

Student's Name: _____

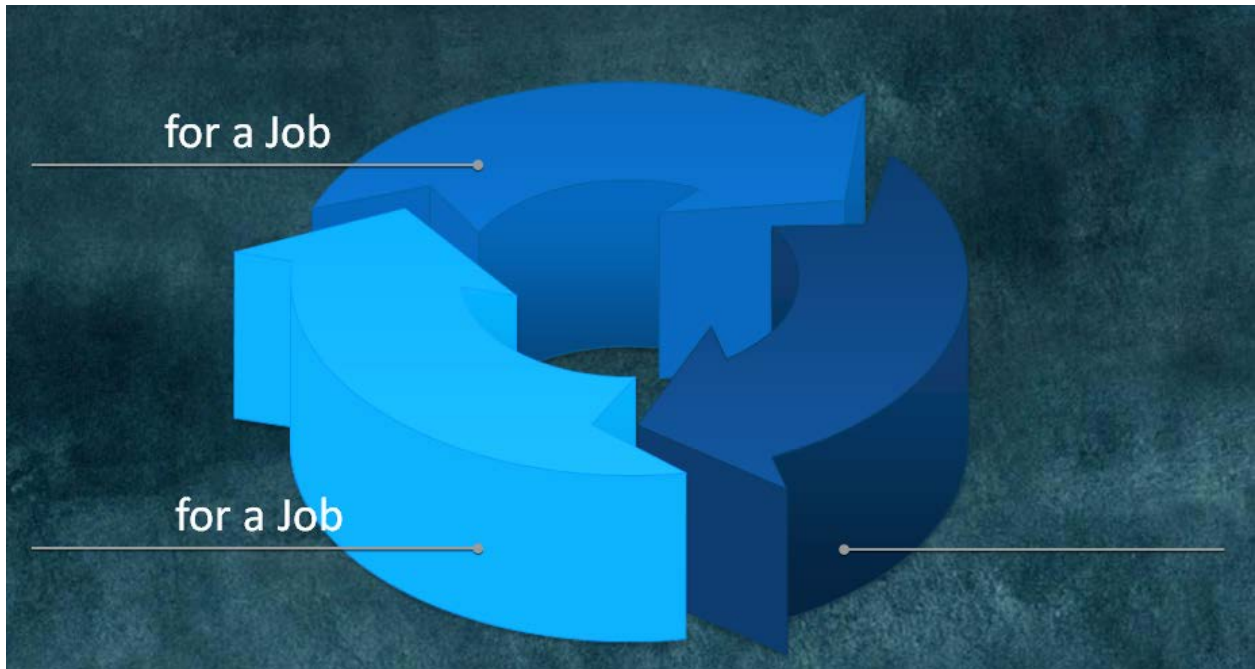
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Lesson One: The Hidden Components of a Successful Job Search

1. Welcome to the module titled, "The Hidden Components of a Successful Job Search." During this module, we will discuss the complex components of a successful job search. Our goal is to prepare you to help _____ customers find _____. These components include "getting _____," or helping your job seekers _____ their job search efforts, "getting _____," so that your job seekers are seen through their applications and résumés, and "getting _____," so that your job seekers stand out in a positive way during _____. Finally, we will discuss _____ up with employers to secure positive recognition, and the job offers they are looking for. (slide 2)
2. The job search process _____ be _____. A customer looks for a job, applies through a variety of mediums, the customer attends an interview and the follows up with the employer to find out if the employer is interested in offering the job. This leads to the customer getting hired by the employer. (slide 3)



3. It seems that many of our customers are stuck _____ for jobs, _____ for jobs and _____ for jobs without _____ the results of _____ employed. This can be _____ for our customers. (slide 4)
 - a. Fill in the chart below from slide 4 that shows our customers are caught in a cycle of non-success. (slide 4)



4. The components of a successful job search are not as _____ as we think they are. (slide 5)
5. Our customers need to be able to job search in a manner that catapults them into employment so their careers can "lift off." This module, will help you move your customers from managing job search frustration to achieving job search success by using strategies and tips of the trade. Let's get started!

Brain Break

Getting organized is a critical part of the job search process. This process is often skipped over. Many people just start job searching. Make sure you are prepared to help your job seeker customers organize their space, time and job search efforts.

Lesson Two: Getting Organized

1. According to Debra Auerbach of Career Builder and the WorkBuzz.com, many customers looking for work commit critical _____ that _____ them from _____ past job search into _____. One of the critical errors includes **not** _____ for the job search _____. (slide 1)



2. Many customers simply jump right into applying for work without _____ their _____, _____ and _____. This, of course, is understandable. When a person needs to find a job to make ends meet, the first _____ step is to open the newspaper or get on the Internet and start applying for jobs. **However, those customers who _____ themselves _____ applying for work, secure work _____--this is because their _____ and _____ are _____.** (slide 2)

3. Additionally, _____ customers spend _____ _____ job searching than those who are _____ organized. During this lesson, we will focus on helping our job seeker customers organize their job search _____ so they secure more interviews and get jobs faster. (slide 2)



Think About This

Imagine that you are the hiring manager of a hospital and have an open position for a Unit Clerk. Anny, our job seeker from the Career Plan Development module, decides to apply for this position to get her foot in the door at a medical facility. On Monday, you receive Anny's résumé, with a cover letter, requesting that her application be considered for a position posted in the Employ Florida Marketplace (EFM) system. On Friday, however, you receive another résumé from Anny. This résumé has a different cover letter and asks that her résumé be considered for the same job which was also posted in the newspaper. In both EFM and the newspaper, the employer name and job title were identified.

Reality check -- As the employer, you are wondering "is Anny simply trying to stand out **or** is Anny **not organized?**" Because you have over 100 customers applying for the job, you may simply choose to **throw out** Anny's résumé--why? Because a Unit Clerk in your hospital has to be able to pay attention to details, and Anny does not seem qualified for the job.



4. Time is _____ during the job search process. The job seeker customer does not have time to _____, and Anny has now _____ an hour of her job search _____ to create a cover letter for a job that she has _____ applied for. In addition to wasting her time, she has “painted herself in a corner” with this employer. (slide 4)
- Did Anny waste her time creating another cover letter? Yes No
 - Did Anny make herself look bad to this employer? Yes No

5. _____ Anny gets started job searching for a clerical job in a hospital or other medical facility, Anny needs to get _____. This does not have to take a lot of time or money. There are a lot of ways to get organized using _____ tools. We will discuss tools available on most computers, as well as some job search tools available using supplies found at an office supply store. (slide 5)

Organizing the Job Seeker’s Space

6. Most employed individuals go to an office or another workspace, even when they work out of their homes. Our job seekers need to think of “job searching” as their _____—why? Job seekers who spend _____ time job searching find jobs _____ than those who spend _____ time job searching. One way to spend more time job searching is to _____ - _____ a job search _____. This _____ includes a _____ at _____ and _____ to make the workspace _____. (slide 6)
7. Customers should set up space in their _____ to _____ needed for job searching. (slide 7)
- Supplies that are useful include _____, _____, _____, sticky pads and a notepad. (slide 7)
 - The materials should be maintained in _____ location so customers can access them at any time. (slide 7)
 - Additionally, this creates a specific workspace that will encourage customers to “_____” as “_____” each day. (slide 7)

8. Some supplies are _____ for _____. (slide 8)
- For example, if employers cannot call and request an interview, how will customers ever get _____?
 - If the Regional Workforce Board (RWB) has not established a _____ for job seekers, customers will need to invest their money in a phone. (slide 8)
 - Customers who do not have a phone may need to secure an inexpensive home service; or, they may purchase a pre-paid cell phone that is only used to call and receive calls from employers. (slide 8)
 - Customers who do not have money to get a phone will need to find a way to _____ with _____ in a _____ and _____ manner. (slide 8)

9. Whether customers use their own phones or use message boards through a friend or service, it will be important that phone numbers _____ change. Phone service - _____ be _____; otherwise, _____ will become _____ and simply _____ the job seekers' résumés from consideration. (slide 8)



10. Another necessity is an _____ book. While some customers may print or purchase a _____, some customers may choose to use a _____-based tool, such as a Google Calendar. Job seekers may opt to secure Google accounts that will include both the ability to send _____ and to track _____ on electronic calendars. Customers who have a _____ with Internet access can review their Google calendars right from their _____. Calendars should include _____ broken into _____ increments. There are other tools on the Internet that help job seekers track appointments, track where they have applied, and track networking efforts. (slide 8)

11. While this presentation **does not** endorse or advertise any specific tool, we will discuss different Internet-based options for tracking job search efforts. Ultimately, we want to expose you, the workforce professional, to tools available to our job seeker customers. We also want to help you research job search tools that will help your job seeker customers. You can search “job search organizers” on the Internet. An example of a job search organizer available on the web is Jibber Jobber: this tool helps job seekers track what they do each day, as well as the employers they network with. Jibber Jobber was

created by a job seeker in an effort to track his own job search efforts. This tool, however, costs money to access. There are also job search organizers for phones, such as "My Jobs," which is an application for the iPhone and other Apple devices. (slide 9)

12. Some of your job seekers will have access to a _____, will be able to use Microsoft _____, or other software to _____ their job search _____ . (slide 10)

- For example, job seekers may create a _____ and list each _____ where an _____ is filed or résumé submitted. (slide 10)
- The spreadsheet or database will have to be _____ enough to _____ information effectively. (slide 10)
- Many job seekers find that using a simple spreadsheet is too cumbersome for _____ job search efforts. (slide 10)
- Job search efforts result in a lot of information, and a lot of _____, that is text-based, can easily _____ spreadsheet software. (slide 10)

Employer Name	Job Number	Job Title	Where did you find the job? Newspaper, EFM, etc.	Supervisor's name	Date Applied	Follow up on application filed	Research details on employer	Interview conducted	Follow-up to interview	Follow u interview
ABC employer	23239998	Unit Clerk	Newspaper	Unknown	2/12/2012	Position closed 2/20/2012. Called 2/27/2012	Employer runs the largest hospital in XXX county. The hospital wants to expand to other counties and has just added an intensive care unit for children. Their goal is to ensure that their staff are the best in the state...			

