



COUNTY OF SAN MATEO

LANDING THE JOB

NAME _____



The Purpose

This workbook was designed to provide you with the essential tips, tricks, and resources needed to be successful and confident in the job seeking process. In this workbook, we will take you through every step, from gaining inner confidence to being a model employee once you've landed a job, and everything in between.

Keep this workbook and refer back to it regularly. Use it as a tool in your journey to creating success and landing the career of your dreams!

Resources

COUNTY-WIDE INTERNSHIP & FELLOWSHIP PROGRAMS

The County of San Mateo is committed to creating employment opportunities for individuals interested in local government and serving the community. To honor this commitment, the County has created several Internship and Fellowship programs/opportunities. County of San Mateo Interns and Fellows receive challenging assignments in their respective departments and gain exposure to working in a government setting. Below is a table comparing the County of San Mateo's four opportunities for those interested in beginning their careers in local government.

	Supported Training and Employment Program (STEP)	Summer Jobs for Youth Internships	Regional County Internship	Management Fellowship
Criteria	<ul style="list-style-type: none"> Program for emancipated or transitioning Foster Youth, ages 18-24 Assignments intended to acclimate STEP interns to the world of work 	<ul style="list-style-type: none"> Open to individuals ages 18-21 Assignments intended to introduce youth to basic office skills and entry-level work 	<ul style="list-style-type: none"> Open to individuals at high school level or above Type of Internship, as well as length, role, responsibilities are determined by the Department 	<ul style="list-style-type: none"> Geared to students who have recently completed or will soon complete Graduate School or above. Work is project-based; Assignments tend to be more complex in nature
Salary	STEP interns earn \$14 per hour	Jobs For Youth interns earn \$14 per hour	Most internships start at \$14 per hour <i>*Salary is flexible based on complexity of assignment</i>	Salary is flexible based on complexity of assignment
Hours	Flexible Hours 20 to 40 hours per week	Flexible Hours	Flexible Hours 20 to 40 hours per week	Full Time <i>Positions usually last 1 - 3 years</i>
Duration	Annual cohorts start in January & June <i>Typical assignments last at least one year but may be extended.</i>	Summer Jobs for Youth Internships typically last for <u>10 weeks</u> from June to August	County internship opportunities can be offered year-round and/or during the Summer.	Annual cohort starts in June.
Web	http://hr.smcgov.org/STEP	jobsforyouth.org	http://hr.smcgov.org/Internships	http://hr.smcgov.org/san-mateo-county-fellowship-program
Contact	fgflores@smcgov.org	jobsforyouth@smcgov.org	hr_countyinternships@smcgov.org	hr_countyfellowships@smcgov.org

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Notes

Objectives

Know how to confidently prepare for and seek career opportunities.



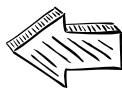
Learn the definition and importance of networking.

Understand the typical application and hiring process.



Comprehend the proper structure of effective resumes and cover letters.

Prepare for common interview questions; know how to dress to impress.



Be a model employee and know how to be successful at your new job.

Achieving Success

Success

[suh-k-ses]

noun

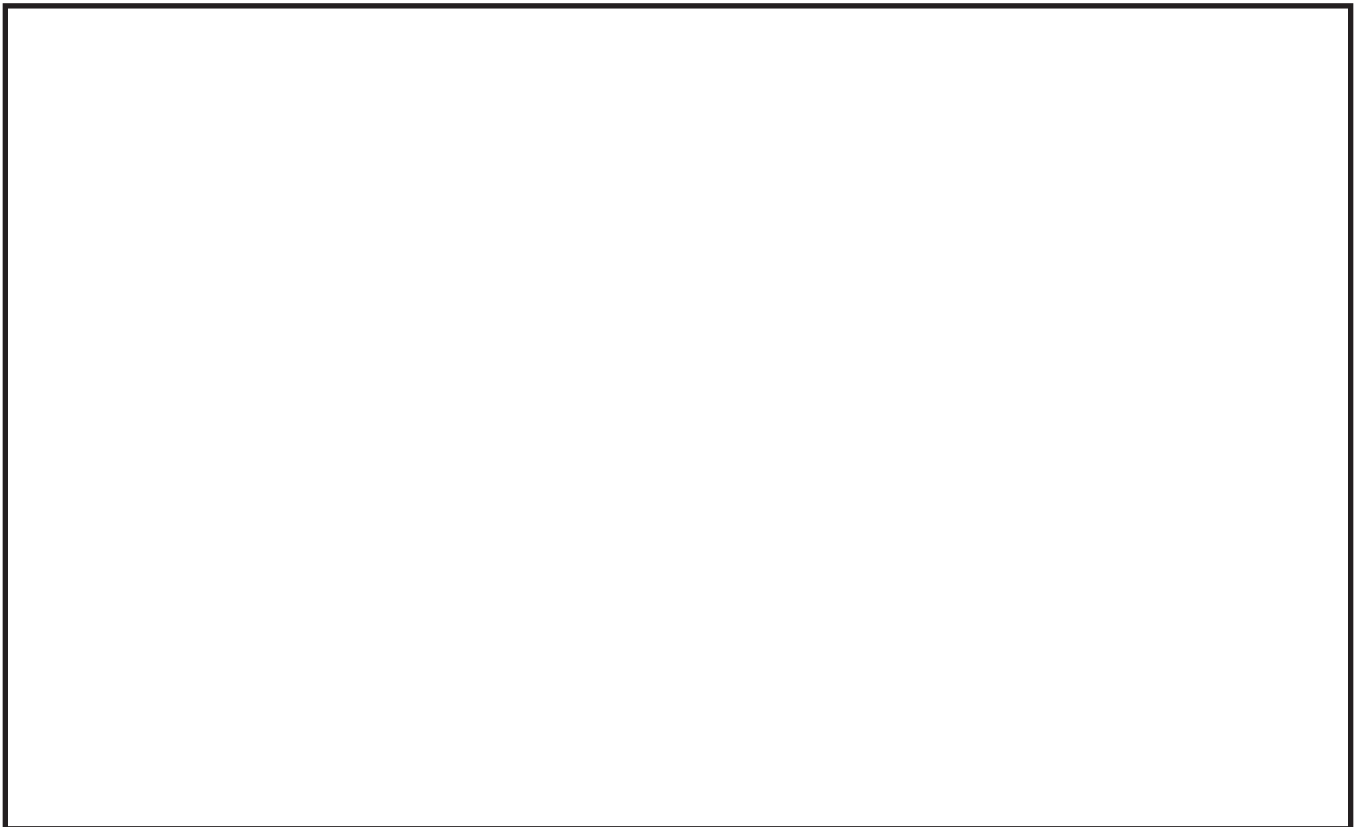
1. The accomplishment of one's goals.

Marco worked hard in school and became extremely successful in his career.

Exercise #1

How do **you** define success?

What does **your** success look like? Draw it out, be creative!



Achieving Success

Confidence

[kon-fi-duh ns]

noun

1. Full trust or reliability of a person or thing.

Caroline has every confidence in her ability to succeed.

Exercise #2

List all of the things you're grateful for (We've started the list for you):

My support system
Shoes on my feet
The privilege I have to learn
My best friend

5 Minute Positivity Break

Read it, believe it, and repeat:

I, _____, am a capable and worthy individual who brings many gifts
(your name)

to the world around me. I am alive, free, and enough. My support system,

_____ and _____
(friend/family members who support you, who you rely on)

believe in me and will always be there when I need reassurance that I'm on the right path. What I give, and who I am, is enough. I believe in myself and know that every time I feel helpless, my support system will be there to get me back on track. I vow to always try my best, work hard, have integrity, and help others along the way. I trust in myself, I trust my abilities. That is enough. I am proud of myself and I know I can accomplish anything I put my mind to!

I know that I am perfectly imperfect, just the way I am. ***I know that I am enough!***

Achieving Success

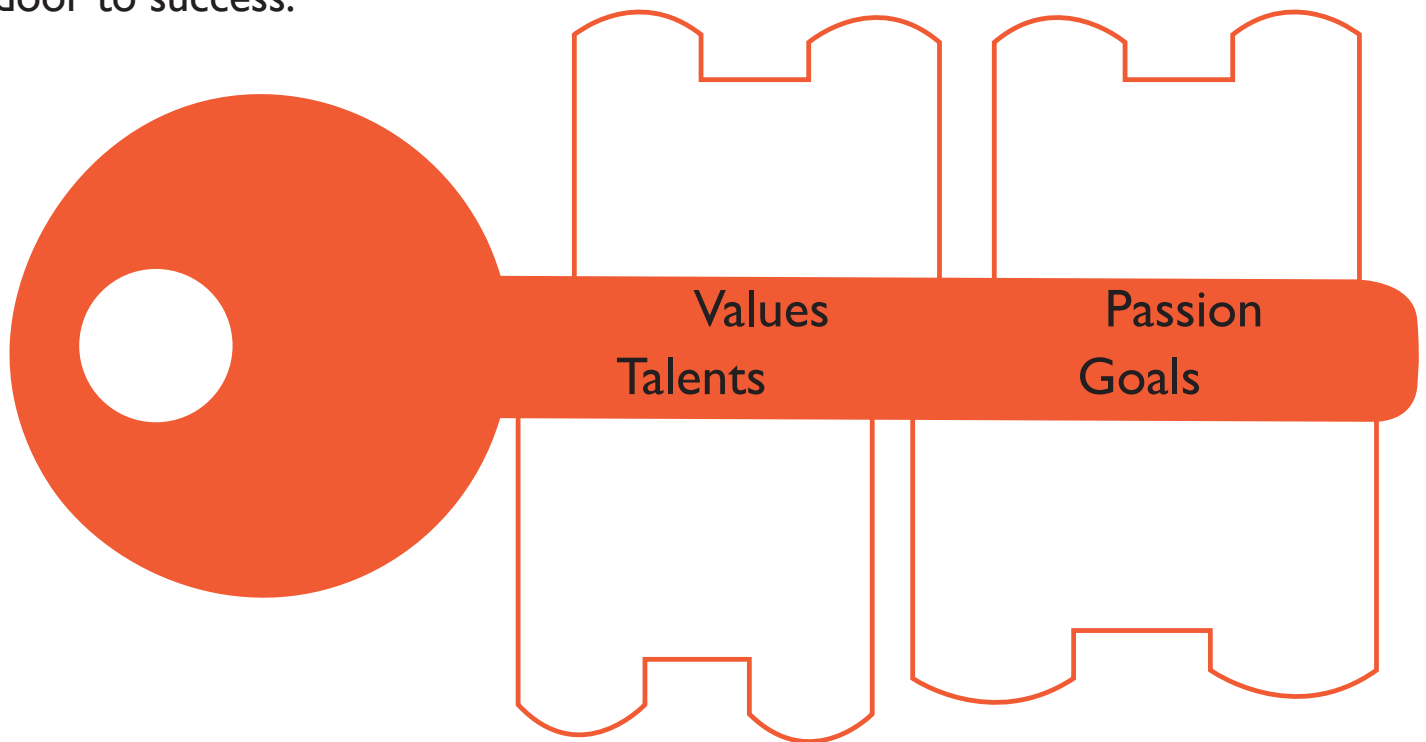
Exploring Interests

Once you have positive belief in your potential, take some time to reflect on that. Success is far more attainable when we incorporate our passions and our interests in what we aspire to do. Sometimes, the simplest joys in life are the key to our happiness and success. For instance, if you love animals, you'd likely find joy, purpose, and success in working with them. If you're terrified of animals, chances are, you would not be happy or successful.

Remember, those who pursue their interests over their desire for money eventually find both!

Exercise #3

Fill in the teeth on the key with your personal definitions to unlock the door to success:



Based on the words you chose to complete your key, what career opportunities might you want to explore?

teaching criminal justice culinary arts

Networking

Networking

[net-wur-king]

noun

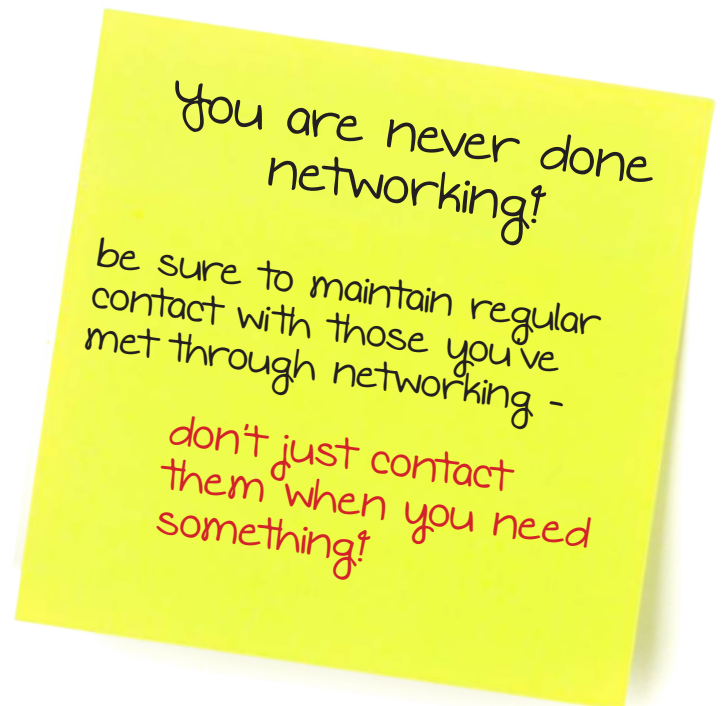
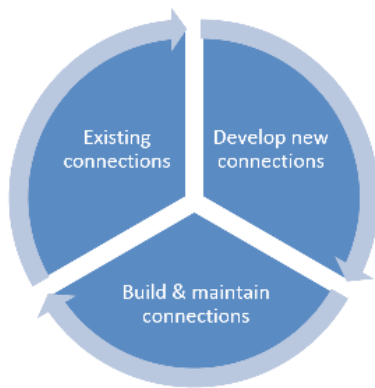
1. A supportive system of sharing information and services among individuals and groups having a common interest.

