

Job Search Skills

Training Manual

Table of Contents

[Module One: Getting Started 4](#_Toc294878294)

[Workshop Objectives 4](#_Toc294878295)

[Pre-Assignment Review 5](#_Toc294878296)

[Module Two: Ready, Set, Go! 6](#_Toc294878297)

[Identifying Your Values and Purpose 6](#_Toc294878298)

[Assessing Your Skills 7](#_Toc294878299)

[Setting SMART Goals 8](#_Toc294878300)

[Building a Resource System 8](#_Toc294878301)

[A 30-Day Plan 9](#_Toc294878302)

[Module Three: Building Your Resume 10](#_Toc294878303)

[Basic Resume Formats 10](#_Toc294878304)

[Dealing with Awkward Points 11](#_Toc294878305)

[Checklist for Success 12](#_Toc294878306)

[Module Four: Polishing Your Resume 13](#_Toc294878307)

[Creating an Attractive Package 13](#_Toc294878308)

[About Branding 13](#_Toc294878309)

[Some Extra Touches 14](#_Toc294878310)

[Checklist for Success 14](#_Toc294878311)

[Module Five: Writing a Cover Letter 15](#_Toc294878312)

[Types of Cover Letters 15](#_Toc294878313)

[Creating a Template 16](#_Toc294878314)

[Customizing the Template 16](#_Toc294878315)

[Checklist for Success 17](#_Toc294878316)

[Module Six: Creating a Portfolio 18](#_Toc294878317)

[When Do I Need a Portfolio? 18](#_Toc294878318)

[Types of Portfolios 18](#_Toc294878319)

[Essential Elements 19](#_Toc294878320)

[Checklist for Success 19](#_Toc294878321)

[Module Seven: Networking Skills 20](#_Toc294878322)

[What is Networking? 20](#_Toc294878323)

[Getting a Conversation Started 21](#_Toc294878324)

[But I’m So Nervous! 21](#_Toc294878325)

[Wrapping Up and Moving On 21](#_Toc294878326)

[Module Eight: Skills for Success 22](#_Toc294878327)

[Being Organized 22](#_Toc294878328)

[Becoming a Punctual Person 22](#_Toc294878329)

[I Can Do This! 23](#_Toc294878330)

[Important Etiquette Points 23](#_Toc294878331)

[Module Nine: Where to Look? 24](#_Toc294878332)

[The Obvious Places 24](#_Toc294878333)

[The Hidden Job Market 24](#_Toc294878334)

[About Cold Calling 25](#_Toc294878335)

[The Power of Networking 25](#_Toc294878336)

[Module Ten: Understanding the Interview 26](#_Toc294878337)

[Types of Interviews 26](#_Toc294878338)

[What to Expect 27](#_Toc294878339)

[About Behavioral Questions 27](#_Toc294878340)

[About Knowledge Questions 27](#_Toc294878341)

[Module Eleven: Interview Skills 28](#_Toc294878342)

[Dressing for Success 28](#_Toc294878343)

[Answering Questions 28](#_Toc294878344)

[Asking Questions 29](#_Toc294878345)

[Following Up 29](#_Toc294878346)

[Module Twelve: Wrapping Up 30](#_Toc294878347)

[Words from the Wise 30](#_Toc294878348)

# US-Jaycees-logo-white-and-green.pngModule One: Getting Started

*The person who goes farthest is generally the one who is willing to do and dare. The sure-thing boat never gets far from the shore.*

*Dale Carnegie*

Welcome to the Job Search Skills workshop. Searching for a job can be intimidating. How do you know what job you’re best suited for? How do you build a winning résumé and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

After completing this program, you’ll be more than ready to start your search for your perfect job.

## Workshop Objectives

C:\Users\Kimmi\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVU559D0\MCj02934740000[1].wmfResearch has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

This workshop is designed to help you in the following ways:

* Define your objectives and purpose in your search for employment.
* Help you establish SMART goals in the job-hunting process.
* Assist you in developing a first month plan of action for your job search.
* Craft an effective resume.
* Form an attractive cover letter.
* Develop and present a portfolio of your prior work.
* Learn networking skills in finding leads for jobs.
* Efficiently get interviews and thrive in the interview process.

