



GRUNDY WILL
HUMAN RESOURCE ASSOCIATION

JOB SEARCH GUIDE

Advice for Members

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Career Exploration

Job search. Transition. Looking for work. Exploring options. ...no matter how you describe it, the work of finding employment *is* a full-time job in itself.

Being that the source of this information is coming from the Grundy Will HR Association, it's safe to assume that you have at least narrowed your field down to Human Resources. That's great! Now, let's talk about what type of Human Resources work you are searching for. It's important to start with this step; whether you are a long-term veteran of the field, or just starting out, there are a vast number of choices of "human resources" work.

A visit to www.onenet.org finds every description of work in the field, from Human Resources Manager to Industrial-Organization Psychologists. Each description will help you fine-tune the titles, tasks, tools & technology, skills, abilities, work activities, work context, job zone, education, interests, work styles, work values, related occupations, and wages & employment trends. That's a lot of good information!

Today's job climate is not an easy one in which to make a career change. Employers are looking for experience. They want people who can hit the ground running and require as little training as possible. They also want people who are going to be successful and make their businesses more profitable. The best approach is to build on your past successes by taking a look at what you do well and identifying your transferable skills, as it relates to what you read on www.onet.org. (You can tell we really like this site, right?)

Another must visit site is www.shrm.org/hrdisciplines. SHRM (Society for Human Resources Management) breaks Human Resources down into the following categories: Benefits, Business Leadership & Strategy, Compensation, Consulting, Diversity, Employee Relations, Ethics & Corporate Responsibility, Global HR, Labor Relations, Organizational & Employee Development, Safety & Security, Staffing Management, and Technology. What about being a "generalist"? Sure! But, consider the strategy of becoming an expert in one area as you continue to grow in your field. Honing in on an area of expertise will allow to better define professional goals in ways that will maximize your income, brand your experience and help you recognize priorities of information and connections.

What we've been talking about so far is: Self-assessment (identify your skills and strengths), Research and exploration (narrow your focus), Job Search Strategy (create a plan).

Self-Assessment

Self-assessment is the most useful and rewarding investment you can make in yourself, and it shouldn't *only* happen while in transition. Take a continuous approach to identifying your strengths and weaknesses.

There are two possible approaches:

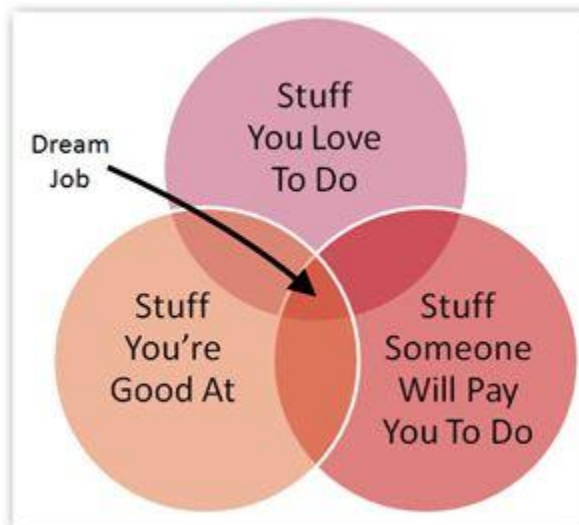
1. More formal and structured: A few online assessments can be found at www.keirsey.com, www.quintcareers.com, www.testingroom.com, or www.rileyguide.com. Maybe you should start by first measuring your key strengths: www.strengthsfinder.com. SHRM also makes personal competency tools available, specific to Human Resource Professionals: www.shrm.org/hrcompetencies/pages/tools.aspx
2. Put pen to paper and identify your own skills, strengths, likes and dislikes.

Questions to Answer

1. What did you like about your past jobs? What did you dislike? Were your dissatisfactions related to the content of your work, your company culture, or the people you work with?
2. What are your marketable skills? What do you see as your strengths? What technical skills do you have that an employer would be interested in?
3. Do you like working on a team or prefer working independently? Do you enjoy managing people?
4. How quickly do you need to find a job? Are you willing and/or able to go back to school? What are your financial needs? Are you open to relocation? Are there geographic limitations for your job search?

THREE CIRCLES

Notice the three circles below. In simple terms, the picture shows us how to develop our skills, interests, and abilities towards a “best fit” career or job.



Stuff You Love To Do: In this circle you will find things you consider hobbies or causes you are passionate about --- time stands still when you are engaged in these activities/efforts because you simply love what you are working on.

Stuff You're Good At: In this circle are natural or learned talents and tasks that are easy for you to perform. Perhaps you've always been good at organizing or you can just “see” how an HRIS software program works without knowing much about the detailed mechanics of it.

Stuff Someone Will Pay You To Do: In this circle are all the things you've been able to collect money doing – whether you enjoyed the job/task at hand or not. These include job titles, side jobs, and interests that have paid off no matter how large or small.

Now, let's put it all together:

If Stuff you Love To Do overlaps Stuff You're Good At, you are volunteering (for yourself or an organization). Brainstorm ways to shift towards Stuff Someone Will Pay You To Do.

If Stuff You're Good At Overlaps with Stuff Someone Will Pay You To Do, you're collecting a paycheck but are likely not happy at your job. Are there ways to introduce more of what you love to do into your job? Or, do you need to expand your work/life balance in order to be happier overall, but not necessarily in your job?

Where **Stuff Someone Will Pay You To Do overlaps Stuff You Love To Do**, without Things You're Good At, you'll find the need to ramp up your skills or learn to become good at what you're doing. If you don't find ways to be good at what you do, you'll likely find yourself without a paycheck. Deficiencies in this circle are possible to overcome – you'll just need to focus on learning and gaining experiences to help you get what you need. Once you know what you are specifically looking for, you can find it or ask others to help you find it!

Take time to draw the diagram above and write words, skills, titles, and traits within each circle. The words within the circles are clues to lead you to career success. Analyze what you wrote in each and compare between the circles.

Research and Exploration

Now that you have identified some guidelines, your next step is to map out specific jobs and research them to find out whether they will suit you. Below are several different ways to approach this research.

- Brainstorm your ideas with friends and family.
- Utilize your public library. Library databases are often accessible online from anywhere.
- Perform online research. There are thousands of online websites devoted to careers. Check O-Net for specifics on skills, abilities, work activities and interests associated with occupations at www.onetcenter.org. Look at job postings on www.shrm.org, www.indeed.com, www.careerbuilder.com and others. Research salary information based on location and similar job titles on www.indeed.com, www.salary.com, and www.glassdoor.com.
- Identify volunteer and freelance activities related to your field of interest. Talk to your SHRM Chapter's Workforce Readiness Director for volunteering possibilities within your community.
- Investigate educational opportunities. Research classes at the local community college. Go to a one-day or weekend seminar. Free (non-credit) courses can be taken online from highly regarded schools. These classes are called Massive Online Open Courses (MOOC). Access a few by visiting

www.coursera.org. Contact professional networking groups in your target field for suggestions and visit www.shrm.org for webinars and sessions.

- Look for ways to develop new skills in your current job which would pave the way for a change. Serve on a team related to your target area.
- Consider alternative roles within your industry which would utilize the industry knowledge you already have. It is easier to make a change from one field to another within an industry than to change both fields and industries at the same time.
- Ask for informational meetings. Contact people in the field you are interested in and arrange to meet with them.

How to Explore Careers Through Informational Meetings

The following guidelines will help you ask and facilitate an informational meeting.

Know What You Want to Accomplish

The primary objectives of informational meetings are to:

- Investigate a specific career field
- Assist in narrowing options
- Obtain advice on where you might fit in
- Learn the jargon and important issues in the field
- Broaden your network of contacts for future reference
- Create a strategy for entering your field of interest

Conducting an Informational Meeting

Before the meeting:

- Plan and write out questions you wish to ask
- Learn something about the person with whom you will be interviewing through www.Linkedin.com or their company website

During the interview:

- Restate your purpose for the meeting and be prepared to initiate the direction of the conversation since you called the meeting.
- Adhere to the original time request (20-30 minutes is probably ideal)
- Ask for referrals to other appropriate individuals in the field or in related organizations
- Keep in mind that this is an information-gathering and advice-seeking interview, not an employment interview
- Let the individual you are interviewing bring up the discussion of specific job vacancies

What to Ask

- If you were me, what steps would you take to land the position I'm looking for?
- Do you know of any trends right now that make you stop and think about how the field will change in the next few years?

- Can you think of the actions or training you accomplished that made the most difference in your career advancement? Anything you would do differently?

After the interview:

- Send a thank-you note and keep your contact posted on your progress
- Evaluate the meeting. What could you have done better? Use what you have learned when you conduct your next meeting.
- Evaluate the information you received. How does it relate to your plans? What are your next steps?

An informational interview enables you to gather information and establish contacts as you build your plan for the future. Your next step is to plan your job search strategy.

What is Your Job Search Strategy?