Through frequent networking, Michael developed a good relationship with his supervisors, and was eventually promoted out of his internship.

Networking Benefits...

- You (Career opportunities, career development, employee engagement, etc.)
- The other party
- Organizations

How Does a Network Function?



Lecture Notes

Networking

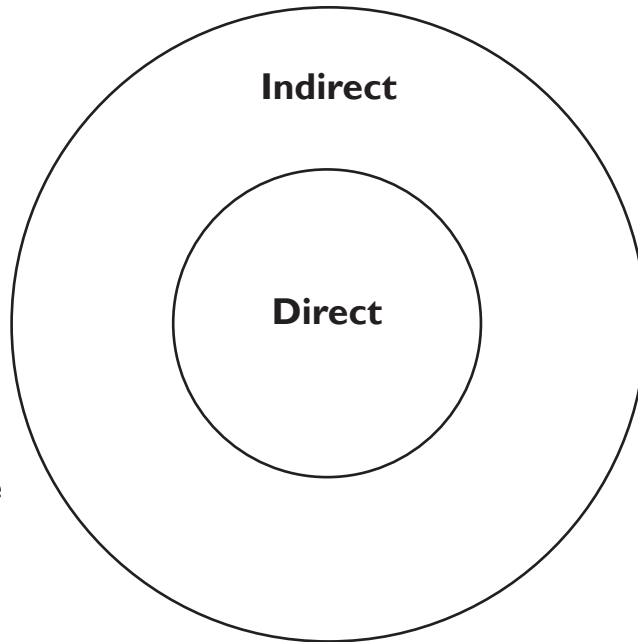
One of the most effective ways to get connected to new opportunities is through the use of networking! Having valuable connections can elevate your career to a level that would be impossible on your own. There are a couple different avenues of networking that can benefit you in your career journey, so let's discuss and dissect those now.

Direct Networking

Direct networking refers to people you know or have met with directly.

Example:

You're interested in tech, so you contact your former coworker, Karin, who now works at Dropbox, to see if they've got any open positions.



Indirect Networking

Indirect networking refers to those who you know introducing you to people that they know, i.e. "a friend of a friend"

Example:

You're interested in tech, so you contact your friend Billy, who knows a girl named Karin, who works at Dropbox.

Exercise #4

What does networking mean to you?

How can you benefit from networking?

Networking

Reach Out

- Build positive relationships
- Keep an open mind and a good attitude when interacting with others
- Reach out to your connections regularly (keep your positive connections close)

Connect

- Help others connect by sharing your knowledge and experience
- Make yourself (reasonably) available to others for guidance and assistance
- Follow through!

Develop

- Meet and talk to new people outside of your common circle
- Put yourself “out there”, i.e. step out of your comfort zone!
- Collect and exchange contact information (business cards)

Valuable Networking Tips...

- Be sincere; be **yourself**
- Always be prepared to network; know how to answer common topics and talking points.
- Always have business cards handy.
- Be curious; ask questions:
 - “What do you like most about your job?”
 - “How did you get to where you are today?”
 - Keep your questions light and impersonal (don’t ask their relationship status or what their stance is on a political topic. Keep it work-appropriate.)
- Treat everyone with respect.
- Smile!
- Make eye contact with everyone you interact with.
- Practice active listening.



GROUP DISCUSSION

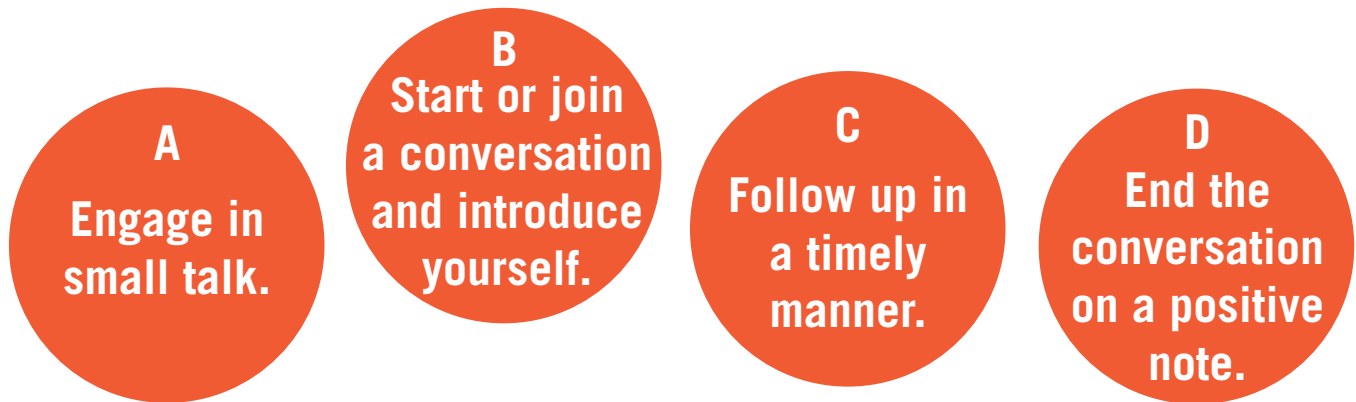
What is your interpretation of the phrase, *Everyday is an interview*? Do you agree or disagree with this statement?

Discussion Notes

Networking

Exercise #5

Arrange the circles in chronological order to reveal the typical networking process (we've started the order for you):



Lecture Notes

Networking

A Step-by-Step Breakdown



Lecture Notes

Don't Forget:

- **Avoid** discussions involving politics, religion, and other potentially controversial topics.
- Be sure to exchange contact information if the situation calls for it! Have business cards on hand all the time!

Networking

Passion

Elevator Pitch

[el-uh-vey tor pich]

verb

1. a concise presentation of a product or idea, covering all of its critical aspects, and delivered within 30-90 seconds.

During my company's annual holiday party, I took the opportunity to present my elevator pitch to the CEO, who later promoted me to upper management.

For the purpose of networking, **YOU** are the “product or idea”, **YOU** are selling your critical aspects, **YOU** are pitching your value. While you may meet a great contact in an elevator one day, we are going to replace the word ‘Elevator’ with the word with ‘Passion’. When speaking about who you are and what you have to offer to the professional world, the key component you must possess is passion: passion for who you are, and passion for what you do. It's time for you to develop and practice your *Passion Pitch!*

Exercise #6

Fill in the statement below to craft your Passion Pitch:

Hi! My name is _____, and I'm interested in studying _____
(First Name)
_____ after I graduate high school. I'm really
(Subject or Major you have Interest in)
passionate about _____, so I want to pursue a career in
(A Cause, a Subject, Things, i.e. animals)
_____. Thanks to my experience working at
(Your Dream Job/Career)
_____, I've learned valuable skills, like _____
(Previous or Current Place of Work) (Transferable Skill i.e. Customer Service)
_____, and _____. I'm
(Transferable Skill) (Transferable Skill)
looking forward to utilizing my learned skills and gaining even more
professional experience, so I believe that a position with _____
_____ would provide me the experience I'm eager
(Specific Company)
to obtain, and you would benefit from having a dedicated,
hard-working employee!

Networking

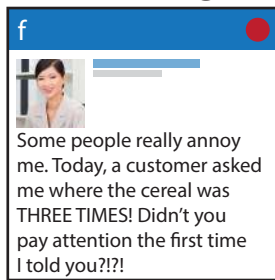
The Social Network

As we are well aware, social media is this generation's preferred method of communication. With every new gadget and app that is released, we have the opportunity to display who we are to the world. On Instagram, we share our favorite photos. On Facebook, we repost articles we can relate to. On SnapChat ... well, we share everything.

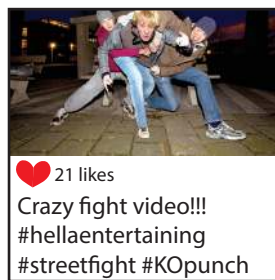
Many companies use social media for recruitment or screening. In some cases, if your presence on a social media site is particularly unflattering, it can impact the decision an organization makes on whether or not to hire you. Alternatively, if social media is used thoughtfully, it can be a great asset in your professional journey.

Exercise #7

Under each box, write down why the above image or comment might be seen as negative to a potential employer:









LinkedIn: The Site for Professionals

Now that we've covered the importance of using caution on social media, let's discuss the ways in which we can use it to positively **network!** The best online tool out there for this purpose is LinkedIn.

LinkedIn is a professional recruiting site where users can set up a career profile, connect with others, search for jobs, read business articles, and so much more. It's easy, free, and recommended that you set up your profile keeping these things in mind:

- Use an appropriate profile picture (no selfies, no revealing clothing, no odd poses).
- Keep your profile up-to-date and thorough. Fill out as much as you can.
- Avoid the use of slang words, abbreviated text, and other illegible language.
- Check in to LinkedIn frequently, and utilize its tools. Endorse your colleagues, learn about other companies, and network with people.



The Job Search

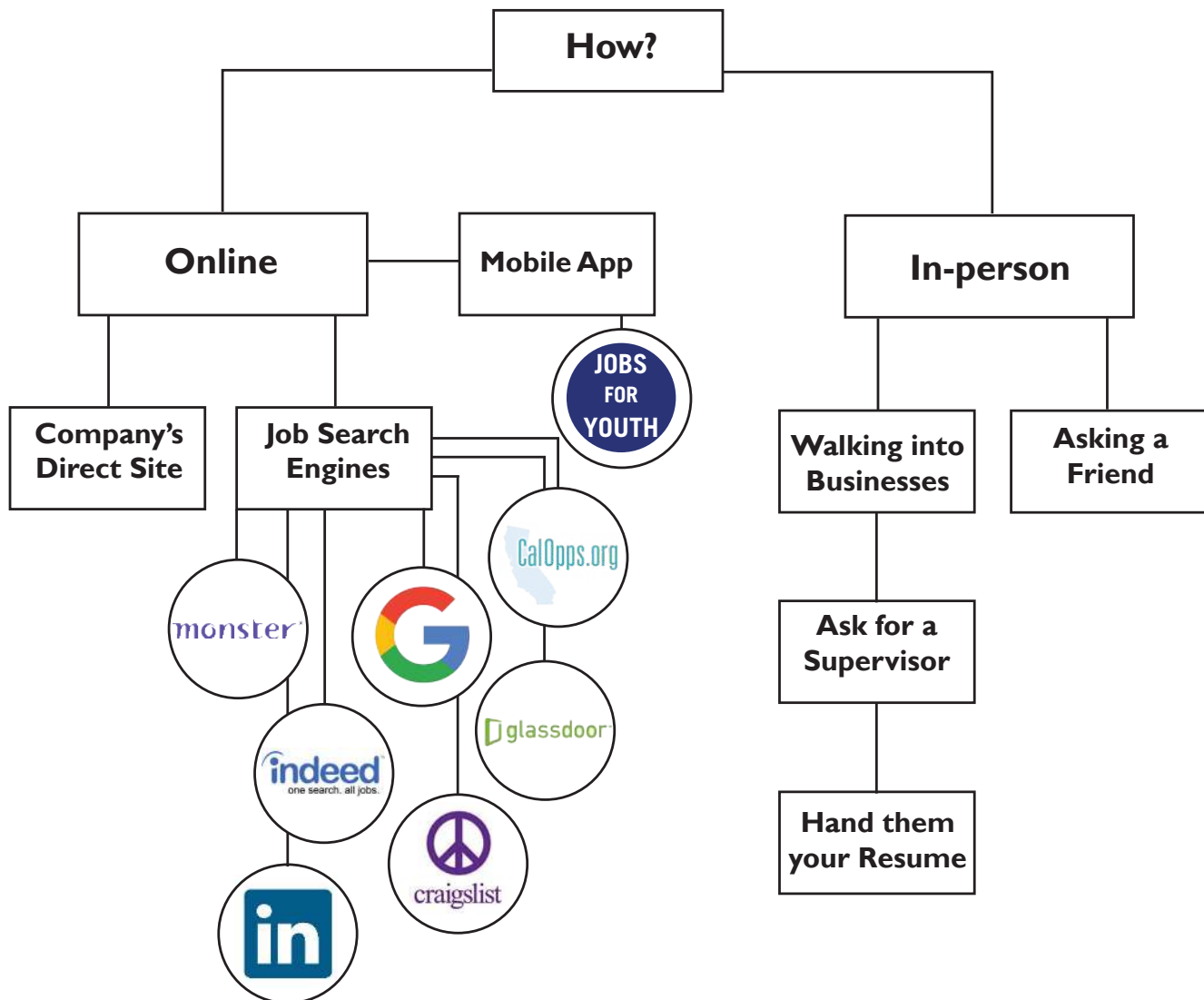
Looking for Opportunities

Now that we know how to unlock success (by pursuing our passions and interests), let's break down the process of actually seeking out those opportunities, and where to start.

Keep in mind, we all have to start somewhere! Your dream may not be to fold clothes at the mall or make smoothies downtown, but each job you accept is an opportunity to gain the skills you'll need for the career you want.

So where and how should you start looking for a job?

There are many great resources out there, and multiple ways for you to find your next great job. The diagram below explains how and where you can pursue those opportunities:



The Job Search

Job Descriptions/Announcements

Most organizations' job postings will have a list of knowledge, skills, and abilities (KSAs) required for the position. It is important to review these carefully to ensure you fit the criteria and understand what is required. The KSAs will also help you when answering supplemental questions or interview questions. Job descriptions are typically high level and simple to read if broken up into pieces.