## Pre-Assignment Review

C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0234131.wmfThe purpose of the Pre-Assignment is to get you thinking about the Job Search Skills strategies you are already using and where you need to improve. Getting a job, any job involves sales. Your commodity or product is your set of skills and experience. Those that can “sell themselves” are the ones who will not only get the job but be able to pick and choose among the best positions offered in the field of their choice. You may have more ability, skill, knowledge, and experience than another candidate for the same position but without the ability to sell yourself, the job will go to someone else. This course is designed to help you become highly effective in communicating your skills, strengths, and experience to potential employers giving you an edge in a competitive job market.

# US-Jaycees-logo-white-and-green.pngModule Two: Ready, Set, Go!

*If opportunity doesn’t knock, build a door.*

*Milton Berle*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900250049[1].wmfThe success of one’s career depends greatly on the ability to recognize the job-related values that are important to the individual as well as the hiring company. Identifying the purpose for working and the assessment of skills can help determine the types of jobs to apply for.

The creation of clearly defined SMART goals can give potential employees a concrete plan for the direction in which they would like to steer their career. A robust resource system and 30-Day Plan can keep the job seeker on track with finding and obtaining the right job.

## Identifying Your Values and Purpose

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900383516[1].wmfIn order to be able to sell yourself well and present your skill set and experience as an attractive option to potential employers, you must first identify your own values and your purpose for working.

Here are some common purposes for job seekers.

* Gain an income source that provides for my basic survival needs and some of my wants.
* Find an outlet for my creativity, skills, abilities, and energies that will not only benefit myself but will help others also.
* Make a valuable and lasting contribution to my community and to society.
* Use my college degree for something worthwhile.
* Do something constructive with my time to avoid boredom.
* Be in a place where I can meet new people, travel, and gain new experiences.
* Get out of debt.
* Save money for the future.
* Try a new skill and gain new experiences.
* Fulfill my dreams and my mission in life.

## Assessing Your Skills

There are many professional instruments designed to help you assess your skills. These instruments help you identify what talents and abilities you may have to offer a potential employer. Here is a list of common skills that employers find valuable.

|  |
| --- |
| Organization |
| Analytical ability |
| Speaking |
| Listening |
| Reading |
| Writing |
| Special relationships |
| Typing |
| Physical coordination |
| Hand-eye coordination |

|  |
| --- |
| Rhythm and bodily movement |
| Creativity |
| Initiative |
| Vision |
| Interpersonal relationships |
| Intrapersonal knowledge |
| Cooking |
| Collaboration |
| Strategic planning |
| Painting |

## Setting SMART Goals

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900441515[1].wmfNow that you have a clearer picture of your skills and abilities along with your purpose and values, you can go about the task of setting SMART goals. SMART goals are goals that fulfill each word described in the acrostic formed by the word SMART.

* **Specific:** First of all the goal must be specific. You may indicate in your goal you wish to become a sales representative for a cosmetic company or a police officer for the State of California. These are specific goals.
* **Measurable:** The next characteristic that a smart goal has is that it is measurable. You may indicate that you desire full time employment of at least 40 hours per week. Your salary expectations can also be measurable stating that you wish to earn a minimum of $40,000 per year or more.
* **Achievable:** These specific and measurable goals must also be achievable. The first thing to consider is whether or not the job exists. If your town does not have a professional football team it is not an achievable goal to be the play-by-play announcer for a team that does not exist. Other non-achievable limitations may be age requirements or other considerations. Just because a person of your gender or ethnic group has not been hired in that role before does not make it unachievable. Just ask President Obama.
* **Relevant:** A relevant goal is for some a realistic one given your priorities and personal circumstances. Does this goal fit in with the rest of your life? Are you able to fulfill your non-professional duties to your spouse, children and community with this additional responsibility of employment? Many mothers battle with this issue when considering their responsibility to their children balanced with their desire to be “productive” and work outside of the home.
* **Timed:** When do you expect to fulfill your goal? Are there any training periods or probationary periods to fulfill before you are actually hired? How many interviews and how many companies do you plan to talk to before settling on the right one? Set a realistic goal as to when you wish to begin your new profession or job.

## C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900431613[1].pngBuilding a Resource System

Your job hunt will require a basic toolbox full of resources that you can use in finding employment.

In your resource kit you should include the following items.