How do you currently spend your job search time? Do you have a structured start and end time to your day? Do you have a plan for what you will accomplish during the day and how you will go about completing tasks? Do you know the difference between tasks that will indeed help you be successful and things that distract you from your goal of finding a new job? Do you balance job search time with hobbies and social time? Are you able to keep from procrastinating job search tasks?

These are all important questions to ask and evaluate as you carry out a successful job search.

How Do You Currently Spend Your Time?

If you feel that conducting a job search is more work than actually working at a job, you're right! Most job seekers will spend a minimum of 40 hours a week searching for work. If you spend much more than 40 hours a week on a job search, you may very well drain your energy and burn out, becoming unable to give your best effort and stay productive.

- Structure your time. Set your alarm clock as if you were still getting to a job on time.
- Get up, get dressed, and find a work area that is yours and is set up to make the most of your time spent in that space.
 - Computer or laptop with internet connection
 - Printer with a good supply of paper
 - Files, folders, or binders to keep track of application submittals
 - Post-it notes and a bulletin board or space to post reminders
 - Calendar
 - Daily planner that you can carry with you to meetings, appointments, and interviews. Keep frequently used phone numbers and website access information in your planner or phone.
- Keep a to-do list and block out sections of time that will keep you focused on your job search. During this time, do not check personal email, surf the internet, or make personal calls (unless they are job search related).
- Plan out each job search week on Mondays. Schedule appointments to talk to people who can help you with your job search goals, networking group sessions and informational meeting sessions for the week.

- Set aside a half hour at the same time each day, towards the end of your job search work day to make a list of the things you plan to accomplish the following day.
- Stop working on your job search around the same time each day (aside from meetings/sessions after regular job search hours) and find some time to exercise and spend time socializing with family and/or friends.
- Practice ways to relax and fall asleep in order to achieve 8-9 hours of sleep each night. Sometimes sleeping is hard when worry and anxiety of a job search is high. Find ways to take your mind off the worry. Read before going to bed, talk to a counselor or clergy member, practice yoga or meditate. Do not underestimate this advice. Rest helps you perform better at an interview!

A Good Starting Place: Targeting Your Job Search

Selecting Job Targets: Having a strategic plan for which companies and positions you are searching for will help you focus your job search, maximize your networking efforts and make you a proactive job seeker.

There are a number of factors to consider in selecting your targets:

- Geographic Location
- Position or Function
- Work Environment
- Company Culture
- Full Time or Part Time
- Company Size
- Advancement Opportunities
- Benefits
- Salary

Set a timer for 30 minutes and write out your five most important factors of your next position. Additionally, write about the company, your work surroundings, the structure of your work day and responsibilities. Visualize a typical work day while you write.

When the 30 minutes ends, take a break. Go for a walk or tackle another project for an hour. At that time, come back to your list and then identify specific companies or job titles that you are familiar with that match your five most important factors of your brainstorm list. If you have trouble with this step, or if you feel you are not thinking of all the companies you should be thinking about, attend a networking session and specifically ask for people to give you additional ideas, talk to a business research librarian or call someone you already know who would have information to help build your list. Be sure to have your list handy and make it as easy as possible to help you continue brainstorming. Do not discard any suggestions anyone gives you.

When you have a list of 15-20 companies or job titles, begin the task of researching your list.

- Visit each company's website and make special note of positions listed on their career page/job postings.
- Research each company on LinkedIn to discover who you know who has connections to the company. Make a list of previous companies where new employees have worked. Add these companies to your target list to research in the near future.
- Search for the company names and job titles from your list on search sites such as www.indeed.com and www.careerbuilder.com.
- Continue to ask for information about the companies and titles on your list. Utilize discussion boards on LinkedIn. Attend a few additional job clubs over the course of a month, specifically mentioning the companies and job titles from your list. Your job at this stage is to create possibilities through networking.

- Utilize your library! Intensive research databases exist and they are yours to use for free.

Why Is It So Important to Have Realistic Job Targets?

- Your job search will be more effective and efficient. Your presentation and paperwork will be focused on the specifics of one job area rather than scattered around in many different areas.
- You won't waste time and energy filling out applications or tailoring resumes to jobs and companies where you would not be happy working.
- Nearly 80% of landings originate from networking --- talking to people at target companies. Be certain to spend the majority of your job search time in line with this research. Don't spend too much time conducting your job search through outlets that don't yield the best results.

Job Search Analysis

After some time of building a list of specific companies and job titles, you will be able to create an analytical matrix like the one below.

List open positions with target companies, or target job titles and their respective companies, on the left side. Across the top fill in your key skills, experience, education and other criteria that was most important from the 30-minute brainstorming exercise. Check off across the page the elements that apply to the first target. Do the same for every target listed.

Skills/Experience/ Education/Criteria	No Travel	Chicago Area – within 15 miles of home	< \$10M in Sales	Definite HR Focus	Payroll Admin	Manage Others	BS in Business	Bonus	Other
EDA Enterprise HR Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Clear Company HR Generalist			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Health Club
Allied Industries Employee Development	1-3 days monthly	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Car

Now, what known opportunities (open positions) should be a priority on your to-do list? What are the next steps to move closer to employment with the opportunities on your matrix?

- Determine your deadline for applying to open positions with a company.
 - Even if a job posting is more than a couple of weeks old, continue with the application process.
- Tailor your cover letter and resume to each opportunity you find.
- When you do not find an open position with a company, try to connect to someone in the company who would be able to contact you at the first possible moment of an opening.
 - Asking for a meeting (either in person, via email, or over the phone) when a position is not open is *not* the same as asking for a position --- you will need to talk to the person about the company or industry in general. Outright asking for a job when there is no open position will make your contact hesitant to talk to you.

Who Do You Already Know?

Another way to brainstorm target companies is to create a list of people you talk to regularly throughout the week, month, or year. Take another 30 minutes to write the names of all the people you know. This list should include relatives, neighbors, people you contact for services (hairstylist, lawn care, banking, etc.), former classmates, former co-workers, even people who you hear from only during holidays.

Take another break after making this list and then behind the names, write the name of the company where each contact works. List any of their spouses' workplaces if you know that as well.

After another break, circle the names of companies from your contact list that you would be interested in learning more about as a potential employer. Research existing open positions with the companies you've circled from this list and make a point to inform these inner circle contacts of your plan to apply for a position within their company.

- Identify the companies that offer referral bonuses for new hires. Make good use of your contacts to get an interview!
- Most people in your inner circle are waiting to be told how they can specifically help you in your job search. People want to help you --- tell them how.
 - Forward your resume to people who show a genuine interest in helping you.
 - Make sure your message makes clear what kind of job you are looking for by breaking complex job descriptions into short, easy to understand job titles.

Common Job Search Tasks

Tasks that will help you in your job search and should be scheduled on a regular basis include:

- Research time for target companies
- Internet searching for job postings
- Tailoring of resumes and cover letters
- Creating and polishing networking tools
 - Elevator Speech
 - Handbill
 - Business Cards
- Attending job clubs and workshops
- Attending personal development meetings and/or seminars
- Interview preparation
 - Build an interview portfolio
 - Clean and ready interview attire, vehicle, and personal appearance
 - Practice interview questions and develop questions to ask the interviewer
- Send thank you notes to interviewers, networking contacts, and anyone who helps you along the way
- Follow up to application submittals and interviews
- Reading about industry trends to stay current in your field
- Creating and updating your LinkedIn profile
- Researching job fairs and attending those appropriate for your targets

Make Yourself Accountable

Check your job search progress at the end of each day and week. Have you accomplished your goals? When you do, reward yourself and keep up the good work! If you find that you're not consistently meeting your goals, explore why and decide what you need to do to succeed. Perhaps your goals were not realistic---you tried to do too much. Learn from this and plan more realistic goals.

It may be a good strategy to involve someone else in your search. Talk with a trusted friend; give them permission to hold you accountable to your plans. Or join an Accountability Group.

Accountability Groups consist of 5-10 people meeting at the same time and place each week (preferably on Monday mornings) to broadcast their schedule and goals for the coming week. Group members help you determine ways to be successful by week end and help analyze short falls of the previous week's efforts. You may also want to use an Accountability Group to split up attendance of networking events and workshops. Each member would contribute copies of handouts or networking contacts, leads, or names of recruiters to the rest of the group.

Keep Accurate Records

If you're conducting a serious job campaign, you will make dozens of contacts and generate new opportunities weekly. You need to have and maintain a filing system. There are a variety of systems you can use including alphabetized three-ring binders, small pocket calendars and notebooks. Just keep it easy to use and maintain, and don't rely solely on database capacity within your phone.

Summary

Job Search Strategy is about making the most of your time and finding places to look for jobs. A benefit of having a planned strategy to your job search is reduced stress. While there is no way to completely rid your life of job search stress when you are looking for a job, there are things you can do to minimize stress. These things come from creating a plan that will help you feel more in control of the things you can control. With a plan of action, you are now ready to revamp your resume and network.