We Know What You're Asking

Will the exam ask about Internet based tools? (slide 9) No. We may ask about organizing tools, such as spreadsheets, index cards and other processes outlined in the "Organizing the Job Seeker's Space" section.

Did You Get the Jist of it?

It will be important to remember that being organized is the first step in the job search process. Why? As stated previously, failure to organize can lead to a poor use of time and lack of focus. This means that those who should be job searching full-time spend too few hours job searching and do not track where they job search. Employers may end up getting multiple applications or résumés from the same person. More importantly, the job seeker does not apply for the right jobs, provide the right information, interview the right way, or follow-up with employers.

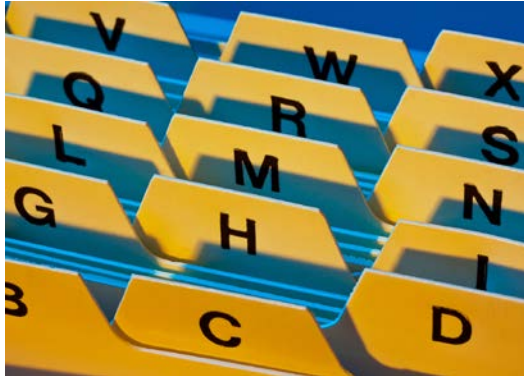
13. Not everyone has _____ to the _____ at _____ or has time to use an Internet-based job search _____ system. Keeping a job search _____ can be a very _____ process using very _____ tools.

(slide 11)

- Job search activities can be _____ using _____, an _____ and an _____ --all available at office supply stores for under ten dollars. (slide 11)



- The index card _____ is _____ by keeping information about _____ in _____ order. (slide 11)



- On each index card, the name of the _____ is written down along with _____ about the _____ opening being _____ for. (slide 11)
- Before ever _____ for the job, the job seeker goes to the _____ card _____ to see if he or she has _____ an _____ or _____ for the job. If there is no _____ card associated with the particular job, the job seeker then files an application or résumé and _____ the information on an index card to _____ the actions taken. (slide 11)

- In this example, there is a job opening at One Big Hospital for a Unit Clerk in the Pediatric Intensive Care Unit, see below.



- Anny goes to her _____ box and pulls all _____ associated with _____. She finds a card, which means she has _____ for a job with _____ in the _____, but it was for an Emergency Room Clerk position. (slide 11)

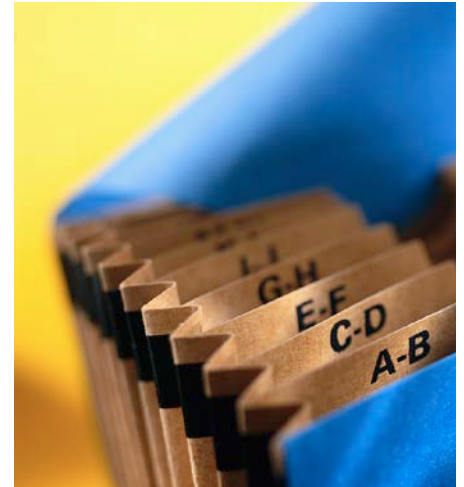
One Big Hospital	33982398
1211 South Hospital Road	Unit Clerk: Emergency Room
Tallahassee, Florida	
Date Applied: June 4, 2012	How did you apply? EFM
Closing Date: June 8, 2012	Follow up date: June 14, 2012
Interview Date:	
Interviewer's Name:	Phone:
Location of Interview:	
Notes from the Interview:	
Date thank you card was sent?	Follow up after interview:

- Seeing that she has _____ applied for this particular job before, she submits a résumé based on the instructions found in the newspaper. She then fills out a _____ index card to _____ her _____. (slide 11)

Employer Name:	Job Number:
Employer's Address:	Job Title:
Date Applied:	How did you apply?
Closing Date:	Follow up date:
Interview Date:	
Interviewer's Name:	Phone:
Location of Interview:	
Notes from the Interview:	
Date thank you card was sent?	Follow up after interview:

14. There is another item _____ job seeker should have—a _____ . (slide 12)

- The simplest form of a document organizer is a _____ - _____ folder. (slide 12)
- However, customers may choose to use a _____ _____ with formal documents kept in sheet protectors. (slide 12)
- Or, job seekers may choose to use an _____ . Please note the third option is often the easiest to use. (slide 12)



15. Job seekers should keep copies of their _____ to pass out to _____ in their _____. Document _____ should also include _____ copies of the job seekers' _____ to provide to employers upon request or at interviews. Job seekers should also keep a copy of their _____ in their document _____. (slide 13)

16. Earlier in this webinar, we stated that some customers may need to have a _____ office because they have to travel to the One-Stop Career Center to

- a. look for _____ ,
- b. conduct _____ about _____ ,
- c. _____ for _____ on the Internet, and
- d. more. (slide 14)

17. If job seeker customers are using the _____ system, they can simply take the _____ , as well as their _____ , when _____ to the One-Stop Career Center. Job seeker customers need to stay _____ , and you can teach them the skills they need to _____ in _____ of their job search efforts. (slide 14)

Organizing the Job Seeker's Time

18. Just like organizing a job search space, job seeker customers must organize their _____. Like going to work each day, _____ need to develop "work" _____. Their _____ during these _____ will be _____ for _____ , _____ for jobs, conducting _____ - _____ activities and _____ with employers. (slide 15)

19. Job seekers should use their _____ books or printed _____ to decide which days they will _____ each week and how many _____ they will job search _____. For the most part, job seekers should be aware that managers will want to receive applications or conduct interviews during the _____ week. However, there may be situations where employers prefer to receive documents or conduct interviews on the weekend. Job seekers may need to be _____. (slide 15)

20. Let's look at an example _____. In this example, Anny participated in an application workshops on April 27th. On April 30th she began looking for _____ in the _____ system. (slide 15)

1	Tuesday	2	Wednesday	3	Thursday	4	Friday
							Leave for Job Fair
	Apply for jobs in EFM	Apply for jobs in People First		Prepare résumés for job fair			Job Fair-record all activities so that you can enter them in your index organizer when you get home
		Lunch		Leave			
	Follow up on all applications filed with a closure date of April 23 or earlier	Research employers that I like to see if they have any jobs posted to their websites		Meet with Marc at the career center to review résumé. Take nice paper to have them printed			
	Late Lunch Meeting with April to discuss openings at her agency	Leave for the one-stop Attend the résumé workshop		Prepare clothes for the job fair tomorrow			Relax! You worked hard this week!

21. Today is May 1st. To help keep her on _____, she has filled in what she will _____ each day. As you can see, she will take time to _____ employers to see if any jobs are posted directly to their _____. Her _____ shows she will _____ her résumé by attending _____ and will meet with One-Stop Career Center _____ later this week. On _____, she will attend a job fair to meet directly with employers. Using a Microsoft Outlook calendar, Anny has planned her time to keep her on track and ensure she does not forget to attend any critical job search activities. (slide 16)



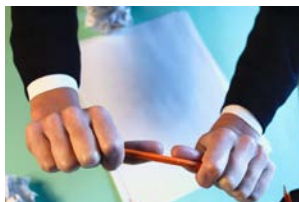
21. On their calendars, job seeker customers should _____ the days they will look for work, as well as the _____ they will look for work. When job seekers establish the days and times they will look for work, they are essentially _____. Job seekers should actually outline the activities to be completed during each hour of job search. In this example, Anny has set _____ to _____. She will apply for jobs in People First in the morning; she will research employers in the afternoon, as well as attend a résumé workshop; at the end of the day, she will be able to _____ her calendar and note if she is on _____ or reached her _____. (slide 16)

Organizing the Job Seeker's Efforts

22. Job seekers must organize their _____ in addition to organizing their _____ (and time). What do we mean by this? Customers need to focus on applying for _____ they will actually _____. First, customers have to know what they _____. (slide 17)

23. Why? Let's review Anny's situation again. (slide 17)

- Anny applies for a job at a doctor's office. She interviews for the job, but then decides she's _____ interested. After thinking about what the job requires in more detail, she realizes that the job is _____ a good fit. After all, her goal is to work at a _____, _____ a doctor's office. (slide 17)
- The employer calls Anny, and she _____ the job. The _____ needed to determine the job was not a good fit was _____ to Anny _____ the interview. Anny has _____ both her time and the employer's time. Because she has _____ the employer's time and efforts, the employer may not hire Anny if she applies for a _____ job within the _____ company. (slide 17)



