you made and how much you paid out in federal and state taxes

## AFTER JOB OFFER

Complete this form with the client to address needs for job modification, assistive technology, and follow-up.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Start Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Duties/Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Please review the following areas and check any functional limitations that apply to you **AND** that would affect your performance of the duties listed above. **IF** you check one of the limitations, please describe how you will manage on the job with an accommodation.

Mobility: (Limited in ability to move about at work, in a classroom, or place to place)

Walking \_\_\_ Crouching \_\_\_ Coordination \_\_\_ Kneeling \_\_\_\_ Climbing \_\_\_\_ Twisting \_\_\_\_ Balance \_\_\_\_

Sitting down \_\_\_ Standing up \_\_\_ Driving \_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Self-Care: (Limited in ability to live independently)

Bathing \_\_\_ Cooking \_\_\_ Laundry \_\_\_ Housekeeping \_\_\_ Medication management \_\_\_ Shopping\_\_\_\_

Money management \_\_\_\_ Grooming \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Self Direction: (Limited in decision making ability)

Dependable \_\_\_\_ Reasonable judgment \_\_\_\_ Follow routines \_\_\_\_ Start activities \_\_\_\_ Punctual \_\_\_\_

Plan activities \_\_\_\_ Adapt to Change \_\_\_\_ Organized \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cognitive/Motor skills (Limited ability to understand and/or apply information)

Memory \_\_\_ Learning speed \_\_\_ Attention span \_\_\_\_ Eye-hand coordination \_\_\_\_ Comprehension \_\_\_

Time management \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Tolerance (Physical Limitations)

Stamina \_\_\_\_ Cold/heat/fumes/dust/wet/humid \_\_\_\_ Lifting \_\_\_\_ Work speed \_\_\_\_ Strength \_\_\_\_

Prolonged standing \_\_\_\_ Prolonged sitting \_\_\_\_ Noise/vibrations \_\_\_\_ Stress \_\_\_\_ Social Anxiety \_\_\_\_

Tremors \_\_\_\_ Chemical sensitivity \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interpersonal Skills (Social Skills)

Making friends \_\_\_\_ Accepting criticism \_\_\_\_ controlling emotions \_\_\_\_ Meeting people \_\_\_\_

Getting along with supervisor/co-workers \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Communication (Comprehend and exchange information)

Read \_\_\_\_ Write messages \_\_\_\_ Speak/interview \_\_\_\_ Hear \_\_\_\_ Complete applications \_\_\_\_\_

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other Issues:

Transportation \_\_\_\_ Day care \_\_\_\_ Parole \_\_\_\_ Schedule \_\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Solutions \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **T**oday’s **B**usiness **C**ulture | Your Comfort Level  |
| Rank in order of Importance to your Specific Job Description:**5 – Very Important to 1 - Not very important**Timeliness \_\_\_\_\_\_\_\_\_\_\_\_Flexibility \_\_\_\_\_\_\_\_\_\_\_\_Appearance \_\_\_\_\_\_\_\_\_\_\_\_Language \_\_\_\_\_\_\_\_\_\_\_\_\_Response to authority \_\_\_\_\_\_ | Rank your comfort level with each item**5 – Very Important to 1 – Not Very Important**Timeliness \_\_\_\_\_\_\_\_\_\_\_\_Flexibility \_\_\_\_\_\_\_\_\_\_\_\_Appearance \_\_\_\_\_\_\_\_\_\_\_\_Language \_\_\_\_\_\_\_\_\_\_\_\_Response to authority \_\_\_\_\_ |

Circle those areas with the most difference in ranking, what would help you feel more comfortable in your new business culture? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **JOB KEEPING SKILLS**

**What Employers Want 99**

**Tips for Surviving the Job 100**

**Tips for Adjusting to a New Job 102**

**Signs of Bad Behavior 103**

**Communicating With Your Supervisor 104**



##  WHAT EMPLOYERS WANT

*Good Work Habits*

Show up on time every day

 Get along with co-workers and customers

 Follow instructions, ask for clarity

 Dress appropriately for the job

 Manage your time, don’t return late after lunch or break

*Integrity*

 Fair, honest, loyal, learn about the company

 Straightforward actions, build a reputation for doing a good job

 Do what you say you will, keep at it

 Take initiative, go the extra mile on a project

*Positive Attitude*

 Smile at co-workers and customers

 Use positive body language, stand up straight, establish eye contact

 Have a pleasant disposition, use kindness and praise

 Offer to help others when you have the opportunity

*Show Enthusiasm*

 Greet people in a friendly way, compliment when appropriate

 Use a positive tone of voice, be friendly to others

 Volunteer to do a project or be on a team

 Ask if someone needs your help

*Communication Skills*

 Be a good listener, give encouragement, ask questions, give feedback

 Clearly and accurately provide information, verbal or written

If you write, make it legible

 Summarize, paraphrase, clarify, focus on issue

 Learn to read between the lines, don’t assume everyone thinks like you do

 Remember non-verbal communications, facial expressions, posture

*Stay Teachable*

 Take advantage of any training that will enhance your employability

 Admit when you don’t know something

 Know when and how to ask for help

## TIPS FOR SURVIVING THE JOB

THE FIRST DAY…

Dress

Because you observed how others were dressed at your interview, you already know how to dress on your first day. If you have received a written policy concerning dress, then the first day will be even less confusing. If you are to wear a uniform, make sure it fits, is clean and wrinkle free.