* Reference books on job search tips.
* *What Color is Your Parachute?* 2008 Edition is a highly recommended book.
* *Cover Letters for Dummies* can also come in handy.
* A Briefcase. This is essential to carry with you on your job of selling yourself and your skill set to potential employers. It is great for carrying your business cards, cover letters, and portfolio of your best work.
* Leather portfolio and notepad holder. Take notes and present your work like a professional even before you get the job.
* Business attire appropriate for the jobs you are seeking. This may be a dress shirt and tie with a pair of dress slacks. It may include a sports jacket or business suit for males or females. The industry and the climate will dictate the appropriate fashion for the interview.

## A 30-Day Plan

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900212051[1].wmfYou have to accept the reality that finding a job that is going to meet your needs and fulfill your objectives will take some time. It will require effort. If it is a job worth your time there will be other people competing for the same job. You must be the best-prepared candidate there. Having a plan for the first 30 days is realistic, intelligent and a habit that successful job seekers gladly form.

On a calendar, list all the interviews you schedule for the month.

On days you do not have interviews scheduled, you must dedicate your time to acquiring interviews. This will include taking your resume to prospective employers and filling out applications at their work site. They may schedule you for an interview immediately or take your resume and application and promise to call you for an interview in the near future.

Days and times for other activities may include creating a list of potential employers to call and visit, revising your resume if it is not working as you would expect, and polishing your interviewing skills by role playing and reading books on the topic.

The first 30 days give you time to form a daily routine of prospecting future employers, applying for jobs, fine tuning your resume, and asking for interviews. Each time you complete an interview, write down the strengths and weaknesses in your performance.

# US-Jaycees-logo-white-and-green.pngModule Three: Building Your Resume

*With realization of one's own potential and self-confidence in one's ability, one can build a better world.*

*Dalai Lama*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OVV8IZ9R\MC900237767[1].wmfYour resume is one of the most important parts of the job seeking process.

Whether you are chosen for an interview or not depends a great deal on the professionalism demonstrated in your resume and the language you use to communicate your skills, abilities, and experience. In your resume you must put forth the strong impression that you are the best option for the companies’ employment needs.

## Basic Resume Formats

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC910217216[1].wmfThere are a few basic formats worthy of consideration for writing a professional resume.

* **Essential Information to Include**
  + Full name and contact information. Telephone numbers, e-mail, and street address and fax numbers if necessary. If you have a professional website, this would also be important to list. Avoid putting social networking sites that are for personal use.
  + Work experience related to the position you are seeking.
  + Work experience not directly related to the position you are seeking. This shows other skills and experiences you have and your larger picture of work history.
  + Education and schooling relevant to the position.
  + A summary of qualifications or skills and abilities you bring to the job.
  + Awards and recognition.
  + References - You may choose to say references available upon request or list them on the resume itself.
* **Chronological Style Resume**
  + One traditional resume format is a Chronological presentation of your work experience and qualifications. The following is true about this format:
  + Lists the specifics of your work experience in reverse chronological order.
  + Includes work history and education.
  + Many organizations and human resource departments prefer this method.
* **Combination Style Resume**
  + Focus on the target position / job. Present your capabilities that are required of that position.
  + Relate your ability to do the job regardless of when the skills were last used.
  + Show research about the position sought.
  + Include job titles and dates of employment.
  + There are different formats for students entering the workforce for the first time. Some formats help people moving from one level of responsibility to higher levels in the same career. Still other formats are helpful for professionals changing from one career to another.

## Dealing with Awkward Points

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900230406[1].wmfThere may be gaps in your employment history that create tension or awkwardness. If you have such gaps you may decide that the Combination Style Resume works better to draw less attention to these hiatuses of employment. Careful and creative wording can help present special circumstances in the best possible light. Honesty is the best policy if you are asked to explain times of unemployment for any reason such as extended illness, disability, incarceration or just times when you could not find a job.

## C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9PDUOZYV\MC900439824[1].pngChecklist for Success

Does your resume do the following?

* Clearly present your full, formal name?
* Contain your contact information?
* Present your work history in an easy to understand manner?
* Give a summary of your educational experience with the institutions and degrees earned?
* List other experiences you may have that can contribute to success on the job?
* List your skills, abilities, and qualifications in a clear and organized way?
* Provide the names of personal references if needed?

