Career Services

Graduation is soon approaching, so now is a good time to learn about Career Services. The CS staff are Spencerian College’s resident employment experts and would be more than happy to assist graduates and alumni. CS provides cover letter and resume reviews, conducts mock interviews, and will assist you in job search assistance.

Career Services will provide guidance in writing a clear and organized resume with all the necessary information looked for by potential employers. Bring a copy of your resume to the CS office and the staff will help you polish your resume by highlighting your education and externship skills. If you are unsure of what your resume should look like, CS has field specific sample resumes on file that graduates can use as a guide.

Another service that Career Services provides is mock interviewing. CS conducts mock interviews to polish the interviewing skills of Spencerian College graduates. Mock interviewing is a valuable experience because CS will ask questions pertaining to your education and skills, which will better prepare you for interviews with potential employers. We will give you individual guidance in how to prepare for an interview, how to dress, and appropriate answers to frequently asked interview questions. Unlike a “real” interview, we can tell you how you can improve your interviewing skills.

Job search assistance is a large part of what the Career Services department does on a daily basis. The first step in the process of job search assistance is to have your resume on file with Career Services. CS builds relationships with employers across the region to assist our graduates in gaining employment. Employers contact CS with job openings, and CS submits the resumes of appropriate people for consideration. However, CS fully expects graduates to seek employment on their own and will provide graduates with job search tips. We encourage graduates to keep in touch with department directors, instructors, and externships site contacts to build up a job search network.
In order for this process to flow smoothly, consistent communication is required. Please communicate with the CS department frequently to ensure the job search process is moving along. CS asks you report to us about recent job interviews, job offers, and the acceptance of a new job within a timely manner. CS is required by the accrediting body and state licensing boards to report the placement of graduates and their salaries. When graduates sign up for job placement assistance, it is agreed you will provide this information to CS. Your employment information is also valuable because *The Spencerian* will publish your placement as kudos to your hard work and dedication and provide current students with motivation to complete their education. Please feel free to contact Career Services at anytime!

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The Full-Time Job of Finding a Job

Anthony Balderrama, CareerBuilder.com writer
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Wouldn't a sabbatical from work be nice? An extended break to finally accomplish all those things on your to-do list: travel, go hiking, renovate the house, read the classics.

If you find yourself unemployed, very often the silver lining is that you have the time to do all those things you never could while working. But as many job seekers soon discover, lack of income and the need for a new job can hinder your recreational activities. After all, do you want to spend your savings on a trip to Europe if you don't have a job lined up?

If you're a job seeker, you can find yourself struggling to balance the demands of finding a new job and being tempted by your newfound free time. When you're checking job postings earlier than you ever showed up to the office, it dawns on you that a job search is its own full-time gig.

Why is it a full-time job?
You know job hunting is serious business, but just how long does it take to post a résumé online and make a few calls to your professional contacts? Not long, but stopping there would be a mistake. Today's job hunt is a combination of old-fashioned footwork, online brand building and reaching out to the right people, as Debbie Withers has learned.

She was a marketing director before she took some time off in 1997 to be a full-time mother. As her kids grew up, she began a freelance writing career and did marketing consultation. Her youngest child is about to be in middle school and she thinks it's the right time to renew her career outside of the home.

"What I've discovered is that it really is who you know," Withers says. As a job seeker who was out of the professional world for a while, Withers has to overcome the image that she wasn't getting any relevant work done during her freelance years. Not to mention the fact that her time off began once she moved from Virginia, where she had many contacts and a solid reputation. "Unfortunately, since I didn't work full-time [here] in the Atlanta market, I don't have the business contacts I had in the cities where I was a marketing director; no one in my current sphere saw me in that high-profile position."

Since beginning her job hunt, Withers says three things have stood out to her:

1. Connections matter
One of the other mothers at a play group was married to a cameraman in a broadcast company where she wanted to work. Although the company wasn't in a position to hire her right then, she did get the contact information for a hiring manager. When the company is hiring again, she has a direct line to the right person.

