

VOL. 05

WORKFORCE-READY WORKSHOP SERIES

Interview Skills

To land your dream job!



How to find great jobs, network like a pro & ace your interviews to stand out in the job market.

Workbook developed by Laura Bustamante, *CTRS* & Edited by Sharon Vocino

INTERVIEW SKILLS

WORKFORCE READY WORKSHOP SERIES

INTERVIEW SKILLS

For the Workforce

Are you ready to take the first step in your career journey? Our workbook has got you covered! Packed with tips, tricks, and activities, we'll guide you through the ups and downs of job searching, networking, and interview skills. Whether you're a recent grad or switching careers, our goal is to help you create a strong CV and cover letter, and understand what employers are looking for. It is normal to feel at times that the job search process can be overwhelming. We hope that this workbook can help you alleviate some of that stress with tips to craft a winning CV and cover letter with insights to decode what employers are looking for in an ideal candidate. Don't let the job search process intimidate you. With our workbook, you'll have a step-by-step guide to help you navigate the ups and downs of the job market. Get ready to take charge of your career – let's dive in!



MONTEREGIE-WEST COMMUNITY NETWORK

Our Vision

To develop a strong and vibrant English-speaking community in Montérégie West

Our Mission

Bring together individuals, community groups, public organizations, professionals, and businesses.

Form partnerships and bonds within the Montérégie West community and with its neighbours.

Encourage lifelong learning for everyone from the youth to the elderly;

Provide information and resources to promote improved access to health and social services for all. www.mwcn.ca

NOVA CAREER CENTRE

Our experienced teachers, counselors, and staff are here to help you every step of the way. Whether your goal is to take a trade program, finish high school, or get ready for CEGEP, we offer you the support you need to meet your learning and career goals. Meet one-on-one with one of our counselors to create a personalized learning path that helps you get where you want to go. The journey begins with you!

www.nfsb.me



New Frontiers School Board
**CONTINUING
EDUCATION**

The journey begins with **you.**



CONTENTS



INTERVIEW SKILLS

- Introduction
- Interview Prep Tips
- Interviewer Insights
- Interview Stages
- Do Your Research
- Answering FAQs
- Interview Anxiety
- Red Flags & Green Flags
- Ethical Interview Topics

JOB SEARCH SKILLS

- Work Culture & Climate
- CV Essentials
- Resume Power Words
- Transferable Skills
- Networking 101
- Letters of Recommendation
- Thank You Emails

WORKSHEETS & RESOURCES

- Resource Library
- Local Employment Services
- Video Resources
- Assessments
- Checklists & Worksheets
- Infographics & Fact Sheets
- References

NFSB CONT.ED & MWCN

WORKFORCE READY WORKSHOP SERIES



POWER SKILLS

Discover the "Power skills" that make employees stand out in the workforce. Participants will learn about tried and true strategies to improve skills such as organization, productivity, communication, time-management and more!



DRESS FOR SUCCESS

Learn about "dressing for the job you want" and fun new ways to upgrade your personal style to present a professional image. Participants will learn tips and tricks about everyday style to look and feel good for less!



SELF CARE & PROFESSIONAL PRESENTATION

This workshop will cover professional social media use, online hiring platforms such as LinkedIn, and self-care practices to prevent burnout. You will also learn about tried and true strategies to manage stress and revamp your online presence!



MARKETING YOUR STRENGTHS

Discover your most valuable strengths and learn how to use them to their full potential. An interactive activity will follow, where you can design your own business cards and receive a personalized marketing kit.



INTERVIEW SKILLS

At the end of this workshop, participants will have everything they need to show up to an interview prepared, professional, and with strategies that will make a lasting impression!

About THE PROGRAM

The workforce-ready workshop series was developed in partnership between the Monteregie-west community network and the New Frontiers School Board Continuing Education Department with the goal of equipping students with social, emotional, and tangible tools to support the successful transition to the workforce.



DISCLAIMER: *The content of this workbook is intended to provide guidelines and suggestions to support your personal growth and development. It is important to remember that everyone's needs and circumstances are unique, and the information provided may not apply to every situation. Please use the content as a tool to support your journey and adapt it to suit your individual needs. Remember always to prioritize your well-being and seek professional advice when necessary.*

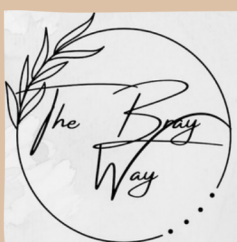
ABOUT THE AUTHORS



Laura Bustamante

Certified Recreational Therapist, Coach & Community Mental Health Specialist.

This workbook and the workshop content were developed on behalf of the Montérégie West Community Network & The New Frontiers School Board by @thebrayway_ Wellness Services & L.B Therapeutic Recreation Coaching & Consulting along with the expertise of professionals specializing in the field.



Catherine Bray

Psychiatric Nurse Clinician, Certified Personal Trainer, and Nutrition Coach.



@THEBRAYWAY_



lauraisabelctr@gmail.com



Starting YOUR JOB SEARCH JOURNEY

Are you ready to take on the workforce? It's a whole new world out there, but don't worry - we've got your back! Here's our guide to help you navigate your way through the vast & exciting world of work!



1. Get Your Head in the Game

It's time to get serious! You're about to enter the workforce, which means it's time to start thinking like a professional. This means being punctual, dressing appropriately, and showing up prepared and ready to work. Start thinking about your career goals and what steps you need to take to achieve them.

2. Network, Network, Network

Networking is key when it comes to finding job opportunities and building your career. Attend career fairs, join professional organizations, and connect with people on LinkedIn. You never know who might be able to help you land your dream job.

3. Perfect Your Resume and Cover Letter

Your resume and cover letter are your chance to make a great first impression. Make sure they're polished and professional. Tailor your resume and cover letter to each job you apply for, highlighting your relevant skills and experiences.

4. Nail Your Interviews

Interviews can be nerve-wracking, but preparation is key. Research the company and practice your responses to common interview questions. Dress appropriately and arrive early. Remember, you're interviewing them just as much as they're interviewing you, so ask thoughtful questions about the company and the position.

5. Embrace Learning Opportunities

Learning doesn't stop once you enter the workforce. Embrace opportunities to learn new skills and take on new challenges. Attend workshops and conferences, and don't be afraid to ask your colleagues for guidance and advice.

With these tips, you'll be well on your way to success in the workforce. Remember, it's a journey, so enjoy the ride and keep learning and growing!

INTERVIEW PREP

Tips & Tricks

Are you feeling the pressure of an upcoming interview? Don't worry, we've got your back! Here are some tips to help you prepare and nail that interview like a pro:



1 Do your research

Make sure you know everything you can about the company and the position you're applying for. This will help you tailor your responses to fit their needs and show that you're genuinely interested in the job.

2 Dress to impress

First impressions are everything, so make sure you dress appropriately for the interview. Whether it's casual or business attire, make sure your outfit is clean, neat, and professional.

3 Practice makes perfect

Practice answering common interview questions with a friend or family member. This will help you feel more comfortable and confident during the actual interview.

4 Be on time

The last thing you want is to be late for your interview. Make sure you leave plenty of time to get there, and arrive a few minutes early so you have time to collect yourself and prepare.

5 Show your personality

Don't be afraid to let your personality shine through during the interview. Employers want to see that you're not only qualified for the job, but that you'll also be a good fit for their company culture.

Remember, the key to a successful interview is preparation and confidence. With these tips in mind, you'll be sure to impress any potential employer and land that dream job in no time!

WHAT ARE EMPLOYERS LOOKING FOR?



Are you preparing for an upcoming job interview? As a savvy job seeker, it's important to know what potential employers are looking for during the interview process. Here are the three categories that interviewers typically evaluate:

1. CAN YOU DO THE JOB?

- **Skills:** Do you have the necessary skills to perform the job duties? You can showcase your skills by referring to your experience, education, and certifications.
- **Training:** Do you have the required training and education?
- **Experience:** Experience can include life experiences, internships, volunteer experience and work experience. By referring to transferable skills, you can justify non-traditional experience that can help you with work-related tasks.

2. WILL YOU DO THE JOB?

- **Values:** Interviewers may assess if you are the right fit by asking about your personal values and how they relate to the company's mission.
- **Attitude:** The interviewer may pay close attention to how you treat others (receptionists, fellow interviewees, etc.) to assess how you will work as part of a team. They may ask about a time when you had a conflict with a coworker and how you resolved it.
- **Personality:** The interviewers may pay attention to your personality traits, such as your communication style, your ability to work in a team, and your problem-solving skills.
- **General impression:** The interviewer will take note of your overall impression during the interview, including your body language, tone of voice, and overall professionalism.