Resumes – General Information

Purpose of the Resume

An effective resume achieves two goals:

- It presents a concise summary of your skills and accomplishments.
- It clearly establishes a relationship between your experience and your career objective in order to win an interview.

General Guidelines for Writing Resumes

- New college graduates and people in entry-level positions should limit their resume to one page. Professionals and those with extensive work experience may go to two pages. Top-level executives might exceed two pages. Length of a resume is not a problem...wrong content is a problem. No matter how short or long you write your resume, just make it relevant in content.

- The recruiter or hiring manager who reads your resume will skim it quickly. It is important that your summary statement clearly conveys the type and level of employment you seek, and that the rest of your resume is written in a clear and concise, easy-to-read way.
- If you have many years of work experience, only include work history going back 10 - 15 years if the responsibilities you had are highly relevant to your current goals. If you do wish to include earlier work history, summarize it into a short paragraph or a couple of bullet points under a separate heading of Previous Relevant Experience.
- Your resume should have perfect grammar, punctuation and spelling.
- Do not use personal pronouns and complete sentences in your resume, such as “I was responsible for...” Instead, state responsibilities or accomplishments in sentence fragments, such as “Led a cross-functional team that developed new marketing models for mature products.”
- Once you are satisfied that your resume effectively describes your skills and accomplishments, shows the relationship between your experience and your goals, and is free from errors, stop! Endless rewriting of your resume only slows down your job search.
- Because you will often use email to send your resume and communicating with employers, use an email address that is your name, e.g. MarySmith@hotmail.com instead of pookybear@hotmail.com. Use a descriptive name for your resume document, e.g. “MarySmithResume.doc” instead of “resume.doc.”

Resume Toolkit

Types of Resumes

The format you choose for your resume is essential to its impact. The format you choose should focus the reader on those skills, experience or achievements that connect most clearly with your career goals *and* the position for which you are applying.

Resume Components

Resumes are made up of component parts, and not every section will be applicable to you. The following information identifies and defines these component parts.

Heading: List your name, credentials (SPHR, PHR, etc.) address, phone number, email address, and a LinkedIn account url.

Summary: Your summary statement creates a frame of reference for the reader. The format and content of your resume should be constructed to reflect and support your summary. The summary can be a 2-4 sentence paragraph.

Experience: You may include a mixture of paid and unpaid work, listed in reverse chronological order. Each experience includes your position title, dates of service (year to year is sufficient), and the organization’s name, city and state. Whether you emphasize position titles or employer names depends upon what you are trying to accomplish. For example, if you wish to change industries but stay in the same job function, emphasize job titles. If you wish to capitalize on the names of former employers (because they are well known or respected), emphasize employer names.

When describing your experience, highlight the skills you demonstrated as well as the results of your work. Whenever possible, you should quantify the outcomes of your efforts. Descriptions of work experience should either be bullet points or a 2-3 sentence introductory statement followed by bullet points. Do not use more than five bullet points per role, unless highly relevant to the targeted position.

When including volunteer or unpaid experience, be sure to use the word “Volunteer” in the job title. Only include achievement statements that demonstrate professional competencies.

Areas of Expertise: This category can also be named Accomplishments or Skills, or you may list several categories of skills, e.g. Project Management, Technical Skills, and Labor Relations.

Education: List degrees earned, schools attended, and areas of study, with the most recent degree appearing first. You need not note attendance at other colleges (for example, community college if you subsequently earned a Bachelor’s degree at another college). Professional training you received through former employers and certifications may be included under the Education category. New college graduates may include graduation date, Grade Point Average, academic honors, thesis subject and a short listing of relevant coursework.

Professional Associations and Memberships: This component can include school-related activities, community activities, and professional memberships. You may also include any honors or awards you have received, and offices held in organizations. Include only those activities that relate to and support your Professional Summary. Do not mention religious or political affiliations.

Military Service: Mention branch of service, rank and relevant training or responsibilities.

References: It is not necessary to list references, or to tell the employer that they may request references. Bring with you to an interview your reference sheet.

Writing Your Summary Statement

The summary statement (also called the Professional Summary, Professional Profile, Professional Highlights, Summary, or Profile) communicates in just a few sentences and/or bullet points, the type of position you are seeking and key aspects of your qualifications. It has to be brief enough to be read in a few seconds, but must interest the reader enough to want to read the rest of your resume.

- Give careful thought to what your targets are: industry, type of job, and level of responsibility. Use a generic job title or description that will be understood in any organization that has this job function. Also think about what value you will bring to an organization in terms of your skills and accomplishments.
- The Summary statement should focus on the job and your qualifications, not what you hope to get from the job. Stay away from statements such as “seeking a position that will utilize my skills,” “seeking a position with benefits,” or other statements about what you hope to get from the employer.

Examples of Summary Statements

Human Resources Director with 14 years’ experience at local, regional and national levels. Areas of expertise include:

- Designing personnel strategies and service-delivery systems
 - Identifying and cultivating labor sources
 - Recruiting and training department leaders
-

Leader in HRIS development, launch and management. Experience leading teams of up to 200 people with budgets up to \$15M. Proven track record of completing projects on time, with minimal faults and within cost guidelines. Expertise in ISO certification, implementation of design methodologies, team building, process reengineering and all phases of design.

HR Generalist with three years' experience in recruitment, policy compliance, benefits administration and employee training. Recognized for providing quick and thorough advice to department managers. Contributed to department performance improvements that were instituted corporate-wide.

Human Resources Administrative Assistant

Proven experience in self-directed positions requiring effective secretarial, administrative, and technical skills. Strengths include: calendar management, meeting planning, sales team management, client interface, management buffer, preparation and review of statistical and narrative reports. Proficient in all Microsoft Office software.

Suggested Words and Phrases for Resumes

Linking Phrases	Nouns	Adjectives
• Extensive experience	• Communicator	• Motivated
• Progressive experience	• Organizer	• Creative
• Broad range experience	• Problem-solver	• Analytical
• Comprehensive experience	• Decision-maker	• Results-oriented
• Substantial experience	• Change agent	• Driven
• Increasing responsibility	• Business developer	• Enthusiastic
• Major strength(s)	• Designer	• Multi-faceted
• Key strengths include	• Facilitator	• Adaptable
• Areas of expertise	• Coach	• Flexible
• Outstanding record in	• Mentor	• Multi-tasking
• Outstanding results	• Visionary	• Self-starting
• Worked effectively with	• Manager	• Diverse
• Highly successful record in	• Executive	• Trustworthy
• Strong background in	• Advocate	• Dedicated
• Capable of	• Consultant	• Reliable
• Thoroughly familiar with	• Professional	• Determined
• A proven record in	• Team leader	• Competent
• Successful accomplishments in	• Team player	• Innovative
• Proven executive	• Team member	• Supportive
• Outstanding track record	• Learner	• Proactive
• ...with ability to...	• Key member	• Energetic
• Highly developed...skills	• Team builder	• Versatile
	• Time manager	• Decisive
	• Writer	• Tenacious
	• Presenter	• Positive
	• Leader	• Skilled
	• Negotiator	• Bottom line oriented
	• Collaborator	• Empowering
	• Trainer	• Collaborative
	• Teacher	
	• Administrator	
	• Motivator	