- Our job seekers need to consider the _____ of jobs they are willing to take. _____ applying, job seekers must be _____ to show up to work _____ day. Job seekers must _____ assess their _____. Job seekers must set _____ goals using _____ expectations as to

the type of jobs they can secure based on their own _____ levels and work _____. Job seekers must also be able to meet the _____ expectations, which can be assessed through _____ research, as well as job _____. Let's discuss this more, in more detail. (slide 17)

24. To determine if a job is a _____ fit, job seeker customers need to _____ through a _____ of information. For example, job seekers must be sure they can _____ to work _____ day. This means that customers should know where _____ are located _____ applying. (slide 18)

- Job seekers must be sure they can drive a vehicle or catch a bus to the employer's _____ each day. (slide 18)
- Employers expect job seekers to ensure they have a ride to work _____ day-- _____ --before ever _____ for a job. (slide 18)
- If the employer states that the candidate will have to _____ as a part of the _____, the job seeker must be able to _____ those _____. The job seeker must ensure that he or she will be able to afford the _____ of _____ to and from work, as well as the _____ associated with the _____ itself, _____ applying for the job. (slide 18)
- Additionally, if customers are willing to _____, they may be able to _____ their job search to include a _____ of _____ areas. (slide 18)

25. In addition to knowing that they can _____ to the workplace _____ day, job seekers should also research job _____ to ensure they meet _____ _____. Job seekers need to make sure they can perform the _____ of the _____ as well as meet the _____ of the employer. (slide 19)

- Why is this important? Let's say a job seeker sends out _____ applications; however, he only _____ for _____ of those jobs. This job seeker has _____ time on _____ applications. (slide 19)
- Our job seekers must _____ their own skills. (slide 19)
- Job seekers must then review _____ _____ or _____ to ensure they have the _____ that employers are _____ for. (slide 19)

26. Job seekers must review _____ to determine the _____ levels required for each job. Job seekers must consider their own _____ levels and the _____ levels _____ are looking for. If employers require any _____ or _____ qualifications, job seeker customers should ensure they meet those minimum qualifications _____ applying for the job. (slide 20)

27. Job seekers must also ensure they have the _____ employers are looking for _____ applying for a _____ job opening. During the Career Plan Development module, we discussed the _____ process and ensuring customers learn about their own skills. Here we will discuss the different skills that employers want. (slide 21)

- First, we will discuss _____ skills. These are skills that many of our customers do not realize they possess. These are _____ that easily _____ from one _____ to _____ because they are skills that can be used in _____ jobs. (slide 21)
- _____ skills may include _____ traits that help customers _____ to different environments, as well as _____ skills that help our customers manage a variety of situations and _____ information. (slide 21)

28. On the left side of the table, you will see several general transferrable skills. On the right side of the table, you will see specific skills that can transfer from one job to another. For example, a person who is helpful as a customer sales representative may also be helpful while working in a hospital. Additionally, if the same sales representative was good at giving public speeches, the sales representative may also make a great trainer for a human resource department. Some of the information is missing in the table below: fill in the missing information. (slide 22)

Examples of Transferable Skills	
	Deals well with the public
Shows up to work each day	
Honest	Able to negotiate deadlines
	Manages calendars
Conscientious	Plans events
Learns quickly	Supervises others
Respectful	Works well independently
Patient	Communicates well in writing

29. Job _____ skills are just as critical as _____ skills. Job _____ skills are those skills that are required to complete _____ tasks while on the job. (slide 23)

- The employer will often list the required job _____ skills in job _____ or job _____. If the information is not found in the job _____, the job seeker customer should review the job duties associated with a _____ position and ensure that he or she can do the job. (slide 23)

30. Sometimes, the job posting will state specific _____ levels, _____, _____ or work _____ are preferred but not _____. Should a job seeker customer apply for such a job if he or she meets the minimum requirements and is interested in the job? Of course. (slide 24)

- The job seeker customer should use the cover letter, application and/or résumé to show off his or her _____ to the employer. Additionally, the job seeker customer can identify his or her ability to work hard and learn _____ skills. (slide 24)
- If the job seeker is interested in additional training or certification, the job seeker can tell the employer that he or she is open to new _____ opportunities. (slide 24)

31. So, what does all of this mean? (slide 25)

- _____ job seekers _____ for a job, they must ensure they are _____ for the job, ready to _____ to work for the employer, and ready to _____ the _____ of the job. (slide 25)
- Job seekers must also keep up with _____ application filed or résumé submitted to _____ their _____ steps and ensure they do not apply for the _____ job _____ times. (slide 25)

32. The reality is that most people do not want to job search. Most people are looking for a job because they have to. Looking for a job is very _____ work. Like working, our customers have to _____ their **space**, _____ and **efforts** in order to make the job search endeavor a _____ one. (slide 26)

Are You Ready For a Quiz?

1. What is the first step in the job search process?
2. What three elements need to be "organized" in the job search process?
3. Job seekers who spend more time job searching find jobs (faster or slower) than those who spend less time job searching?
4. A specific workspace will encourage customers to _____ each day as a job seeker. (clue - slide 7)
5. What are some tools that are suggested for success and what are some tools that are required to help the job seeker be successful?
6. Whether the customer has working phone or not, the phone number must be _____. (clue - slide 8)
7. Job search activities to be tracked using an index card system. What three supplies are required for this system to work?
 - a. Before applying for a job, what does the customer have to do?
 - b. After applying for a job, what does the customer have to do?
8. What is a document organizer?
9. What documents must be kept in the document organizer?
10. When traveling to job search, what should the job seeker take with him or her?
11. When job seekers establish the days and times they will look for work, they are essentially setting _____. (clue - slide 10)

Lesson Three: Getting Recognized

1. Once job seeker customers have gotten organized, the next step in the job search process is to “get _____.” (slide 1)
2. The most common way for our job seekers to be recognized is through the _____ process. During this lesson, we will focus on helping job seeker customers get _____ by developing applications that are concentrated, _____, complete, _____, and conscientious (or the five “C”s of application writing). We will also discuss how to help our job seekers develop résumés that _____ will _____ to. (slide 2)
3. It is important to note that we will be discussing _____ concepts. Each Regional Workforce Board (RWB) assists customers using _____ tools and _____ activities designed to move job seeker customers towards employment based on state and _____ expertise. For example, we will review several types of résumés with a focus on a résumé type preferred in research conducted by the Society for Human Resource Management (SHRM). Your RWB may prefer to use a different résumé format than the one described in this module. ***Please make sure that you learn more about the classes, workshops, online study tools and resources your RWB uses to assist job seekers with finding employment. If you find that local tools differ from anything seen in the Job Search Skills modules, follow your local operating procedures.*** (slide 2)
4. Filling out an _____ is an important part of the job search process. Most employers require job seekers to fill out an _____ at some point during the _____ process to _____ information not found on the _____. (slide 3)
 - For example, many _____ request information about _____ convictions. (slide 3)
 - Job _____ serve a lot of purposes, but most importantly, job _____ help employers _____ candidates _____. (slide 3)

Are You Ready For This?

Once again, imagine you are the hiring manager at a large hospital. You post a position for a clerk in the newspaper and in the Employ Florida Marketplace (EFM) system. At the end of the first week, you receive one-hundred applications. You only want to interview seven people. How do you narrow down 100 applications to less than ten possible candidates?



Easy, you use the information found in the application to narrow down the possibilities.

5. We do not want our job seeker customers to be disregarded because their applications are not _____. We must help our job seeker customers get noticed as _____ job candidates. Our customers must ensure their applications are _____, concise, _____, correct, and _____. (slide 4)

Concentrated

6. Definition: Job seekers must follow employer directions, which brings us to our first “C”. Job seekers must concentrate their efforts on filling out applications to employers’ _____. (slide 5)
 - In this example, the job seeker candidate was asked to record his job history in _____ chronological order. The employer wanted to review the candidate’s _____ job information _____. (slide 5)

Employment Experience

Start with your present job. Include any job-related military service assignments. You may exclude organizations that indicate race, color, religion, gender, national origin, disability or other protected status. Account for all time periods, including unemployment, self-employment and military service.