Work Permits

If you're under the age of 18 but interested in gaining employment experience, **a work permit is required**. A work permit is a piece of paper that you obtain through a series of procedures, which allows you to work in more controlled circumstances based on your age, school status, and other potential factors.

Don't be discouraged if you don't have all of the job qualifications.

Take what is written in the job description and modify your resume to fit the needs of the position. Think about how the skills you've gained at other jobs could be transferable to fit the job you want.

HOW TO GET A WORK PERMIT			
STEP ONE	STEP TWO	STEP THREE	STEP FOUR
Pick up a Work Permit Form from your school's career center, the main office, or from your counselor. If you're on summer break, you'll need to go to the District Office. Fill out the personal information section.	Once you've gotten a job, hand the Work Permit Form to your new supervisor to complete the "Employer Section".	Have a parent or guardian sign the Work Permit Form.	Once the form is complete, return it back to the school/office where you picked it up. A work permit will be issued to you once everything is processed.

INFORMATION ON YOUTH LABOR LAWS: dir.ca.gov/dlse/DLSE-CL.htm

The Hiring Process

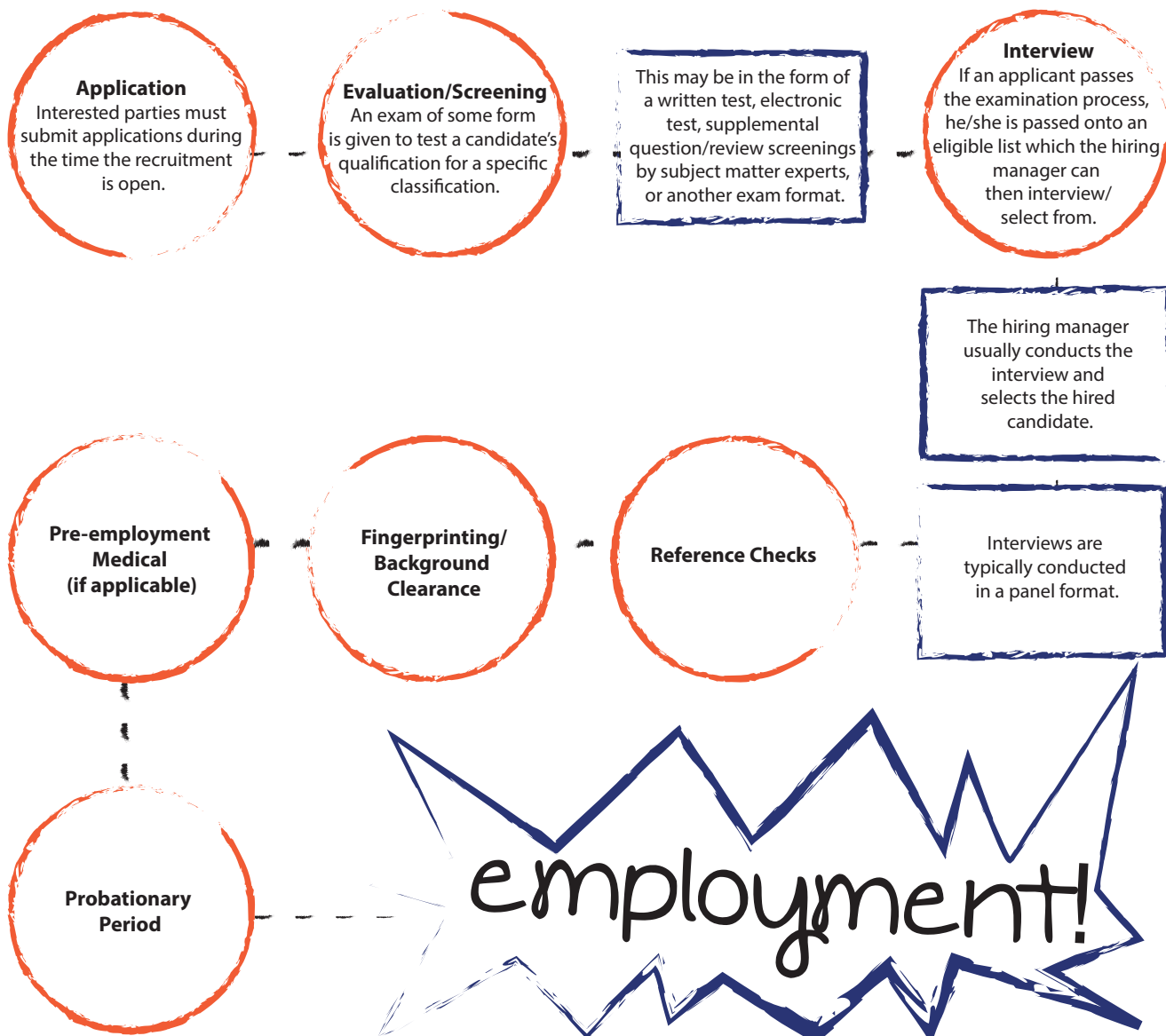
Public Sector vs. Private Sector

Every place of work follows its own unique hiring process. Some public sector positions will have the same process, while private companies typically have a less structured approach. Whatever avenue your career journey leads you through, you'll find some general commonalities between the hiring processes within the public and private sectors.

Navigating the Hiring Process: Civil Service Overview

The Public Sector hiring process is referred to as the "Civil Service" process. Study the following page for more information. If you're interested in pursuing government jobs, you'll want to pay close attention to this section. Government agencies are required to abide by civil service rules when hiring staff in order to ensure a competitive and fair hiring and selection process.

The following diagram outlines the typical steps involved in the civil service hiring process. **Please note that some sections will vary between different organizations.**



Application Prep

Applying for the Job You Want

Once you find a position you are interested in, it's time to initiate the application process. The application you submit will determine if you move forward in the process, so take your time and do your best. Plan ahead! Do not wait until the last minute to start working on the application.

Review the Job Announcement

- Is the position type appropriate (is it in the scope of what you do or want to do?) What salary and benefits are included? Where is the position located?
- When is the filing date? What needs to be included in the submission (resume, cover letter, supplemental questions, etc.)?
- Do you meet the minimum requirements of the position? Do you possess the required licenses/certificates needed for the role?
- Is the position and the work described in the announcement something you'd enjoy and be interested in? Is the work a good fit?

Prepare Application Requirements

- Complete the job application thoroughly; fill out all fields and ensure the information you are providing is accurate.
- Compose answers to your supplemental questions – be concise, grammatically correct, and be sure to answer the question (or questions if multiple part).
- Proofread your answers before you submit! Avoid typos and grammatical errors.
- Prepare an updated resume, cover letter, and reference list. (please refer to **pages 24-27 and page 40** for more details)

Lecture Notes

Application Prep

Remember these *Tips* when Filling Out your Application:

TIP#1

It's always helpful to have a second pair of eyes! Have a friend or family member review your application for errors and areas to improve.

TIP#2

Tailor your application to suit the competencies required by the position you're applying for. Highlight skills and experiences specifically relevant to the job you want.

TIP#3

Be accurate/honest! Transparency is key. You don't want to be questioned about something on your resume that isn't true. It won't benefit you or further your career.

TIP#4

You'll probably fill out lots of applications before getting an interview. Preparing a general **master application** (p. 22) will make the process much easier.



GROUP DISCUSSION

In your past experiences applying for jobs, have you learned any tips to share with your peers that have been particularly helpful for you?

Discussion Notes

Application Prep

Transferable Skill

[trans-fur-able skill]

verb

1. a skill developed in one situation which can be transferred to another situation.

Isabela's experience as a waitress gave her the transferable skill of customer service, which helped her land her job as a front office receptionist.

Exercise #8

Put a check mark next to each skill or quality that applies to you.

<input type="checkbox"/> Customer Service	<input type="checkbox"/> Organized	<input type="checkbox"/> Punctual
<input type="checkbox"/> Team Player	<input type="checkbox"/> Yard Work	<input type="checkbox"/> Answer Phones
<input type="checkbox"/> Child Care	<input type="checkbox"/> File Documents	<input type="checkbox"/> Supervision
<input type="checkbox"/> Stock/Inventory	<input type="checkbox"/> Quick Learner	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Hard Worker	<input type="checkbox"/> Tutor	<input type="checkbox"/> Data Entry
<input type="checkbox"/> Leadership	<input type="checkbox"/> Responsible	<input type="checkbox"/> Dependable
<input type="checkbox"/> Cash Handling	<input type="checkbox"/> Committed	<input type="checkbox"/> Flexible
<input type="checkbox"/> Stock/Inventory	<input type="checkbox"/> Quick Learner	<input type="checkbox"/> Self-Starter
<input type="checkbox"/> Take Initiative	<input type="checkbox"/> Independent	<input type="checkbox"/> Computer Skills
<input type="checkbox"/> Reliable	<input type="checkbox"/> Bilingual	<input type="checkbox"/> Positive Attitude
<input type="checkbox"/> Detail Oriented	<input type="checkbox"/> Office Experience	<input type="checkbox"/> Sales

What other transferable skills do you possess?

_____	_____
_____	_____
_____	_____
_____	_____

Application Prep

Exercise #9

Read and analyze the scenario below:

Scenario:

Alice is applying for an Office Assistant clerical position, but her only other work experience is as a barista at her local coffee shop. She's not sure if she should apply, because she feels her experience at the coffee shop is not enough to qualify her.

Analysis:

Help Alice list some core transferable skills she learned at the coffee shop that would qualify her for the clerical position: (we started the list for you)

Transferable Skills

1. working in a fast-paced environment
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

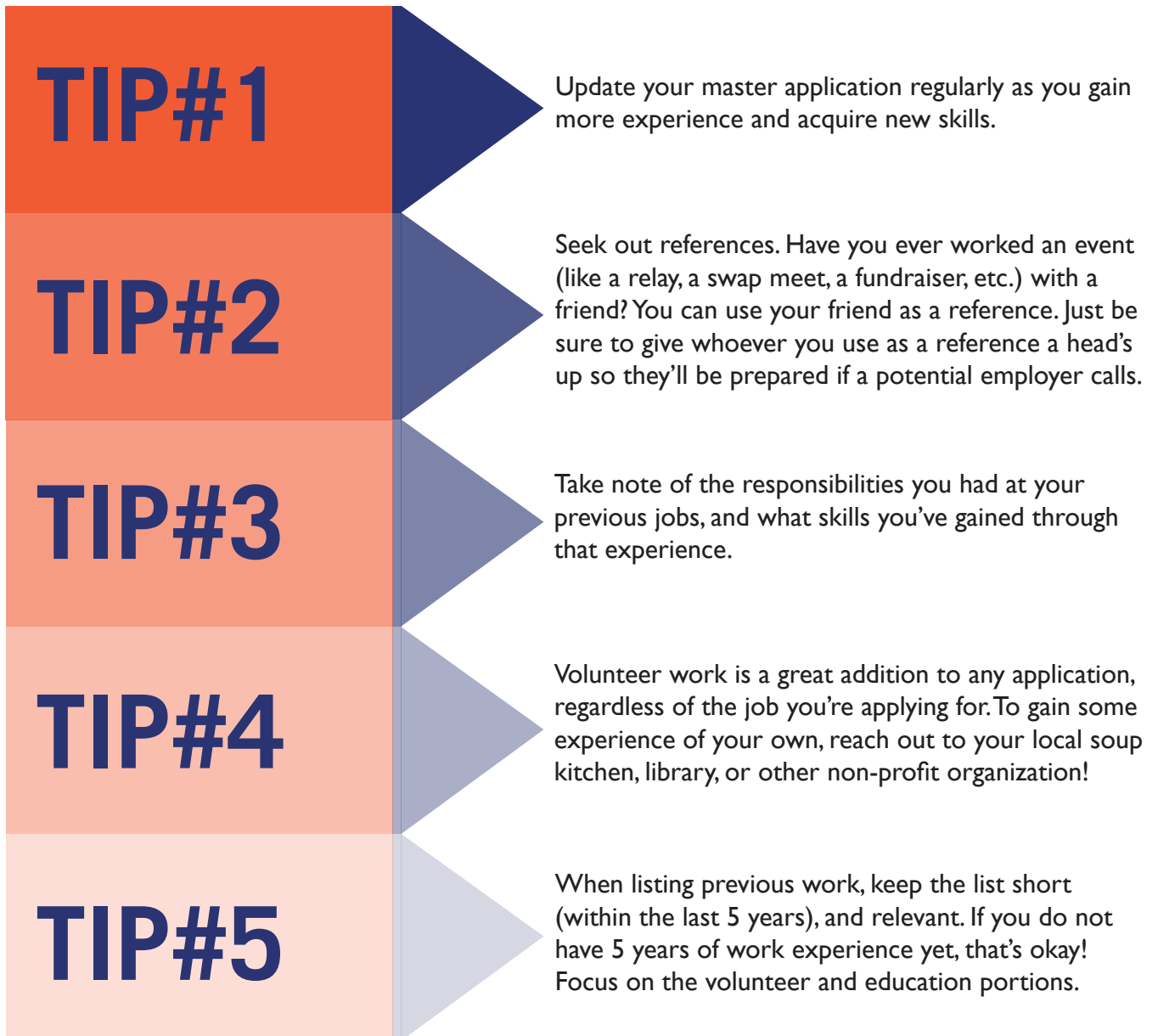
One other thing to note:
It's important to highlight your transferable skills on your application, resume, and in your interview!

Application Prep

The Power of a Master Application

The “Master Application” is a one-page sheet that contains all of the information you’ll need to fill out the often repetitive information on a traditional application. It’s a great tool to be kept with you and updated as needed throughout your job search journey. The reference sheet is also a great way to keep track of all of your great accomplishments and experiences.