3. ARE YOU THE RIGHT FIT?

- **Motivation:** The interviewer will want to know what motivates you to do your job. They may ask about your career goals and how this job fits into your long-term plan.
- **Initiative:** You can show this by discussing projects you have taken the lead on or how you have gone above and beyond in previous roles.
- **Work ethic:** The interviewers may ask about how you handle deadlines, how you prioritize tasks, and how you work under pressure.
- **Enthusiasm:** Showing enthusiasm and excitement about the job and the company can help interviewers determine if you will do the job efficiently. Mention what you especially like about the company.



THE STAGES OF AN INTERVIEW



1 PRE-INTERVIEW

This stage begins the moment you make contact with the company. This could be through inquiring about an opening, bringing in your CV, writing a cover letter or answering a request for an interview. It also involves preparing for the interview by researching the company, practicing interview questions, and choosing appropriate attire.

The next stage is the opening stage, which begins the moment you enter the company's front door. It's important to make a good first impression by being punctual and professional. Be sure to introduce yourself with a smile and a handshake, get settled, and make small talk to help everyone feel comfortable.



2 OPENING



3 INFORMATION EXCHANGE

The third stage is the exchanging of information stage. This is when the interviewers will ask questions and you will answer. It's important to wait for the interviewers to initiate this stage and follow their lead. You will also have an opportunity to ask questions of your own.

The fourth stage is the closing stage. The interviewers will likely tell you about their process for selecting the successful candidate and how long it should take. It's important to thank the interviewers for their time with a smile and a handshake, and to promptly leave.



4 CLOSING



5 POST INTERVIEW

After the interview, candidates should follow up with a thank-you note or email. This is a chance to reiterate interest in the position and to thank the interviewer for their time. It's important to be patient during this stage and to wait for a response from the employer.

HOW TO TAME THE BEAST AND ACE THE INTERVIEW



Managing Interview Anxiety:



Let's face it, job interviews are no walk in the park. As young adults, we often find ourselves battling anxiety before and during interviews. According to a survey conducted by Monster, 78% of job seekers experience interview anxiety.

Remember, interview anxiety is a common experience, and most interviewers understand that candidates may feel nervous. By taking proactive steps to manage your anxiety, you can give yourself the best chance of performing well and landing the job.



Here are 5 tips to help manage anxiety before an interview:

- Prepare, prepare, prepare - Do your research on the company and the position you're applying for. Practice common interview questions and rehearse your responses out loud. The more prepared you are, the more confident you'll feel.
- Get some exercise - Exercise releases endorphins that help reduce stress and anxiety. Take a walk, go for a run, or do some yoga to help calm your nerves.
- Practice deep breathing - When we're anxious, our breathing becomes shallow and rapid. Practice taking slow, deep breaths to help calm your mind and body.
- Visualize success - Close your eyes and visualize yourself acing the interview. Imagine yourself confidently answering questions and leaving a lasting impression on the interviewer.
- Pamper yourself - Treat yourself to something that makes you feel good before the interview. Whether it's getting a haircut, buying a new outfit, or indulging in your favorite snack, taking care of yourself can help boost your confidence.



DURING YOUR INTERVIEW

Managing Interview Anxiety

Here are 5 tips to help manage anxiety during an interview:

- **Remember to breathe** - If you feel yourself getting anxious during the interview, take a deep breath and focus on your breathing.
- **Listen carefully** - Sometimes anxiety can make it difficult to concentrate. Make a conscious effort to listen carefully to the interviewer's questions and take your time to formulate thoughtful responses.
- **Focus on the present** - Don't let your mind wander to what-ifs or worst-case scenarios. Stay focused on the present moment and the task at hand.
- **Be honest** - If you're feeling anxious, it's okay to acknowledge it. Let the interviewer know that you're a bit nervous, but that you're excited about the opportunity.
- **Smile** - Smiling can help reduce stress and anxiety. Plus, it's a great way to show your interviewer that you're friendly and approachable.



What are other strategies you could try when you're feeling anxious?



DO YOUR RESEARCH



What Should You Know Before the Interview?

When preparing for an interview there are a few things you should know about the position and the company. Here are 10 things you should know about a company before your interview:



- **The company's mission and values:** Understanding the company's purpose and core beliefs will show you're a good fit for their culture.



- **Company size and structure:** Knowing the company's size and structure can help you understand the potential for growth and advancement.



- **Industry trends and competitors:** Researching the industry and the company's competitors can help you understand the market and position the company holds.



- **Company culture:** Understanding the company's culture, work style, and values can help you determine if it's the right fit for you.



- **Recent news and events:** Keeping up-to-date on recent news and events can show you're knowledgeable and engaged with the company.



- **Company's products or services:** Understanding the company's products or services can help you understand their priorities and goals.



- **The company's leadership team:** Researching the company's leadership team can help you understand their management style and priorities.



- **Company's financial performance:** Understanding the company's financial performance can give insight into its stability and growth potential.



- **Employee reviews or feedback:** Checking employee reviews or feedback can help you understand the company's strengths and weaknesses.

- **The job description:** Make sure you thoroughly read and understand the job description to ensure you're fully prepared for the interview.


By doing your research and understanding these key aspects of the company, you'll be well-equipped for a successful interview and demonstrate your interest and commitment to the organization. Good luck!

COMPANY RESEARCH



Learn more about the company and the industry through:

- Online searches
- Company website
- Informational interviews
- News articles
- Reviews
- Asking current and past employees
- Visit or phone the company
- Compare competitors

COMPANY & JOB TITLE	
<p style="text-align: center;">LOCATION</p> <ul style="list-style-type: none"> • Where is it located (city, rural) • Is it easy to get to, is there traffic? 	
<p style="text-align: center;">MISION, VISION & VALUES</p> <ul style="list-style-type: none"> • What does the company value? • What are their goals and objectives? 	
<p style="text-align: center;">SIZE / STRUCTURE</p> <ul style="list-style-type: none"> • How many employees / managers? • What is the management structure? 	
<p style="text-align: center;">CUSTOMERS / TARGET MARKET</p> <ul style="list-style-type: none"> • Who will you be working with / for? • What does the company offer? 	
<p style="text-align: center;">CURRENT PROJECTS</p> <ul style="list-style-type: none"> • <i>What type of projects are currently being worked on?</i> 	
<p style="text-align: center;">RECENT CHANGES</p> <ul style="list-style-type: none"> • Have there been recent changes in management? • High staff turn over? Budget cuts? 	
<p style="text-align: center;">HISTORY</p> <ul style="list-style-type: none"> • <i>What is the company's reputation?</i> • <i>Is there a history of misconduct?</i> 	



"TELL US ABOUT YOURSELF?"

INTERVIEW QUESTION

The "Tell us about yourself?" interview question is a classic and can be a challenging one to answer. It's important to remember that the interviewer is not looking for your entire life story, but rather a brief summary of your relevant personal and professional attributes.

BREAK IT DOWN:

1. Start with a brief introduction: Begin by introducing yourself and stating your name. You can also mention your current job or education status.
2. Highlight your relevant skills and experiences: Focus on the skills and experiences that are relevant to the position you are interviewing for. For example, if you are interviewing for a marketing role, highlight your experience in marketing and any relevant skills such as social media management or content creation.
3. Discuss your career goals: This is a great opportunity to show the interviewer that you have thought about your career goals and how this position fits into them. Be specific and tie your goals back to the position you are interviewing for.
4. Share your unique qualities: Highlight any unique qualities or experiences that set you apart from other candidates. This could be a language you speak, a hobby that relates to the position, or a personal experience that demonstrates your problem-solving skills.

Remember, the interviewer is looking for someone who is a good fit for the position and the company culture. They want to see that you are passionate about the role and have the skills to excel in it.



Jot down the first responses that come to mind.

TELL ME ABOUT YOURSELF

ESP Strategy



EDUCATION

E

- Highlight how your education has prepared you for the job and how it can help you excel in the position.

SKILLS

S

- Share 3 skills that are central to the job and meet the employer's needs. Use specific examples.

PERSONAL

P

- Share something personal about yourself, such as a hobby or interest. Try to relate it to the position.

Hi, my name is _____, and I'm a _____graduate from _____.

I've always been interested in _____and love working with _____.

During my experience at _____, I especially enjoyed working on _____ because _____.

I feel like this role will give me a great opportunity to _____, use my _____skills, and strengthen my passion for _____.

In my free time, I enjoy _____and spending time _____.

I am very excited about this position because _____.



DISCUSSING YOUR SKILLS & STRENGTHS



BE PREPARED TO BACK THEM UP WITH EXAMPLES!

SKILL / STRENGTH	Type	EVIDENCE / EXAMPLE

STAR TECHNIQUE

For Behavioural Interview Questions

S

SITUATION

Set the scene by sharing where and when the situation took place.

T

TASK

Describe the task, problem, or challenge that you encountered.

A

ACTION

Explain the specific steps you took to address the problem, detailing the actions you took.

R

RESULT

Share the end result, feedback or lessons you learned and how they can apply to the position. Focus on the positives!