# US-Jaycees-logo-white-and-green.pngModule Four: Polishing Your Resume

*If you call failures experiments, you can put them in your resume and claim them as achievements.*

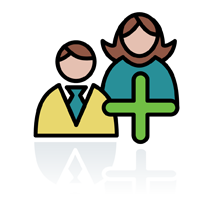
*Mason Cooley*

Your resume is the key to open the door to the interview with the employer. When the employer has so many options to choose from, as superficial as it may sound, looks count. Your resume must be sharp looking, impressive and stand out from the others. The attention to detail that you stress in your work must be reflected in your documented first impression, your resume. In this module we will give some tips on how your resume can cause a lasting positive impression, how to handle branding and other extra touches to set you on the path to success.

## Creating an Attractive Package

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900250879[1].wmfYour resume needs to have as much personality as you possess. By altering font selections you can emphasize and highlight details on your document that create the most favorable impression. Experiment and change the fonts on key words, section titles, and phrases in your resume. Break up the monotony and sameness within the text and let your creativity be obvious. Choose fonts that are both readable and enjoyable. Your uniqueness needs to be clear as you give the document a final makeover.

## About Branding

A branding statement is an effective promise of the quality you intend to deliver to the employer. At the top of your resume, you will want to make such a promise through a creative slogan that captures the essence of your skills combined with your personality and passion and the needs in the market you can fill.

## Some Extra Touches

Making your resume stand out requires that you pay attention to the quality of paper you use. Texture is an indicator of the attitude your document communicates. A coarse to rough paper can subliminally communicate a reliable and durable, hardworking nature. A smooth and shiny paper can communicate a persuasive and polished communicator. Become aware of the options of paper quality and use that choice to reinforce your brand message.

Color is also a great indicator of personality and attitude. Select a paper color that reinforces your branding statement and the tone of the message about yourself. Bright and cheery can be represented by whites and yellows. Reliability and trustworthiness can come through in blue. Each color choice can speak your message without the addition of more words to your resume.

## Checklist for Success

Now you’re ready to see if your resume is ready to present to your potential employers.

Respond to the following statements with a) Yes b) Not sure c) No

1. Does your resume use a variety of fonts?
2. Does your resume have proper spacing between sections?
3. Does your resume contain a branding statement?
4. Is your branding statement consistent with the quality of the document?
5. Does your branding statement communicate your uniqueness?
6. Does the texture of your paper selection reinforce your branding statement and image?
7. Does the color of your paper reflect your character and qualities?

# US-Jaycees-logo-white-and-green.pngModule Five: Writing a Cover Letter

*Just get it down on paper, and then we’ll see what to do with it.*

*Maxwell Perkins*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900054892[1].wmfCover letters, when introducing a strong, well prepared resume, should be brief and to the point. They should not be long and redundant with the same content already contained in the resume. This brief attention getting greeting is intended to be a sample of your business writing skill and an invitation to ‘check out’ your resume.

## Types of Cover Letters

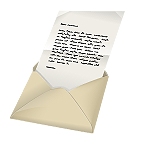
C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900088568[1].wmfThe reason for contacting the company and who you are contacting will help determine the type of cover letter you write. Pay close attention to the requirements of the employer. One of the quickest ways to have your resume discarded is by not following the employer’s instructions. If the potential employer specifies the type of information they would like to see in your cover letter, be sure to include it. The following types of cover letters can be used to help secure the job you are seeking.

* **First contact cover letter.** A First contact cover letter is one that is used when you are not applying for a particular job. You can use the cover letter as an introduction of your skills. Although this type of cover letter may not produce great success for you, if you send it at the right time it could get into the hands of a decision maker who may contact you for an interview.
* **Targeted cover letter.** Unlike a First contact cover letter, a Targeted cover letter is sent to a specific person, applying for a specific job. With an effective presentation of your skills and experience, this cover letter could turn into a strong job prospect.
* **Recommendation cover letter.** Of the three cover letters mentioned, a Recommendation cover letter may be your best chance for turning a job application to a job offer. It is similar to a Targeted cover letter because you are sending it to a particular person for an advertised position. The one bonus of this type of cover letter is that it includes the name and contact information of someone who is referring you to the company.

## Creating a Template

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900094813[1].wmfIt does not take special training or skills to create a cover letter template. Understanding its basic components and ensuring effective, quality content is what’s most important. In addition to utilizing your knowledge of the subject matter, consult ‘best practice samples’ of cover letters. After all, you do not want ‘just another cover letter’ that gets thrown to the bottom of the stack, you want a cover letter that grabs the attention of the decision maker and creates an opening for you to present yourself as the most viable candidate.