- However, this customer entered his job history _____ of order. The first job entry on the application was from January 2010 to February 2011. (slide 5)

Company Name Rock and Roll Restaurant		
Street Address 1244 South West Hipster Street		
City, State, ZIP Gainesville, Florida 32606		
Telephone(s) and fax number (352) xxx-xxxx		
Job Title and specific duties Server, took orders and gave customers their food.		
Supervisor Tom Tom		
Dates Employed January 2010 to February 2011	Starting Salary: \$5.65	Final Salary: \$6.00

- The next job entry was from 2011 to 2012. See below (slide 5)

Employment History		
Company Name Hide N Seek Restaurant		
Street Address 621 South West Hidden Street		
City, State, ZIP Gainesville, Florida 32606		
Telephone(s) and fax number (352) XXX-XXXX		
Job Title and specific duties Greeted customers in a friendly way to demonstrate that they were the focus of our business. Reviewed the menu with the customers to answer any questions and took their orders. Inputted food and drink orders into a specialized computer system, as well as ensured the customers received their food and drinks timely and in a customer-friendly manner. Assisted the manager with stocking the shelves in the kitchen before the end of the night.		
Supervisor Sally Hidesalot		
Dates Employed January 2011-2012	Starting Salary: \$5.65	Final Salary: \$6.00

- This employer will simply think that the candidate _____ fill out the form correctly or does not pay _____ to _____ details. If the employer has 100 applications to look at, this application will simply be _____ out. During the application review process, employers look to see if job candidates can fill out _____ forms to _____. (slide 5)



7. Tips for a concentrated application: _____ to ensure applications _____ on what _____ want, job seekers must understand that every _____ is _____. Therefore, job seekers must read the _____ on the _____ application to fill out the form _____. (slide 6)

8. Debra Auerbach of CareerBuilder.com states that many applicants use a “one-size _____ all” job application, which is a _____ mistake. This brings us to our next “C”. Applications must be _____. While we encourage our customers to use an _____, applications and résumés actually submitted must be _____ to what employers are looking for. Details entered on applications must be based on what _____ want. (slide 7)

Are you ready for this?

*You may be asking yourself, what does this mean? In previous examples, we stated that you are the hiring manager for a large hospital, and you are looking for a unit Clerk who will enter orders in the computer for doctors, help patients, help patients’ families, and ensure supplies are stocked. The job advertisement includes these major job duties. So, you expect those responding to the advertisement to pay attention to these details. However, on Anny’s job application, you see that her last job only lists the duties: “took orders from customers and gave them their food.” In this example, Anny did not pay attention to the advertisement and focus on the transferrable and job specific skills that relate to the employer’s job posting. *Essentially, Anny was not concise.**

So what do you do? Do you keep her application and hope for the best, or do you throw it out and move on to another applicant? I think we both know...



9. Applications _____ be _____ by listing the _____ and _____ specific skills job seekers have that will _____ employer needs. (slide 8)
- *How do you know what employers’ needs are?* Job postings are a great source of information. Essentially, employers tell job seekers _____ what they are looking for through written communication in either EFM or another job search system. (slide 8)
 - Job seekers must read the information found in job postings and use this information to ensure their applications _____ to employers’ needs. (slide 8)

10. Let's return to our example and focus on helping Anny make her application _____ . After talking with Anny, the _____ realizes Anny did more than just take orders and hand out food. She had to stock shelves in the kitchen; she took orders from customers and put them in a computer system; and, she assisted in cleaning the restaurant. Additionally, the _____ found out that Anny really enjoyed helping people. So, staff at the One-Stop Career Center helped Anny _____ these skills by outlining them in her _____. Anny then uses this information to fill out the application at the _____. (slide 8)

11. In this example, you read that Anny "greeted customers in a friendly way to demonstrate that they were the focus of the restaurant's business." Anny also reviewed the menu with customers to answer any questions; she took orders; she entered their orders into a computer; and, Anny ensured customers received their food timely. Based on this information, you, the _____, knows that Anny can _____ customers, answer _____, take orders from a _____ party, learn and use specialized _____ software, _____ with her customers, stock shelves, work with a _____, identify a need and respond to that need, as well as work with others. This small bit of information really responds to the needs of the employer. (slide 8)

Company Name Server's R Us
Street Address 1234 Hot Rod Road
City, State, ZIP Gainesville, Florida 32606
Telephone(s) (352) XXX-XXXX
Job Title and specific duties Greeted customers in a friendly way to demonstrate that they were the focus of our business. Reviewed the menu with the customers to answer any questions and took their orders. Inputted food and drink orders into a specialized computer system, as well as ensured the customers received their food and drinks timely and in a customer-friendly manner. Assisted the manager with stocking the shelves in the kitchen before the end of the night. Conscientiously assisted the manager with cleaning the restaurant to ensure it was prepared for the next day. Independently initiated a cleaning schedule to assist the manager with nightly duties.

Anny's application is more concise. Are you willing to interview her based on her transferrable skills?

12. Job seeker customers must review job _____ and respond to what _____ are _____ for. If the employer’s job posting is _____, the job seeker can review the _____ in the EFM system, which will provide more _____ for the job seeker customer. How do we look up information in EFM associated with a _____ occupational profile? (slide 9)

Partial Occupational Profile for Registered Nurses in Leon County, Florida

Summary of Job Duties

Registered Nurses - Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.

This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Record notes on the simulation here: _____

Completely

13. Many job seekers are guilty of not filling out job applications _____. Applications should have every block _____. This brings us to the third “C” of the application process; applications must be filled out _____. If an element on the specific application does not pertain to the customer, the job seeker customer should enter “_____.” (slide 11)

14. Look at the example, will the employer _____ the information or _____ the customer about the _____; or, will the employer simply _____ the application? (slide 11)



15. In this job market, employers are getting _____, if not _____, of applications to _____. If applications are _____, employers will simply _____ applications from _____. (slide 11)

16. Job seekers are most likely to leave _____, _____, _____ dates and _____ blank because they simply do not _____ the _____ associated with _____ jobs. Job seekers should carry an _____ in their _____ organizers. (slide 11)



- The example job _____ should include all pertinent information, and it should be used whenever the job seeker goes to fill out _____ with _____. The example _____ should document critical information, such as the job seeker's employment _____; this must include each employer's _____, _____, _____ number and other _____ data. (slide 11)
- The example _____ should also include the job seeker's _____ history, including what _____ the job seeker attended, the _____ the job seeker was in school and the _____ of the schools. (slide 11)
- The example application should also include a list of _____ skills that will help the job seeker respond to any _____ informational requests. (slide 11)

Employment History		
Company Name Hide N Seek Restaurant	Reason for Leaving Still Employed	
Street Address 621 South West Hidden Street		
City, State, ZIP Gainesville, Florida 32606		
Telephone(s) and fax number (352) XXX-XXXX		
Job Title and specific duties Greeted customers in a friendly way to demonstrate that they were the focus of our business. Reviewed the menu with the customers to answer any questions and took their orders. Inputted food and drink orders into a specialized computer system, as well as ensured the customers received their food and drinks timely and in a customer-friendly manner. Assisted the manager with stocking the shelves in the kitchen before the end of the night.		
Supervisor Sally Hidesalot		
Dates Employed 09/2010-Present	Starting Salary: \$5.65	Final Salary: \$6.00

- This example shows that the job seeker customer is still employed, and all of the information is complete. This application is neat and shows the job seeker is organized and ready to go to work. (slide 11)

C orrect

17. The next “C” requires applications to be filled out correctly. Job seeker customers should not submit applications that have _____ errors. Look at this example, can you find the _____ errors? Employers will see this and assume that the job seeker cannot _____ using _____ forms. _____ errors on applications, cover letters and résumés are the quickest ways to be removed from _____ for a job. In a survey conducted by the SHRM, 99 percent of human resource professionals polled stated they have found grammatical errors on either the job seeker’s résumé or cover letter, and _____ percent stated they have _____ an application due to such errors. (slide 12)

Company Name Hide N Seek Restaurant
Street Address 621 South West Hidden Street
City, State, ZIP Gainesville, Florida 32606
Telephone(s) (352) XXX-XXXX
Job Title and specific duties Greated customers in a friendly way. Reviewed the menu with the customers to answer any questions, and took their orders. Inputted food and drink orders into a specialized computer system, ensured the customers received their food and drinks timely. Assisted the manager with stocking the shelves in the kitchen before the end of the night

C onscientious

18. Job seekers must also be _____ when filling out job _____. What does this mean? This means that job seekers should fill out the job applications using correct information and according to their best _____. The term “_____” actually means to do something according to what is _____. (slide 13)

19. Therefore, it is _____ appropriate to _____ on an application. While information may be worded to demonstrate a _____ perspective, it is _____ appropriate for job seekers to be _____. When job seekers are _____, they lose more than the opportunity to _____ a position. In fact, many employers will remove _____ job seekers from the list of potential candidates for _____ job openings. (slide 13)

20. So, what if the application element asks if the customer has ever been convicted of a felony, and the job seeker customer must answer “yes”? It is better to be _____ on the application and to respond to the issue _____ than to be _____. In this example, we see that the applicant has answered _____ and has asked for an opportunity to _____ the situation. (slide 13)

Can you enter, if required (requirements, experiences, etc.)

Have you ever been convicted of a felony? Yes No

(Conviction will not necessarily disqualify an applicant from employment)

If yes, Please explain: In 1990, I was convicted of writing a bad check, to which I paid my entire restitution and have not had a problem since. I am dedicated and hard worker that believes in the value of honesty, which is why I ensured that I paid the funds and cooperated with the court. I am eligible for federal bonding, and will be hard and conscientious worker. I would like the opportunity to discuss this situation with you, as well as why I am the right person for the job.