The S.T.A.R. technique is a framework used to answer situational and behavioral interview questions. It stands for Situation, Task, Action, and Result. When interviewers ask these types of questions, they are looking for specific examples from your past experiences that demonstrate your skills and abilities. By using the S.T.A.R. technique, you can provide a clear and concise answer that showcases your problem-solving abilities, decision-making skills, and overall experience.

INTERVIEW RED FLAGS

How to Spot Them

Job interviews can be nerve-wracking experiences, and it's easy to get caught up in the excitement of a potential new role. However, it's important to keep your eyes peeled for any red flags that may arise during the interview process. These red flags can range from subtle cues to more obvious warning signs, but they all serve as indicators that something may not be quite right.



If you notice any of these red flags during an interview, it's important to listen to your gut and investigate further before making a decision about the role. Trusting your instincts can help you avoid a potentially negative work environment. Don't be afraid to ask follow-up questions or request additional information to ensure that the role is a good fit for you.

Remember, interviews are a two-way street and should be a good fit for you and the employer. So keep your eyes peeled and trust your instincts – it could save you from a lot of headaches down the line!

Late or unprofessional behavior from the interviewer may indicate a lack of respect for your time and a potential lack of professionalism within the company.

Vague job descriptions or responsibilities may suggest that the company does not have a clear understanding of what they are looking for which could lead to confusion and frustration in the role.

Lack of respect or etiquette from the interviewer could be a sign of a toxic work culture where employees are not valued and appreciated.

Inconsistent or unclear answers could be a sign of disorganization or lack of communication within the company.

Aggressive or confrontational behavior from the interviewer could indicate a difficult or unpleasant work environment and a controlling management style.

Lack of preparation or organization could suggest a chaotic and disorganized workplace.

High staff turnover could suggest that the company may have issues with employee retention or may not provide a positive work environment.

Lack of interest in your experience or qualifications may suggest that the company is not serious about finding the best candidate for the job or that they do not value the skills and experience you bring to the table.

Unreasonable expectations or demands could be a red flag that the company does not value work-life balance and may expect employees to work long hours or take on unrealistic workloads.

Limited growth opportunities may indicate that the company does not prioritize employee development and advancement, which could lead to a stagnant career path.

Being offered a job on the spot could indicate that the company is desperate to fill positions quickly, without proper vetting of candidates.



INTERVIEW GREEN FLAGS



How to Spot Them



HERE ARE 10 GREEN FLAGS TO PAY ATTENTION TO:

You have a feeling that you just aced your interview and you are feeling great! Congratulations! But how do you know for sure that it went well?

If you experienced most of these green flags, it's safe to say that your interview went well! The next steps you should take are to send a thank-you email to your interviewer within 24 hours, reiterating your interest in the position and thanking them for their time. You should also continue your job search and apply to other positions to keep your options open.

- The interviewer seemed engaged and interested in what you had to say.
- You were able to answer all the questions confidently and coherently.
- The interviewer gave you positive feedback and encouragement.
- The conversation flowed naturally and wasn't too formal or awkward.
- The interviewer discussed potential next steps and timelines with you.
- You were introduced to other team members or given a tour of the office.
- The interviewer asked for your availability for a follow-up interview or meeting.
- The company culture and values were explained and aligned with your own.
- You were given a clear understanding of the job responsibilities and expectations.
- The interviewer thanked you for your time and expressed interest in moving forward with you.



INTERVIEW REFLECTION

Checklist

DAYS BEFORE

- I add the interview date & time to my agenda.
- I research the company.
- I prepare 5 questions from my research.
- I prepare responses to frequently asked interview questions.
- I update/practice my elevator pitch.
- I print the job description.
- I print a copy of my CV & Cover letter.
- I print my "Job Details" checklist.

THE DAY BEFORE

- I select and set out my interview outfit.
- I make sure that I have a ride, gas or bus tickets.
- I double-check the address
- I calculate the amount of time it will take to get there.
- I set my alarm (and a backup alarm.)
- I prepare my bag with all items from my interview prep checklist.
- I make sure to charge my phone.
- I make sure to get enough sleep.

THE MORNING OF

- I wake up with plenty of time before my interview.
- I eat a healthy breakfast/lunch.
- I shower/get ready.
- I shave/apply makeup.
- I get dressed in my interview outfit.
- I double-check that everything needed is in my bag.
- I practice mindfulness.

RIGHT BEFORE THE INTERVIEW

- I arrive 15 minutes early.
- I politely greet the receptionist and inform them that I am there for an interview.
- I turn my phone off and wait to be greeted by the interviewer.

DURING THE INTERVIEW

- I greet the interviewer with a smile.
- I shake their hand and introduce myself with confidence.
- I listen attentively and do not interrupt the interviewer.
- I am friendly and personable, relaxed and confident.
- I smile and nod (when appropriate).
- I provide a hard copy of my cv and/or cover letter.
- I stay on topic.
- I am enthusiastic and interested in the position.
- I ask thoughtful and meaningful questions.

AT THE END OF THE INTERVIEW

- I thank the interviewer for their time.
- I give them a copy of my business card and ask for one of theirs.
- I tell the interviewer that it was a pleasure to meet them and that I look forward to hearing back from them.

AFTER THE INTERVIEW

- I send a thank you email.
- I follow-up after 1-2 weeks.

IT'S NOT YOU, IT'S ME

Why You Didn't Get a Call Back

YOU DIDN'T DO YOUR RESEARCH.



If you don't know anything about the company or the position you're applying for, it can show a lack of interest or effort.

UNREALISTIC EXPECTATIONS



If you have unrealistic expectations for salary or benefits, it can make the employer feel like you're not a good fit for the company.

YOU WERE FORGETTABLE



Sometimes, there may not be anything you did wrong, but you just didn't stand out among other candidates.

YOUR NON-VERBAL CUES BETRAYED YOU



Your body language can say a lot about how you're feeling. If you're slouching or not making eye contact, it can show a lack of confidence.

YOU WERE LATE



Being late starts your interview on a negative foot and can show a lack of respect for the interviewer's time.

NO MEANINGFUL QUESTIONS OR COMMENTS



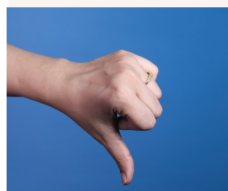
Asking thoughtful questions or providing insightful comments shows that you're engaged and interested in the position.

UNDER OR OVER QUALIFIED



If you're overqualified the employer may worry that you'll be bored or won't stay for long. On the other hand, if you're underqualified, the employer may not feel like you have the skills for the job.

NEGATIVE OR UNINTERESTED



Speaking negatively about past employers or coworkers can make you come off as unprofessional. Being rude or dismissive to anyone in the office can reflect poorly on you.

YOU CAME ON TOO STRONG



It's important to strike a balance between confidence and aggressiveness. Coming on too strong can be off-putting.

YOU WERE DISORGANIZED OR UNKEMPT



Your appearance and organization can reflect how seriously you take the interview process.

YOU DIDN'T FOLLOW INSTRUCTIONS



If you were given specific instructions for the interview and didn't follow them, it can show a lack of attention to detail and ability to follow directions.

YOU JUST DIDN'T CLICK



Sometimes, for reasons that can't be explained, you and the interviewer just don't click. It's not necessarily a reflection on you as a candidate.

CAN YOU ASK ME THAT?

Inappropriate Interview Topics

An interviewer's job is to get to know a candidate's qualifications and work experience, not their personal life. Unfortunately, some interviewers cross the line by asking illegal and unacceptable questions that violate a candidate's privacy and potentially discriminate against them. Here are some topics and questions interviewers should avoid bringing up during an interview:



- **Age** - Asking a candidate's age is illegal and has no bearing on their ability to perform the job. Ageism is a form of discrimination and should be avoided at all costs.
- **Relationship /Marital status** - Whether a candidate is married, single, or divorced is irrelevant to their job performance. This question can lead to discrimination against candidates who are pregnant or planning to start a family.
- **Sexual Orientation / Gender Identity** - Asking about a candidate's sexual orientation is not only illegal but also inappropriate. It has no relevance to their job performance and can lead to discrimination.
- **Religion / Spirituality / Political Beliefs**- These are personal affiliations and should not be brought up during an interview unless the position is specifically related to one of these characteristics. Asking about personal affiliations can lead to discrimination and bias.
- **Disabilities** - Asking about a candidate's disabilities during an interview is illegal. It has no relevance to their job performance and can lead to discrimination.
- **Financial Situation / Salary History** - Asking about a candidate's salary history can perpetuate pay inequality. It's best to avoid this question and focus on the candidate's qualifications and experience.
- **Criminal Record** - While employers have the right to conduct background checks, asking about a candidate's criminal record during an interview can be considered discriminatory. It's best to wait until after a job offer has been made before conducting a background check.



If you are asked an inappropriate question politely remind the interviewer that you do not have to answer that question and that the answer would not impact your ability to fulfill the job requirements.