## Customizing the Template

This cover letter template consists of the necessary information for a solid cover letter. This template is a guideline and not a substitution for a well-planned, customized cover letter for each position you apply for.

**Contact Information**

Legal Name

Street Address

City, State, Zip Code

Phone Number

Email Address (if applicable)

Today’s Date

**Employer’s Contact Information**

Name of Contact Person

Title of Contact Person

Company

Company’s Street Address

City, State, Zip Code

**Salutation:** Never use the first name of the person you are contacting. Instead use,

Dear Mr. or Ms. Last Name:

**Body of the Letter:** This section of the cover letter should explain to the employer the position for which you are applying. You should also list why you are the best person for the job. Be sure to give a concise but comprehensive presentation of your skills and experience. Spell out how your experience relates to the needs of the company and position. Conclude this letter by thanking the potential employer for their consideration. Let them know how and when you will follow-up with them.

**Closing:** Use formal closings such as Respectfully Yours, Sincerely or Best.

**Signature:** If you are sending a mailed letter, include a handwritten and typed signature. If you are sending your cover letter electronically, such as email, only a typed signature is necessary.

## C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900432640[1].pngChecklist for Success

Strong cover letters contain the following details:

* Addressed to a specific person.
* Use the professional title of the person to whom it is addressed.
* Brief; about one-half page.
* Mention the name of anyone referring you to that company.
* Do not appear to be boastful or desperate.
* Indicate interest in the company.
* Highlight two or three eye catching traits or characteristics you possess.
* Display confidence as a high quality candidate for the position.
* Business like in tone, yet enthusiastic.
* Attached as one file along with your resume.

# US-Jaycees-logo-white-and-green.pngModule Six: Creating a Portfolio

*The quality of your work, in the long run, is the deciding factor on how much your services are valued by the world.*

*Orison Swett Marden*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900250288[1].wmfHaving a collection of your best work available in a portfolio is a great way to not only tell the employer what you are able to do, but also to show them what you have done for others. This is your “greatest hits” collection of the work of which you have the greatest amount of pride. Quality is valued over quantity in most portfolios.

## When Do I Need a Portfolio?

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\EOAYJ771\MC900441523[1].wmfPortfolios are not only for artists. Writers, accountants, computer programmers, financial planners, web site designers, marketing and advertising agents and models can all benefit from a well-organized portfolio of their best efforts. Any time a visual presentation of what you have accomplished is possible, a portfolio is the vehicle to present yourself well. Online portfolios can be just as attractive and effective as physical portfolios.

## Types of Portfolios

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC910217613[1].wmfThe three major types of portfolios are: Working, Display, and Assessment portfolio. The purpose for the portfolio will determine which is most effective.

1. **Working Portfolio:** Although a Working portfolio may contain completed samples of work, it is as its name implies one that consists of projects that are in the works. There are many occasions for which this type of portfolio may be best, but applying for a job may not be one of them. Your goal is to stand out from the crowd, not give a mediocre presentation of who you are.
2. **Display portfolio:** A Display portfolio is one that is used to put your best foot forward. It includes the best samples of work related to the position. Utilizing a Display portfolio may be the most suitable for the task of showing the employer that you are confident in your ability to be a part of the success of the company and have previous work to back that up.
3. **Assessment portfolio:** Assessment portfolios are generally used as a way of documenting what one has learned. This is not only helpful for a student who is being judged on areas related to the success of a curriculum, but for professionals looking to advance their career, this is the least effective portfolio.

## Essential Elements

Regardless of the type of portfolio you decide is best for you, there are several essentials that must always be included.

* If you are creating a physical portfolio, be sure to invest in a quality, conservative binder to house the portfolio contents. If you choose an electronic portfolio, be sure you use a neat, non-busy format
* The best samples of work that is specific to the position for which you are applying (text, diagrams, photos, etc.)
* Polished copy of your resume

## Checklist for Success

A portfolio is a marketing tool that can go a long way if created in an effective manner. Does your portfolio meet the following?

* Include three to five samples of your best work related to the position?
* Have each sheet separated by a plastic sleeve?
* Spellchecked both through a computer program as well as manually?
* Give the interviewer an accurate picture of who you are and what you have to offer?
* Have an overall appearance of excellence?