Searching for jobs is a job, in and of itself. Lots of time and effort goes into the process of completing a thoughtful application. Entering the same information over and over again can become frustrating, and can lead to careless mistakes. Having a Quick Reference Form will allow for this more redundant part of the application process to be less time-intensive.



Master Application

Name _____

Home Address _____

Email _____ Cell (_____) _____

EMPLOYMENT/VOLUNTEER HISTORY

Most recent employer goes first (include community and/or volunteer work. Use Examples: if no work history: Teacher's Aide, Tutor, Babysitter/Childcare Provider, Yard Work, etc. See application samples.

Name of Employer:		Phone:	
Job Title:		Supervisor:	
Address:			
Date started:		Date Ended:	
Starting Salary:		Ending Salary:	
Duties:			
Reason for leaving:			

Name of Employer:		Phone:	
Job Title:		Supervisor:	
Address:			
Date started:		Date Ended:	
Starting Salary:		Ending Salary:	
Duties:			
Reason for leaving:			

Extra-Curricular Activities: (Please list any Clubs, Sports, School Activities, etc.)

Availability: What days and times can you work?							
	SUN	MON	TUES	WED	THUR	FRI	SAT
TO/FROM							

REFERENCES: (Examples: Coaches, Teachers, Past Supervisors, Career Counselors, Church Pastor, etc.)

Name:		Relationship to you:	
Phone #		Business:	
Name:		Relationship to you:	
Phone #		Business:	
Name:		Relationship to you:	
Phone #		Business:	

LOWEST WAGE WILL ACCEPT PER HOUR		DO YOU HAVE A CALIFORNIA DRIVERS LICENSE?	
----------------------------------	--	---	--

TYPE OF WORK SEEKING	
----------------------	--

(EXAMPLE: CHILDCARE, RETAIL, FAST FOOD, etc.)

EDUCATION

School Name	Address	Last Year Completed	Degree Received	Subjects / Major
		1 2 3 4		
		1 2 3 4		

Quick Reference Form

EDUCATION

SCHOOL	TRAINING	TRANSFERABLE SKILLS
High School: _____ Address: _____ From: _____ to _____ (year to year) Degree: _____	(Did you complete a program to obtain certification? In positions where applicable, such as one which requires manual labor, do you have any physical training like weight lifting or marathon running?)	(general skills gained from basic work experience, i.e. Phone Operation or Customer Service)
College: _____ Address: _____ From: _____ to _____ (year to year) Degree: _____		
Vocational/Other Schooling: _____ Address: _____ From: _____ to _____ (year to year) Degree: _____		

EXPERIENCE

PREVIOUS WORK (Only legal work within the last 5 years)	VOLUNTEERING	INTERNSHIPS
Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____		Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____
Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____		Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____
Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____		Place of Business: _____ Address: _____ Employed From: _____ to _____ (year to year) Reason for Leaving: _____

REFERENCES

(References must be non-related individuals who can attest to your work ethic and personality.)

REFERENCE #1	REFERENCE #2	REFERENCE #3
Name: _____ Relationship: _____ Phone Number: _____	Name: _____ Relationship: _____ Phone Number: _____	Name: _____ Relationship: _____ Phone Number: _____

Application Prep

Resume

[rez-oo may]

noun

1. A brief written account of personal, educational, and professional experience and qualifications; usually prepared by an applicant for a job.

I always keep a copy of my resume on hand – you never know who you're going to meet!

There are 5 different types of resume layouts (listed below). Be creative and find what works best for you. You can even mix and match if you find it effective and appropriate.

RESUME LAYOUTS

COMBINATION	FUNCTIONAL	CHRONOLOGICAL	STRONG	NON-TRADITIONAL
Lists your skills and experience first, followed by your work history.	Focuses on your skills and experience, rather than your work history.	Outlines job history in reverse chronological order (most recent to least recent).	Includes a summary of your skills, experience, and goals as they relate to a specific desired position.	Can include photos, graphics, charts, and/or other visuals.
NOTES				
This, combined with aspects of the Chronological resume layout, is a traditionally professional choice.	Benefits those who want to highlight their transferable skills.	Great choice for those who have a significant amount of years at a company, and/or have experience at significant companies.	If you really want to impress a potential employer, you will tailor your resume to fit the desired qualifications listed for the job you're applying for.	Depending on the job you're applying for, adding personality through multimedia is a great addition to other, more traditional resume layouts.

Take Note:

- Be sure to include valid, accessible contact information (address, phone, email) Use an appropriate email (superstar4eva1989@aol.com is not ideal).
- Do your best to customize your resume to the position you're applying for.
- Be thorough when describing your past job duties.
- Do NOT embellish your resume – be honest and true to who you are and the accomplishments you've made. Authenticity is key!
- Employers spend an average of SIX SECONDS reviewing a resume. Keep yours to one page!

Application Prep

Let's Dissect a Resume!

Header
Your header should include your name and contact information.

Andrea Bernard
(555) 456-7890
a_bernard@gmail.com

Highlights

- Enthusiastic, friendly, outgoing hardworker
- Willing, eager and quick to learn new skills while accepting constructive criticism
- Reliable, conscientious and motivated to see job through to completion
- Work well independently or as a cooperative team player
- Self started with positive, supportive attitude

Skills and Experiences

Communications

- Excellent communications skills both oral and writing
- Communicate well with all age groups -children, peers, adults and seniors
- Creative and imaginative, developed interesting games and activities for children
- Familiar with computers and comfortable using word processing
- Demonstrated effective communications skills and team spirit as team coach

Organizational

- Recognize the importance of setting and achieving goals
- Assisted in organizing numerous activities for elementary school activity days
- Assisted in children's Christmas parties
- Planned own work schedule for cleaning jobs
- Responsible for availability of equipment and supplies to ensure successful completion of work

Customer Service

- Greeted and conversed with customers
- Developed many repeat customers for babysitting service
- Handled all concerns professionally and confidently
- Demonstrating confidentiality, trustworthiness and competence in working in private homes

Highlights
In this section, you have an opportunity to show your potential employer what makes you unique and high value!

Skills
Here, you can list the skills you've gained through your experiences. This section allows you to highlight your transferable skills in a personalized format.

Work Experience
Here, list your past and present employment, with the most recent or current position at the top. Be sure to list any volunteer work you've done!

Employment Experiences

Cleaner, *JFCATC*, Meaford, ON Summer 2006
 Bus Girl, *Blue Mountain Resort*, Thornbury, ONafter school and weekends 1999 - 2006
 Babysitter, *many local families*, NB and ON1996 - 2006

Volunteer / Community Work

Elementary school family day activities, Meaford, ON1994 - 2000
 Assisted children's seasonal parties. (Halloween, Christmas) Meaford, ON2003 - 2006

Interests

Playing Basketball Sports listening to music Socializing

Interests
This is an optional section. If you find that listing your interests on your resume will enhance your identity on paper, go for it! Be sure to only list appropriate hobbies.

References
Listing references on your resume is optional, but suggested!

Excellent References Available upon Request

See a few other examples of resume styles on [pages 60-62](#)



GROUP DISCUSSION

Can you identify what type of layout the above resume might be categorized as?

Application Prep

Cover Letter

[kuhv-er let-er]

noun

1. A letter that introduces who you are, explains your purpose for writing, highlights some of your experiences or skills, and requests an opportunity to meet personally with the potential employer.

To apply for the job I wanted, I was required to write a cover letter.

Writing a Great Cover Letter

A great cover letter should be clear and concise, no more than one page, and you should tailor your cover letter to the specific job you're applying for. Just as you would with your resume, review the position qualifications and mention your related skills in your letter. Incorporate the position title and the name of the company into your letter-this ensures the employer that you've taken the time to be thoughtful, which show high interest in the position. Most importantly, be yourself! It's okay if you don't use big words, be authentic to who you are, and do your best to show your desired employer your personality through your letter. Your goal is to get them so interested in who you are, they contact you for an in-person interview!

Lecture Notes

Tips to remember:

- have someone proofread your cover letter before you send it.
- Keep your cover letter brief and to-the-point, but be sure to let your personality shine throughout!

Application Prep

Let's Dissect a Cover Letter!

Whatever layout you decide to use for your resume, be sure it represents who you are. Make it your own, let your personality shine through.

Inside Address

The inside address is the address of the place of business you are applying to. It should emulate a traditional address format, including the name of the hiring manager, if applicable.

February 21, 2017
Ms. Leanne Bach
Dayjob, Inc.
456 Main Street
Redwood City, CA 94063

Pam Halpert
555 Bear Creek Lane
Scranton, PA 18501
650-555-1234
p_halpert@gmail.com

Header

Your resume header and your cover letter header should be the same, and should include your contact information. You can design this to look however you'd like!

Salutation

Dear Ms. Bach,

Opening

Your opening paragraph should include a reiteration of the company and position you are applying for. Be specific with job title/company name!

I'm writing in response to your recently posted position as an Office Associate for Dayjob, Inc. I am very interested in this opportunity, and am confident that my qualifications and professional experience would make me a strong candidate for the position.

As a Sales Associate at my current job, I have learned the value of great customer service, and through my experience keeping inventory I have perfected my organizational skills. I also have experience with cashiering on a digital system, and I work with computers daily at school, so I am comfortable with technology and can learn new systems quickly. I view Dayjob, Inc.'s Office Associate position as an opportunity for me to elevate my career to the next step. Working for a recognizable, high-quality company such as Dayjob, Inc. would be a great privilege.

Body

The body of your cover letter should include specific examples of your skills and experiences at work and school, plus how you would be an asset to your desired position/company.

Conclusion

Your concluding paragraph should briefly remind the employer that you are the best candidate for the job. Thank them for their time, express your interest in meeting in person.

I can offer your company great enthusiasm, passion for success, professionalism, and strong capabilities for advancement in the clerical industry. Thank you in advance for considering my application. I hope to have the great opportunity to meet with a representative of Dayjob, Inc. to further discuss my candidacy.

Sincerely,

Pam Halpert

Before The Interview

Informational Interview

[in-for-mal] [in-ter-vyoo]

noun

1. An informal meeting in which a person seeking a job gathers information and advice from a professional who is already in the field.

Before Chantal's interview for a position at the local Recreation center, she had an informational interview over coffee with her older sister's friend, who'd worked as a Rec leader in college.

Do Your Homework

If you get an interview for a particular job, one of the biggest favors you can do for yourself in preparation is to research the company you'll be interviewing with. Get to know their mission, their goals, and a little bit about their history, too.

It's equally important to understand the functions and responsibilities of the job as best as possible. Aside from general online research, it can be very insightful to conduct an **Informational Interview**.

WHY SHOULD YOU CONDUCT AN INFORMATIONAL INTERVIEW?

To clarify your goals

To expand your professional network

To build confidence for your interview

To understand expectations of the job you want

To identify your professional strengths and weaknesses

To get insider access to the most up-to-date career information

QUESTIONS TO ASK IN AN INFORMATIONAL INTERVIEW:



How does this work interest you and how did you get started?

Why did you decide you wanted to work for this agency?

What can you tell me about the business culture?

What does a typical day at your job look like?

What can you tell me about the business culture?

What satisfactions and dissatisfactions do you experience in your line of work?

What are the major qualifications for achieving success in this line of work?

What do you like most about working for this agency?

How would you describe the people you work with?

The Interview

Interview

[in-ter-vyoo]

noun

1. A formal meeting in which one or more persons question, consult, or evaluate another person.

Samuel practiced all night for his interview with Google in the morning.

Stress is Normal, Shake it Off!

While nerves will typically always linger before you have an interview, this next lesson will give you the skills and knowledge to properly prepare yourself to succeed. The interviewing process is the most important step to get through, because it is an opportunity to let your personality, knowledge, and uniqueness shine.

Simply put, a job interview is a meeting with colleagues, in which an employer asks you, the interviewee (or the applicant) specific questions pertaining to an open position for hire. This is done to gauge whether or not you are the right person for the job. Many different factors play into how you're perceived, and that's what we're going to look at next.

One thing to note:

No matter the outcome, attending interviews is a great learning experience! The more you engage in them and give your full effort, the more prepared you will be in the long run.

Lecture Notes

The Interview

What do Hiring Managers Look for?

Hiring managers are looking for a candidate that is qualified for the work and a good fit for the organization. A qualified candidate might look like someone that comes off as confident, competent, professional, and an effective communicator. They would also possess the “ideal candidate” qualities listed in the job posting.