2. Don't waste any opportunity to sit down with someone
One of Withers' acquaintances passed her résumé along to a colleague in the marketing department of her company. She was able to sit down with the marketing person and present her portfolio. Although the company was in a hiring freeze, Withers says she doesn't see it as a wasted opportunity. "At least now I've met the corporate contact face to face, and although they're not advertising openings, she'll be more likely to think of me when they need someone."

3. Give your résumé to the right people
Withers asked one of her former employers to be a reference and forwarded her résumé. A few weeks later, that employer introduced her to a business associate who is hiring for a position she has experience in. She doesn't know whether or not she'll get the job, but she's glad to know she has someone helping her find employment opportunities.
Technology's role

By now you know that technological advances have benefits and plenty of disadvantages. Your cell phone can save your life during an emergency, but it can also ruin your evening at the symphony with an ill-timed ring. Social networking sites have had a similar effect on job hunting.

Sites like Facebook, BrightFuse and Twitter allow you to connect to old friends, potential employers, past clients and other people who might offer career opportunities. But combine the sheer volume of social networking sites and the ever shrinking shelf life of timeliness -- you haven't updated your Facebook status in over two hours? -- and you can't walk away from the computer for too long. Michael Durwin, who was recently laid off because of the economy, is experiencing the full-time demands of a job search.

"I'm as busy, if not more busy, tweaking my personal brand, hunting down new freelance clients and job hunting," he says. With his wife expecting their first child in a month, Durwin thought the layoff would give him plenty of time to do some work around the house that he's been putting off. He was mistaken. "I'm constantly trolling through job sites, joining new ones, reaching out to contacts, hunting down client contact info [and] updating my blog and Twitter feeds."

Of course, you might not mind the need for constant updates when you consider how visible you're making your job hunt. Sure, all of your contacts on these sites can see your information, but depending on your network settings, people in your same city or alumni network can, too. More sets of eyes are coming across your availability for a job.

Time is money

The ability to stay connected can help your job hunt, but it can also add a sense of guilt to your daily life. Every free minute you spend relaxing can feel like a career opportunity slipping away -- a feeling Meghan Schinderle recently discovered.

"I was prepared to treat looking for a job like a job," Schinderle says. "I prepared to dedicate long hours to it and to put time and effort into searching and networking. What I was not prepared for was the feeling of guilt I would have for the times that I am not doing it -- and the feeling that I must be glued to my laptop working towards finding a job at all times. This is unhealthy, to say the least."

To maintain good mental health, Schinderle is taking a step back from her obsessive behavior. She's trying to take advantage of the free time she has, while still looking for a job.

"I am running at the beach in the mornings and cooking dinner with my boyfriend at night. I am going to the gym and running errands in the middle of the day or going to the museum right by my house," she says. "I am doing all the things that people who do have jobs wish they could. It's great to dedicate a significant amount of time to job hunting, but you have to get away from it for a little while every day or it will consume you and then depress you."

Anthony Balderrama is a writer and blogger for CareerBuilder.com. He researches and writes about job search strategy, career management, hiring trends and workplace issues.
Job Search Methods

Finding a job can take months of time and effort. But you can speed the process by using many methods to find job openings. Data from the Bureau of Labor Statistics suggest that people who use many job search methods find jobs faster than people who use only one or two.

**Personal contacts.** Many jobs are never advertised. People get them by talking to friends, family, neighbors, acquaintances, teachers, former coworkers, and others who know of an opening. Be sure to tell people that you are looking for a job because the people you know may be some of the most effective resources for your search. To develop new contacts, join student, community, or professional organizations.