# US-Jaycees-logo-white-and-green.pngModule Seven: Networking Skills

*Of all the entrepreneurial opportunities available today, one of the most important is direct selling, also called network marketing.*

*Paul Zane Pilzer*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\EOAYJ771\MC900232783[1].wmfMany people consider networking to be a four letter word. But the fact is efficient networking can be the difference between applying for a job and applying and getting a job. You are not expected to have all the answers when it comes to networking, but knowing where to get those answers can be critical during your job search.

## What is Networking?

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900441992[1].wmfNetworking is the art of making social contacts in your spheres of influence. It begins where you are and letting those closest to you know your interests and goals. As you communicate enthusiastically your vision and goals for gaining the job of your dreams, your social network of friends, family, and acquaintances become extra pairs of eyes and ears. They know people that may be interested in what you have to offer. Through the hundreds of social contacts you have through family, religious affiliations, school, friends, and neighbors, you are immediately in contact with hundreds and thousands of people in a short period of time.

## Getting a Conversation Started

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900360516[1].wmfBegin by talking to family members, make phone calls and catching up on family news. Ask them with genuine interest how they are and what they have been doing. Let them know your plans and how excited you are about the opportunities that are opening up to you. Ask them to keep an eye out for anyone who may need someone with your skills and abilities.

Greet neighbors who may be out in their yard. Stop by and say hi. Ask questions about their family and work life. Let them know of your plans to seek a new career direction. Ask them to let you know of any opportunities they become aware of someone who needs a person with your qualifications.

Make a list of everyone you know. Use numbers in your cell phone. Consult rosters and directories of religious organizations and rotary club. Talk with other parents at local PTA meetings. Make a target goal to share your vision and goal with at least 10 people per day.

## But I’m So Nervous!

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900196542[1].wmfFear is a natural emotion that we all face. Those who succeed are not people who do not have fear. They are ones who learn the trick of ‘feeling the fear, and doing it anyway’, according to motivational speaker and writer Jack Canfield. You cannot allow your fear to do the driving. Approach your fear as if it were a small child and acknowledge that what you are doing is a bit frightening. Then advise your fear that you intend to ‘go for it’ anyway.

The reality is that the worst thing that can happen is already true. You do not have a job now. If you get rejected you still do not have a job so little has changed. This means that life can only get better. This attitude will help calm fears and allow you to take charge of them.

## Wrapping Up and Moving On

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900233232[1].wmfWhile you are doing the work of networking make sure you carry business cards wherever you go. Make exchanging business cards a normal part of your day. Say something such as “Here, let me leave you with my contact information. If you hear of any opportunities like the ones we have been talking about be sure to let me know.” Be receptive if they wish to exchange cards with you as well.

Avoid talking about the reason for leaving your last position or how long you have been unemployed. Also it is not productive to talk about economic needs and stress you are going through while you are looking for a job. The focus needs to be on communicating your vision and your decision to do something about it.

# US-Jaycees-logo-white-and-green.pngModule Eight: Skills for Success

*Success doesn’t come to you…you go to it.*

*Marva Collins*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZKNEI80I\MC900055273[1].wmfOrganization comes in several forms. Whether it is properly filing documentation or being on time for a task, this characteristic is a crucial skill to your success. Keeping a positive attitude will help you with your skill development. It is also very important to keep your skills sharp, especially when they are not being utilized on a full time basis.

## Being Organized

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900297267[1].wmfSuccess in your quest to find the job of your dreams depends a great deal on your ability to be organized. You must know each day what it is you need to do in order to gain the next interview that could open the door to the opportunity you are seeking. Your time and resources are limited and you must maintain both motivation and organization in your effort to gain employment. Both a calendar and a list for each day can go a long way to keeping you on track toward your goal.

## Becoming a Punctual Person

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900363504[1].wmfBeing on time is a highly important habit to have in the business world. Delivery services, transportation services, emergency response units and many other workers face serious and life threatening consequences if they are not on time. In an agricultural economy the cow cares little if the farmer arrives 15 minutes late to milk it. A plane that does not arrive on time can cause hundreds of people to miss appointments and business opportunities in the community. Punctuality and the ability to meet deadlines is one of the distinguishing characteristics of successful people in business.