Pre-Interview

Remember, the interviewers want to get to know you in this process, not trick you! General interview topics tend to include (but are not limited to) the following:

- Education
- Work/Volunteer/Internship Experience
- Work-related Skills and Abilities
- Personal Qualities
- Overall Knowledge
- Oral Communication Skills
- How Well you ‘Fit’ the Job Description

Exercise #10

What 3 things would you want to ensure potential employers learn about you in your interview? *(These things can be a specific skill, past employment, or something more personal, like a component of your work ethic.)*

#1

#2

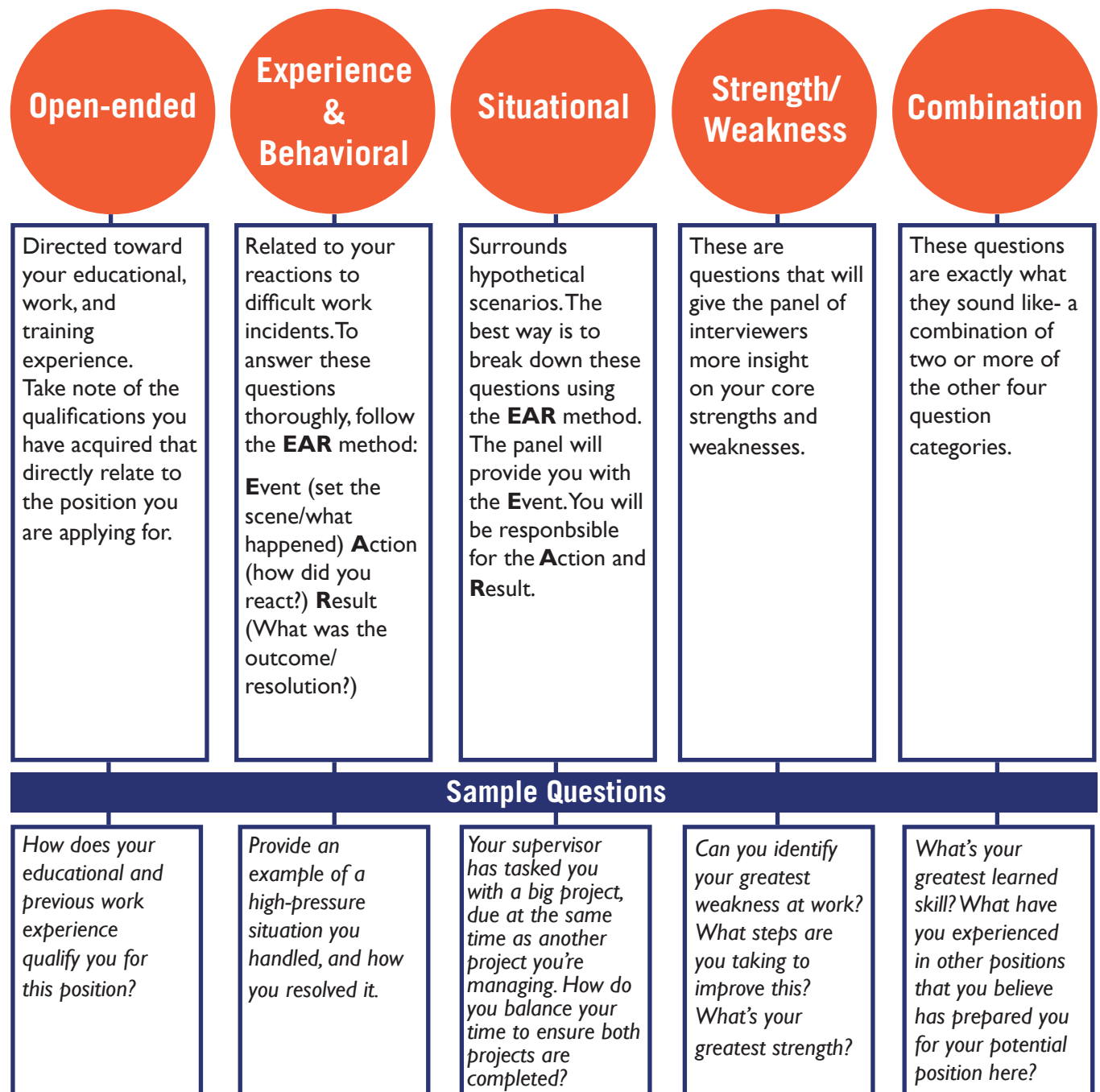
#3

The Interview

Interview Questions...

Many times, we go into an interview, vowing to “wing it” because, well, how hard could it be to talk about yourself?

Most interviews are structured around a set of 5 general question types, which will make it much easier for you to prepare your answers. We recommend forming your responses to these questions, writing them down, and practicing them frequently. If you’ve got a big interview coming up, treat it like you would a test: study until you’re confident. This is the key to having a successful interview!



The Interview

Exercise #11

Question to Answer: Connect the best answer to each question below.
(we've got the ball rolling for you!)

Explain how you prioritize your tasks to ensure work is completed on time.

I do my favorite things first, and pay no attention to time, it's just a man-made anomaly.

I'm really good at everything, I can do it all.

I create spreadsheets to keep track of my assignment and I prioritize them based on their due dates.

Why do you want to work for this organization?

I think I would be a great asset because I truly love your product! I'm also a hard worker and very organized.

I want to work here because the pay is great and the commute's not bad.

What qualities do you possess that you believe are your greatest strengths?

I'm a great multi-tasker, I'm creative, and I put care into everything I do.

The Interview

Lecture Notes



Let's Talk About the Do's and Don'ts...

There are many obvious do's and don'ts in the interviewing process, like DO provide a firm handshake when introducing yourself to the panel of judges, and DON'T lie, under any circumstances, about anything. Coming up, we will list and review all of the obvious and not-so-obvious do's and don'ts of the interviewing process.

The Interview

Exercise #12

Solve the riddle by circling the letter next to each “do” of interviewing. When you’ve gone down the whole list, write the circled letters in order from top to bottom in the answer box! (we circled the first “do” for you.)

At night they come without being fetched. By day they are lost without being stolen. Overcome them and you will never fail!

D _ _ _ _ _

- D** Visiting or researching the interview location before your interview
- C** Just winging it
- O** Wearing business or office attire
- U** Turning your cell phone off
- E** Showing up late
- F** Wearing lots of your signature perfume or cologne
- G** Reading from your resume
- B** Having a prepared closing statement
- A** Knowing nothing about the company you’re trying to get hired by
- J** Chewing gum
- R** Slouching
- T** Making direct eye contact
- O** Wearing your favorite band tee
- M** Telling the panel you’re socially awkward
- A** Providing clear and concise answers
- B** Telling a little white lie about your rank at your previous job
- N** Maintaining good posture
- D** Smiling and expressing enthusiasm
- U** Answering questions with a “yes” or “no”
- H** Expressing your sincere dislike for an old boss
- F** Having confidence in your capabilities
- W** Yawning
- C** Looking down while you speak
- T** Using “um” and “like” in abundance
- E** Remaining true to who you are, i.e. being yourself
- V** Using slang or slang expressions, such as hella or lit
- A** Offering a firm handshake
- R** Thanking the panel for their time


The Interview

Communication and Appearance

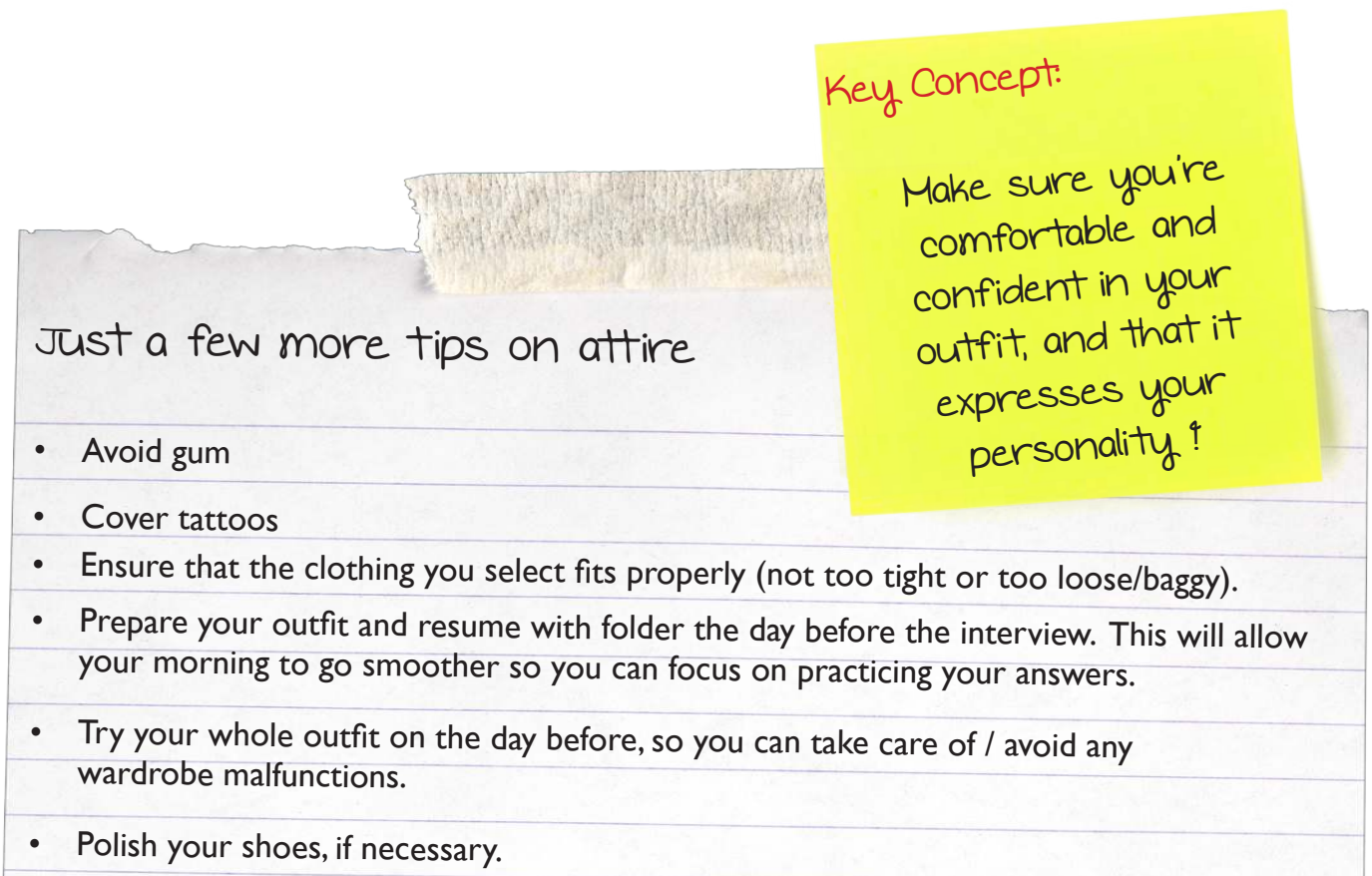
In order to appear professional, confident, and present yourself well, you need to be aware of the image you are portraying. This is primarily done through your attire, body language, and verbal communication. Let's take a look at best practices for each.

Attire

As you recall, interviews are typically semiformal to formal meetings; therefore, you should dress appropriately or "dress to impress" think upper business casual to business formal range.



Solid color suit, long sleeve shirt, belt, darks socks, and conservative shoes, with little to no jewelry. Business casual also includes a neat, professional hairstyle, trimmed nails, and looking overall "groomed." Slacks, or skirt with a coordinated blouse and shoes. Low-cut and sheer tops are not appropriate. Light makeup is ok, and neat nails, painted or not, are acceptable.



Just a few more tips on attire

- Avoid gum
- Cover tattoos
- Ensure that the clothing you select fits properly (not too tight or too loose/baggy).
- Prepare your outfit and resume with folder the day before the interview. This will allow your morning to go smoother so you can focus on practicing your answers.
- Try your whole outfit on the day before, so you can take care of / avoid any wardrobe malfunctions.
- Polish your shoes, if necessary.

Key Concept:
Make sure you're comfortable and confident in your outfit, and that it expresses your personality!

The Interview

Exercise #13

What Not to Wear: "X" out the clothing items that would **not** be appropriate to wear to an interview.



The Interview

Body Language

Research has shown that body language (or non-verbal communication) accounts for 55% of good communication. Positive body language allows for a great first impression, and that can stick with a potential employer equally as much as a great interview. Presenting yourself in a positive and professional manner is half the battle!

Many times, a panel will have more than one qualified candidate, and what will give you that edge over your fellow candidates is personality and body language. Who you are and how you present yourself is of utter importance to any company.

FACIAL EXPRESSIONS

Smile! Make sure you keep a look of interest on your face throughout your interview. If they're speaking, reciprocate with head nodding to assure them that you're focused and listening. Do not yawn or zone out. Try not to look away.

EYE CONTACT

Maintain reasonable eye contact with each member of the panel. When speaking, be sure to look directly at who you're speaking with.

POSTURE

Keep an upright sitting position, with your shoulders pulled back and your head in a centered, forward facing position. Avoid crossing your arms, slouching, and fidgeting. If you tend to fidget, keep your hands flat on your legs.

HANDSHAKES

Make direct eye contact, smile sincerely, and take their hand firmly, shaking with purpose. Be sure your hands are washed before the interview, too! A weak or sweaty handshake could ruin your chances of being taken seriously by the panel.



GROUP DISCUSSION

Pretend you are a manager at a law firm, and you need to hire a new front desk associate. You interview two qualified people with the exact same credentials. On paper, they're perfect candidates. One comes to the interview dressed in sweats, uggs, and a messy hairdo. The other is dressed to impress. Who do you hire, and why?

Discussion Notes

The Interview

Verbal Communication

Be aware of your tone, enunciation, and speed of speech during your interview. Breathe, control your pace, and do your best not to babble. This will allow your answers to come out clearer, which will result in a more effective interview.

Lecture Notes

Communication Tips

- Use an appropriate tone / volume in your voice.
- When you're asked a question, think about your answer before speaking. This will help you avoid babbling!

The Interview

Closing Statement

A closing statement is an opportunity at the end of your interview to share any additional information with the panel and summarize your qualifications. It's your chance to make your final "pitch"! This will aid you in making a great impression on the panel.

Topics to **AVOID** in a closing statement:

- Nothing – say *something!*
- Starting Date – this will put you and the panel in an awkward spot. When a decision has been made, they will notify you.
- Anything about money. Don't ask what the pay is, nor that your interest in this job is in any way motivated by money.

An Example of a Closing Statement

Interviewer: Do you have anything else you'd like us to know before our interview ends?

Interviewee (you): (If you DON'T have any questions) I don't have any other questions, but I'd love to take this opportunity to tell you a bit more about who I am. I'm a hard worker who will learn the job quickly. I'm always on time, and I take pride in my work. I have lots of passion for this work, and I really appreciate the time you've taken to get to know me today. I hope to be considered for this position!

5 STEPS TO A SUCCESSFUL CLOSING STATEMENT

STEP ONE

Thank the panel for their time and consideration in you as a candidate.

STEP TWO

Confirm your interest in the position.