**School career planning and placement offices.** High school and college placement offices help their students and alumni find jobs. Some invite recruiters to use their facilities for interviews or career fairs. They also may have lists of open jobs. Most also offer career counseling, career testing, and job search advice. Some have career resource libraries; host workshops on job search strategy, resume writing, letter writing, and effective interviewing; critique drafts of resumes; conduct mock interviews; and sponsor job fairs.

**Employers.** Directly contacting employers is one of the most successful means of job hunting. Through library and Internet research, develop a list of potential employers in your desired career field. Then call these employers and check their Web sites for job openings. Web sites and business directories can tell you how to apply for a position or whom to contact. Even if no open positions are posted, do not hesitate to contact the employer: You never know when a job might become available. Consider asking for an informational interview with people working in the career you want to learn more. Ask them how they got started, what they like and dislike about the work, what type of qualifications are necessary for the job, and what type of personality succeeds in that position. In addition to giving you career information, they may be able to put you in contact with other people who might hire you, and they can keep you in mind if a position opens up.

**Classified ads.** The "Help Wanted" ads in newspapers and the Internet list numerous jobs, and many people find work by responding to these ads. But when using classified ads, keep the following in mind:

- Follow all leads to find a job; do not rely solely on the classifieds.
- Answer ads promptly, because openings may be filled quickly, even before the ad stops appearing in the paper.
- Read the ads every day, particularly the Sunday edition, which usually includes the most listings.
- Keep a record of all ads to which you have responded, including the specific skills, educational background, and personal qualifications required for the position.
Internet resources. The Internet includes many job hunting Web sites with job listings. Some job boards provide National listings of all kinds; others are local. Some relate to a specific type of work; others are general. To find good prospects, begin with an Internet search using keywords related to the job you want. Also look for the sites of related professional associations.

Also consider checking Internet forums, also called message boards. These are online discussion groups where anyone may post and read messages. Use forums specific to your profession or to career-related topics to post questions or messages and to read about the job searches or career experiences of other people.

In online job databases, remember that job listings may be posted by field or discipline, so begin your search using keywords. Many Web sites allow job seekers to post their resumes online for free.

Professional associations. Many professions have associations that offer employment information, including career planning, educational programs, job listings, and job placement. To use these services, associations usually require that you be a member; information can be obtained directly from an association through the Internet, by telephone, or by mail.

Labor unions. Labor unions provide various employment services to members and potential members, including apprenticeship programs that teach a specific trade or skill. Contact the appropriate labor union or State apprenticeship council for more information.

State employment service offices. The State employment service, sometimes called the Job Service, operates in coordination with the U.S. Department of Labor’s Employment and Training Administration. Local offices, found nationwide, help job seekers to find jobs and help employers to find qualified workers at no cost to either. To find the office nearest you, look in the State government telephone listings under "Job Service" or "Employment."

Job matching and referral. At the State employment service office, an interviewer will determine if you are "job ready" or if you need help from counseling and testing services to assess your occupational aptitudes and interests and to help you choose and prepare for a career. After you are job ready, you may examine available job listings and select openings that interest you. A staff member can then describe the job openings in detail and arrange for interviews with prospective employers.

Services for special groups. By law, veterans are entitled to priority job placement at State employment service centers. If you are a veteran, a veterans’ employment representative can inform you of available assistance and help you to deal with problems.

State employment service offices also refer people to opportunities available under the Workforce Investment Act (WIA) of 1998. Educational and career services and referrals are provided to employers and job seekers, including
adults, dislocated workers, and youth. These programs help to prepare people to participate in the State's workforce, increase their employment and earnings potential, improve their educational and occupational skills, and reduce their dependency on welfare.

**Federal Government.** Information on obtaining a position with the Federal Government is available from the U.S. Office of Personnel Management (OPM) through USAJOBS, the Federal Government’s official employment information system. This resource for locating and applying for job opportunities can be accessed through the Internet at [http://www.usajobs.opm.gov](http://www.usajobs.opm.gov) or through an interactive voice response telephone system at (703) 724-1850 or TDD (978) 461-8404. These numbers are not toll free, and charges may result.