By avoiding these topics and questions, interviewers can create a fair and welcoming environment for all candidates. Remember, the goal of an interview is to assess a candidate's qualifications and work experience, not their personal life.

"YOU CAN'T ASK ME THAT"

Off Limit Questions During an Interview



AGE

- How old are you?
- Are you over the age of 18?



CITIZENSHIP

- Are you a Canadian citizen?
- Are you authorized to work in Canada?



ETHNICITY / RACE

- What is your race / ethnicity?
- What languages do you speak fluently?



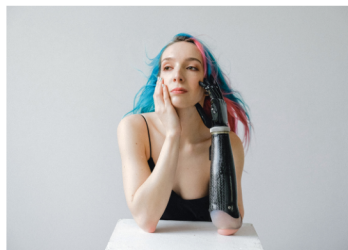
RELATIONSHIP STATUS

- What is your relationship / marital status?
- Would you be willing to relocate / travel for work?



PARENTAL STATUS

- Are you pregnant or planning to have children?
- Do you have any commitments that may affect your ability to work overtime?



DISABILITY

- Do you have a disability?
- Are you able to perform the physical requirements of this job? (e.g. walk stairs to deliver mail)



HEALTH / MENTAL HEALTH

- Do you take medication for a mental or physical illness?
- Is there anything that would prevent you from performing the job tasks?



RELIGION / FAITH

- What is your religion / spiritual beliefs?
- Are you willing to work weekends?



SEXUAL ORIENTATION & GENDER IDENTITY

- What is your sexual orientation / gender identity?
- What are your preferred pronouns?



POLITICAL AFFILIATIONS

- What political party do you support?
- Have you worked with a politically diverse clientele before?



PHYSICAL CHARACTERISTICS

- How tall are you? / How much do you weigh?
- Are you able to lift 30 lbs boxes?



PARDONED OFFENCES

- Have you ever been arrested?
- Would you be willing to do a background check?

WORKPLACE CULTURE & CLIMATE



Work culture and climate are two important concepts that can greatly affect your experience in the workplace.

- **Work Culture** refers to the shared values, beliefs, and practices of an organization.

A positive work culture can help foster creativity, collaboration, and productivity among employees. This can be achieved through things like open communication, a focus on employee well-being, and a commitment to diversity and inclusion.

On the other hand, negative work culture can lead to high turnover rates, low morale, and a lack of motivation among employees. This can be caused by factors such as poor communication, a lack of recognition for employees' contributions, and a toxic work environment.



Understanding work culture and climate is important for anyone entering the workforce. By recognizing the importance of a positive work culture and climate, you can better navigate the workplace and find a job that aligns with your values and goals.

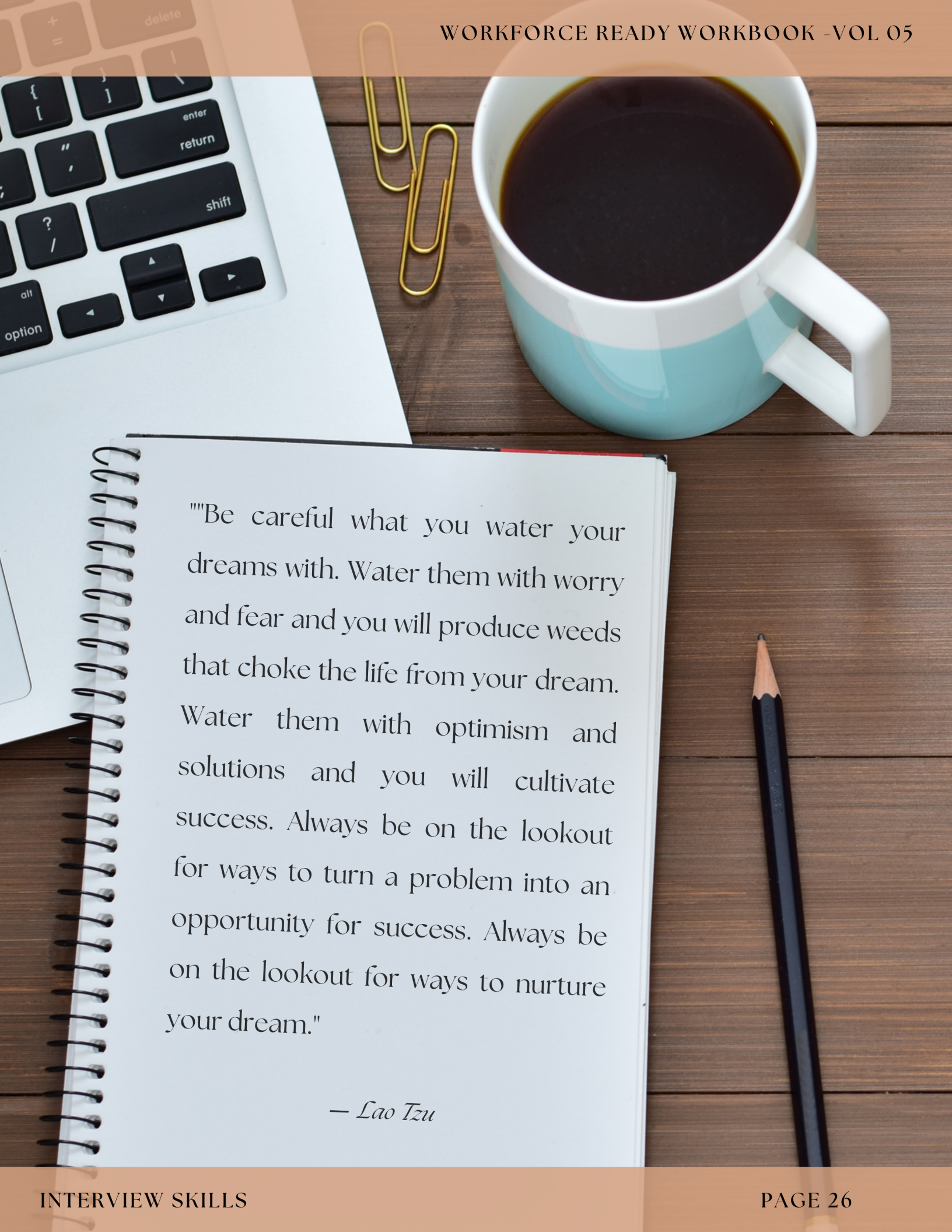


- **Work Climate** refers to the overall atmosphere and mood of the workplace.

A positive work climate can make employees feel valued and supported, while a negative work climate can lead to feelings of stress and burnout.

Factors that can contribute to a positive work climate include a sense of community among employees, opportunities for professional development, and a healthy work-life balance. A negative work climate can be caused by factors such as a lack of support from management, unrealistic expectations, and a lack of recognition for employees' efforts.





"Be careful what you water your dreams with. Water them with worry and fear and you will produce weeds that choke the life from your dream. Water them with optimism and solutions and you will cultivate success. Always be on the lookout for ways to turn a problem into an opportunity for success. Always be on the lookout for ways to nurture your dream."

— Lao Tzu

ANATOMY OF A CURRICULUM VITAE

MAIN ELEMENTS

- **Contact Information**
 - Full Name
 - Phone Number
 - Email Address
 - Location
- **Summary/ Objective Statement**
 - A brief statement that highlights your skills, experience, and goals.
- **Education**
 - List your degrees, certificates, and any relevant coursework.
- **Work Experience**
 - List your work experience in reverse chronological order. Include job titles, company names, dates of employment, and a summary of your responsibilities and accomplishments.
- **Skills**
 - List your technical skills, language skills, and any other skills that are relevant to the job.
- **Awards and Achievements**
 - List any awards, honours, or recognition that you have received.



TIPS & TRICKS

- Keep it concise and easy to read. Use bullet points and short sentences.
- Tailor your resume to the job you're applying for.
- Highlight the skills and experience that are most relevant to the position.
- Use action verbs and quantify your accomplishments. For example, instead of saying "Responsible for customer service," say "Managed a team of 5 customer service representatives and increased customer satisfaction ratings by 15%."
- Proofread carefully for typos and errors.
- Use a clean, professional-looking format and font.





CV FORMAT & LAYOUT

Why they Matter

Formatting your CV is just as important as the content inside it. A well-formatted CV can make all the difference in getting that job interview. You might have all the necessary qualifications and experiences, but if it's presented in a poorly formatted way, it may never get the attention it deserves. By following these tips, you can create a well-formatted CV that stands out from the rest. Remember, the goal of your CV is to catch the eye of the employer and get you that interview. Make sure your formatting helps you achieve that goal.