<p><u>Management Skills</u> Administered Analyzed Appointed Approved Assigned Attained Authorized Chaired Considered Consolidated Contracted Controlled Converted Coordinated Decided Delegated Developed Directed Eliminated Emphasized Enforced Enhanced Established Executed Generated Handled Headed Hired Hosted Improved Incorporated Increased Initiated Inspected Instituted Led Managed Merged Motivated Organized Overhauled Planned Presided Prioritized Recommended Reorganized Replaced Restored Reviewed</p>	<p>Secured Selected Streamlined Strengthened Supervised Terminated <u>Communication/People Skills</u> Addressed Advertised Arbitrated Arranged Authored Clarified Collaborated Communicated Composed Condensed Conferred Consulted Contacted Conveyed Convinced Corresponded Debated Defined Described Developed Directed Discussed Drafted Edited Elicited Enlisted Explained Expressed Formulated Furnished Incorporated Influenced Interacted Interpreted Interviewed Involved Joined Lectured Marketed Mediated Moderated Negotiated</p>	<p>Participated Persuaded Presented Promoted Proposed Publicized Reconciled Recruited Reinforced Reported Resolved Responded Solicited Specified Spoke Suggested Summarized Synthesized Translated Wrote <u>Research Skills</u> Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed Evaluated Examined Experimented Explored Extracted Formulated Gathered Identified Inspected Interpreted Interviewed Invented Investigated Located Measured Organized Researched Reviewed Solved Summarized</p>	<p><u>Technical skills</u> Adapted Applied Assembled Built Calculated Computed Conserved Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated Remodeled Repaired Replaced Restored Solved Specialized Standardized Studied Upgraded Utilized <u>Teaching Skills</u> Adapted Advised Clarified Coached Communicated Conducted Coordinated Developed Enabled Encouraged Evaluated Explained Facilitated Focused Guided</p>
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<p>Individualized Informed Instilled Instructed Motivated Persuaded Set goals Simulated Stimulated Taught Tested Trained Transmitted Tutored</p> <p><u>Financial/Data Skills</u></p> <p>Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed Marketed Measured Planned Prepared Programmed Projected Reconciled Reduced Researched Retrieved</p> <p><u>Creative Skills</u></p> <p>Acted Adapted Began Combined</p>	<p>Composed Conceptualized Created Customized Designed Developed Directed Entertained Established Fashioned Formulated Founded Illustrated Initiated Instituted Integrated Introduced Invented Modeled Modified Originated Performed Photographed Planned Revised Revitalized Shaped Solved</p> <p><u>Helping Skills</u></p> <p>Adapted Advocated Aided Answered Arranged Assessed Assisted Cared for Clarified Coached Collaborated Contributed Cooperated Counseled Demonstrated Diagnosed Educated Encouraged Ensured Expedited Facilitated</p>	<p>Guided Helped Insured Motivated Prevented Provided Referred Rehabilitated Represented Resolved Simplified Supplied Supported Volunteered</p> <p><u>Organization/Detail Skills</u></p> <p>Approved Arranged Catalogued Categorized Charted Classified Coded Collected Compiled Corrected Corresponded Distributed Executed Generated Implemented Incorporated Inspected Logged Maintained Monitored Obtained Operated Ordered Organized Prepared Processed Provided Purchased Recorded Registered Reserved Responded Reviewed Routed</p>	<p>Scheduled Screened Set up Submitted Supplied Standardized Systematized Updated Validated Verified</p> <p><u>Accomplishment Verbs</u></p> <p>Achieved Completed Expanded Exceeded Improved Pioneered Reduced Resolved Restored Spearheaded Succeeded Surpassed Transformed Won</p>
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Phrases to Describe Results Areas

The following is a list of result areas frequently mentioned on resumes. Each one still requires a quantitative or qualitative measure to make it valid. When possible show \$, %, etc.

- Improved/increased productivity by.....
- Increase profits by.....
- Reduced shrinkage/improved quality...
- Decreased down time by.....
- Lowered number/frequency of....
- Reduced time...
- Created/introduced new process...
- Created new/improved administrative process....
- Created new plans...
- Implemented/directed a program...
- Reduced training time...
- Solved problems, identified/defined solutions...

Resume Do's and Don'ts

Do's	Don'ts
<ul style="list-style-type: none"> • Present your information in an organized manner. • Begin your statements with action verbs. • Keep verb endings similar and in the correct tense. • Be clear and concise. • Quantify your accomplishments and experiences. • Demonstrate (not just list) soft skills such as teamwork, communication, and organizational skills. • Format your resume to look neat and clean. • Include only information relevant to the job you are seeking. 	<ul style="list-style-type: none"> • Exaggerate or falsify information. • State salary expectations unless specified to do so. • Expound on personal philosophy or values on the resume. • Use the same phrases repeatedly. • Personal information that is unrelated to job performance (height, weight, sex, marital status, age, date of birth). Never include a photo. • High school information if you have post-high school training or education. • Use personal pronouns (I, me, my).

Sample Resume

JOHN JOBSEEKER

554 Watson Street, Naperville, IL 60555

(630)554-1234 • johnjobseeker@yahoo.com • <http://linkedin/in/johnjobseeker>

Employment Specialist with a proven ability to organize, motivate and communicate effectively at all levels of customers, staff and management. Anticipates and meets the needs of internal/external customers. Inspires and fosters team spirit, pride, and trust. Delivers high-quality services and focuses on continuous improvement.

AREAS OF EXPERTISE

- Recruitment
- HR Compliance
- Initiative
- Rapport Development
- Oral/Written Communication
- Interpersonal Skills

PROFESSIONAL & VOLUNTEER EXPERIENCE

ABC COMPANY, Joliet, IL

2009-Present

Workforce Development Manager

- Identify development training curriculum and skills enhancement needs of 650+ employees.
- Develop and conduct new employee orientation and create application materials, while continually assessing the effectiveness and value of message delivery in order to adapt to changing needs.
- Launched and currently manage social networking endeavor of organization, including LinkedIn Group, Constant Contact newsletter, Twitter, Facebook and website. Communicate organization programs, events, and activities to employees.
- Responsible communicating changes to policy and procedures. Plan and execute annual employee appreciation dinner and facilitate quarterly informational meetings.
- Develop and maintain mutually beneficial relationships with recruiters, staffing agencies and other community partners.

US MARINE CORPS/ US NAVY, Joliet, IL/Yuma, AZ

2005-2011

Deputy Family Readiness Officer Assistant (Volunteer – 2008-2011)

Ombudsman (Volunteer – 2005-2008)

- Appointed by the Commanding Officer to serve as a link between the battalion and 120 families of Active Duty and Reserve components of Marines & Sailors. Provided resource referrals to family members and assisted with family transition and adjustment.

EDUCATION & PROFESSIONAL TRAINING

Master of Science Degree – Human Resources Management, Troy University, Troy, AL

Bachelor of Arts Degree – Business Administration, Lakeland College, Sheboygan, WI

Software competencies: Microsoft Office Suite 2007, 2010, 2013 – Word, Excel, PowerPoint, Outlook, Constant Contact, Survey Monkey, GoogleApps, LinkedIn, Twitter & various other Web 2.0 sites. HRIS software – Kenexa Brassring.

Cover Letters – General Information

Purpose of the Cover Letter

The functions of a cover letter are to:

- Introduce you to a potential employer.
- Tell the employer something about who you are.
- Demonstrate your writing and thinking skills.
- Give an indication of how well you would fit into the position and the organization.

Despite similarities, a cover letter is **not** a restatement of your resume. While the resume is a summary of your education and experience, a cover letter is a way of creating a first impression regarding your goals, personality, and selected qualifications for the job.

When and How to Use a Cover Letter

A cover letter should be included when requested by the employer, when you need to explain an unconventional transition, or when you need to demonstrate writing ability. Follow any instructions given by the employer for sending your application materials. If no specific instructions are given, you may:

- Email your cover letter and resume as one document (cover letter as page 1 and resume as page 2 of the document) or,
- Include the cover letter in the text of your email and attach your resume as a separate document or,

General Guidelines for Writing Cover Letters

- Grammar, punctuation and spelling must be perfect.
- A good cover letter is prepared in standard business letter format and is no more than one page long. Limit each paragraph to 4 or 5 sentences.
- With email correspondence, it is easy to slip into conversational-style writing. Remember that this cover letter and your resume are the *only* representation the employer has of you at this time...**keep it professional.**
- Salary history can be stated in the cover letter (but only if the employer has requested it).

Sample Cover Letter #1

Date

Recruiter or Hiring Manager's Name

Recruiter or Hiring Manager's Title

Name of Organization

Address

Address

Dear Mr./Ms. (If you don't have a name use Dear Hiring Manager):

First paragraph: State why you are writing, name the position or type of work for which you are applying, and mention how you heard of the opening.

Second paragraph (and third, if desired): Explain why you are interested in working for this employer. Be sure to communicate to the employer that you have identified and singled out his/her business because you feel there is a good match between the employer's needs and your qualifications. Outline where you feel the match is good, using wording from the employer's job ad or website. Make reference to your relevant experience without restating what is on your resume. Consider a side-by-side comparison of the employer's wants and your abilities.

Final paragraph: Write an appropriate closing to pave the way for the interview.

Sincerely,

(write your name here.)

Type your name here.

Enclosure (indicates that your resume is attached)

Sample Cover Letter #2

January 8, 2015

Mr. Percy Nell
Human Resources Manager
Best Company
1500 Shangri La Lane
Anytown, IL 61401

Dear Mr. Nell:

Your recent posting on HRJobs.com for a HR Manager interests me and I am writing to apply for the opening. My work experience and educational background highly qualify me for the position.

The development of policy and compliance plans, mentioned in your ad, is a particularly strong area of my background. As detailed on the enclosed resume, I also have extensive experience in managing cross-functional teams throughout the product concept-to-market cycle.

Although I was already somewhat familiar with Best Company, reviewing your website has increased my belief that this would be a good match. As an emerging leader in consumer product marketing, Best would definitely benefit from my demonstrated energy, human resources expertise, and ability to excel in a fast-paced environment.

Thank you for your consideration.

Sincerely,

Annabelle Applicant

Annabelle Applicant

Enclosure - Resume

NETWORKING

Networking is the ongoing process of building and maintaining personal and professional relationships through communication and the sharing of information.

Networking is not about using people to find a job. It is about connecting with others in ways that are mutually beneficial. The giving is as important as the getting.

Networking can involve attending group meetings or contacting individuals for one-on-one conversations. Group meetings include professional associations, job clubs, trade shows and job fairs.