**Community agencies.** Many nonprofit organizations, including religious institutions and vocational rehabilitation agencies, offer counseling, career development, and job placement services, generally targeted to a particular group, such as women, youths, minorities, ex-offenders, or older workers.

**Private employment agencies and career consultants.** Private agencies can save you time and they will contact employers who otherwise might be difficult to locate. But these agencies may charge for their services. Most operate on a commission basis, charging a percentage of the first-year salary paid to a successful applicant. You or the hiring company will pay the fee. Find out the exact cost and who is responsible for paying associated fees before using the service. When determining if the service is worth the cost, consider any guarantees that the agency offers.

**Internships.** Many people find jobs with business and organizations with whom they have interned or volunteered. Look for internships and volunteer opportunities on job boards, career centers, and company and association Web sites, but also check community service organizations and volunteer opportunity databases. Some internships and long-term volunteer positions come with stipends and all provide experience and the chance to meet employers and other good networking contacts.

Seven Things to Know Before Writing Your First Résumé

Kate Lorenz, CareerBuilder.com Editor
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There are many rites of passage in every young person's life. Getting your driver's license, graduation day and turning 21 are just a few. But another rite of passage can be even more important to your future -- writing your first résumé.

While it's not as exciting as learning to drive, creating your first résumé is a vital step in launching your career. The process may seem daunting. You have to put all of your best qualities on paper, make yourself look more attractive than the next person and completely sell yourself, all on one sheet of paper. "You have only a few seconds to snag the employer's attention," writes Seattle-based career coach Robin Ryan in Winning Résumés, (John Wiley & Sons, Inc., 2003). "You must sell the employer within 15 seconds of looking at your résumé, or you'll lose the job." Here are seven tips to help you catch an employer's attention.

1. Start with the basics.
   It sounds obvious, but your résumé must include your name, address, phone number and e-mail address. Be mindful of the address you include. College students, in particular, tend to move often, so include a permanent address, such as your parent's address.
   Take care with your e-mail address too. "Make your user ID related to your name, not any nickname attributions," Ryan says. If you want to appear professional to an employer, a user ID like "sexylegs2000" will not work. If your personal e-mail address is not appropriate, set up a new account just for job searches.

2. Include an objective and summary of skills.
   These sections come right after your personal information and, for a first-time job seeker, should be concise.
   
   For example:
   Objective: Editing Position
   Summary of Skills: Excellent writer proficient in copy editing and familiar with AP style. Extremely organized, with ample experience meeting deadlines and working in high-pressure situations.

   Your "summary of skills" should highlight experiences and qualifications that the employer is seeking. Remember, Ryan says, "a résumé is not about what you want. It's about what you offer an employer."

3. Choose the right résumé style.
   There are three basic types of résumés: chronological, functional and combination. Chronological résumés focus on work experience, and list professional experience in order from most to least recent. Functional résumés concentrate more on skills. A combination style works well for first-time job seekers. You can point out professional experience, but also draw more attention to your skills, since your work experience is probably limited. Ryan suggests that first-time résumé writers divide their résumé into these categories: work experience, academic experience and community service/extracurricular experience.

4. Brainstorm your experience and skills.
   While you may be struggling to think of pertinent work experience, Ryan says that you have more than you realize. For example, if you have worked in a retail operation, your skills and qualifications include customer service skills, dependability, accountability, the ability to work as a part of a team and experience in managing money. Were you a full-time summer babysitter? This means you coordinated schedules, handled finances, and were extremely responsible. Many skills learned in part-time positions are quite relevant to the corporate world. Don't underestimate the skills you have gained.