## I Can Do This!

One of the biggest obstacles in the way of your success is discouragement. At the heart of discouragement lies self-doubt. The voice inside your head that whispers, “*You'll never make it*”, “*You might as well give up*” and “*You'll never amount to anything*” are all lies. The truth is, ‘You can do this!’ It does not come easy in many cases. It does require work. You need to take a chance and overcome your fears and learn to accept no as an answer. Every time you hear no, say NEXT! If you keep searching, you will find the job your skills and abilities match. The only way you won't is if you quit looking.

## Important Etiquette Points

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900289949[1].wmfGood manners go a long way in making a good impression on a potential employer. Make proper eye contact. Say please and thank you during the interview. Greet people with a friendly and firm hand shake. Use good posture by sitting up properly in the chair during the interview. Write thank you notes to those who have been helpful and encouraging in the job search process. All these habits can build your image as a person of success.

# US-Jaycees-logo-white-and-green.pngModule Nine: Where to Look?

*A lot of people quit looking for work as soon as they find a job.*

*Zig Ziglar*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900055154[1].wmfA good job means nothing if you don’t know where to find it. This module will give insight into sources to consider when searching for employment opportunities. Some people say looking for a job will be the hardest job you will ever have.

## The Obvious Places

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900150669[1].wmfEmployers make their positions and job openings known many times through classified ads in local newspapers. They also post openings on web sites such as www.workopolis.com and *www.monster.com.* These easy access advertisements are a good place to start. Because of their obvious nature they also attract a high volume of responses and make the competition for these positions even more intense.

## The Hidden Job Market

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900367816[1].wmfWhile the classified ads and other mass media provide a place where companies can draw a large sample of lower skilled workers from the labor pool, many more desirable positions are not publicly advertised. Companies seeking highly skilled workers to fill specific areas of responsibility may employ recruiters and head hunters to find talent.

By contacting the Human Resources department of companies in the industry you would like to work, you can gain access to the internally communicated list of job openings. You may ask to send your resume directly to the HR department of a company for whom you would like to work.

## About Cold Calling

Some job seekers in order to keep active in the job search resort to cold calling companies and ask if they are hiring. This practice is highly ineffective and should be discouraged as a part of a successful job hunting strategy. For the company receiving the call it costs them time and money to answer your question whether they may be interested or not. It makes you appear desperate and less desirable of a candidate. Your time is much better spent networking with people in the industry and building up social contacts that will lead to a job more naturally when one opens up.

Which of the following ways would be more effective in starting a new relationship with you?

* A person of the opposite sex calls randomly and asks if you are single.
* You get an e-mail from a stranger asking to meet for coffee.
* You receive a package in the mail with a video from a stranger talking about themselves, their favorite activities and what they are looking for in a partner.
* A friend introduces you to someone who he believes you would be interested in.

Companies are no different. A referral from a friend is the best way to get an interview. Cold calling rarely ends in a lasting professional relationship.

## C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900324772[1].wmfThe Power of Networking

Networking is clearly better than cold calling when searching for a job.

Here are some advantages of networking.

* Increases your confidence
* Saves time and energy going to interviews with low potential
* Helps you find a job with the kind of people you already know and enjoy
* Helps you get more interviews in less time
* Multiplies your efforts by having a team of people looking out for your interests

# US-Jaycees-logo-white-and-green.pngModule Ten: Understanding the Interview

*When you go to a job interview I think a good thing to ask is if they ever press charges.*

*Jack Handy*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OVV8IZ9R\MC900289941[1].wmfThe interview is a very important part of the job search process that you should focus on. How you perform during the interview could make the difference between you getting the job and walking home empty-handed.

## Types of Interviews

* C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZKNEI80I\MC900294951[1].wmf**Direct Interview:** This interview generally just involves the candidate and the hiring manager. It is a relatively rigid format of which the hiring manager relies upon his or her straightforward questions to acquire all of the information he or she wants to know about you.
* **Behavioral Interview:** The behavioral interview is one that focuses more on the candidate’s problem-solving skills, leadership, conflict resolution, stress management, etc. The questions are usually asked in the format that requires the candidate to think of specific examples to prove the point. The questions are many times phrased as “*Tell me about a time when…”* or “*What would you do if…”* This type of interview may be considered a bit more intense than a direct interview.
* **Group Interview:** Employers use group interviews to gauge how well candidates interact with each other. Although interviewing with other candidates may be overwhelming, if you keep track of the interviewer to make sure you don’t miss out on any important signals, you may prove to be a viable candidate.
* **Panel Interview:** A panel interview consists of several representatives of the company. Their job is to judge what you say as well as your actions. The best way to master such an interview is to remain calm at all times and be mindful of your body language, the words you speak and the meaning those words give.