Here are some tips to make your CV stand out:

- Use a clear and professional font
 - Choose a font that is easy to read, such as Arial or Times New Roman. Avoid using fonts that are too fancy or difficult to read.
- **Keep it concise**
 - Your CV should not be longer than two pages. Keep it brief and to the point.
- **Use bullet points**
 - Bullet points are a great way to break up your CV and make it easier to read. Use them to highlight your key achievements and experiences.
- **Use headings and subheadings**
 - Headings and subheadings can help organize your CV and make it easier to navigate. Use them to separate your work experience, education, and other relevant information.
- **Use white space**
 - Don't clutter your CV with too much information. Use white space to make it easier on the eyes and to draw attention to important sections.



CV & Cover Letter

Power Words



INTERPERSONAL	CREATIVE	TECHNICAL
<ul style="list-style-type: none"> • Empathized • Related • Connected • Networked • Influenced • Supported • Motivated • Mentored • Coached • Inspired • Resolved • Mediated 	<ul style="list-style-type: none"> • Designed • Ideated • Crafted • Invisioned • Sketched • Shaped • Drafted • Brainstormed • Redesigned • Imagined • Transformed • Originated 	<ul style="list-style-type: none"> • Programmed • Coded • Debugged • Operated • Maintained • Rewired • Installed • Configured • Upgraded • Troubleshooted • Revamped
LEADING	TEAM WORK	DEVELOPMENT
<ul style="list-style-type: none"> • Advised • Advocated • Clarified • Corresponded • Defined • Gathered • Ignited • Informed • Interpreted • Persuaded • Publicized 	<ul style="list-style-type: none"> • Aided • Enabled • Encouraged • Facilitated • Fostered • Inspired • Supported • Collaborated 	<ul style="list-style-type: none"> • Generated • Designed • Devised • Determined • Installed • Introduced • Initiated • Launched • Originated • Formulated
SUPERVISING	ACHIEVEMENT	PROBLEM SOLVING
<ul style="list-style-type: none"> • Guided • Evaluated • Instructed • Instilled • Coordinated • Regulated • Taught • Supervised • Delegated • Chaired 	<ul style="list-style-type: none"> • Achieved • Attained • Strengthened • Initiated • Spearheaded • Enhanced • Exceeded • Managed • Optimized • Orchestrated 	<ul style="list-style-type: none"> • Implemented • Recommended • Overhauled • Explored • Cultivated • Improved • Streamlined • Prioritized • Diagnosed • Resolved
INITIATIVE	RESEARCH	RESULTS
<ul style="list-style-type: none"> • Accelerated • Accomplished • Analyzed • Assembled • Built • Founded • Created • Constructed • Delivered • Developed 	<ul style="list-style-type: none"> • Analyzed • Identified • Optimized • Divised • Surpassed • Gathered • Investigated • Assessed • Discovered • Publicized • Measured • Compiled 	<ul style="list-style-type: none"> • Executed • Grew • Expanded • Strengthened • Captured • Delivered • Fulfilled • Resolved • Negotiated • Remedied • Aquired • Boosted
ADMINISTRATIVE	IMPACT	CONTRIBUTION
<ul style="list-style-type: none"> • Organized • Documented • Reported • Presented • Input • Clarified • Edited • Translated • Defined • Reviewed • Produced • Administered 	<ul style="list-style-type: none"> • Decreased • Increased • Balanced • Recovered • Prepared • Reduced • Scaled • Economized • Improved • Expaned • Generated • Earned 	<ul style="list-style-type: none"> • United • Joined • Melded • Harmanized • Merged • Volunteered • Partnered • Refined • Diversified • Participated • Blended • Mobilized

THANK-YOU EMAILS

The Basics



1. **Greeting:** Address the interviewer by their name using "Dear [Interviewer's Name]".
2. **Express gratitude:** Thank the interviewer for taking the time to meet with you and discuss the position.
3. **Recap:** Recap some of the highlights of the interview, highlighting any areas where you feel you particularly shined or where you learned something new.
4. **Reiterate your interest:** Emphasize your interest in the position and reiterate why you would be a good fit.
5. **Closing:** Thank the interviewer again for their time and consideration, and offer your availability for any additional questions or follow-up.

Dear [Interviewer's Name],

Thank you for taking the time to meet with me today to discuss the [Position Name] position. It was great to learn more about the role and the company, and I enjoyed discussing my qualifications with you.

I particularly appreciated our conversation about [highlight something specific that you discussed in the interview, e.g. the company culture or a particular aspect of the role]. I believe my experience in [relevant skill or experience] would enable me to make a significant contribution to [Company Name].

Thank you again for your time and consideration. Please do not hesitate to contact me if you need any additional information or have any further questions. I look forward to hearing from you soon.

Best regards,
[Your Name]

REFERENCES & LETTERS OF RECOMMENDATION

Asking for a reference or recommendation letter can be a daunting task, but it is an important step in advancing your career or academic pursuits. With the right preparation and approach, you can navigate it with ease.

So, what exactly are references and recommendations?

- References are individuals who can verify your work experience and provide insights into your character and work ethic. They can be former colleagues, supervisors, or clients.
- On the other hand, recommendations are typically written by individuals who are familiar with your academic or professional achievements and can attest to your abilities and potential. These can be professors, supervisors, or mentors.

How to Write a Recommendation Letter

- Explain your relationship to the applicant
- Evaluate the applicant's skills and qualifications
- Include specific examples that illustrate the applicant's strengths
- Summarize why you would recommend the applicant

ThoughtCo.

Here are some tips and tricks to make the process smoother:

- **Choose your references/recommenders wisely:** Pick individuals who know you well and can speak positively about your work. It is also important to ensure they are willing and have the time to write a letter for you.
- **Request the letter in advance:** Give your references/recommenders ample time to write the letter, ideally at least two weeks.
- **Provide context:** Give your references/recommenders a brief on what the letter is for, the position or program you are applying for, and any specific points you would like them to highlight.
- **Offer assistance:** Show appreciation and offer to provide any additional information they may need or to answer any questions they may have.
- **Follow up:** If you haven't heard back from your references/recommenders, send a polite reminder email or call them to check in.

sender's info — Aaron Jones
1234 Street
Citycenter, NY 12345

date — September 21, 2019

receiver's info — Scott Smith
345 B Street
Citycenter, NY 12345

salutation — Dear Mr. Smith,

body — I am pleased to recommend May Williams for the Master's program at State University. May has been a student in many of my classes during the past four years, so I have learned a great deal about her and her abilities, and I know she would do well if given the opportunity to continue her education.

May's determination to succeed has led her to excel in my classes. She consistently gets excellent marks on her homework and tests, and she participates in class regularly. Her knowledge of the Spanish language convinced me to ask her to become a tutor for other students who were struggling with the language—a challenge that she met with great success. The students she tutored significantly improved their grades, and some have even chosen Spanish as their majors.

Compared to the other students in class, May's grades have always been at the top. This has led other students in her classes to ask her for help if they do not understand a lesson. Despite her busy schedule, May always balances her time, so she can help anyone who needs assistance with the language.

During the years I've known her, May has worked to greatly improve her own confidence in her abilities. This improvement is what made her agree to help tutor other individuals. When students in her own classes began asking her for assistance, her confidence truly began to soar, and it only continues to improve.

Due to her knowledge and great aptitude for learning, May would be an excellent candidate for the Master's of Spanish program. She will make a great student at State University, and I have no doubts that her abilities and determination will continue to grow.

closing & signature — Sincerely,
Aaron Jones

TRANSFERABLE SKILLS



Essential Elements

Transferable skills are the secret weapon in any job seeker's arsenal. These are the skills that you have developed in one industry or job that can be applied to another. They are the hidden gems that can make you stand out to a potential employer.



So, how do you identify your transferable skills? Start by looking at the skills you use in your current job. Are you a great communicator? Do you have excellent time management skills? Are you a problem solver? These are all examples of transferable skills that can be applied to a variety of industries.


The benefit of referring to your transferable skills during an interview is that it shows the employer that you are adaptable and versatile. It demonstrates that you have the ability to learn new skills quickly and that you are not limited by your previous experience.



For example, if you are applying for a job in marketing but have previously worked in customer service, you can highlight your communication skills and ability to build rapport with customers. You can also showcase your problem-solving skills by providing examples of how you handled difficult situations with customers.

In today's job market, employers are looking for candidates who can bring a diverse set of skills to the table. By identifying and highlighting your transferable skills, you can show employers that you have the versatility and adaptability they are looking for. So, don't be afraid to think outside the box and showcase your transferable skills during your next job interview.