5. Your academic and volunteer experience is relevant.
   Don't think that your schooling means nothing to an employer. Your computer skills will be particularly attractive and should be highlighted. You can also demonstrate your aptitude and strengths by project-specific examples of class work you have done. For example, if you were a journalism major in college, tell the employer about major articles you wrote and the legwork you did to complete those projects. Also consider your volunteer and extracurricular experience. If you held an officer position in a club or fraternity/sorority, were an athlete, volunteered or took a leadership role in any other extracurricular organization, you have valuable experience to list.
6. Know the cardinal rules of résumé writing.
First, use strong action verbs and leave out the word "I." Words like created, developed, organized, motivated, and produced all say much more than "did." Next, remember that your résumé should be one page only -- no exceptions. And, finally, never send a résumé without proper proofreading.

7. Never, ever lie.
So you were just two courses short of your college degree and think the company won't figure out that you didn't actually get it? Think again. If you lie on your résumé, you will be caught. Don't misrepresent your past -- it will come back to haunt you.

Kate Lorenz is the article and advice editor for CareerBuilder.com. She researches and writes about job search strategy, career management, hiring trends and workplace issues. Other writers contributed to this article.
How to Identify Your Transferrable Skills

Rachel Zupek, CareerBuilder.com Writer
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This "finding a career" thing is tricky business.

You go to college and major in one thing -- but find yourself in a job opposite from what you spent four years studying. Or, you land a job that's exactly in line with your college major -- but discover it's not what you had in mind. Or even still, you score a gig doing what you love and are content for many years -- until you get bored and want to make a switch.

So what happens to the experience you've gained from your current job and those before it? What about the hours, years and dollars spent studying this vocation in school? Do you really have to start at square one if you decide to drastically switch careers?

Not at all. Your experience turns into transferable skills; you just have to learn to recognize and sell them to employers.

Need help? Here's everything you need to know about identifying, applying and marketing your transferable skills.

What are transferable skills?

Transferable skills are talents you've acquired that can help an employer but that aren't immediately relevant to the job you seek, says Kevin Donlin, résumé writer and creator of TheSimpleJobSearch.com. Experiences like volunteer work, hobbies, sports, previous jobs, college coursework or even life happenings can lead you to find these skills.

Any skill is transferable; the trick is showing employers how it applies and is useful to them.

Identify transferable skills

With so much experience -- in work and otherwise -- the thought of sifting through it to recognize your applicable skills might sound scary. But, it's not as hard as you think.

Asking yourself questions like, "What are my three favorite accomplishments?" or "What activities make me the happiest?" will help you find your transferable skills easily, says Dawn Clare, a career and life coach.

"Evaluate your whole life, not just professional experiences," she says. "The point is to determine skill strengths. Use a framework of school, job, personal and organizational activities to determine your relevant accomplishments."

Start with the job you seek and identify the three most important abilities you'll need to do that job well, Donlin says. Then look over your experience and describe what you've done before in terms of what you want to do next. The best way to do this is through customized résumés and cover letters.

Apply transferable skills to your résumé

We've told you before and we'll tell you again: You have to create a résumé and cover letter specific to each job you apply for.
“Many times résumés fall short because one résumé applying for a variety of positions loses HR interest and job opportunities,” says Jamie Yasko-Mangum, a self-image and training consultant and owner of Successful Style & Image Inc.

Organize your résumé by skill area or accomplishments rather than chronologically or functionally. Categorize all applicable skills, highlights and experiences and group them in categories such as “professional highlights,” “skills summary” and “professional experience” and place them at the top of your résumé, Yasko-Mangum says.

“This will not pigeonhole you into a closed career option,” she says, but will “showcase all your abilities for many career options.”

For example, Andrew Best had six years of experience in customer service, but wanted to transition into sales. Donlin, the professional résumé writer, helped Best rework his résumé by including a profile at the top that showcased his transferable skills.

“We talked about the sales-related things Andrew did in customer service, like convincing customers to try new services, which we described in sales language like up-selling and cross-selling,” Donlin says. “We talked about how he had ranked at or near the top for training and productivity, because sales are a competitive sport.”