21. Additionally, the job seeker provided a cover letter _____ the issue, asking the employer to offer him the opportunity to be _____ using the _____ program. Prepare your customer in _____ by having him fill out a job application and explain any _____ situations in a _____ manner. Review the language with the customer to ensure it is _____ and _____. Next, have your customer write the information down on his _____ application, which he can take with him to future job sites. (slide 13)

22. What if the job seeker wants to _____ the employer, but he or she cannot think of job duties that will highlight his or her skills? Can we simply _____ job duties? No, this is not _____ or “right.” Your job as a workforce staff member is to work with the customer and ask _____ questions that will help the job seeker _____ his or her skills. Then, you can take this information and highlight _____ or job _____ skills in a _____ manner. However, it is never appropriate to be _____ on an application or on a résumé. (slide 14)

23. There are instances when we have to _____ information in a _____ manner. For example, what do we enter if the customer was terminated from the job or the individual essentially quit? We do not want to enter “fired” or “quit” under “Reason for Leaving.” First, we have to _____ to the customer to find out what occurred. There are situations where it is not the customer’s fault, and we may be able to enter such information appropriately. In this example, the customer’s job was downsized due to the economy, and the application was updated to reflect this. (slide 15)

	Reason for Leaving
	The company had to
	downsize due to the
	changes in the
	economy, and my
	position was
	eliminated from the
	company. This
reviewed	affords me the
	opportunity to look
	for a position with a
	growing company.

24. What if the customer has a _____ in employment? Once again, we need to review the information _____ the customer. (slide 16)

- Let’s take Anny, our job seeker, as an example. Anny has a _____ reason for having a _____ in her work employment. (slide 16)
- She had to _____ for a sick family member, an issue that many employers can relate to. More than likely, Anny gained a host of _____ skills during this period, but the employer will not see this unless it is _____ in the application or cover letter. (slide 16)
- So, what should Anny do? She can _____ the gap in employment right in the work history section of the job application. (slide 16)
- In this example, Anny treated this time period as a _____. Anny states that she was caring for her sick mother as a primary caretaker and lists her _____. She also stated that she is trying to become a _____ as a result of this _____. (slide 16)

Company Name Primary Caretaker for Ms. Imagine Watson
Street Address 1234 Mother Drive
City, State, ZIP Gainesville, Florida 32606
Telephone(s) (352) XXX-XXXX
Job Title and specific duties During this time period, I was the primary caretaker of Ms. Imagine Watson. I provided her daily and dedicated care, which included fixing her meals three times a day. I also bathed her daily. I ensured that her sheets were clean and provided her regular movement to avoid bed sores. I also took her outside each day on daily walks. I also read to Ms. Watson each day and ensured that she was comfortable. I managed her bills and entered her income and expenses into a ledger. I also worked with her doctors to ensure that she was receiving her medications as prescribed. I worked with her insurance company in an effort to ensure all bills were paid according to Ms. Watson's policy. This valuable opportunity has lead me to secure my degree as a Registered Nurse.

25. Here are some additional tips for job seekers who are either starting the job search process or are not having any luck during the job search process. (slide 17)

- First, Job seekers should _____ filling out job applications; and, workforce program staff should _____ those applications and provide ideas on how to _____ the documents. (slide 17)
- Job seekers should _____ an _____ application that documents all critical information. This should be kept in the document organizer. (slide 17)
- Job seekers should have a detailed list of work _____ and _____ in the form of a _____ sheet, and, this should be kept in the _____ organizer. This information can be used to fill out applications with employers. (slide 17)
- Finally, job seekers should ensure all completed applications meet the _____ "C"s. (slide 17)

26. Most employers require a _____ in addition to an application. In fact, most employers require job seekers to submit information by fax or by Internet. Job search systems, such as the _____ system and _____, afford _____ the ability to secure information about job seekers directly through the system via submitted résumés. (slide 18)

27. Additionally, job seekers should look for employment on the _____; and, most Internet-based advertisements require the _____ of an _____ résumé. A successful job search requires a strong and _____ résumé. Richard H. Beatty, the author of *The Ultimate Job Search*, states that to compete in this job

market, the job seeker's résumé has to _____ like a "snowflake in a snow storm." (slide 18)

28. We are going to focus on three of the most common types of résumés. There is the _____ résumé, the _____ résumé and the _____ résumé. (slide 19)

29. The _____ résumé focuses on offering information associated with the job seeker's _____ over _____. The _____ résumé provides the most _____ job history _____. (slide 20)

- Other job experiences are listed in _____ chronological order from most _____ to the _____. (slide 20)
- _____ or skills résumés focus on the _____ that the customer has gained over time. Such résumés actually start with _____ that are _____ to the job. _____ résumés can be very useful if the job seeker has extensive experience in a specific occupation or industry. _____ résumés are also very helpful if the job seeker has a _____ in employment or other issues that would stand out in a chronological résumé. The job seeker's most recent work experience is simply listed after the job seeker's strengths and abilities have been highlighted in the document. (slide 20)
- The _____ résumé mixes the chronological résumé and the functional résumé by highlighting the job seeker's _____ and _____, as well as listing the job seeker's _____ later in the document. (slide 20)

30. So, which format should our job seeker customers use? According to the SHRM, 74 percent of staffing professionals surveyed prefer the _____ résumé over other formats. Additionally, 99 percent of those professionals surveyed consider a detailed _____ a critical part of the résumé document. (slide 21)

31. You may be asking yourself, "What do I do if my region uses another résumé format?" This is not a problem. In fact, many times, our customers need to use other résumé formats because of a gap in work history, lack of work history, job jumping, and more. The information presented in this presentation was designed to help you understand

what many employers are looking for when job seekers attempt to secure employment. Please follow your local operating procedures when working with your customers.

32. Successful _____ follow the _____ “C”s of the application process. Successful résumés are grammatically _____ , _____ and _____ . (slide 22)

- In the July 19, 2005, weekly survey, the SHRM stated that 87 percent of respondents indicated they had rejected a candidate due to _____ errors on a résumé or cover letter. This is why résumés must be _____ . (slide 22)
- The résumé must also be _____ and respond to the employer’s _____ based on the job advertisement or other research regarding the posted position. (slide 22)
- The information on the résumé must also be _____ , meaning the job seeker must create the résumé _____ . (slide 22)

33. Additionally, successful résumés include the job seeker’s _____ , _____ , _____ number, _____ address, _____ , _____ experience and _____ information. The information must be up-to-date and useful. (slide 23)

- For example, it does not help to post an invalid _____ number. The _____ number must be a _____ number that can be called by the _____ , and the email must be _____ on a regular basis. (slide 23)

34. Additionally, the job seeker must ensure that his or her résumé includes his or her _____ , not just what the customer did at the job. In other words, did the customer save the company money, design a new way of managing daily activities or implement a program to reward co-workers for their hard work? These _____ help employers identify _____ that have been attained for the employer’s _____ during the course of business. According to Richard Beatty, this translates to “ _____ evidence” for the employer. (slide 23)

35. The final component of a competitive résumé is the use of _____ words. The use of a myriad of action words demonstrates a variety of _____ . _____ words show _____ , _____ , and _____ . The Internet has a large number of action word lists the job seeker

can use to power up his or her résumé. List some of those words here:

(slide 24)

36. What if the job seeker has to submit a résumé _____? Job seekers should be prepared to _____ or _____ a résumé into an _____-based system. In fact, job seekers should place multiple résumés in the _____ system and in the State of Florida's _____ system. The résumé should be converted to the appropriate file format based on the system's directions. (slide 24)

- Before entering the résumé into a computer system, the job seeker should type the information into a _____ Word document to check the _____ and the _____. The information should then be copied and pasted into the appropriate job bank system unless there is a résumé _____ embedded in that job search system. (slide 25)

37. Let's recap for a moment. You have assisted the customer with organizing his or her _____, _____ and _____. You have helped the customer prepare an example application. You have also helped the customer prepare a résumé and references that can be passed out to employers. Now, how does the customer actually get recognized by employers? The job seeker must "get out there" to be seen by employers. (slide 26)