Building a Plan and Creating Networking Tools

Compiling Your Contact List

An essential part of the networking process is developing a comprehensive list of contacts that you will use during your job search campaign. This is a time to be resourceful and give thought to who you know that should be included on this list. There are few boundaries when it comes to developing this list. To get you started, the following are examples of contacts that might be included on your list:

Business

Former Employer
Former Employees
Former Co-Workers
Recruiters
Competitors
Industry Contacts
Customers
Union Leaders

Community

Attorneys
Doctors
Dentists
Church members
Stock Broker
Financial Planner
Politicians
Chamber Members

Social/Family

Relatives
Neighbors
Parents/Coaches of Children
Volunteer Work Contacts
Club Members
Sports Team Members
Hairdresser
School Alumni

In addition, research potential networking groups. Several exist in the Chicagoland area. As a member of the Grundy Will HR Association, you already have the potential to network with a wealth of HR contacts.

Building Your Plan

Once you've established your list the next step is to build a plan. Create a plan for success through realistic goals and a daily networking plan.

Examples:

- Attend six job club meetings over the next month.
- Create a networking list of 25 people you know by week's end and approach these people in some way in two weeks' time.
- Research industry association meetings and attend two meetings over the next three months.
- Create business cards to use in job search.

Creating Your Networking Tools

Networking tools are an integral part of marketing and branding yourself for a successful job search. These tools should include:

- Comprehensive contact list

- Contact tracking system
- Business cards
- 30 second commercial or elevator speech
- Handbills
- 3 neutral questions that you could use to start a conversation anywhere

The contact list, tracking system, business cards and elevator speech are useful in both individual and group situations. Handbills and the three neutral questions are geared toward attending meetings and job club sessions.

CONTACT TRACKING SYSTEM

As important as the contact list is, the tracking system you develop to maintain your contact list, record your contact and for future follow-up is of equal importance.

Tracking can be done in many ways - in a notebook, your phone, a computer generated database file (Excel or LinkedIn). Whatever way you choose to track and maintain your contacts, at minimum the tracking system you choose should include: contacts name, phone number, e-mail address, contact date(s), company name, title, referred by and notes.

BUSINESS CARDS

Business cards are likely your most effective form of advertising.


It is generally not considered good etiquette to offer your card when you are first introduced or after a very brief conversation. It's simply a matter of exercising good judgment and waiting until the time is right. Always ask the person you are giving your card to for theirs also. Make a note on business cards you receive of the date and the event where you met the person and any other notes that might be pertinent (especially if you promised to send them something).


It is recommended that your business card be simple and professional. It should include your name and appropriate contact information. You may want to include professional areas of expertise. Remember you are "branding" yourself so do it in a way that best represents you.

BUSINESS CARD EXAMPLES

Front

Back

 <p>Joseph Jobseeker</p> <p>Accounting Manager 1971 Gowdey Road Naperville, Illinois 60563</p> <p>Phone: 555-555-5555 Fax: 555-555-5555 Email: Jobseeker@msn.com</p> <p><i>Over 5 years of directly related experience</i></p> <ul style="list-style-type: none"> •Tracking payables/receivables 	<p>Achievements</p> <ul style="list-style-type: none"> •Collect 30% more outstanding receivables •Reduced by 10% time needed to complete forms •Coordinated departments saving \$5,000 in late fees •Developed monitoring system for past due accounts saving \$10,000 annually <p>Related Education</p> <ul style="list-style-type: none"> •College of DuPage, Associated Degree, Accounting
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 <p>Mary Jones</p> <p>Accounting Manager 1971 Gowdey Road Naperville, Illinois 60563</p> <p>Phone: 555-555-5555 Fax: 555-555-5555 Email: mary@aol.com</p>	<p><i>Detail-oriented, analytical accounting and financial professional. Dedicated team-player with excellent communication skills. Strong focus on results.</i></p>
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 <p>Bob Salesman</p> <p>1971 Gowdey Road Naperville, Illinois 60563 Phone: 555-555-5555 Fax: 555-555-5555 Email: Bill@aol.com</p> <p><i>Helping Companies Meet Their Goals in a Changing Marketplace</i></p>	<p>Sales & Marketing Executive</p>
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YOUR STORY

Sometimes called a 30-second story or an “elevator speech”, your story is designed to tell people **who you are, what you do and what type of position you are looking for**. Having a clear vision of your goals and incorporating them into your story is important, so take some time to review these. When you have developed your story, practice it so that you can tell it smoothly without hesitation.

How to Craft a 30-Second Story

1. **Something about yourself.** The characteristics that make you successful at what you do and have done in your career. For example:
EXAMPLE: “I am a self-motivated, enthusiastic HR Manager.”

Achievements

- Collect 30% more outstanding receivables
- Reduced by 10% time needed to complete forms
- Coordinated departments saving \$5,000 in late fees
- Developed monitoring system for past due accounts saving \$10,000 annually

Related Education

- College of DuPage, Associated Degree, Accounting

2. Something about your experience.

EXAMPLE: ...with extensive experience as HR Director for two major companies, including IBM and Motorola.”

3. Your Education

EXAMPLE: “I have an MBA from Northwestern University and a Bachelor of Science degree from Indiana University in Business Administration.”

4. Something unique about yourself.

EXAMPLE: “In my spare time, I enjoy cycling and I am a designate rider for Schwinn and Company.”

5. How someone can help you and what you can offer them.

EXAMPLE: “If anyone has any contacts at Lucent or AT&T, I’d like to have a brief conversation with you. Additionally, if anyone is looking for contacts at IBM or Motorola, please let me know. I may be able to help you as well.”

HANDBILLS

Handbills are an effective tool to use when attending job club networking meetings. Handbills include headings such as, Summary, Target Positions, Accomplishments (4 – 5 is appropriate), List of Target Companies/Industries and Professional Experience (listing recent companies and titles). The handbill is another way to get your message out, help people to remember you and make it easy to make referrals. Because of the list of Target Companies, handbills are only appropriate in a job club setting.

Jenny Jobseeker, MPH

1815 W Diehl Road, Naperville, IL 60563 • 630-961-5665 • jenny@gmail.com • www.linkedin.com/in/jennyjobseeker



SPECIALTIES

*Strategic Planning
Partnership Development
Grant Writing
Coaching & Team Building
Financial Planning
Program Administration
Project Management
Needs Assessments
Volunteer Management
Monitoring & Evaluation
Data Collection & Analysis
Event Planning*

"... works with cheerful dedication and tireless energy to achieve mutual goals ... an asset to any organization to where she applies her professional skills and knowledge."

- John Karma, CCC
Development Network

"... efficiently handled complex logistical, budgetary & administrative operations... valued the strengths of her team members and was always very encouraging and insightful."

- Ron Rahm, CCC Institute

Experienced Grant Writer & Non-Profit Program Administrator

SUMMARY

A dynamic non-profit program administrator with 14+ years of passionate dedication to building healthy, vibrant, and resilient communities. Strong track record of establishing successful partnerships with nonprofit, corporate, academic, and government organizations. Extensive experience in the administration of grant-funded programs in the US and abroad. Seeking a leadership position focused on transformational community-level change.

ACHIEVEMENTS

- Fostered new strategic partnerships, including a \$500K collaborative initiative with the US Agency for International Development
- Spearheaded new service initiatives, including tree planting projects that totaled over \$500K in grant funding with dollar-to-dollar matching by the Aga Khan Development Network
- Secured a \$5M federal grant in support of international research centers
- Played a key role in the establishment of offices for sponsored research and ethics committees at universities in Uganda, Ukraine, and Pakistan
- Selected to lead a multi-sector community of practice under a global literacy initiative to foster in-country collaboration among corporate, nonprofit, government, and international development organizations

EXPERIENCE

Department Manager, Lions Clubs International, Oak Brook, IL, 2010-2014
Graduate Education Coordinator, University of Illinois, Chicago, IL, 2006-2010
Program Manager, University of Alabama, Birmingham, AL, 2001-2005

TARGET POSITIONS

Associate Director	Program Director/Administrator
Senior Project Manager	Analyst / Consultant
Program Officer	Grants Manager/Administrator

TARGET COMPANIES

Non-Profit Organizations:

United Way
Heartland Alliance
Catholic Charities

Foundations:

Bank of America Foundation
Chicago Community Trust
MacArthur Foundation
Robert R. McCormick Foundation

Universities:

University of Chicago
Northwestern University
Institute for International Education

Consulting Firms:

Huron Consulting
Arabella Advisors
A.T. Kearney
Booz Allen Hamilton

WHY NETWORKING WORKS

- Everyone likes to be considered an “expert”.
- You will run into people who have been in job search, know the feeling, and will help.
- You will be working in “circles of influence.”

NETWORKING CONCERNS YOU NEED TO GET OVER

- Contacting people you have never met.
- Your concern that you don’t know anyone.
- Concerns about: your age, salary, lack of experience, degree, etc.
- Concerns about bothering people or taking advantage of people.

Attending Networking Events

TIPS:

- What you wear plays a major part in how you are perceived. Dress professionally. Articulate well. Be aware of your body language.
- Wear a name tag.
- Shake hands firmly. Maintain appropriate eye contact.