Shel Horowitz, marketing consultant and founder of FrugalMarketing.com, remembers Carol, who had been out of the work force for 10 years as a homemaker. With an extensive volunteer history that Horowitz emphasized in her résumé, Carol landed a job as a director of a human service agency – a position she held for 12 years.

“I stressed her administrative, fundraising and public contact skills,” Horowitz says. He put a summary of her background in volunteering at the top of the résumé, followed by specific experiences to showcase her skills.

Sell your skills to an employer

Most marketable skills can be grouped into broad categories and broken down further based on the job you’re applying for. For example, communication is a general skill area, which can be broken down into such skills as speaking effectively, writing concisely or negotiation.

“You must do all the thinking for the person reading your résumé,” Donlin says. “Never expect anyone to figure out your relevant skills or how valuable they are.”

To add credibility, Donlin suggests adding a quote to your résumé from past managers or clients to emphasize your transferable skills. For example, John, a client of Donlin’s, made the transition from retail management to real-estate sales. His résumé included a quote from a real-estate agent praising John’s character and sales skills, both of which are necessary in real estate.

“A third party endorsement of you is many times more credible and interesting than anything you could say about yourself,” Donlin says.

Examples of applicable skills

Still need help selling your skills? Here are three examples of career transitions and how our experts suggest you could apply your transferable skills.

- **Server to entry-level marketing**

  **Transferable skills:** Communication, client retention, sales and marketing, multitasking.

  **How to sell it:** “During peak periods, I had to prioritize and handle multiple orders, market menu items, answer questions quickly, communicate clearly, up sell additional selections and ensure repeat business. My daily tip totals provided highly efficient feedback, as they were based on personal productivity and customer satisfaction.”
- **Nanny to human resources specialist**

  Transferable skills: Human relations, teaching, development, time management, patience.

  *How to sell it:* "As a former caregiver to five children, I learned to identify with each child and learn his/her individual strengths, weaknesses and interests. I’ve also learned the importance of good time management, which would be an essential skill in the human resource department."

- **College student to software engineering**

  Transferable skills: Computer science degree, team player, work ethic, trainable.

  *How to sell it:* "I have a strong background in computer science, with both a degree and extensive training in the field. An accomplished team player, I've worked with a database management group at XYZ University, created an online multimedia store and used CGI scripts written in C+++ to track customer satisfaction."

Rachel Zupek is a writer and blogger for CareerBuilder.com. She researches and writes about job search strategy, career management, hiring trends and workplace issues.
Shocking Resume Confessions

The following shocking resume confessions come from a book titled Confessions of a Recruiting Director. These points will give you insight into the minds of the Human Resource recruiters and personnel looking over your resume.

SHOCKING RESUME CONFESSION #1

50% of resumes submitted for jobs are never read. By anyone. Ever.

SHOCKING RESUME CONFESSION #2

Even if someone does read your resume, he or she will likely spend about 15 seconds looking at it.

- They are looking for someone who:
  - Goes to a good school
  - Has excellent grades
  - Has relevant internships or jobs

SHOCKING RESUME CONFESSION #3

No matter how strong the candidate, poorly written resume get tossed in the trash can.

- Remember: You have 15 seconds to impress the recruiter who reviews your resume. You better make your resume shine.

SHOCKING RESUME CONFESSION #4

Companies do not want to hire studboy@yahoo.com or babe-a-liscious4@msn.com

- Your email address should simply be your first and last name, or first initial and last name, or even your first and last name with a number: paulfarmer21@hotmail.com

SHOCKING RESUME CONFESSION #5

Your experience section should include not only externships and work experience, but also prominent extracurricular and volunteer experience

- Most students think that if they did not get paid to do something, it cannot go in this section. That is a big mistake. If it was a meaningful experience that provided meaningful skills necessary for a job, then it is worth putting in the experience section

SHOCKING RESUME CONFESSION #6

Your resume needs to be different and distinct from everyone else’s, based on your education, experiences, activities, and the specific job you are pursuing

- Like a fingerprint, every resume will be different based on what you have accomplished and what you want to do
- A well written resume will stand out and get you noticed

SHOCKING RESUME CONFESSION #7

Almost all students write job description resumes instead of accomplishment resumes

- What a typical recruiting director is dying to find out:
  - What YOU specifically accomplished
  - What made YOUR experience unique
  - What YOU AND ONLY YOU can put on your resume
- Did you ever win Employee of the Month?
- Did you win a contest to sell the most pies or whatever?