STEP THREE

Share any knowledge or information you have gathered about the department or position. This will show the employer you're truly interested in the company.

STEP FOUR

Summarize your relevant skills and experience; use these talking points to explain why you're the best fit for the job.

STEP FIVE

Thank the panel again, in a sincere manner.

After the Interview

Reference List

At some point during the hiring process, usually after the in-person interview, the employer will check your references. Most employers require 2-3 non-family references. Typically, the employer will call your references to ask questions about your work ethic, your personality, and your trustworthiness. They want to get a more accurate idea of who you are as an everyday person. This is why it's imperative that you keep a good reputation with every previous employer you've had.

How to Obtain a Reference

Think about previous supervisors, managers, and coworkers who you believe would paint you in the very best light to a potential employer. If you've never had a job before, have you volunteered anywhere? If not, do you know a few teachers and/or mentors at school who've been exposed to your work ethic through your studies? Have you ever worked as a teacher's assistant? What about filing papers or assisting the administrative office? Do you play sports? All of these experiences have provided you a few great references!

What Does a Reference Look Like?

A proper reference typically requires a small amount of information, formatted either on your resume, in an email at the employer's request, or on a paper application.

Example:

Jane Doe - **Name**

Former Supervisor (*Paper Depot*) - **Relationship to you**

555-555-5555 - **Contact Phone**

janedoe@email.com - **Contact email (if available)**

Best Practice

- Be sure to contact your desired reference and ask them if they are okay with their information being given out. This will also prepare them for a possible phone call or email.

- In some cases, you can ask your reference to stress a certain quality or responsibility you held to your potential employer.

See an example of how your Reference List should look on [page 63](#).

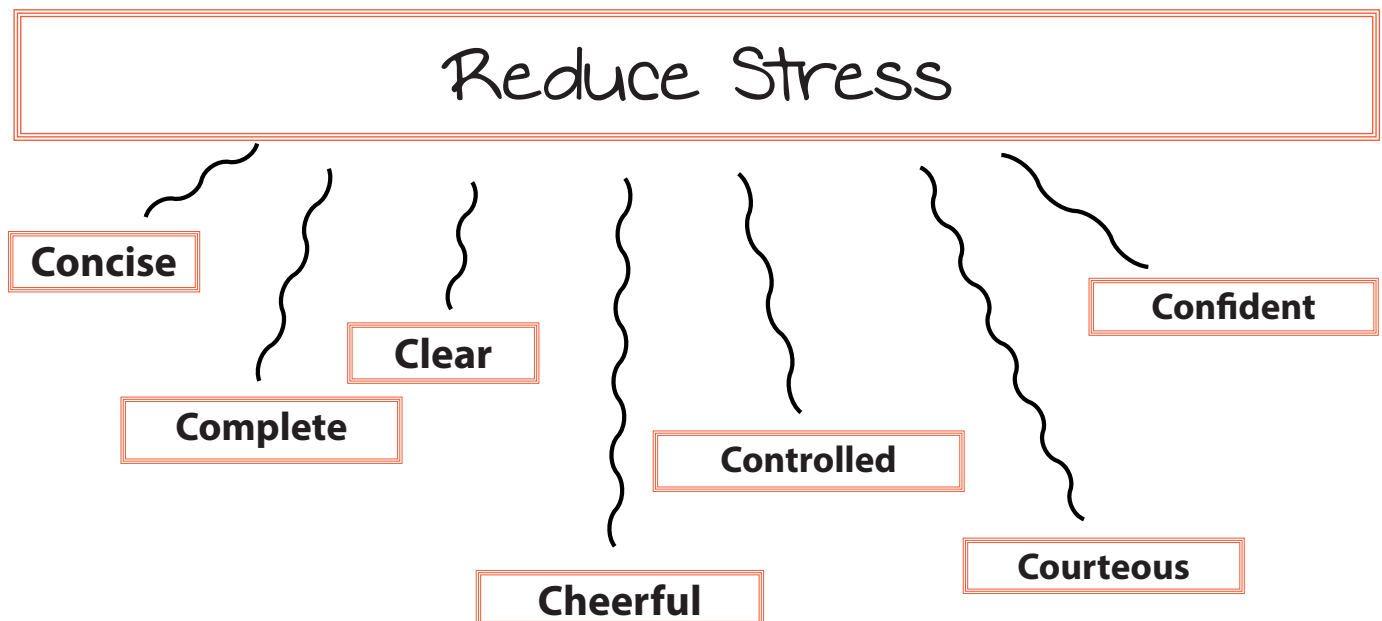
After the Interview

Stress Management

You're done! The interview is finally over, and you can breathe. Sometimes, the adrenaline is rushing through our brains at such a high intensity, we can barely remember the things we said. But, if you allow yourself a few moments after the interview to jot down questions they asked for future practicing purposes, you'll be even better prepared the next time you go for an interview.

Don't Stress! Everyone's almost guaranteed to make at least one minor mistake in an interview, and, while you could beat yourself up over "shoulda coulda woulda" moments, it won't help you accomplish anything going forward. The best thing you can do is take notes. Hop in your car, make sure you've got a paper and pen or a notes app on your phone, and start from the beginning, or as far back as you can remember. Contemplate what you said in response, and jot down the good points you made, things you'd say again if asked the same question in another interview. Then, jot down things you'd add in the future.

PRACTICE THE 7 C'S



Reflection

When the interview is over, it's time for you to reflect. Ask yourself a few questions, and if it helps, write it down journal-style so you can go back and refer to your thoughts any time.

1. What did I learn from this experience?
2. What went well? Did I answer questions confidently and without hesitation?
3. What questions did I have trouble with? How could I have improved?

After the Interview

Writing a Thank You Letter

After an interview, it's recommended you send a thank you letter to the company via email. The thank you letter should be short but concise, and ideally should be addressed to the person with whom you interviewed. Do what you can to send the letter out as soon as possible, no later than 24 hours after the interview has concluded. Sending a thank you letter will leave a lasting impression on the person you interviewed with, and will allow you to display more of your professional strengths. Most importantly, sending a thank you letter reinforces the fact that you want the job!

Headers
Be sure to send your email directly to the person who interviewed you. Your subject line should be simple.

To... cmiller@finishlinecorp.com
Cc...
Bcc...
Subject Thank You

Dear Mr. Charles Miller,

Thank you for the opportunity to speak with you today. As we discussed, my two years of retail sales experience would make me a perfect fit for the sales associate position at Finish Line.

I enjoyed establishing rapport with customers, and efficient at managing inventory and displays, and would be excited to join the Finish Line team.

If you have any additional questions, please call me at 650-422-7891. I am very interested in the position and look forward to hearing back from you. Thank you again for your time and consideration.

Sincerely,
Anna Garcia

Body
Address the interviewer formally. Remind them why you're the right fit for the job in one or two sentences. Reiterate that you're interested in the position, and thank them for the opportunity to interview. End the email with a salutation and your name.

Lecture Notes

When You Don't Get Hired

Controlling Your Emotions

It happens to the best of us. We put together a resume, submit an application, and practice for the interview and get a rejection call, letter, email or sometimes we may not hear back. While we may feel discouraged or disappointed, not getting the job can be seen as a great learning opportunity.

The diagram below breaks down four areas of productivity that you can focus on to stay positive in tough and trying situations.

GET FEEDBACK

If possible, send an email to the organization you were not hired by to get some feedback.

Take the opportunity to thank them for their consideration, and request some feedback on your interview. How could you have done better? What qualifications were you lacking? How was your personality perceived?



REFLECT

If you have a journal, it's time to start writing! If you don't have one, anything, even a napkin, will work. Writing out how you're feeling about any topic, good or bad, that you feel strongly about is therapeutic.

The most important thing to remember when journaling is to be honest with yourself. Refrain from unnecessary negativity, but reflect on how you can do better, be better, and/or make better choices.



DEVELOP

Sometimes we feel like giving up or doing nothing but this is a downward spiral that will just make us feel worse. Think about ways you can make progress in different areas of your life, make a plan, and start. Another way to make progress is by being proactive. You can actively network, keep searching and applying for job opportunities, and check in with a trusted advisor for advice.



STAY POSITIVE

This is the most important component of boosting productivity and preparing for the next interview. Keep a positive mindset, even if you're not feeling that way. Remind yourself that you're worthy of success, and that you've got lots to be grateful for. Eventually, your mood will shift. Positivity is the greatest defense against negativity!



I Got the Job! Now What?

You're Hired!

You did it! All of the hard work you put into your presentation, resume, and interview has finally paid off. This new job is not just work. It's an opportunity to gain knowledge and experience, to meet professionals who are established in their careers, and to become a valuable contributor to a company.

In this final chapter, we will discuss how you can ensure you make a great impression in your new position. Before we break that process down, let's bring the discussion back to success.

Exercise #14

In the first chapter of this workbook, we completed exercises that helped us determine what success means to us as individuals. Keeping in mind what we learned through those exercises, answer the questions below according to your own interpretation.

List some qualities / characteristics of a successful employee:

friendly
dependable
team player

List 3 things that good employees do regularly:

#1

#2

#3

List 3 reasons why you want to be a good employee:

#1

#2

#3

I Got the Job! Now What?

Preparing for Your First Day

Once you've been notified that a company wants to hire you, you've got some time before your first day to ensure you make a great impression. Many independent studies have been done on this subject and collectively, what can be taken out of every study is that "You don't get a second chance to make a first impression."

BEFORE YOUR FIRST DAY

If possible, drive by your new job to ensure you know exactly where you're going on your first day. Scope out parking options while you're there.

PREP

Get lots of rest! You'll thank yourself in the morning.

Verify the dress code with your boss beforehand, then prepare and lay out your outfit. This will make your morning much less stressful.

RESEARCH

Learn the basics of the organization you'll be working for. Know what they stand for, what their mission is, and what they offer.

CONFIRM

Make sure you know where you're supposed to be, at what time, and who to meet on your first day. If you're unsure of these details, email your contact as soon as possible to confirm.

ON YOUR FIRST DAY

✓ Arrive on time.

✓ Behave professionally.

✓ Ask questions.

✓ Take notes.

✓ As you introduce yourself to your new coworkers, be sure to give a firm handshake, a sincere smile, and try to remember names.



GROUP DISCUSSION

Can you think of any behaviors at work that might be considered unprofessional?

Discussion Notes

I Got the Job! Now What?

Kicking the First Day Jitters

Remember that feeling of having to go back to school after a long summer of sleeping in and enjoying the sun? The nervous butterflies kept you awake all night, excited, but equally terrified of the unknown. Those same butterflies usually come back on the first day of your new job. On the surface, that might sound like a bad thing, but remember that nerves and anxiety are normal. Everyone experiences this, and there are ways you can calm them and turn them into confidence!

VISUALIZE

Picture yourself already being in a position of success. Visualize every detail of your picture of success. Then tell yourself you are capable (and believe it!)

POWER POSE

Science shows that posing like a superhero for a minute or two reduces the stress hormone. So get in front of a mirror, place your hands on your hips, and chin up!

LISTEN TO MUSIC

Zone out to the radio or your favorite playlist. Choose inspiring music with a positive message. This will help shift your energy and get your mindset in a healthy place for your new job.

BREATHE

Inhale for three counts and exhale for four counts. Controlling your breathing will reduce your heart rate and calm any physical reactions to anxiety.

STAY POSITIVE

Have confidence in your abilities. Don't let negative thoughts creep in. Do the best you can. Look for the good in every situation, and remind yourself that you are capable!

BE YOURSELF

This one's simple – be authentically you! Pretending to be someone you're not will just add to your nerves. Be true to you and you will find success.

Lecture Notes

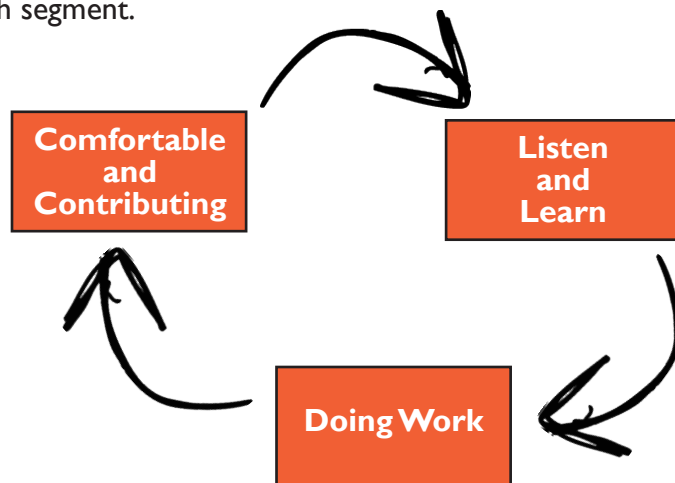
I Got the Job! Now What?

Starting Out

The first few weeks, even months, of a new job are a learning experience. During this time, you will ask lots of questions, get to know your coworkers better, and develop your skills. Slowly, but surely, you'll become more comfortable and confident in your position. This is called an adjustment cycle. The graphic below breaks this cycle down and offers tips for each segment.

Make the most of each piece of the adjustment cycle. Keep an open mind and open ears, and retain as much knowledge as you can.

Don't ever think you know everything! There is always something new you have the potential of learning.



COMFORTABLE & CONTRIBUTING

You have a good understanding of the work you're doing and are performing well.

DOING WORK

You're in the driver's seat and starting to work on assignments and become more familiar with the workplace and work itself.

LISTEN & LEARN

In this stage, you are observing and taking it all in. You are becoming familiar with the workplace rules, policies, people, and work. Soak in as much as you can!

TIPS

- Take notes
- Connect with colleagues
- Check in with your supervisor about expectations
- Ask questions

- Do what you are asked (if not more!)
- Check in with your supervisor to make sure you're meeting expectations
- Continue taking notes, asking questions, and connecting with colleagues

- Check in with your supervisor to make sure you're meeting expectations
- Continue asking questions when they arise
- Consider asking about additional projects and assignments

I Got the Job! Now What?