Remember, it is better to spend time with fewer people and have a meaningful dialogue rather than a few seconds with many people. A good goal might be to talk sincerely with two or three people.

When people are in a group, read the body language and gestures to determine if you are welcome in the group. Introduce yourself only if it doesn’t interrupt the conversation, and even then, be brief.

If you approach someone who is standing alone greet them. Introduce yourself and ask a neutral question to get the conversation started. (For example, “What made you decide to attend this event?” “Have you been to this group before?”)

Make sure to **actively** listen during the conversation. Don’t become distracted. Make sure to ask the person you are speaking to, “What can I do for you?” Make sure if you commit to doing something for the individual that you follow through with it.

At the end of the conversation, exchange business cards and tell the person you enjoyed meeting them. Later, you can make a note on the back of their business card with the name and date of the event where you met them for future reference and any other notes that might be pertinent.

Follow Up

Make sure you keep any promises to follow up with people you have met.

If you invite a new contact to coffee or lunch, etc. be prepared to pick up the tab. After all, you are extending the invitation.

Making the Most of Job Fairs

Job fairs allow jobseekers to explore a variety of companies and/or career opportunities at a single location. It’s a great way to learn about job openings, research companies and practice your interviewing and networking techniques.

- **Research the job fair.** Review the list of companies that will be attending and go to their corporate websites to learn more about them. Make a list of companies that you are most interested in.
- Bring lots of copies of your resume and business card.
- Talk to other jobseekers while you are standing in line or walking the floor. Talk to the coordinators of the event. They often have information about companies that were contacted and interested but unable to attend.
- **Target your opportunities.** Most companies will be able to provide you with a list of their current openings. If the type of opportunity you are looking for is being advertised ask the recruiter to tell you about that position and let them know how your experience matches that opportunity. If a list is not available, tell the recruiter/hiring manager what type of position you are looking for and ask them if they might be hiring in that area in the near future.

The Job Fair Mini-Interview

1. Introduce yourself and tell the recruiter you are impressed with their company. Mention something specific you learned about the company from their website.
2. Express your interest in a job or field.
3. Answer questions directly, politely and concisely.
4. Tell them you'd be interested in an interview where you could discuss your background in greater detail.
5. Don't monopolize the interviewer's time.
6. If a second interview is not arranged, don't despair. Ask the interviewer for a business card or write their name down next to the company listing in the career fair booklet.
7. Thank the interviewer for their time.

Follow Up

When you get home, take the time to send a "thank you" note to any of the organizations you are interested in working for. Thank the recruiter for their time and send a copy of your resume with the note.

LinkedIn

LinkedIn is an interconnected network of experienced professionals. You can find, be introduced to, and collaborate with professionals that you need to work with (or want to work with) to accomplish your goals.

LinkedIn is free to join and the benefits of the free version of LinkedIn are typically valuable enough to the job seeker to remain with the free membership.

What Can LinkedIn Do For You?

- Help manage your connections
- Increase your visibility (get hired)
- Connect you with people inside groups
- Find opportunities only available inside the hidden job market
- Increase the relevancy of your job search by comparing your specialties to your target company specialties
- Make your interview go smoother by reading news and article links on company profiles
- Apply for jobs

What Do You Need to Do?

- Build an authentically you branded profile
- Connect to people
- Join groups
- Get recommended
- Provide recommendations

Your Profile

Basics:

The most successful LinkedIn profiles are not dry "job graveyards" – they are enthusiastically and courageously differentiated, with a lively style that builds chemistry and a sense of potential.

Name – Type your first name and last name along with any professional credentials

Photo – Profiles that include a photo are more likely to be viewed. Photos also remove the chance that someone with the same name as yours could be confused with your profile.

Headline – Your headline should be an effective collection of keyword job titles that quickly describe your career focus/interest. Use “Shift \” to create a “|” between titles in your headline. You may use up to 120 characters to describe yourself in this area, so use this area to effectively brand yourself.

Location & Field – Select from LinkedIn’s drop-down list of locations and fields to complete this section of your profile.

Status, a/k/a “what are you working on?” – This section of your profile is optional and often overlooked. It is wise to use this status update and change it often. By updating your status you are ensuring your profile remains “fresh” and active so people searching for someone in your field have a better chance of seeing your profile at the beginning of their search results list.

This status sentence should be very short and get right to the point. Keep this sentence professional and related to your career focus. If you cannot think of a valuable or interesting statement, share the URL of a relevant article. Other things worth mention in this section are events or networking connections you are planning to attend, or daily progress towards a career goal.

Summary – The summary section is a very important part of your profile! Brand yourself! This summary is most closely related to the summary section of your resume, but should sound more story-like.

Experience – This is a place to shine. Think about what drives you, why you are successful, what colleagues and supervisors have always said about you – and how that translates to concrete, bottom-line value. Then prove it with impact statements that show your most valuable wins in each position.

Some people make the mistake of simply copying their resume to each company on their profile. Avoid the temptation to do this. Your LinkedIn profile should read more like a story and be more interesting than a resume. Use complete sentences with active verbs.

Don't feel like you must include all of your past experience. List only companies that will lead former co-workers to your profile. It's not necessary to include past employers that are no longer relevant to your career path or from companies you would rather not be connected to going forward. Also, if you do include companies from the distant past but are not all that relevant to your present career, there is no need to elaborate (edit) their section. Simply leave it in listed form instead of detailed.

Education – Provide degrees, training, and continuing education from a combination of drop-down school choices populated by LinkedIn and your own description of education accomplishments.

Personal Information – LinkedIn provides excellent privacy settings for your profile. You have a great deal of control over the information you post and what you choose to share with other users. You are allowed to share such information as your phone number, email, birth date, marital status, etc. All of this information is optional and there is no need to share any of this information on your profile. It is not a bad idea to include your email address so any user can contact you through LinkedIn without any barriers to the connection.

Tip: If you are a serious job seeker, it is advisable to set your profile to public, allowing the most freedom of visibility.

Connections

80% of job “landings” are created through knowing someone who knows someone. Connections are a MUST!

Who should you connect with?

- ✓ Former co-workers & Supervisors
- ✓ Friends & Associates
- ✓ People you network with at Job Clubs
- ✓ Subject Matter Experts (SMEs) in your field

Connect with people you know by searching for their name, clicking on their profile, then choose to “Connect”. This will send an invitation to connect. The person receiving your invitation will be able to accept, archive, or claim to not know you. For the reason that the person could say they don't know you, it is important to change the automated message of the connection to something more personal; describe how you know the person so it is more likely that they will accept your invitation.

Don't go overboard with connections --- use the network to network, not just collect names! A good rule to follow is to connect with people that you would be able to introduce others to if requested.

Connecting With Connections' Connections

Introductions use a shared (mutual) connection to introduce two members. With a free membership, you are allowed five introductions at any time “in process.”

- ✓ Introductions allow members to send contact information and a personal message as to why you would like to be introduced. When available, simply click on the option “Get Introduced” and then send your message to your contact. You will also be prompted to type a message to the person you ultimately want to be introduced to. It is extremely

important to use correct grammar and capitalization, as this is a professional message going to someone you want to meet. In addition, you are asking your connection to put their reputation on the line for you by forwarding your message.

- ✓ Your connection and their connection (if third tier introduction) have the ability to forward or not forward your message.

Joining Groups

Joining a group opens communication between members that you otherwise are not connected to. Some good groups to join include:

- Grundy Will County HR Association
- Linked N Chicago
- Illinois SHRM

Group boards contain a discussion board and a job board of their own. Participate in both!

Recommendations

Recommendations help illustrate achievements, project credibility and show why people enjoy working with you.

LinkedIn provides an easy approach to requesting recommendations:

- Choose from a job or education item listed on your profile.
- Click on the address book icon to 'Decide who you'll ask' for the recommendation and then select names of people who would recommend you.
- 'Create your message' for this recommendation request or use the message provided.

Tip: It's best to provide your contact a starting draft or ideas of topics of the recommendation so they don't have to work hard to give you what you are asking for!

Give Recommendations

Just as you ask for recommendations, you should provide recommendations to connections you have worked with. This is simply done by clicking on "recommend" on a colleague's profile, listed under their work experience section.

Other Important LinkedIn Tools

Company Searches & Information: By using the search company option, you can type in the name of a company and view its company profile. Names of current and past employees, along with promotions are listed. Some profiles contain a "Specialties" section, much like your personal profile. This is a good place to pick up valuable keywords to use in your profile and resume! Build your company target list by noting the companies where new hires to your existing target companies came from.

Search for exclusively advertised job openings through "**Jobs**": The Jobs section of LinkedIn provides job openings posted by members of LinkedIn. In some cases, these positions are exclusive to LinkedIn and will not be found on any other search engine or website! Exclusive positions are indicated by a blue asterisk. You may also be able to view the profile of the person who posted the position, who is most likely the hiring manager.