SHOCKING RESUME CONFESSION #8
Great resumes are infused with facts and figures, and numbers

Resume Mistakes that Drive Recruiting Directors Crazy

Gimmicks, Fancy Papers, and Cool Layouts
- What is going to make your resume stand out is compelling content, elegantly told

High School
- If you have graduated College, then you definitely graduated from high school.
  - Leave it off your resume

Writing in the First Person and using Complete Sentences
- On a resume, you are trying to convey as much relevant information as you can, as quickly as possible. Do not write in complete sentences, and do not use the words I, me, we, or our.
  - Bad=I managed a team of eight other cooks in preparing the food for the restaurant
  - Good=Managed a team of eight cooks preparing all restaurant food
- Use action verbs to begin each bullet: past tense for experiences in the past, and present tense for jobs/activities you are currently involved with. You should be using bullet points and there is not need for periods on your resume.

Grammatical, Spelling, Diction Errors
- Make sure you get at least two other people to proofread your resume. They will pick up on mistakes you did not catch, since you have read it so many times.

The Keys to a great Resume is to:
- Write of your accomplishments and not just a job description
- Fill your resume with facts, figures and numbers
- Remember the prospective of the recruiter reading it
- Format the document so it is east to read and focuses on the most important information first

Reference:
Louie Cardinal

Summary of [6-2004 till 6-2005] [Brohm Haven] [New Albany, IN]

Qualifications [CNA]
- [I helped the residents performs ADLs.]

Education [2006] [Spencerian College] [Louisville, KY] [LPN]
- [I was a member of Cigma Beta Chi.]

References [Coach Kragthorpe, 888-888-2007]

THIS IS A PRIME EXAMPLE OF WHAT YOUR RESUME SHOULD NOT LOOK LIKE
Objective: My goal is to secure a position that enables me to use my Surgical Technology education and training to benefit a hospital and assist surgical teams in executing successful surgeries.

Key Strengths

- Excellent analytical and problem solving skills
- Skilled in sterile and surgical techniques
- Knowledge of instrumentation cleaning and sterilization
- CPR and HIPAA certified
- Over 480 hours in a clinical setting

Clinical Experience

Highly skilled in medical procedures including but not limited to:

- General surgery – over 50 documented cases
- OB/GYN – over 25 documented cases
- Ear, nose, and throat surgery – over 25 documented cases
- Urological surgery – over 25 documented cases
- Orthopedic surgery – over 25 documented cases

Knowledgeable in:

- Ophthalmic surgery
- Plastic surgery
- Neurological surgery

Work History

Surgical Technology Student
Spencerian College
20010 - 2012 Louisville, Kentucky

Clinical sites include Norton Hospital, Jewish/St. Mary’s Hospital, and Kindred Hospital.