## What to Expect

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900056113[1].wmfGoing into the interview with confidence depends on knowing what to expect and being prepared to respond to the situations you face with security and self-assurance. Interviewees can expect to greet the employer or hiring manager with a cordial handshake and be invited to sit for the interview. They can also be expected to answer questions about their qualifications and experience. Employers will expect the candidate to have informed questions that reflect both interest and some prior knowledge of the company and the nature of the work. It is also reasonable to expect a delay in the decision to hire. Most interviews do not result in an immediate decision.

## About Behavioral Questions

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900383528[1].wmfWhen you enter into an interview, it is vital to know what kinds of questions you can expect to be asked as well as how to handle potential question that may be inappropriate for the job interview context. The use of Behavioral questions is a tool used by many employers to understand your thought process when confronted with certain situations. Many of these questions begin with ‘Tell me a time when…’

## About Knowledge Questions

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900234625[1].wmfSpecific questions about knowledge related to the job and career may intimidate some candidates. It may be acceptable to reply that you do not know but are great at learning new information and resourceful enough to find the answer if given the opportunity. Both question of behavior and knowledge can either make or break your interview.

# US-Jaycees-logo-white-and-green.pngModule Eleven: Interview Skills

*Never try to look into both eyes at the same time. Switch your gaze from one eye to the other. That signals warmth and sincerity.*

*Dorothy Sarnoff*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900233029[1].wmfGoing into an interview without preparation is never advisable. The goal is to do everything within your power to present yourself as the best candidate for the job. Dressing the part and practicing the way you will answer and ask questions, is vital to the success of the interview.

## Dressing for Success

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900113452[1].wmfFrom the first handshake to final farewell you are going to be evaluated on your poise, appearance, posture, skills, abilities, and persuasiveness. Your ability to respond to pressure and even your own mistakes will tell the employer much about the kind of person you are.

## Answering Questions

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900383238[1].wmfThe ability to answer a question well requires good listening skills as well as speaking ability. Anticipating the kind of questions you will be asked helps prepare you for the interview. Before answering make sure you understand the question completely. Feel free to ask for clarification of any part of the question you may not understand. If you do not know the answer to that question, be prepared to respond in a way that does not show a lack of confidence or ability to obtain an answer. Know your boundaries in what kinds of questions you should or should not answer. Make your answers brief and to the point. Do not give far more information than the question itself requires.

## Asking Questions

Asking pertinent questions is a great way to gain the respect of the employer and to demonstrate that you have an awareness of the nature of the company and the kind of work they do. Relevant questions demonstrate a curiosity and awareness that they are not only interviewing you but you are interviewing them. The employer-employee relationship is not one sided. Your comfort and happiness in the job is just as important as their satisfaction with you as a member of the team.

## Following Up

Following up after an interview is one of the important, yet forgotten acts of the job search process. Not only is it courteous to thank the person you interviewed with for their time, but following up is a good way to reiterate your interest in the position without being a nuisance.

Many ask the question of how they should follow-up with the interviewer. This depends on several factors. If at some point during your conversation the interviewer says, “*The best way to reach me is \_\_\_\_,”* then you want to adhere to the request. It is not okay to disregard the interviewer’s request to be emailed and follow-up with a phone call because you think that shows more drive. If the interviewer does not specify a method of contact and you have a business card with an email address and phone number, you may want to consider the least intrusive method, email. If the only information you have is a phone number, make a quick, but impactful call.

# US-Jaycees-logo-white-and-green.pngModule Twelve: Wrapping Up

*If you want a happy ending, that depends, of course, on where you stop your story.*

*Orson Welles*

Although this workshop is coming to a close, we hope that your journey to improve your Job Search Skills is just beginning. Please take a moment to review and update your action plan. This will be a key tool to guide your progress in the days, weeks, months, and years to come. We wish you the best of luck on the rest of your travels!

## Words from the Wise

* **MC900370486[1]**Lucille Ball: One of the things I learned the hard way was that it doesn’t pay to get discouraged. Keeping busy and making optimism a way of life can restore your faith in yourself.
* Anatole France: To accomplish great things, we must not only act but also dream. Not only plan but also believe.
* Kenneth Hartley Blanchard: The key to successful leadership today is influence, not authority.