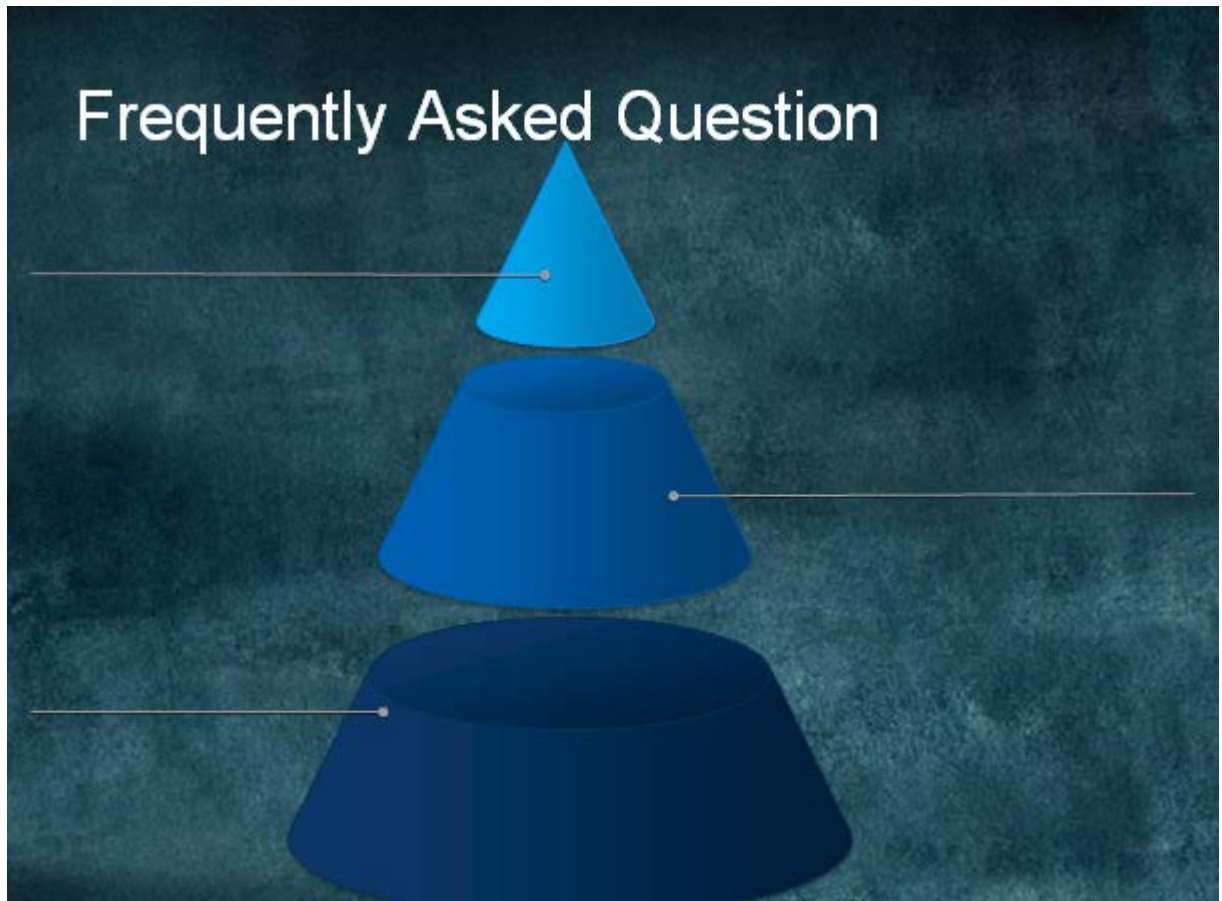
38. We have discussed one process already, your job seeker customers need to put their résumés in job _____. Employers _____ for documents in job banks to _____ possible _____. (slide 27)

39. Next, your job seekers will need to search job banks, such as EFM or People First, and _____ for specific jobs. This may require responding with a system-based résumé or submitting a résumé or application according to _____ that employers post _____ the _____. (slide 27)

40. Your job seekers should also _____ companies. When job seekers find a company that they are interested in, the job seekers can go to company's _____ to see if the company has any jobs _____. Job seekers can then follow the employer's directions to apply _____ with the company. (slide 27)

41. Finally, job seekers can attend _____ offered or facilitated by RWBs or _____. Job Fairs afford job seekers the opportunity to meet _____ with _____ to express interest in job openings and employment opportunities. (slide 27)

42. Below are the three options for job seekers to be recognized by employers. Fill in the chart found on slide 27.



43. All of these job search opportunities will lead your job seekers to apply for a lot of jobs; so remember, you have to help your job seekers stay _____. (slide 28)

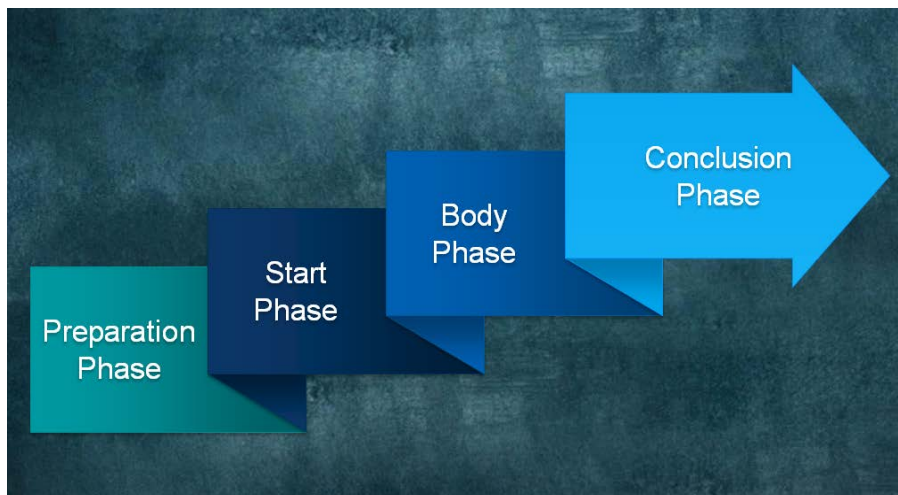
44. Encourage your job seekers to use a system of _____ all actions taken with employers for _____ position. (slide 28) Encourage your job seekers to maintain _____ of their résumés, as well as their _____, which will be of critical importance when they go on _____. (slide 28)

Are You Ready For a Quiz?

1. What are the four "Cs" of a strong and competitive application?
2. What is the definition of each "C"?
3. Some job seekers use a "one-size fits all" job application. This is a big mistake. What "C" does this violate?
4. Why is a "one-size fits all" job application a bad idea?
5. Many individuals will go to an employer's site to apply for jobs. They are not prepared to fill out an application. Instead of completing the application, the applicant attaches a résumé. What C does this violate?
6. Many fill out the application with grammatical errors. What C does this violate?
7. What are the three "Cs" of a strong and competitive résumé?
8. What elements should be on every résumé?
9. What are the three ways a customer can be recognized by employers?
10. Name two job banks all customers should upload one or more résumés into?

Lesson Four: Getting Heard

1. According to the SHRM's 2009 survey, most hiring managers can tell if a job seeker will not be a good fit within 15 minutes of the start of the _____. Helping our job seekers prepare for the _____ is critical to their success. (slide 1)
2. So, how do we _____ customers to change job _____ into job _____? We have to teach them the _____ phases of the _____ process, as well as strategies to move through each phase of the _____ process successfully. (slide 2)
3. There are four phases associated with the interview process. There is the _____ phase, the _____ phase, the _____ phase, and the _____ phase. (slide 3)



4. To be ready for an _____ means that job seekers are prepared to _____ through each phase _____. (slide 4)
5. Typically, the interview itself is only 15 minutes to an hour. There are exceptions when interviews may take longer, but for the most part, _____ for the interview takes a lot more time than the actual interview itself. Job seeker customers should spend more time _____ for the interview than in the interview. (slide 5)

6. When a job seeker goes to an interview, the job seeker has to realize that he or she is not just applying for any job, the job seeker is applying for a _____ job. You, the workforce professional, may have to _____ the job seeker that getting ready for each interview is very important to his or her job search success. (slide 6)
7. The job seeker has the unique opportunity to do _____ and get ready to _____ the interviewer. The job seeker must get to know the _____. The job seeker should research what products or services the company offers and who their customers are. The job seeker should also research who the company's major competitors are. This information should be used to establish a frame of reference to _____ interview questions. The information about the company's _____ and _____ will help the job seeker emphasize the work history and skills that he or she has that _____ to what the company is _____ for. (slide 6)
8. To _____ even further to the employer, the job seeker should also research the company's _____, the company's values, the job _____, responsibilities associated with the position and the _____ requirements associated with the position. The job seeker should then _____ answering questions based on the information he or she secured during his or her research. The information should be _____ in answers to the most _____ questions. Let's review an example. (slide 7)
9. One employer in the State of Florida devotes an entire website to the job application and career development process; and, with a staff of over 60,000 individuals, there is no wondering why. Each major section has an overview that highlights how the staff from the entire company must "work together" to make each customer's experience _____. In just a few minutes of research, we have learned that _____ is highly _____ by this company. So, how does a job seeker applying with this company use this information to his or her _____? The job seeker makes sure to _____ teamwork in his or her interview _____. For example, most employers ask about the interviewee's strengths. Teamwork should be a focus in the job seeker's _____. (slide 8)
10. But, how will a job seeker know how to use this information to _____ answers to critical questions? Some of your job seekers will be comfortable with this process, but others may not. This may be especially true if you find a job seeker who has not worked in a long time and is not getting past the interview. You may have to talk to the

job seeker about the interview process and determine if he or she is truly _____ for the job interview and _____ his or her answers to the employer based on _____ completed. If not, you may have to _____ the job seeker through the interview process. (slide 9)



Are You Ready For This?

Now, let's apply what we have discussed to our job seeker customer, Anny. Anny found a job opening at a local hospital. Anny is very interested in the unit clerk position and researches both the _____ and the _____ associated with the job opening. Anny learns that the job will require her to "transcribe physicians' orders, as well as compile and file medical records." Remember, in our previous lessons, we learned that Anny has skills that can be _____ to this job. We highlighted these skills during the application process; however, we must _____ Anny to highlight these skills during the interview process as well.

When Anny is asked by the employer, "What is one strength that you have that would benefit our unit?" Anny replies, "I have experience taking orders from customers and entering those orders correctly in a computer system. Therefore, I know I can learn the computer system the hospital uses to transcribe doctors' orders into patient records. I know my experience caring for my mother, as well as working in the customer-service industry for over a decade, has prepared me to work hard for you." In this one answer, Anny has stated she can take orders from customers, relay the information correctly and learn a new computer system.