TRANSFERABLE SKILLS

	DESCRIPTION	EXAMPLES	
INTERPERSONAL SKILLS 	<p>These skills involve the ability to work well with others and build positive relationships.</p>	<ul style="list-style-type: none"> • Emotional intelligence • Active listening • Conflict resolution • Empathy • Cultural sensitivity 	<ul style="list-style-type: none"> • Collaboration • Networking • Customer service • Team building • Positive attitude
TECHNICAL SKILLS 	<p>These skills involve proficiency with specific tools, software, or equipment.</p>	<ul style="list-style-type: none"> • Programming languages • Graphic design software • Video editing software • Data management software • Social media platforms 	<ul style="list-style-type: none"> • Database management • Web development • Project management software • Accounting software • Cloud computing
ANALYTICAL SKILLS 	<p>These skills involve the ability to think critically, solve problems, and make decisions based on data.</p>	<ul style="list-style-type: none"> • Data analysis • Research • Logical reasoning • Forecasting • Creative thinking 	<ul style="list-style-type: none"> • Problem solving • Decision making • Statistical analysis • Quantitative analysis • Attention to detail
LEADERSHIP SKILLS 	<p>These skills involve the ability to motivate, manage, and guide others.</p>	<ul style="list-style-type: none"> • Goal-setting • Delegating tasks • Decision-making • Time management • Coaching 	<ul style="list-style-type: none"> • Mentoring • Resolving conflicts • Empathy • Visioning • Inspiring others
COMMUNICATION SKILLS 	<p>These skills involve conveying information effectively through speaking, writing, and listening.</p>	<ul style="list-style-type: none"> • Public speaking • Writing reports • Active listening • Negotiating • Persuasion 	<ul style="list-style-type: none"> • Conflict resolution • Team collaboration • Customer service • Teaching • Presenting



NETWORKING: BUILDING PROFESSIONAL RELATIONSHIPS TO LAND YOUR DREAM JOB

Networking involves contacting individuals within your professional circle who can assist in your job search. If you've worked with dynamic people in the past, it's time to rekindle those relationships. It's essential to maintain professionalism and proper business etiquette when communicating with potential contacts.

TYPES OF NETWORK CONNECTIONS

There are three types of networking contacts to consider:

- Professional contacts are familiar with your work ethic, strengths, and abilities. These individuals can confidently recommend you for a job, as their reputation is on the line.
- Personal contacts know you outside of work and may have connections to companies with open positions. Personal contacts are more likely to promote you based on your soft skills and personal qualities.
- Acquaintances may not have extensive knowledge of your professional experience, but may have connected with you through social media or other means. It may take more time and effort to build a relationship with these individuals and help them understand your potential value to an employer.

Professional Contacts

Personal Contacts

Acquaintances



DO'S

1. **Attend industry events and job fairs:**
This is a great way to meet professionals in your field and learn about job opportunities.
2. **Join industry associations:** Becoming a member of an industry association can help you connect with other professionals and stay up-to-date on industry news and trends.
3. **Utilize social media:** LinkedIn is a great tool for networking and job searching, so make sure your profile is up-to-date and professional.
4. **Volunteer:** Volunteering can help you gain experience and meet people in your field, which can lead to job opportunities.
5. **Ask for informational interviews:**
_Reach out to people in your field and ask if they would be willing to meet with you to discuss their job and career path.
6. **Follow up:** After meeting someone at a networking event or informational interview, make sure to follow up with a thank-you email or message.
7. **Be professional & prepared:** Bring business cards and a resume to networking events and meetings.

DON'TS

1. **Be too pushy:** Don't come across as desperate or pushy when networking. Be respectful and professional.
2. **Be negative:** Avoid speaking negatively about past employers or experiences.
3. **Be too casual:** While it's important to be friendly and approachable, make sure to maintain a professional demeanor.
4. **Be too self-centered:** Networking is a two-way street. Make sure to show interest in the other person and their career.
5. **Be dishonest:** Don't exaggerate your skills or experience on your resume or in conversations with potential employers.
6. **Be too narrow-minded:** Don't limit yourself to one specific job or company. Be open to different opportunities and experiences.
7. **Give up:** Job searching can be tough, but don't give up. Stay positive and persistent, and eventually, you'll find the right opportunity.



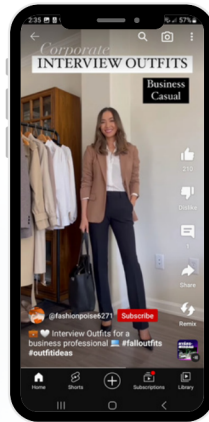
INTERVIEW TIPS & TRICKS

VIDEOS TO GET YOU STARTED



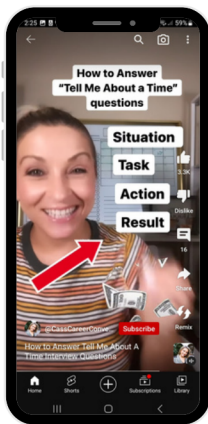
INTERVIEW OUTFIT IDEAS

By Parker York Smith



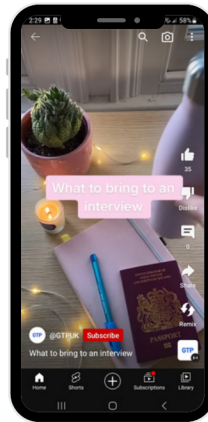
INTERVIEW DRESS CODES

By Fashion & Poise



THE S.T.A.R INTERVIEW TRICK

By Cass Thompson Career Advice



INTERVIEW PACKING LIST

By Graduate Teacher Program



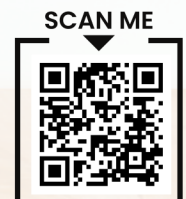
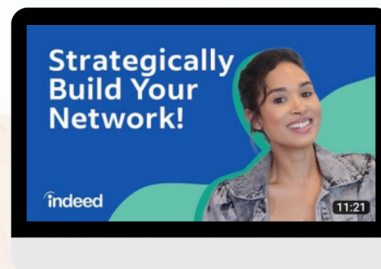
INTROVERTS' GUIDE TO JOB INTERVIEWS

By Abbey Howe



NETWORKING IN NEW WAYS

By Indeed



WORKSHEETS

RESOURCES & HANDOUTS

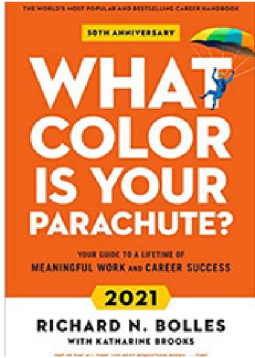


"The future belongs to those who believe in
the beauty of their dreams."

-Eleanor Roosevelt

RESOURCE LIBRARY

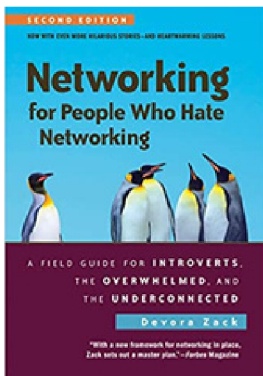
WANT TO KEEP LEARNING? HERE ARE A FEW RECOMMENDATIONS TO GET YOU STARTED



WHAT COLOR IS YOUR PARACHUTE?

BY RICHARD N. BOLLES & KATHARINE BROOKS ED

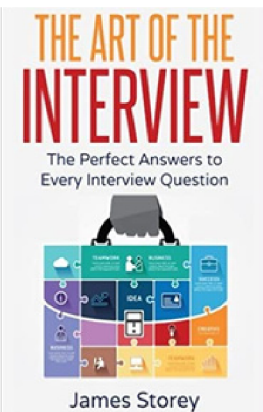
In today's challenging job-market, as recent grads face a shifting economic landscape and seek work that pays and inspires, as workers are laid off mid-career, and as people search for an inspiring work-life change, the time-tested advice of What Color Is Your Parachute? is needed more than ever. Jam-Packed with modern advice on the job hunt strategies that are working today, such as building an online resume, making the most of social media tools to network effectively, interviewing virtually with confidence, and negotiating the best salary possible.



NETWORKING FOR PEOPLE WHO HATE NETWORKING

BY DEVORA ZACK

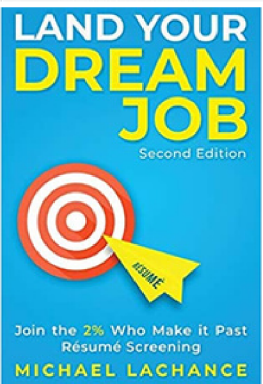
Zack politely examines and then smashes to tiny fragments the “dusty old rules” of standard networking advice. You don't have to become a backslapping extrovert or even learn how to fake it. Incredible as it seems, the very traits that make you hate networking can be harnessed to forge an approach even more effective than traditional techniques. It's a different kind of networking—and it works.



THE ART OF THE INTERVIEW

BY JAMES STOREY

In this book, you will discover the steps on how to prepare for any interview. But most importantly, you will be able to answer the most commonly asked interview questions. Each chapter will take you deeper into the sea of commonly asked interview questions and provide you with the right strategies as well as concrete sample responses on how to respond to every one of them. This guide is for anyone who is planning on going to any interview, regardless of whether you are applying for your much-desired position at your dream company or a top MBA program. The purpose of this guide is to help you think for yourself and, at the same time, provide you with insider tips that usually only interviewers know.