Conclusion

LinkedIn can be one of the most powerful networking tools you will ever use; not just as a job seeker, but as a valuable employee at your next company! With the right branding, outreach,

and connections, your LinkedIn profile can become an agent on your side, reaching out and speaking on your behalf 24/7. By keeping your profile up to date and fresh you will build a reputation of being someone “in the know” and connected.

INTERVIEWING

BEFORE THE INTERVIEW

Below is a checklist of things to complete prior to the interview. The more you have completed, the more comfortable you will be in an interview setting.

Choose references

Take some time to carefully consider whose names and contact information you will provide as references. Come prepared with a list of those names and their relevancy to your Five is a good number of references to choose.

Before you consider someone a reference, contact them to ask for permission and preferred contact information. Be sure to provide them with a copy of your resume and remind them of important projects you worked on, valuable characteristics you possess and other considerations.

Do not wait until after the interview to start thinking about your references!

Offer the employer a context for each reference. Within your reference list, map each person back to the resume. Connect the dots between people who speak highly of your experience and/or character and the past.

You may consider any of the following as your references: past supervisor(s), past or present co-worker(s), colleague(s), past client(s) (as appropriate), personal connections from the community. Use good discretion in choosing references. Do not violate a current/past employer’s confidentiality or non-compete agreement rules (if you signed one).

Develop strong “abilities” statements and practice answering interview questions.

A candidate will make a stronger impression if s/he is able to link experience, accomplishments, skills and abilities to the requirements of the prospective job.

Example: “In my most recent position I was called upon to analyze several different programs similar to what your company does quarterly with sales incentives. In fact, my analysis of one of our programs led to some changes that saved us over \$20K annually.”

Job description

Find out as much as possible about the key job requirements for the position. Rely on the job posting you applied to, but go further to “read between the lines” of the posting.

Research the company and prepare questions to ask the interviewer

Find out as much information as you can about the company and its culture. Utilize your public library, LinkedIn, Crain’s, www.glassdoor.com and networking contacts.

□ Prepare an Interview Portfolio

Bring 2-5 copies of your cover letter, resume, list of references and any examples of past work that align with the company your interviewing with to the interview. Plan to spend at least two days preparing this portfolio.

DURING THE INTERVIEW

Definition of “Interview”

An interview is an exchange of information between you, the interviewee, and the interviewer. Ideally, **both** the interviewer and the interviewee gather sufficient information to decide if the opportunity is right for both. An interview should not feel like an interrogation, nor should it be so disorganized that it seems like a casual conversation. No matter what type of interview, be sure to obtain all business cards of interviewers in order to follow up later.

All interviews are unique. Some employers hold several interviews per position with several existing employees involved, others only one.

Types of Interviews & Interview Styles

Screening

The objective of a screening interview is to determine if the job seeker has the basic qualifications for the job. It is usually about ½ hour in length and is conducted by one interviewer. These days it is most frequently by phone but it also may be a face to face meeting with someone from human resources.

Since the key goal of a screening interview is to eliminate less qualified candidates for a position, focus on talking about your skills, experience, accomplishments and education and how they **match the position**. Since the interview is of limited time length, keep your answers concise. Convey enthusiasm about the position and your interest in working for the employer.

Telephone Interview Tips & Techniques

It is important to be prepared for a phone interview on a moment's notice. You never know when an employer might call and ask if you have a few minutes to talk.

- Keep your resume handy.
- Have a short list of your accomplishments handy.
- If you are contacted based on something you submitted to a posting, be organized. Keep the posting and what you sent in response together and quickly accessible.
- Do some research on the company and prepare a short list of questions about the job/company.
- Have a pen and paper handy for note taking.
- If the time isn't convenient, ask if you could talk at another time and suggest some alternatives.
- Clear the room of kids and pets. Turn off the TV. Close the door.

During the Phone Interview

- Don't smoke, chew gum, eat, or drink.
- You may want to stand up. Your voice sounds stronger.
- Keep a glass of water handy, in case your throat gets dry or you start to cough.
- Smile. Smiling will project a positive image to the listener.
- Speak slowly and enunciate clearly.
- Use the person's name. Only use a first name if they ask you to.

- Pace the call. Let the caller do most of the talking, without interruptions.
- Take your time - it's perfectly acceptable to take a few seconds to collect your thoughts.
- Don't over talk. Give fairly concise answers.
- Remember your goal is to set-up a face-to-face interview. After you thank the interviewer ask if it would be possible to meet in person.

Sounds of Silence

A phone interview isn't just about speaking. It's about listening. Read the interviewer's mood. Is he interested and enthusiastic, or bored and distracted? Is the interview conversational? Are questions and answers flowing easily?

Listen close after your responses. Did your response prompt additional questions or make the interviewer hesitate?

The salary question

Telephone screeners often ask you to name an expected salary. Do your homework ahead of time. What do you feel is a fair salary based on what you know about the job expectations? What salary are you willing to accept as a bottom number? When answering the question, provide a salary range that is realistic but on your high side too. Perhaps ask the interviewer to identify the range or the job for someone with your qualifications.

Types of Interviews and Styles

One-on-One

This type of interview involves the job seeker and one representative of the company, typically the hiring manager.

What to emphasize in a one-on-one interview: This type of interview is usually one hour or more in length. In this interview, the job seeker should elaborate on related experience, skills and accomplishments. Convey interest in company goals. The goal is to **demonstrate why you are the best candidate for the position**. Look for ways to link your past experience to the demands of the job. Demonstrate your knowledge of the company by asking intelligent questions. Answer behavioral-style questions thoughtfully. (Behavior-style questions are discussed later in this packet.)

Types of Interviews and Styles

Group/Panel: This type of interview includes more than one employer representative. There are two basic types of group/panel interviews. In the first, the job seeker meets with all interviewers together. In the second, the job seeker meets separately with each interviewer over a period of several hours.

What to emphasize in a group/panel interview: The goal of this type of interview from the employer's point of view is to get feedback from a variety of people. From the job seeker's point of view, the **goal is to make a positive impact on as many interviewers as possible**. Preparation is the key to accomplishing this goal.

Tips if all interviewers are together for the interview:

- Answer questions in ways that address the needs of all the interviewers.
- Ask where to sit, or choose a seat that allows you to see all the interviewers easily. Pay attention to posture and non-verbal communication.

- Summarize key information about your skills and experience at the end of the interview when asked for final comments.

Tips if you visit the interviewers individually:

- Remain enthusiastic even if you are asked the same question several times between multiple interviews.
- Reiterate key information about your skills and experience with each of the interviewers.

Closing the Interview

The ideal closing is short in duration and provides important information for the job seeker.

- Express interest in the position.
- Sum up your interest in the job in one or two sentences.

Example: I appreciate the opportunity to meet with you today and from what I have learned, I am very interested in the job.

- Value statement.

Example: I am confident I can provide the marketing expertise you need in the position.

- Ask for feedback.

Example: Is there any other information I can provide for you? Has anything I said today caused you hesitation to offer me the position?

- Establish a path forward (i.e. next steps)

Example: What is your timeline for the next step?

- Say thank you.

AFTER THE INTERVIEW

Follow-up Contact

Make notes soon after the interview. Do not rely on memory only to recall important clues about the job.

Questions to ask yourself:

- Which questions did I answer best?
- Which questions were difficult to answer?
- Which questions surprised me?
- What did I learn about the company that I wish I had known before the interview?

Send a thank you note within 24 hours of the interview.

Make a note to follow up with the interviewer on the day after the next step date was given to you at the interview, if you have not received a status update before that time.

Rejection Feedback

If you do not receive a job offer, you are not alone. It is a natural part of the job search process. Consider some possibilities:

1. You didn't prepare sufficiently.
2. You weren't right for the job (mismatch of skills or company culture).
3. There was an internal company consideration.

You have immediate control over #1, but not the others. Concentrate on preparation.

Companies are unlikely to give you feedback about why you were not hired. However, you can address some of these issues by doing a self-check.

- 1) Are you applying for positions and with companies that are appropriate for your skills and experience?
- 2) Is there a mismatch between your actual work experience and your resume?
- 3) Were there any deficiencies in your interview skills? Which interview questions did you feel you could have answered better? Practice these.
- 4) Don't think of a rejection as a "No". Think of rejection as a follow up opportunity. There are many cases of new hires not keeping a new job past the first few months, or a company needing additional team members in a department as a new hire changes the workload. Be sure to stay in front of the hiring manager for a few months after the interview by emailing or calling briefly once every few months.

BEHAVIORAL STYLE INTERVIEW QUESTIONS

A behavior style interview is built upon the idea that a job seeker's previous skills and experiences predict success in future work settings. The questions in a behavior style interview are structured to find out how the job seeker would use and adapt his/her **past skills** to solve problems.

Example: Describe a time when you had to assist a coworker.