Why is this important? In a survey conducted by the SHRM, 56 percent of hiring professionals polled stated that interviewees who convey they have skills _____ related to the job stand out _____ during an interview over any other behavior noted. (slide 10)

11. This leads us to the next step in the preparation process. Job seekers must practice answering interview questions so they are comfortable answering questions and are _____ in their answers. Failure to _____ may lead to several problems.

For example, if the individual is not comfortable with the question, the individual may stammer; or, the individual may actually talk on-and-on rather than getting to the focus of the issue and responding with a complete answer. Therefore, the job seeker customer must be _____ with the most _____ questions asked by employers. The most common questions asked by employers include: (slide 11)

- Why don't you tell me a little bit about yourself? (slide 11)
- What are your _____ ? (slide 11)
- What are your _____ ? (slide 11)
- Why should I hire you? (slide 11)
- Why do you _____ this job? (slide 11)
- Job seekers should be _____ answering these and other common questions with information specific to the employers and job openings. (slide 11)

12. There is one question asked in almost _____ interview which very few people are prepared to answer, "Do you have any questions for me?" And, this question is _____. The answer to this question indicates if the interviewee is _____ in the job search process. The answer to this question must be prepared in _____, and the job seeker customer must be comfortable asking questions that are _____ and _____. Questions that are "smart" are focused on the position and are not generic in nature. (slide 12)

13. Additionally, the job seeker should not ask, "Well what does this job _____?" Pay is _____ during the job _____ phase, but it is typically not discussed at the interview unless approached by the _____. In fact, only 15 percent of hiring professionals stated that salary should be approached by the _____ during the _____ process in a SHRM survey. The job seeker should not ask what job duties are associated with the position unless the job posting was very _____ and no other information could be obtained during research. If the job seeker asks this question, the job seeker is basically stating that he or she did not _____ the company or the job. (slide 12)

14. Instead, the job seeker should demonstrate that he or she has read the job advertisement and is asking for more _____ information. Remember Anny? She is interviewing for a job with a growing hospital. In her research, she read that the hospital has expanded to other counties and recently added a children's intensive care unit. She may decide to ask, "I read where the hospital has expanded and would like to expand even further over the next five years, does this department plan on expanding as well?" Or, she may ask, "I noted in the job advertisement that you are looking for an

array of skills. What quality do you think is most important for a candidate filling this position?” When she hears the answer, she can comment on her ability to meet the needs of the department and why she is the best candidate for the job. Anny has planned _____ with a goal of learning more about the hospital and demonstrating she has _____ the company. (slide 12)

15. Even well prepared candidates, however, will have to face _____ questions. Why? Because every interview will include the “_____ to answer” questions. Job seeker customers should be prepared to answer these questions in a manner that highlight _____ attributes. The more comfortable job seeker customers are with answering these questions, the easier the interviews will be. These questions are designed to _____ those candidates that will not meet the employer’s needs or fit in at the company. When answering these questions, the answers must be _____ in advance, sound _____ and sound _____. (slide 13)

16. Before an interview, job seekers should ensure their document _____ are up-to-date and contain copies of their _____, as well as copies of their example _____. Job seekers need to make sure they have printed their _____ pages; the reference page lists the job seeker’s professional references. Reference pages must be grammatically correct; and, reference pages should be printed on the same paper as the résumé. (slide 14)

17. Before going to an interview, job seekers should make _____ plans. Job seekers need to secure the _____ for the interview location and map out the _____ for getting to the interview. Whether job seeker customers are traveling by car or by bus, they need to plan to arrive at least fifteen minutes early to the interview. This requires job seekers to know where to park and where to check-in for the interview. (slide 15)



18. Job seekers must be prepared to dress _____ for the interview; this is a critical part of being prepared. Many job seeker candidates do not dress appropriately. Many job seekers wear too much _____ or perfume. Some women wear too much _____, which gives off the wrong impression. Individuals go to interviews with inappropriate _____ styles; while some _____ may be in fashion, they are not appropriate for a job interview. Some individuals will dress in a

manner that is _____ or fashion forward but not _____ , while other individuals will overdress, wearing clothes that are more appropriate for a formal affair. Another issue often noticed by employers is improper _____. In other words, a male interviewee has not shaved his face or the interviewee has not cleaned his or her nails. (slide 16)

19. So, how do we prepare job seeker customers for an interview? We teach our job seeker customers how to _____ for interviews. (slide 17)

- Job seekers should dress at the same _____ or a little _____ than the job they are interviewing for. Job seekers should never wear _____ tops, flip _____, or _____. (slide 17)



- Clothing should look _____. It is more important that a woman wearing a skirt wears a skirt that is at or below _____ length. If wearing a pant suit, both men and women should wear an appropriate, _____ top. The use of a jacket and tie for men is dependent on the job being interviewed for. (slide 17)
- The rule, “less is more” is a very good rule to help govern the style of _____, as well as the use of make-up and _____. Hair should be _____ and clean cut. Women with long hair should not focus on a fancy up-do. If the customer wants to pull her hair back, it should be pulled back in a _____ manner. (slide 17)
- Men should be _____ shaven. Make-up should be natural looking; once again the rule, “less is more” applies. (slide 17)
- Very little _____ should be worn. Little to no cologne or _____ should be worn to interviews. Job seekers should be prepared by having clean nails and hands, as well as clean shoes. (slide 17)

20. Many Regional Workforce Boards (RWBs) have skill development programs teaching job seekers how to interview. But, how do we know what will really happen in an interview? How do we know our customers will dress appropriately, respond to questions appropriately and interact in a professional manner? Well, you know what they say, “_____ makes better.” A strategy for assisting your job seeker customers is to _____ mock interviews. Ask job seeker customers to come

dressed for an interview. Review the customers' clothing, hair, make-up, use of jewelry, and grooming. If customers do not have the right clothing or shoes, offer them referrals to community agencies that can assist them with securing the appropriate attire. During the mock interview, ensure the customers' document _____ are ready. Additionally, make sure job seekers can answer both the _____ and the _____ questions with ease and comfort. (slide 18)

21. There are other ways to help job seeker customers _____ for interviews. The RWB can create worksheets with the most common questions asked during an interview. The RWB can also provide customers with opportunities to interview with employers at the One-Stop Career Center and receive _____ from these _____. The RWB can provide examples or pictures of how to dress and groom to help job seeker customers _____ for interviews. (slide 19)

22. Because the preparation phase sets the stage for success for the last three phases of the interview process, let's briefly review the Do's and Don'ts of the preparation phase.

- The customer should know about the job and about the employer. The customer should be prepared to answer questions using research found on the employer and the job opening. The customer should know how to answer both _____ and _____ questions. (slide 20)
- The job seeker should know where the interview will take place and how to get to the _____. (slide 20)
- The customer should know what to _____ to the interview. (slide 20)
- Finally, the job seeker must ensure critical documents are prepared in his or her document organizer. (slide 20)

23. The customer should not treat every job interview the _____ by _____ to _____ the employer or the job. The job seeker should not _____ answers or _____ to make him or herself look good in the interview. The job seeker should not assume that all answers can be the _____ for every employer and fail to _____ for each interview as a _____ event. The job seeker should not _____ until the last minute to get ready or ensure that he or she has clothes to wear. Being _____ to an interview or dressing _____ is a sure way to be rejected by an employer. (slide 20)

24. Let's move on to the next phase of the interview process. Phase two is the " _____ " phase of the interview. An interview actually _____ when the customer leaves his or her house. The job seeker customer should be prepared to

leave on time and arrive _____ with all required documents. According to the SHRM, 33% of hiring professionals make a decision not to hire an individual in under five minutes. This means first impressions are critical to the interview. One of the fastest ways to lose the opportunity to work for an employer is being _____. In fact, 58 percent of hiring managers stated that being _____ for an interview was a “deal breaker.” Another 39 percent of hiring managers stated it may not be a deal breaker, but it was still a problem if the candidate was _____ for the interview. This means that over 90 percent of hiring managers had a problem with candidates being _____ for the interview. (Slide 21)



25. Upon arrival, the job seeker should turn off his or her _____. This is critical as 40 percent of hiring managers found that the applicant’s cell phone ringing during the interview was a _____ breaker. (slide 22)
26. Next, the job seeker must check in with the appropriate party, which is often a staff member at a security desk or receptionist. The job seeker candidate should understand that _____ from all staff are important. The job seeker must be _____, _____ and _____ when speaking with the receptionist. If the job seeker does not know the name of the interviewer, he or she should ask the receptionist for the person’s full name in order to _____ the interviewer formally. (slide 22)

27. If sitting when the interviewer approaches, the job seeker candidate should _____ up to greet the _____. It is important that the job seeker customer be prepared to shake hands and offer a _____ using the interviewer’s last name. An example may be, “Thank you for seeing me today Ms. Johnson. I am very excited to be interviewing with your company.” The job seeker must offer a firm, but not crushing, _____. When speaking, the job seeker candidate must be upbeat and offer an approachable smile. Basically, the job seeker customer should look _____ to be there. (slide 22)



28. Phase three of the interview is called the "_____ " of the interview. The _____ of the interview is often the focus of most job seekers’ attentions. Being that this is the time when employers start to speak with job seekers about items of substance, job seekers often focus on what is going to occur during this hour. Many times, job seekers want to jump right into the questions to get the interview over.