LAND YOUR DREAM JOB

BY MICHEAL LACHANCE


Apply to your next job with confidence! While other books focus only on crafting the perfect resume or cover letter, the truth is, you need a strategy for the entire job application process. A strategy that communicates your experiences, achievements, and results in a way that provides value to hiring managers. In Land Your Dream Job, you will go from rejected to hired by learning how to: Read the job description, Write your dream-job-worthy cover letter & resume, prepare for your interview using the 7P strategy & Use the 1-Hour Job Application Challenge to apply to your dream job!

RESOURCE LIST



LOCAL EMPLOYMENT CENTRES

YES MONTREAL

-  666 Sherbrooke Street West, Suite 700, Montreal
-  info@yesmontreal.ca
-  Employment, Entrepreneurship & Online Services
-  514-878-9788
-  www.yesmontreal.ca








P.S JEUNESSE

-  VAUDRAUIL-DORION & SALABERRY-DE-VALLEYFIELD
-  450 377-9155 / 450 377-4949
-  Services for adults 18 year +
-  INFO@PSJEUNESSE.ORG
-  WWW.PSJEUNESSE.ORG








CARREJOUR JEUNESSE EMPLOI

-  180 BD D'ANJOU LOCAL 260, CHÂTEAUGUAY, QC
-  450 699-4545
-  Services for 18 -35 year olds
-  info@cjechateauguay.org
-  www.cjechateauguay.org



ALLIANCE CARRIER TRAVAIL

-  265 BOULEVARD D'ANJOU, SUITE 205, CHÂTEAUGUAY
-  450 699-4545
-  Services for Youth, Adults, Immigrants & Entrepreneurs
-  info@AllianceCT.ca
-  www.alliancect.ca



JOB OFFER

Checklist

Job Title _____ Company _____

Work Conditions

- | | |
|--|--|
| <input type="checkbox"/> Work Days _____ | <input type="checkbox"/> Salary / Pay Rate _____ |
| <input type="checkbox"/> Hours Per Week _____ | <input type="checkbox"/> Set / Variable Schedule _____ |
| <input type="checkbox"/> Hours Per Shift _____ | <input type="checkbox"/> Dress Code _____ |
| <input type="checkbox"/> Full-Time / Part-Time _____ | <input type="checkbox"/> Permanent / Contract / Seasonal _____ |

Job Details

- | | |
|--|---|
| <input type="checkbox"/> Vacation _____ | <input type="checkbox"/> Equipment Provided _____ |
| <input type="checkbox"/> Personal Days _____ | <input type="checkbox"/> Equipment Needed _____ |
| <input type="checkbox"/> Sick Days _____ | <input type="checkbox"/> Probation Period _____ |
| <input type="checkbox"/> Union Dues _____ | <input type="checkbox"/> Start Date _____ |
| <input type="checkbox"/> Workspace _____ | <input type="checkbox"/> Breaks / Lunch _____ |
| <input type="checkbox"/> Supervisor _____ | <input type="checkbox"/> Training Length _____ |

Benefits

- | | | |
|---|--|--|
| <input type="checkbox"/> Optional Insurance | <input type="checkbox"/> Dental Insurance | <input type="checkbox"/> Yearly Increases |
| <input type="checkbox"/> Onsite Childcare | <input type="checkbox"/> Health Insurance | <input type="checkbox"/> Set Salary Scale |
| <input type="checkbox"/> Pension Plan | <input type="checkbox"/> Remote Work Options | <input type="checkbox"/> Free Coffee / Tea |
| <input type="checkbox"/> Free Parking | <input type="checkbox"/> Wellness Programs | <input type="checkbox"/> Paid Training |
| <input type="checkbox"/> Flexible Hours | <input type="checkbox"/> Staff Appreciation | <input type="checkbox"/> Seasonal |
| <input type="checkbox"/> Parental Leave | <input type="checkbox"/> Discount/Free Service | <input type="checkbox"/> Overtime |
| <input type="checkbox"/> Gym Membership | <input type="checkbox"/> Opportunities for Advancement | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> Travel Opportunities | <input type="checkbox"/> Paid / Rimbursed Licences | <input type="checkbox"/> Weekends |
| <input type="checkbox"/> Educational Leave | <input type="checkbox"/> Paid Professional Development | <input type="checkbox"/> Private Office |
| <input type="checkbox"/> Company Phone | <input type="checkbox"/> Company Car / Truck | |

Notes

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |



RESUME PLANNING



WORKSHEET

Use the tables below to organize your training and experiences. Refer to this master list when you are selecting specific experiences/certifications for a job-specific CV.

EDUCATION / TRAINING

Degree, Diploma, Certificate or Specific Courses	Institution/ School	City	Year

EXPERIENCE

Dates	Title & Company	City	Roles / Responsibilities

Resume Template - Use this as a guide when you create your own

NAME HERE

PERSONAL INFORMATION

Email Address

Phone Number

Location

PROFILE

Skills

-
-
-
-
-
-

EDUCATION / TRAINING

Type

School / Org.

Year

Type

School / Org.

Year

EXPERIENCE

Dates

Role Title
Company / Org.

City

- *Tasks / Responsibilities*
- *Tasks / Responsibilities*
- *Tasks / Responsibilities*

Dates

Role Title
Company / Org.

City

- *Tasks / Responsibilities*
- *Tasks / Responsibilities*
- *Tasks / Responsibilities*

INTERESTS / HOBBIES / VOLUNETER EXP.

LANGUAGES

- | | | |
|------------|---------|--------------|
| • Interest | • Hobby | • Experience |
| • Interest | • Hobby | • Experience |
| • Interest | • Hobby | • Experience |

- Language
 - Spoken / Written Proficiency
- Language
 - Spoken / Written Proficiency

JOB APPLICATION

TRACKING SHEET

Use this worksheet to keep track of your progress as you move through the job search, application and interview process.

JOB OPENING →						
COMPANY RESEARCH						
JOB POST REVIEW						
CUSTOMIZE CV TO JOB DESCRIPTION						
WRITE COVER LETTER						
CONTACT COMPANY DIRECTLY						
SUBMIT APPLICATION						
INTERVIEW						
THANK YOU EMAIL						

EXPLORATION EXERCISE



SELF-AWARENESS

READ THE PROMPTS BELOW AND THINK ABOUT THE FIRST THING THAT COMES TO MIND. FILL YOUR ANSWERS OUT IN THE BLANK BOXES.

I LOVE	
I WANT TO	
I AM DRIVEN BY	
I AM INSPIRED BY	
I HAVE THE HABIT OF	
I AM HAPPIEST WHEN	
I BELIEVE IN	
I WOULD GIVE	
WHAT I NEED TO BE MY BEST SELF IS	
YOU CAN COUNT ON ME TO	
WHO NOTICES	
YOU GET THE BEST OF ME WHEN	
YOU GET THE WORST OF ME WHEN	

7 Tips & Tricks

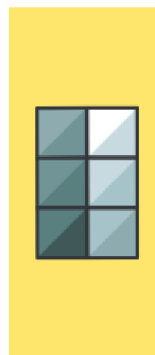
to writing a professional cover letter

A cover letter is a one-page document that you can use to introduce yourself to the company, show off your qualifications and stand out from other applicants.



1. Add a custom header onto your cover letter to help illustrate your personal brand

Similar to how you can use an image as a border, you can also create an image header to stand out from the crowd.



2. Use a column layout to divide your cover letter into sections

Typically, a cover letter you will include your contact information in the header or footer. But a visual cover letter offers you the chance to use a different page layout.



3. Include a personal logo to make your cover letter more memorable

Your logo design could be as simple as writing your name in a specific brand font, or combining your initial with an icon or shape.



4. Use icons to illustrate information like your experience, skills, or passions

Icons are perfect for adding a bit of creativity to your cover letter design.

5. Highlight your contact info using a bold footer

A bold footer can help highlight key information—like your contact information and availability.

6. Add your actual signature to your cover letter

While including a signature isn't a requirement, it can add another personal touch to your cover letter and make it more memorable.

7. Use up to three different font styles, but no more

Use no more than three different font types on your cover letter. If you use too many different fonts, your design can look cluttered.

4 TIPS FOR A GREAT PHONE INTERVIEW

Often, a phone call is the first interaction you'll have with a company after submitting your initial application, so it's important to make a lasting impression.



1 SMILE WHILE TALKING

Your tone of voice is noticeably different when you're smiling, and it will project a positive image to the interviewer.



2 KEEP YOUR ANSWERS SHORT

Save the in-depth answers for the in-person interview.



3 USE CHEAT SHEETS

The great thing about a phone interview is that you can refer to your "cheat sheets" without the interviewer knowing. Reference your resume, cover letter, the job description, and the company's website.

4 TAKE NOTES

Write down anything the interviewer mentions about the job that interests you and reference it later in your conversation.