To prepare for behavior style interview questions, think about your past work projects/challenges/failures/experiences and analyze what happened, what you did, and the outcome to the employer. You may use work experience, activities, hobbies, volunteer work, or school projects as examples of your past behavior. The acronym SAR is used to represent the points covered by behavioral questions. In your answer, include information about:

Situation: Give an example of a situation that resulted in a positive outcome.

Action: Talk about the various actions involved in the situation's resolution.

Result: What results followed due to your actions?

Example of a Complete SAR Answer:

Situation: "I was a newly appointed supervisor for a group of nine employees. Our company developed a goal of superior customer service for our department due to previous poor ratings.

Action: I was charged with motivating the employees to provide better customer service. I called a meeting and we brainstormed ideas to improve customer service. I brought examples of successful customer service techniques from my past work experience and from some seminars on the topic.

We decided to divide into three committees and tackle three problem areas: face-to-face communication, active listening skills, and charting our success. Each committee felt empowered to be in charge of its own area. I organized weekly review sessions to evaluate our progress.

Result: By the end of three months, customer reviews were 85% superior.

EVALUATION OF BEHAVIORAL STYLE ANSWERS

Behavioral style questions are designed to find out how you behaved in the past when confronted with problems or challenges on the job. These include:

1. **Open-ended questions**

Example: Describe a time you had to be flexible in planning a workload.

2. **Closed-ended questions**

Example: You have a Masters in Public Health, gained while working full-time, correct?

3. **Why questions**

Example: Why did you decide to major in this program at the University of Illinois rather than somewhere else?

Other Examples of Behavioral Style Questions:

Content skills

What projects have you completed using Excel?

What research methods have you used to analyze marketing success?

Functional skills

Give me a specific occasion on which you conformed to a policy with which you did not agree.

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

Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.

Adaptive or Self-Management Skills

Describe a situation in which you were able to use persuasion successfully to convince someone to see things your way.

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

Describe a time when you showed initiative.

Simulation and Situational Interviews

Two other behavior-based interview styles are Simulation and Situational.

In Simulation interviews, you are asked to complete a task in the **present**. For example, you may be asked to "Sell this (object)", or perform basic computer functions as if you were on the job.

In Situational interviews, you will be evaluated on your responses to a **future** scenario. For example, you may be asked to figure out how to survive with four others are deserted on an island.

ILLEGAL QUESTIONS

An employer can ask legitimate job-related questions that are related to a person's ability to do the job. What should you do if you are asked a question that is potentially illegal?

Your answer is a mix of risk and opportunity. An interviewer may be inexperienced, just plain insensitive, or have an underlying concern that is real to the employer. So, how do you

handle such questions, maintain your integrity, and maximize your chances for getting a job offer?

1. Answer the **underlying concern** of the employer.

Interviewer: Do you have a family? Are you married?

Interviewee: "Having a spouse /children has taught me great organizational skills that I use regularly in a job." **OR** "It sounds as though you're concerned about whether I'd be available for overtime or whether there is anything that would interfere with my doing my job. I've always prided myself on doing whatever it takes to get a job done."

You have addressed the underlying concern of the employer whether your family inhibits your ability to be available for work.

Interviewer: How old are you?

Interviewee: "Old enough to know that age is relative. I pride myself on having a high energy level and being flexible and quick learner. Is there a reason you're concerned about the age of the person who takes this position?"

Again, you have addressed the underlying concern of the employer.

2. Use humor to **evade** the question.

Interviewer: How old are you?

Interviewee: Old enough to know that hard work pays off!

In some instances, humor can lighten the mood and the interviewer will ask another question or provide a reason for the question.

3. Ask for **clarification** of the question.

Interviewer: What is your religion?

Interviewee: "I wonder if you could rephrase the question, please." **OR** "Is there some sort of religious requirement connected with this position?"

Your request for clarification will alert the interviewer that s/he needs to provide additional information about this subject.

SALARY NEGOTIATION METHODS

Salary negotiation begins long before the interview! Prior to an interview, review all applicable salary resources to become familiar with wages paid to a person in your geographic region for such a position. Several websites offer insight into salary based on location and job titles. www.indeed.com, www.glassdoor.com and www.bls.gov are such websites. **Determine where you fit in the salary range before going to an interview.**

During the application process, before an interview, you may be asked for a salary history or desired salary. It is important to follow directions in the process and provide the requested materials honestly. If you are applying online to this as a required question, do not enter "negotiable" or any other numbers than what you would expect to be paid for the position. Applicant tracking systems will screen out applications with answers that do not fit the parameters placed by the hiring manager.

STEPS IN SALARY NEGOTIATION:

When a salary offer is made, whether it is acceptable or unacceptable to you, **thank the person for the offer**. If the offer is *unacceptable*, here are some tips to help you negotiate:

1. Pause. A few seconds will be enough. Research shows that a pause will indicate that you are probably not satisfied with the offer and may result in a higher offer by the hiring manager. Indicate that this is a very important decision for you and you would like to consider the offer and get back to them within 1-2 days with your response.
2. If no higher offer is made, say that you were thinking of a different amount, and ask if the offer is firm.
3. If the salary is not negotiable, other benefits might be. Ask about vacation, flex time, telecommuting, home internet access, company paid medical insurance, an early performance review, choice of geographic location, performance and signing bonuses.
4. If the salary is *negotiable*, say that you were hoping for a salary in the range of (give range). Indicate that you have given the matter a lot of thought. Provide a rationale for your salary negotiation: For example, promotions in a previous position and success with accounts.
5. Don't over negotiate! Remember your salary objective. Know when you have taken the negotiation as far as it can go. Make a decision to either accept or reject the offer and do it graciously.
6. When the negotiation is complete and you have accepted the job, be sure to get the agreement in writing.

How to Explain Termination in an Interview

Option 1: Refer to being laid off if you were. If you were let go due to a company's financial liability to keep you or because a restructuring eliminated your position, describe these reasons. New potential employers understand that a layoff is not a reflection of your abilities as a worker.

Option 2: Say that your employment was "ended by the employer due to mismatch of abilities and position". If you lost the job simply because it wasn't right for you, most employers will be sympathetic to the situation, especially if the position you lost is clearly very different from the position you're applying for now.

Option 3: On the application, write "position lost". If you lost your job due to a temporary mistake on your part, it's often best to phrase this using language that indicates that you recognize your mistake and won't repeat it. For example, if you lost your job due to poor performance caused by stress in your life, write "position lost due to personal stress factors present at that time". You can clarify this in the interview, but be sure to explain that you know why the problem happened and how to keep it from happening again.

EXAMPLE OF SERVICE/PROJECT MATRIX TO INCLUDE WITH INTERVIEW PORTFOLIO MATERIALS

SAMPLE THANK YOU NOTE TO SEND AFTER THE INTERVIEW

1234 Smith Drive
Anytown, IL 60566

Laura Jones, Director
Human Resources
ABC Company
6677 Washington Drive
Anytown, IL 60566

Date

Dear Ms. Jones,

Thank you for the opportunity to interview for the position of HR Assistant yesterday. I enjoyed meeting you and your team. I appreciated the opportunity to learn more about ABC Company and its mission.

I remain excited for the possibility to work with your team. Your current projects in the area of renewable energy tap into my skills and interests on a personal level. I am impressed with the credentials of your staff and feel I can contribute equally.

Thank you for your consideration. If I can provide any further information, please contact me.

Sincerely,

(Your Signature)

Jenny Jobseeker

ADDITIONAL INTERVIEW INTERACTION GUIDELINES

Observation	Evaluation	Ways to Improve	Other Suggestions
Nervousness	<input type="checkbox"/> Good <input type="checkbox"/> Make Changes	Take deep breaths. Talk more slowly. Pause between sentences. Smile while talking. Stand up while talking.	
Voice Demeanor	<input type="checkbox"/> Good <input type="checkbox"/> Make Changes	Sound friendlier by smiling while talking. Lighten tone of voice. Speak louder/quieter. Sound enthusiastic, but not obnoxious.	
Listening Skills	<input type="checkbox"/> Good <input type="checkbox"/> Make Changes	Focus on the interviewer. Rephrase the question. Ask the interviewer to restate the question, if necessary.	
Content	<input type="checkbox"/> Good <input type="checkbox"/> Make Changes	Talk about actual experiences you have had; do not repeat the same experience story more than two times. Sound confident and enthusiastic. Prepare answers to commonly asked questions. Use correct grammar. Use complete sentences.	
Answer Length	<input type="checkbox"/> Good <input type="checkbox"/> Make Changes	Expand answers to include the right amount of detail to explain your value. Do not repeat answers within the answers. Stay on topic and answer the question asked.	

FINAL THOUGHTS

Above all else, reach out to others in your job search! You will land faster and you'll weather the storm of a job search a little easier with support from people you already know or meet along the way. Be sure to work with the members of the Grundy Will HR Association through your search. Introduce yourself to the Board Members. Ask the Workforce Readiness Director for assistance with a resume review, or time to sit down and talk about your job search strategy. The group is here to help because it wants to see success and realized success for all of its members!