Instead, job seekers should take a _____ and relax. Job seekers should know that most interviews start with _____. This is normal and should be expected. Job seekers should be _____ making _____ while using restraint by listening as well as talking. Job seekers may find that they have something in common with interviewers. Job seeker customers should _____ using small talk and become accustomed to conversing with employers so they feel comfortable conveying information, as well as _____ information. (slide 23)

29. At the beginning of the interview, the job seeker customer should offer the employer a copy of his or her current _____ printed on nice paper. This copy should not be a text document but a _____ document that is _____ constructed. (slide 24)

30. During this phase of the interview, the job seeker customer should expect to be asked a host of questions. Many times, the employer will start with, "Tell me a little bit about yourself" to create an _____ of _____ and to make the interview more like a _____. The job seeker must ensure that he or she is prepared to remain professional and "on-point". The job seeker should be able to answer all questions with _____ and keep answers clear and concise. While answering questions, the job seeker should be prepared, having conducted research on the company. The job seeker should show that he or she knows something about the company while answering and asking questions. (slide 25)

31. If the job seeker is asked about a skill that he or she does not have, the job seeker must be careful. The job seeker should not indicate that he or she **has** the skill; this would be _____. The job seeker should indicate that he or she can _____ the skill. With each question, the job seeker should _____ a "can do" attitude. (slide 26)



32. Have you ever felt weird or awkward at the end of a conversation or date? This is how many job seekers feel at the end of an _____. They are not sure who should have the last word or how to exit _____. Helping the job seeker _____ the interview _____ is very important. (slide 27)

33. In phase four of the interview process, our customers have to _____ at the _____ of the interview. Often, the _____ begins when the interviewer asks, "Do you have any questions for me." This is a sign that the interview is coming to an end. Before leaving, the job seeker should ask questions that show he or she prepared in _____. This includes using _____ about the company and demonstrating that he or she is interested in the job. The job seeker should have _____ this and be able to ask questions with confidence. (slide 28)
34. To move towards a successful _____, the job seeker can state, "Before I leave, I would like to leave you with a copy of my professional _____." The job seeker should then offer the employer a reference sheet from his or her _____. When leaving, the job seeker should shake the interviewer's hand and _____ the interviewer for the _____. (slide 29)

Are You Ready For a Quiz?

1. What are the four phases of the interview?
2. What does it mean to be ready for an interview?
3. What should the job seeker research prior to the interview about the employer?
4. Why should the job seeker research information about the employer prior to the interview?
5. What should the job seeker practice prior to the interview?
6. What is the most common question asked at the interview?
7. What should never be asked at the interview by the interviewee?
8. Every interviewer will ask questions that are difficult to answer. When answering these questions, the answers must be prepared in _____, sound _____, and sound _____.
9. What should the job seeker wear to the interview?
10. How do we know how our job seeker will perform during the interview?

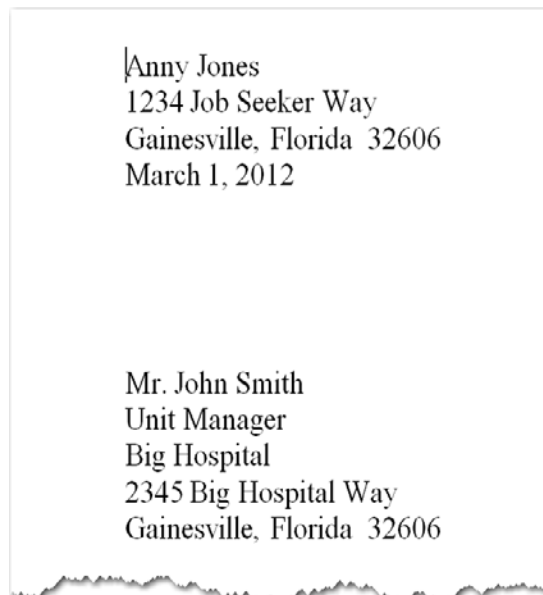
Lesson Five: Getting Hired

1. According to Debra Auerbach of CareerBuilder.com, job seekers do not _____ with employers because they do not want to annoy hiring managers; however, Ms. Auerbach states that failing to _____ after an interview can actually do more damage than good. (slide 1)
2. During this session, we will discuss the importance of helping our job seekers re-connect with employers _____ the interview. Our goal is to help job seekers turn job _____ into a job _____. (slide 2)
3. Did you know that less than _____ of the people who are interviewed send a _____ note? Sending a _____ note after a job interview is very important. It shows that the candidate has manners, and it often gives the interviewing candidate an edge. (slide 2)
4. Why? Imagine interviewing ten people for a Unit Clerk position. At first, you remember the first person that interviewed because her answers were strong; but then, you interview three more people. While you remember what they look like, you start to get their answers _____ up. You get confused regarding _____ details. After five people, you begin to _____ what each person looked like. Although you took good notes, you realize that you easily get individuals confused; because, ten people might as well be 100. (slide 4)
5. Then, you receive a _____ letter from Anny. Her name, résumé and face pop back into your head. While you may still be objectively reviewing each person's answers and qualifications, there is no doubt that her information _____. This is why we need to teach our job seekers to _____ after the interview. (slide 5)
6. The first thing that job seekers should do after an interview is write down _____ about the interview to keep details _____. (slide 6)
 - These notes are written down on the _____ associated with the position, which was discussed in Getting Organized. (slide 6)
 - If the job seeker uses a _____ on the computer to track his or her job search efforts, the job seeker should jot down notes in his or her



_____. There could always be a second interview, and those notes could help job seekers _____ for such an interview. (slide 6)

7. Next, job seekers should write a _____ note to the _____. This should also occur _____ after the interview. Thank you letters should be mailed within _____ business days of the interview. (slide 6)
8. Thank you notes should be _____. They are not cover letters but opportunities to demonstrate both respect for the interviewer and interest in the job. Job seekers should keep thank you notes _____ and _____ by thanking interviewers for the opportunity to interview. (slide 7)
9. Whether thank you notes are hand written on a card or typed like a formal letter, job seekers must ensure there are no _____ errors. Job seekers should address the interviewer _____. For example, if the interviewing party was named John Smith, the note should be addressed to Mr. Smith, not John. (slide 8)
10. We will review each element of the formal “thank you” letter. You can mouse over each element to learn more about the formatting associated with the letter. In this section, the job seeker’s information is provided along with the date the letter was written and the interviewer’s contact information. (slide 9)



11. This section includes the _____ or _____ greeting to the interviewer, as well as the _____ of the letter. (slide 10)

Dear Mr. Smith:

Thank you for taking the time to meet with me April 29, 2012. It was a pleasure meeting you and learning more about the position. I am impressed with the projects that the Big Hospital is implementing and with your plans for the Pediatric Unit's growth.

I am enthusiastic about the possibility of working for you at the Big Hospital. The position sounds like a perfect match for my skills and experience. Please contact me at (XXX) XXX-XXXX if you have any questions. I look forward to hearing from you soon.

12. This section is the _____ of the letter that includes the signature of the job seeker or "candidate." (slide 11)

Sincerely,

Anny Jones

Anny Jones

13. Some additional tips for sending a thank you letter include using _____ paper and envelopes, as well as ensuring that any hand written sentiments are _____ to read and well _____. Additionally, the letter should include information that addresses what the interviewer was looking for. This is where jotting down notes after the interview really pays off. The job seeker is able to review the information and ensure that he or she can respond to the needs of the employer in a _____ manner. (slide 12)

14. Frequently, individuals want to know if they can send their thank you letters by email instead of traditional mail. More and more, employers are looking for thank you letters by email. In fact, 50 percent of hiring professionals stated they prefer thank you letters be received via email in a 2009 SHRM survey. However, this means that 50 percent of

hiring professionals preferred formal sentiments be received via traditional mail. (slide 13)

15. But, how does the job seeker know who to mail the letter to? When the job seeker goes to an _____, the job seeker can simply request the business card of the _____. This should be attached to the _____ associated with the job opening so the job seeker can _____ who he or she spoke to in the interview, as well as the interviewer's email and business address. If the job seeker is using a spreadsheet to organize his or her job search, the contact information of the interviewer should be recorded on the spreadsheet or other job search _____. (slide 14)



16. In addition to sending a thank you letter, the job seeker should _____ the employer to find out if the position has been _____. When should this occur? The follow up phone call should occur one to two _____ after the interview. The job seeker must be _____ to call the employer and be _____ with what he or she will say; otherwise, the job seeker may avoid following up as a result of being _____. (slide 15)

I Know What You Are You Thinking...That's It?

Yes, the reality is, following up is a critical part of the process. Teaching our customers to follow up is simple. We need to ensure that our customers can write a strong follow-up letter. The letter should be specific to the employer based on the interview conducted. Most people do not conduct follow-up activities. Those who do, are a step ahead!

Let's Review

1. What is the first action a job seeker should complete after an interview (while the details about the interview are fresh)?
2. After the above action is taken, the next step is to write a thank you note. How many days must the thank you note be written and mailed within?
3. The salutation must be formal or informal?
4. How does the job seeker know who to mail the letter to?
5. In addition to sending a thank you letter, the job seeker should call the employer to find out if the position has been filled. When should this occur?