Habit

[hab-it]

noun

1. A behavior pattern acquired by frequent repetition.

Creating good habits leads to greater success!

Creating Good Habits

Creating success and developing yourself personally and on the job is never-ending. In this section, we will talk about how to develop habits that support your growth and success.

HOW TO DEVELOP A GOOD HABIT:



GROUP DISCUSSION

“We are what we do repeatedly. Success is not an action, but a habit.” -Aristotle

What does this quote mean in relation to the workplace?

Discussion Notes

I Got the Job! Now What?

Exercise #15

What good habits would you like to form? Fill in the table below to create a plan to impliment your goals into good habits.

STEP	EXAMPLE	MY GOAL	MY GOAL	MY GOAL
Commit to forming the habit.	I will exercise for an hour three times per week.			
Start small and take baby steps.	I'll start by going once/week, then I'll add a day after two weeks, then go 3 times/week after a month.			
Anchor your new habit to an existing habit.	I will go the gym on M,W, F first thing in the morning before work.			
Make a plan for obstacles/ challenges.	If I can't exercise in the morning I'll bring clothes to exercise after work. If I can't exercise on a M,W, or F, I'll exercise on another day to complete my 3 days.			
Create accountability. Track and share your progress.	I told my best friend that I committed to this habit and plan to give her an update every Sunday.			
Reward yourself for surpassing milestones.	I will buy myself some new tennis shoes after I have completed four weeks of exercising three times a week.			

I Got the Job! Now What?

Overcome Challenges to Achieve Success

On the job and in life, you will encounter obstacles, difficulties, hardships, and situations that are just tough to handle. You will encounter highs and low, peaks and valleys, good days and bad days – that's life.

How you handle those situations determines how they will impact your work/home life. Every one of these tough moments can offer you a valuable learning experience, and an opportunity to test your limits and abilities. Face your challenges head-on, own up to mistakes, and ask for help when you need it. Most importantly, understand the **value** of learning “the hard way,” and don't let it deter you from pushing through and coming out a more well-rounded, more experienced person.

Remember, the mistakes we make DO NOT decrease our value!

SOME TIPS ON OVERCOMING CHALLENGES:

ACKNOWLEDGE & CONFRONT THE CHALLENGE

Accept that there is an issue and decide how you will overcome it. Denying or ignoring the issue will not make it go away.

MAKE MINDFUL CHOICES

When you're in an emotionally charged situation, take a step back and reflect on your desired outcome. Focus more on the greater goal of success, and less on the helpless goal of revenge or “one-upping” someone else.

TAKE CARE OF YOU

It's harder to overcome an obstacle when you're tired, unhealthy, or stressed. Focus on self-care and your challenges will seem more manageable.

HAVE FAITH IN YOURSELF

Have the belief that you are strong and can face (and overcome) whatever challenges come your way.

REFRAME YOUR THINKING

When you come upon an obstacle in your path, accept it as an opportunity to learn and develop.

REACH OUT FOR SUPPORT & GUIDANCE

Find resources that can help you overcome the challenge you're facing. Some resources might include your supervisor, a friend, online articles, books, etc.

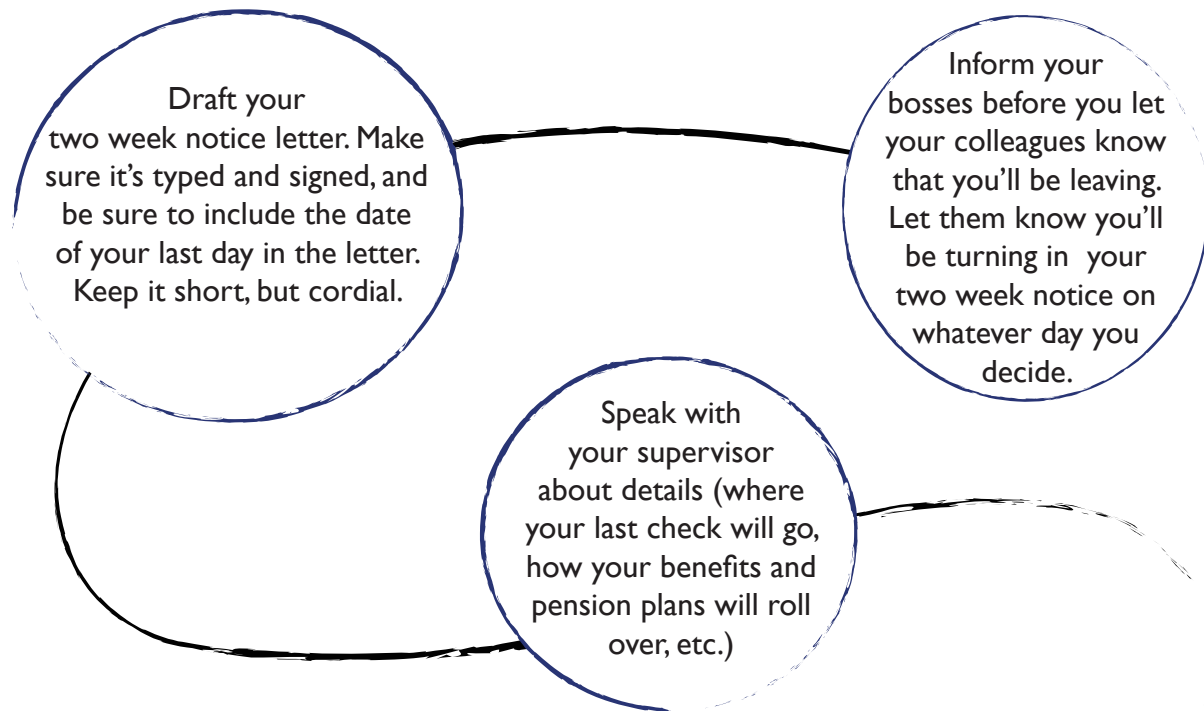
How to Quit a Job

Moving on Respectfully

When it's time to move on to another opportunity or end employment for another reason, it's important to make a graceful exit and not burn any bridges.

Below is a diagram of best practices for leaving a job:

A STEP-BY-STEP BREAKDOWN



END ON A POSITIVE NOTE

Lecture Notes

Remember Your Worth!

Final Thoughts

While your supervisors and colleagues will be there to support you, **you** are ultimately the driver of your life and career. You are responsible for the level of success you achieve through your performance and development. Refer back to this workbook often, retain the information it provides, and you will surely succeed!

Exercise #16

Fill in the empty circles with words that empower you. Recite them often to remind yourself that you're capable of achieving success!



Appendix

Here, you'll find samples of documents referenced throughout this book.

Sample Application - Volunteer Experience

Current/Most Recent Employer:

VOLUNTEER	Name of Employer:	Boys & Girls Club	Phone:	(650)555-5555
	Job Title:	Recreational Assistant	Supervisor:	Linda Miller
	Address:	201 West Orange Avenue, South San Francisco, CA 94080		
	Date started:	May 2005	Date Ended:	Present
	Starting Salary:	VOLUNTEER	Ending Salary:	VOLUNTEER
	Duties:	Assist youth with homework. Supervise children during activities. Organize and set up games. Maintain safety.		
	Reason for leaving:	(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT		

Previous Employer:

VOLUNTEER	Name of Employer:	Jefferson High School	Phone:	(650)555-5555
	Job Title:	Teacher's Assistant	Supervisor:	Peter Doyle
	Address:	6996 Mission Boulevard, Daly City, CA 94015		
	Date started:	September 2004	Date Ended:	April 2005
	Starting Salary:	VOLUNTEER	Ending Salary:	VOLUNTEER
	Duties:	Collected papers, made copies, ran errands, and distributed papers to students.		
	Reason for leaving:	(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT		

Previous Employer:

VOLUNTEER	Name of Employer:	Jefferson High School	Phone:	(650)555-5555
	Job Title:	Assistant Coach	Supervisor:	Brenda King
	Address:	6996 Mission Boulevard, Daly City, CA 94015		
	Date started:	January 2004	Date Ended:	June 2004
	Starting Salary:	VOLUNTEER	Ending Salary:	VOLUNTEER
	Duties:	Assisted in training and recruiting; Responsible for keeping score, taking attendance		
	Reason for leaving:	(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT		

Other Activities, Awards (Please list any Clubs, Sports, School activities, etc.)

Examples: Basketball, Baseball, Football, Cheerleading, Yearbook committee, Student Government (include position held.), Latin Club, Tutor (include subject- English, Spanish, Algebra, etc.), Honor roll.

Availability: What days and times can you work?							
	SUN	MON	TUES	WED	THUR	FRI	SAT
FROM	OPEN	4 PM	N/A	4 PM	5 PM	N/A	OPEN
TO	OPEN	8 PM	N/A	8 PM	9 PM	N/A	OPEN

REFERENCES

(Examples: Coaches, Teachers, Past Supervisors, Career Counselors, Church Pastor, etc.)

Name:	Ms. Linda Miller	Relationship to you:	Supervisor
Phone #	050-555-5555	Business:	After school program
Name:	Peter Doyle	Relationship to you:	Teacher
Phone #	050-555-5555	Business:	Education
Name:	Brenda King	Relationship to you:	Coach
Phone #	050-555-5554	Business:	Education

LOWEST WAGE WILL ACCEPT PER HOUR	Open	DO YOU HAVE A CALIFORNIA DRIVERS LICENSE?	No
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TYPE OF WORK SEEKING	RETAIL, OPEN (EXAMPLE: CHILDCARE, RETAIL, FAST FOOD, etc.)
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EDUCATION

School	Name & Address	Last Year Completed	Degree Received	Subjects / Major
High School	Jefferson High School 6996 Mission Boulevard Daly City, CA 94015	1 2 3 4	If not graduated yet, write "Still Attending" or Graduated (Month/ Year)	If in high school, write General Education
College	N/A			

Additional Information to include on job applications:

Skills / Qualities/ Experience (please check all that apply)

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> File documents | <input type="checkbox"/> Tutor | <input type="checkbox"/> Follows direction well |
| <input type="checkbox"/> Team Player | <input type="checkbox"/> Supervision | <input type="checkbox"/> Data entry | <input type="checkbox"/> Self-starter |
| <input type="checkbox"/> Child Care (babysitting) | <input type="checkbox"/> Quick learner | <input type="checkbox"/> Landscape/Yard work | <input type="checkbox"/> Reliable |
| <input type="checkbox"/> Stock/Inventory | <input type="checkbox"/> Bilingual | <input type="checkbox"/> Works well under pressure | <input type="checkbox"/> Committed |
| <input type="checkbox"/> Hard-working | <input type="checkbox"/> Knowledgeable with office machines (fax, copy) | <input type="checkbox"/> Flexible | <input type="checkbox"/> Dependable |
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Housekeeping/cleaning | <input type="checkbox"/> Takes initiative | <input type="checkbox"/> Mechanically inclined |
| <input type="checkbox"/> Cash handling | <input type="checkbox"/> Warehouse | <input type="checkbox"/> Sales | <input type="checkbox"/> Responsible |
| <input type="checkbox"/> Organized | <input type="checkbox"/> Computer skills | <input type="checkbox"/> Positive attitude | <input type="checkbox"/> Independent |
| <input type="checkbox"/> Punctual | | <input type="checkbox"/> Detail oriented | |
| <input type="checkbox"/> Answer phones | | | |

Other Activities, Certificates, & Awards (Please list any Clubs, Sports, School Activities, etc.)

Examples: Basketball, Baseball, Football, Cheerleading, Yearbook Committee, Student Government (include position held), Latin Club, Tutor (include subject - English, Spanish, Algebra, etc.), Honor Roll.

Signature _____ Date: _____

Sample Application - No Job Experience

Current/Most Recent Employer:

Babysitting Job	Name of Employer:	Self-employed	Phone:	(050)555-5555
	Job Title:	Childcare Provider	Supervisor:	N/A
	Address:	214 Woodrow Street, South San Francisco, CA 94080		
	Date started:	May 2003	Date Ended:	Present
	Starting Salary:	N/A or write pay amount (N/A means that you did not get paid)	Ending Salary:	N/A or write pay amount
	Duties:	Supervise siblings (2 and 4 years olds) feed and play with them, bathe them, and maintain safety.		
	Reason for leaving:	Write - seeking advancement, temporary, career change, relocated, reduction in force, business closed, job ended, conflicted with school hours (no longer a problem), family problems (no longer a problem), present		

Previous Employer:

Gardening Job	Name of Employer:	Self-employed	Phone:	(050)555-5555
	Job Title:	Landscaper	Supervisor:	N/A
	Address:	Various Sites, Daly City, CA 94015		
	Date started:	June 2004	Date Ended:	August 2004
	Starting Salary:	\$20/day	Ending Salary:	\$20/day
	Duties:	Trimmed bushes, mowed lawns, raked leaves, cleaned debris and fertilized plants.		
	Reason for leaving:	Write - seeking advancement, temporary, career change, relocated, reduction in force, business closed, job ended, conflicted with school hours (no longer a problem), family problems (no longer a problem), present		

Previous Employer:

Helping Family Member at job	Name of Employer:	Myers & Associates Inc.	Phone:	(050)555-5555
	Job Title:	Personal Assistant	Supervisor:	Rita Myers
	Address:	498 Mission Street, Daly City, CA 94015		
	Date started:	January 2004	Date Ended:	June 2004
	Starting Salary:	\$7.00/hr	Ending Salary:	\$7.00/hr
	Duties:	Filed paperwork, organized office supplies, scheduled appointments, and cleaned work area.		
	Reason for leaving:	Write - seeking advancement, temporary, career change, relocated, reduction in force, business closed, job ended, conflicted with school hours (no longer a problem), family problems (no longer a problem), present		

Other Activities, Awards (Please list any Clubs, Sports, School activities, etc.)