CHECK OUT OUR FULL LIST OF TIPS AT:
WWW.GETTINGYOUHIRED.COM



How to beat the six second resume scan

I am sure you have heard that you have six seconds to make an impact with your resume. So how do you adapt your resume to stay in the game? Here are some points to look out for in your resume:

GIVE A CLEAN EASY READ



They need to easily find your name, titles, companies, start and end dates, education and contact details.

GRAB ATTENTION ON THE FRONT PAGE



You need to get all of the key information on to the first page so that it can be found quickly and easily.

BE A MATCH FOR LOCATION



If you are aiming to relocate, stating that fact might increase your chances.

COME FROM A RELATED JOB, INDUSTRY AND FUNCTION



Recruiters will look for a match between your job title and the position in question.

HAVE A PROFILE THAT'S A PERFECT MATCH FOR THE JOB



This is a 2 - 4 line summary that shows how well you fit the needs of the job.

HIGHLIGHT SKILLS FIT TO THE JOB



Use a bulleted summary list to back up your profile with more reasons why you fit the job.

DOES THE CONTENT BACK IT ALL UP?



A strong profile needs to be backed up by a strong summary. In turn a strong summary needs to be backed up by a strong career history.

infographic crafted by:

KITTELSON & CARPO
CONSULTING

content source:

résuméright
make the right impression

15 TIPS FOR SPEAKING WITH CONFIDENCE IN JOB INTERVIEWS

1 TAKE IT SLOW

Speaking slowly also allows you more time to think about how you want to answer an interview question and it makes you sound more confident.

3 ELIMINATE VERBAL PAUSES

Words like "um" and "like" are sprinkled throughout your speech and make you sound lacking in confidence. Focus on dropping these words from your speech.

5 WORK ON YOUR PAUSES

Pauses are useful for getting the interviewer's attention as well as making your point even more evident. Using pauses purposefully communicates that you are confident in what you are saying.

7 LOUD DOES NOT EQUAL CONFIDENCE

Rather than showing confidence, talking loudly conveys a lack of respect for your listener. Strive instead for a cadence that is smooth and rhythmic and a pitch that is low and steady. This will make you sound more confident.

9 SMILE

Smiling also enhances the quality of your voice and helps you keep a more even pitch and rhythm. Practice speaking into a mirror to feel how smiling influences your confidence.

11 STAND UP STRAIGHT

Good posture is essential to communicating with confidence. When you stand or sit straight, you can breathe more deeply, which allows you to project as well as watch your pace.

13 MOVE YOUR HANDS

Your body language is just as important as the words you choose to say. Using a variety of gestures conveys energy, confidence, and warmth to your interviewer.

15 PRACTICE, PRACTICE, PRACTICE

If you want to improve your communication skills and sound more confident in interviews, you will only achieve this by practicing. The more you practice, the less nervous you will feel about using your new skills. Practice allows you to work out what you want to say ahead of time, which leaves you with less to consider at the moment, as well. Conduct mock interviews with trusted friends or a job search coach.

WWW.DISTINCTIVEWEB.COM

2 PAUSE BEFORE SPEAKING

Don't rush to speak as soon as the interviewer finishes her question. Pause for a second or two when the interviewer is done talking, before you say what you are thinking.

4 PRACTICE SPEAKING WITH AUTHORITY

When you are speaking, your voice should not pitch up at the end of a sentence unless you are asking a question. One way you lose authority and sound unsure is to speak as if you are uncertain about everything you are saying.

6 WORK WITH YOUR BREATH

Your breath comes in a slow, steady pace. When you want to speak with confidence, your speech should have that same slow, steady pace.

8 RELAX YOUR BODY

Relaxing your jaw, neck, throat, and shoulder muscles is vital if you want to sound confident in an interview. When you are speaking, if you feel these muscles start to tense, focus on releasing that stress and staying relaxed.

10 GET RID OF QUALIFYING PHRASES

When you say what you mean without these qualifiers, it lends authority and confidence to your meaning. Offer your viewpoint with authority and get rid of these unnecessary, filler phrases that rob you of your confidence.

12 WORK ON EYE CONTACT

Don't speak at your interviewer, speak to them. Eye contact makes your interviewer feel more engaged in the conversation and conveys confidence, too.

14 FOCUS ON THE SITUATION

In a job interview, it can become easy to get lost worrying about what you will say next. When you are so focused on what you plan to say next, you forget about relaxing, breathing, or slowing down.

THE 5 HARDEST JOB INTERVIEW QUESTIONS

AND HOW TO ANSWER THEM.



1. TELL ME ABOUT YOURSELF.

Use the PAWS Method to construct this answer:

P - Professional Profile

A - Academic History

W - Work Experience

S - Skills and Expertise



2. TELL ME ABOUT A TIME YOU MADE A MISTAKE OR EXPERIENCED A FAILURE. HOW DID YOU DEAL WITH IT?

Everyone makes mistakes. Choose one that you can frame as a learning experience or choose a team mistake.

3. DESCRIBE A TIME YOU DEALT WITH A DIFFICULT COLLEAGUE AND WHAT YOU DID.

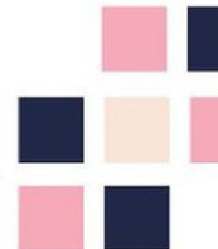
Choose a situation where you demonstrated a level of understanding or empathy. Do not bad mouth another employee.

4. WHY DID YOU LEAVE YOUR LAST JOB?

Do not badmouth your employer. Be honest on why you left, but try to spin in a positive way such as you required more growth opportunities.

5. WHY DO YOU WANT THIS JOB?

Do not focus on yourself and what the job will provide to you. Talk about all the things you will bring to the role to benefit the company



LEARN MORE AT
MILLENNIALIFEADMIN.COM

REFERENCES



- Career decision-making workbook - ccdf.ca. (n.d.). Retrieved April 25, 2023, from <https://ccdf.ca/wp-content/uploads/2019/02/CAREER-DECISION-MAKING-WORKBOOK.pdf>
- Dumas, M. (2023, January 19). How to communicate more confidently in job interviews. Distinctive Career Services. Retrieved April 25, 2023, from <https://www.distinctiveweb.com/interviewing/communicate-confidently-in-job-interviews/>
- Haden, J. (n.d.). 27 most common job interview questions and answers. LinkedIn. Retrieved April 25, 2023, from <https://www.linkedin.com/pulse/27-most-common-job-interview-questions-answers-jeff-haden/>
- Humber, C. (n.d.). Job search workbook & resource manual - humber college. humber.ca. Retrieved April 25, 2023, from https://appliedtechnology.humber.ca/assets/files/work_placement/eworkbook-for-job-search-success-oct-2017.pdf
- Lara, J., & Osborne, S. (2017). Teaching pre-employment skills to 14-17 year-olds: The autism works now!® method. Jessica Kingsley Publishers.
- Lore, N. (2012). The Pathfinder: How to choose or change your career for a lifetime of satisfaction and success. Touchstone Book.
- Lowndes, L. (2020). How to talk to anyone. PTS Publishing House.
- Naseem, S. (n.d.). "Mastering the art of answering interview questions: Tips and strategies for Success". LinkedIn. Retrieved April 25, 2023, from <https://www.linkedin.com/pulse/mastering-art-answering-interview-questions-tips-success-naseem/>
- Olya, G. (2023, March 9). 13 bad interview habits that will keep you from being hired. GOBankingRates. Retrieved April 25, 2023, from <https://www.gobankingrates.com/money/jobs/reasons-didnt-call-back-after-job-interview/>
- Recruiters reveal: Top 10 reasons you're not getting hired. Big Interview. (2023, March 22). Retrieved April 25, 2023, from <https://resources.biginterview.com/interviews-101/job-interview-feedback/>
- Resume format guide (with tips and examples) | Indeed.com Canada. (n.d.). Retrieved April 25, 2023, from <https://ca.indeed.com/career-advice/resumes-cover-letters/resume-format>
- SUCCESS Staff <https://www.success.com/author/success-staff/>. (-1, November 30). 20 do's and don'ts of interviewing. SUCCESS. Retrieved April 25, 2023, from <https://www.success.com/20-dos-and-donts-of-interviewing/>
- Tieger, P. D., Barron-Tieger, B., & Tieger, K. (2021). Do what you are: Discover the perfect career for you through the secrets of personality type. Little, Brown Spark.
- United States of America, Department of Labor, Office of Disability Employment Policy. (2012). Skills to pay the bills: Mastering soft skills for workplace success.
- Westman, L. (2022). Teaching with empathy: How to transform your practice by understanding your learners. Hawker Brownlow Education.
- Whiteley, R. C. (2002). Love the work you're with: Find the job you always wanted without leaving the one you have. H. Holt.

Thank You!

THE WORKFORCE-READY WORKSHOP SERIES WAS MADE POSSIBLE THANKS TO THE SUPPORT AND CONTRIBUTION OF OUR PARTNERS & FUNDERS.



The journey begins with **you.**