Remembering Names

Try and remember the names of the people you meet:

* Work on remembering a few each day. Pay particular attention to those people you will be working with directly.
* Write names down and go over them in the evening, or use word association techniques.
* Don’t be afraid to ask. Asking someone whose name you remember for someone’s name you’ve forgotten is the least awkward.

What to Expect the First Day

People may ignore you. They may go on with their business without noticing you are there, or may embarrass you just for fun as an initiation to the workplace. Remember, you will not be the “new” person forever.

People may go out of their way to welcome you to the company.

Surviving the First Day

* Be humble. Being nervous is natural.
* Be nice to others first. Don’t wait for them to be nice to you.
* Have a sincere desire to join the group. Let them know either verbally or non-verbally you want to be a contributing team member.
* Try to do everything in your power to have a positive start.
* Observe what is going on around you in the workplace. This will give you a clearer definition of the way things work.
* If there is any confusion about what you should be doing on your first day, ask!

THE FIRST WEEK…

Build Rapport

* Make a concerted effort to build rapport with others.
* Building rapport will help you be accepted by co-workers.
* Accept and ask for assistance, graciously.
* Pitch in willingly for tasks when needed.
* Expect to learn tasks from multiple people.
* Not important to wow everyone with your wide array of skills/knowledge.

Effective Listening

* Listen carefully to all instructions you are given. Many will be details on policies/procedures. Observe others’ reaction to instruction.
* Don’t interrupt.
* Clarify message immediately if unclear.
* Write down details of complicated messages.
* Pay attention…don’t fake it.

Characteristics of a Positive Attitude

* Friendly, open, willing to learn, enthusiastic, a good listener, confident, prompt, courteous, hard worker.
* Be a comfortable person to be around. Communicate openly and freely.

Surviving the First Week

* Expect lots of grunt work. Recognize there are mundane, boring tasks associated with every job.
* Expect the unexpected.
* Begin to develop an idea about the larger world you have entered.
* Own up immediately to mistakes.
* Figure out what are the most important things to learn.

What to Expect Within the First Week

* Completing lots of forms and paperwork.
* Work site orientation.
* Settling into work area.
* Understanding work flow.
* Reading company literature (product catalogues, training material, industry reports).
* Performing grunt work/menial tasks.

## TIPS FOR ADJUSTING TO A NEW JOB

1. Be positive.

2. Ask for help.

3. Don’t be a know-it-all.

4. Have a sense of humor.

5. Find a professional mentor.

6. Follow instructions.

7. Read company policies.

8. Determine evaluation policies.

## SIGNS OF BAD BEHAVIOR

**EXAMPLE**

***Here are some signs of a bad behavior:***

Talking about the boas Breaking rules

Gossiping Making fun of co-workers

Clocking in late Criticizing the work of others

Calling in sick often Using bad language

Lying Dirty clothes

Abusing the telephone Back talking

Leaving early Customer complaints

Refusing to help a co-worker Comments on your attitude

**STOP AND THINK**

|  |
| --- |
| Look at the list above.1. Are you showing any signs in your workplace? Yes \_\_\_ No \_\_\_ Explain the signs: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2. Are your co-workers showing any of these signs? Yes \_\_\_ No \_\_\_ Explain the signs: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## COMMUNICATING WITH YOUR SUPERVISOR

Remember…

1. You must be able to follow instruction.

2. You need to know how to ask questions.

3. You should report any problems and results of your work.

4. You need to accurately record and forward messages.

5. You need to discuss your job performance.

# **ADVANCEMENT**

**On the Road to a Promotion 106**

**Career Development 107**

**10 Rules to Remember 108**

## ON THE ROAD TO A PROMOTION

Tips

1. Keep track of job openings.

2. Talk to your supervisor.

3. Notify the human resources department.

4. Create a network.

5. Develop a good reputation.

6. Create your own job.

## CAREER DEVELOPMENT

Reaching your Personal Goals

In Work and in Life

1. Explore job possibilities.

2. Identify your skills and abilities.

3. Know your values.

4. Set a goal.

5. Develop a career path.

6. Write your plan.

7. Find a mentor.

8. Keep a record of your accomplishments.

9. Review your plan.

10. Change your plan when necessary.

## TEN RULES TO REMEMBER

1. Don’t blame the boss.

2. Don’t fight the boss.

3. Use initiative.

4. Accept responsibility.

5. Tell the truth and don’t quibble.

6. Do your homework.

7. Be willing to implement suggestions you make.

8. Keep the boss informed.

9. Fix problems when they occur.

10. Put in an honest day’s work.

 -- U.S. Air Force Colonel Phillip Meilinger

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