Examples: Basketball, Baseball, Football, Cheerleading, Yearbook committee, Student Government (include position held.), Latin Club, Tutor (include subject- English, Spanish, Algebra, etc.), Honor roll.

Availability: What days and times can you work?							
	SUN	MON	TUES	WED	THUR	FRI	SAT
FROM	OPEN	4 PM	N/A	4 PM	5 PM	N/A	OPEN
TO	OPEN	8 PM	N/A	8 PM	9 PM	N/A	OPEN

REFERENCES

(Examples: Coaches, Teachers, Past Supervisors, Career Counselors, Church Pastor, etc.)

Name:	Ms. Tiffany Dene	Relationship to you:	Teacher
Phone #	650-555-5555	Business:	Education
Name:	Rita Myers	Relationship to you:	Supervisor
Phone #	650-555-5555	Business:	Marketing
Name:	Dave Riley	Relationship to you:	Coach
Phone #	650-555-5554	Business:	Education

LOWEST WAGE WILL ACCEPT PER HOUR	Open	DO YOU HAVE A CALIFORNIA DRIVERS LICENSE?	No
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TYPE OF WORK SEEKING	Cashier, Grocery Store (EXAMPLE: CHILDCARE, RETAIL, FAST FOOD, etc.)
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EDUCATION

School	Name & Address	Last Year Completed	Degree Received	Subjects / Major
High School	South San Francisco High School 400 B Street SSF, CA 94080	1 2 3 4	If not graduated yet, write "Still Attending" or Graduated (Month/ Year)	If in high school, write General Education
College	Career Technical Education 271-92nd Street Daly City, CA 94015	1 2 3 4	Certificate	Completion of MS Office

Additional Information to include on job applications:

Skills / Qualities / Experience (please check all that apply)

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> File documents | <input type="checkbox"/> Tutor | <input type="checkbox"/> Follows direction well |
| <input type="checkbox"/> Team Player | <input type="checkbox"/> Supervision | <input type="checkbox"/> Data entry | <input type="checkbox"/> Self-starter |
| <input type="checkbox"/> Child Care (babysitting) | <input type="checkbox"/> Quick learner | <input type="checkbox"/> Landscape/Yard work | <input type="checkbox"/> Reliable |
| <input type="checkbox"/> Stock/Inventory | <input type="checkbox"/> Bilingual | <input type="checkbox"/> Works well under pressure | <input type="checkbox"/> Committed |
| <input type="checkbox"/> Hard-working | <input type="checkbox"/> Knowledgeable with office machines (fax, copy) | <input type="checkbox"/> Flexible | <input type="checkbox"/> Dependable |
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Housekeeping/cleaning | <input type="checkbox"/> Takes initiative | <input type="checkbox"/> Mechanically inclined |
| <input type="checkbox"/> Cash handling | <input type="checkbox"/> Warehouse | <input type="checkbox"/> Sales | <input type="checkbox"/> Responsible |
| <input type="checkbox"/> Organized | <input type="checkbox"/> Computer skills | <input type="checkbox"/> Positive attitude | <input type="checkbox"/> Independent |
| <input type="checkbox"/> Punctual | | <input type="checkbox"/> Detail oriented | |
| <input type="checkbox"/> Answer phones | | | |

Other Activities, Certificates, & Awards (Please list any Clubs, Sports, School Activities, etc.)

Examples: Basketball, Baseball, Football, Cheerleading, Yearbook Committee, Student Government (include position held), Latin Club, Tutor (include subject - English, Spanish, Algebra, etc.), Honor Roll.

Signature _____ Date: _____

Sample Application - Job Experience

Current/Most Recent Employer:

Name of Employer:	Target	Phone:	(650)555-5555
Job Title:	Team Member	Supervisor:	Vicky Luna
Address:	4519 Yellow Pine Drive, Colma, CA 94014		
Date started:	May 2005	Date Ended:	Present
Starting Salary:	\$8.00/hr.	Ending Salary:	\$8.00/hr.
Duties:	Organize stockroom and shelves. Take inventory weekly. Customer Service, cash handling and assist in training of new hires.		
Reason for leaving:	<i>(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT</i>		

Previous Employer:

Name of Employer:	Macy's	Phone:	(650)555-5555
Job Title:	Sales Associate	Supervisor:	Dale Cane
Address:	41 Serramonte Boulevard, Daly City, CA 94015		
Date started:	June 2004	Date Ended:	March 2005
Starting Salary:	\$7.00/hr.	Ending Salary:	\$7.00/hr.
Duties:	Customer service, cash handling, educated customers on products, regularly attended training, and organized store merchandise.		
Reason for leaving:	<i>(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT</i>		

Previous Employer:

Name of Employer:	Carmen's Hair Salon	Phone:	(650)555-5555
Job Title:	Receptionist	Supervisor:	Jill Australia
Address:	778 Happy Circle, San Mateo, CA 94402		
Date started:	January 2004	Date Ended:	June 2004
Starting Salary:	VOLUNTEER	Ending Salary:	VOLUNTEER
Duties:	Greeted and directed clients, scheduled appointments cleaned, answered phones, fax, client database and filing.		
Reason for leaving:	<i>(choose one) seeking advancement, temporary, career change, relocated, reduction in force, business closed, job end-ed, conflicted with school hours (no longer a problem), family problems (no longer a problem), or PRESENT</i>		

Other Activities, Awards (Please list any Clubs, Sports, School activities, etc.)

Examples: Basketball, Baseball, Football, Cheerleading, Yearbook committee, Student Government (include position held.), Latin Club, Tutor (include subject- English, Spanish, Algebra, etc.), Honor roll.

Availability: What days and times can you work?							
	SUN	MON	TUES	WED	THUR	FRI	SAT
FROM	OPEN	4 PM	N/A	4 PM	5 PM	N/A	OPEN
TO	OPEN	8 PM	N/A	8 PM	9 PM	N/A	OPEN
REFERENCES							
<i>(Examples: Coaches, Teachers, Past Supervisors, Career Counselors, Church Pastor, etc.)</i>							
Name:	Vicky Luna			Relationship to you:	Supervisor		
Phone #	650-555-5555			Business:	Retail		
Name:	Dale Cane			Relationship to you:	Supervisor		
Phone #	650-555-5555			Business:	Retail		
Name:	Jill Australia			Relationship to you:	Supervisor		
Phone #	650-555-5554			Business:	Cosmetology		
LOWEST WAGE WILL ACCEPT PER HOUR			Open	DO YOU HAVE A CALIFORNIA DRIVERS LICENSE?			No
TYPE OF WORK SEEKING			Administrative, Customer Service <i>(EXAMPLE: CHILDCARE, RETAIL, FAST FOOD, etc.)</i>				
EDUCATION							
School	Name & Address			Last Year Completed	Degree Received		Subjects / Major
High School	South San Francisco High School 400 B Street SSF, CA 94080			1 2 3 4	If not graduated yet, write "Still Attending" or Graduated (Month/ Year)		If in high school, write General Education
College	Canada Community College 4200 Farmhill Boulevard Redwood City, CA 94061			1 2 3 4	If not graduated yet, write "Still Attending" or Graduated (Month/ Year)		Spanish and Bio-technology
Additional Information to include on job applications:							
<i>Skills / Qualities/ Experience (please check all that apply)</i>							
<input type="checkbox"/> Customer Service	<input type="checkbox"/> File documents	<input type="checkbox"/> Tutor	<input type="checkbox"/> Follows direction well	<input type="checkbox"/> Team Player	<input type="checkbox"/> Supervision	<input type="checkbox"/> Data entry	<input type="checkbox"/> Self-starter
<input type="checkbox"/> Child Care (babysitting)	<input type="checkbox"/> Quick learner	<input type="checkbox"/> Landscape/Yard work	<input type="checkbox"/> Reliable	<input type="checkbox"/> Stock/Inventory	<input type="checkbox"/> Bilingual	<input type="checkbox"/> Works well under pressure	<input type="checkbox"/> Committed
<input type="checkbox"/> Hard-working	<input type="checkbox"/> Knowledgeable with office machines (fax, copy)	<input type="checkbox"/> Flexible	<input type="checkbox"/> Dependable	<input type="checkbox"/> Leadership	<input type="checkbox"/> Housekeeping/cleaning	<input type="checkbox"/> Takes initiative	<input type="checkbox"/> Mechanically inclined
<input type="checkbox"/> Cash handling	<input type="checkbox"/> Warehouse	<input type="checkbox"/> Sales	<input type="checkbox"/> Responsible	<input type="checkbox"/> Organized	<input type="checkbox"/> Computer skills	<input type="checkbox"/> Positive attitude	<input type="checkbox"/> Independent
<input type="checkbox"/> Punctual		<input type="checkbox"/> Detail oriented		<input type="checkbox"/> Answer phones			
Other Activities, Certificates, & Awards (Please list any Clubs, Sports, School Activities, etc.)							
<i>Examples: Basketball, Baseball, Football, Cheerleading, Yearbook Committee, Student Government (include position held), Latin Club, Tutor (include subject - English, Spanish, Algebra, etc.), Honor Roll.</i>							
Signature _____				Date: _____			

MICHAEL WONG

Belmont, CA 94002 | 650-328-1111 | Michael_Wong@gmail.com

PROFESSIONAL SUMMARY

Highly motivated student who is an effective team player and can meet strict deadlines. Seeking to apply my analytical skills to the Jobs for Youth Internship at San Mateo County Jobs for Youth. Possess proven computer and research abilities that will aid the Jobs for Youth program in meeting program goals.

SKILLS

- Fluent in English, Spanish and Tagalog
- Proficient in Word, Google Docs, Excel, Photoshop and Illustrator
- Offers well-thought-out solutions and thrives in a team environment

EXPERIENCE

Intern

San Mateo County, Belmont, CA 06/17 – 08/17

- Designed weekly newsletters on department website using Photoshop
- Scheduled meetings for Supervisors and Managers
- Collected and analyzed data utilizing Excel spreadsheets

Store Associate

In-N-Out, San Carlos, CA 10/16 – 01/17

- Provided excellent customer service
- Accepted payments from customers and provided accurate change

Volunteer Library Assistant

Peninsula Library System, Belmont, CA 06/16 – 08/16

- Filed and organized library materials
- Assisted students with their reading and writing assignments
- Corrected papers and homework

Volunteer Classroom Assistant

Carlmont High School, Belmont, CA 08/15 – 06/16

- Assisted in collecting papers, making copies and running errands

EDUCATION

Carlmont High School, Belmont, CA

Projected graduation 06/18

Anna Garcia

Redwood City, CA 94061

(650) 422-7891

AnnaGarcia650@gmail.com

PROFILE

High school student eager to utilize strong customer service experience and communication skills to provide outstanding service to a range of clients. Eager to develop new skills and explore new opportunities.

SUMMARY OF QUALIFICATIONS

- Great interpersonal skills and customer service excellence
- Works well independently or as a team player
- Enthusiastic, friendly, outgoing hardworker
- Excellent oral and written communications skills
- Bilingual in Spanish and English

WORK EXPERIENCE

- Babysitter**, Self-employed, Woodside, CA 06/16 — Present
- Care for small children in a responsible and engaging manner
 - Help children with their homework
 - Work with nine different parent-clients

COMMUNITY SERVICE

- Volunteer**, San Mateo County Youth Commission, Redwood City, CA 06/16 — Present
- Member of Respect! 24/7 Anti-Bullying Initiative
 - Chair of Immigrant Youth Committee

EDUCATION

Woodside High School, Woodside, CA

Projected graduation 2018

AWARDS

- Hispanic Heritage Youth Awards 2017
- Jobs for Youth Al Tegliia Scholarship, 2016 and 2017

Victoria Robinson

Daly City, CA 94015

650-670-4523

Victoria.Robinson@gmail.com

PROFILE

Personable and astute college student with proven time management skills. Seeks to develop new skills in problem solving and decision making in the County of San Mateo Regional Internship Program.

SUMMARY OF QUALIFICATIONS

- Excellent communication and interpersonal skills
- Ability to juggle, organize and prioritize multiple tasks to meet project deadlines
- Self-motivated and taking initiative
- Ability to work independently as well as a team player

RELEVANT SKILLS & EXPERIENCE

Customer Service

- Handled customer complaints when necessary
- Greeted customers and responded to inquiries
- Knowledgeable with cash handling and credit transactions

Clerical Skills

- Answered and transferred telephone calls, provided detailed messages and scheduled appointments
- Created, labeled and filed documents in alphabetical and numerical order
- Responsible for sorting and distributing mail

Computer Skills

- Proficient in Microsoft Office, Google Docs and Internet Research
- Data Entry: input information into Excel tables and charts

WORK HISTORY

San Mateo County, Daly City, CA	Volunteer/JFY Intern	06/17 — 08/17
Target, Daly City, CA	Store Associate	11/16 — 01/17
Round Table Pizza, Daly City, CA	Waitress/Cashier	06/16 — 08/16

EDUCATION

College of San Mateo, San Mateo, CA
Associate in Arts Degree, Accounting

Projected graduation May 2018

VICTORIA ROBINSON

Daly City, CA 94015 | 650-670-4532 | Victoria.Robinson@gmail.com

REFERENCE LIST

Mr. James Cresta

Teacher

El Camino High School

650-877-8806

jcresta@ssfhs.org

Ms. Carolyn Livengood

Mentor

Skyline College

650-738-4100

Clivengood@skyline.org

Mrs. Maria Gutierrez

Program Counselor

Jobs for Youth

650-599-7215

MariaGonzalez@smcgov.org