Cash Service Representative
PNC Bank
2005 – Present Louisville, Kentucky

Commercial Loan Coordinator
PNC Bank
2004 – 2005 Louisville, Kentucky
Surgio Tech · Page two

Education and Licenses

Spencerian College
Surgical Technology Diploma

- Graduated Cum Laude
- GPA 3.75/4.0

Louisville, Kentucky
2006
How to Write a Reference Page

- List the following information:
  - First and last name of the reference
  - Title of the reference
  - Name of the company where the reference works
  - Full company address
  - Direct telephone number for the reference (if possible)
  - Email address of the reference

Points to Remember

- ALWAYS ask to use someone as a reference before giving their contact information to an employer
- List three to five professional references
  - If you are a recent graduate a, ask a Dean, Program Director, or a member of the faculty to serve as a reference
- List references who know you well enough to speak about your work performance, reliability, and attendance
- References should be professional - do not list relatives, personal friends or significant others
- List the references’ names professionally (example-Mr. John Doe, Ms. Jane Doe, or Dr. Doe)
- Do not bullet or number your references
- References should not be the last page of your resume-create a separate document for your references. If an employer would like to see your references they, will ask
SAMPLE REFERENCE PAGE

References
for
Your Name
address-city, state zip code
telephone
e-mail address

Mr. First and last name
Title
Company
Address
City, state zip code
Telephone number
Email address

Ms. First and last name
Title
Company
Address
City, state zip code
Telephone number
Email address

Dr. First and last name
Title
Company
Address
City, state zip code
Telephone number
Email address
Hard Skills by Program

The following are examples of the skills you can use on your resume. Use these examples only as a guide to assist you in preparing your resume and be sure to list only the skills you are knowledgeable in or possess.

Office Professional Diploma
- Ability to accurately transcribe, write and file business documents
- Keyboarding proficiency of 45 wpm
- Utilized business software including:
  - Word 2007
  - Excel 2007

Executive Assistant Diploma
- Ability to accurately transcribe, write and file business documents
- Keyboarding proficiency of 55 wpm
- Utilized business software including:
  - Word 2007
  - Excel 2007
  - Access 2007
  - Publisher 2007
- In-depth knowledge of laws and regulations related to owning and operating a small business
- Thorough understanding of management principles and practices

Associate of Applied Science in Business Office Management
- Keyboarding proficiency of 50 wpm
- Ability to accurately transcribe (using transcription equipment), write and file business documents
- Clear understanding of human resource management principles and practices
- In-depth knowledge of laws and regulations related to owning and operating a small business
- Application of general accounting principles and basic business practices
- Experienced in creating and maintaining web pages
- Ability to troubleshoot common software issues
- Utilized software, including
  - QuickBooks
  - Word 2007
  - Excel 2007
  - Access 2007
  - Publisher 2007

Accounting Diploma
- 10-key proficiency of 9000 kph
- Utilized business software including:
  - Word 2007
  - Excel 2007
  - Access 2007
  - TaxCut
- In-depth knowledge of laws and regulations related to owning and operating a small business
- Application of general accounting principles
- Comprehensive knowledge to utilize the principles and procedures of:
  - Payroll accounting
  - Cost accounting
  - Federal income tax accounting for individuals
- Thorough understanding of management principles and practices

**Associate of Applied Science in Accounting and Management**
- 10-key proficiency of 9000 kph
- Utilized business software including:
  - Word 2007
  - Excel 2007
  - Access 2007
  - Quickbooks
  - TaxCut
- Utilized computerized accounting software including:
- Comprehensive knowledge to utilize the principles and procedures of:
  - Payroll accounting
  - Cost accounting
  - Federal income tax accounting for individuals
- Clear understanding of human resource management principles and practices
- In-depth knowledge of laws and regulations related to owning and operating a small business
- Application of general accounting principles and basic business practices

**Associate of Applied Science-Invasive Cardiovascular Technology**
- Qualifications:
  - Registered Cardiovascular Invasive Specialist (RCIS or RCIS eligible)
  - Associate of Applied Science in Invasive Cardiovascular Technology
  - Over 1000 hours of clinical experience in Cardiac Catheterization Laboratory
  - CPR/BLS certified
- Highly skilled and experience in cardiovascular procedures, including, but not limited to:
  - Right and Left Cardiac Catheterizations
  - Interventional procedures: stent placement, angioplasty, pacemakers
  - Perform Hemodynamic Monitoring, interpretation, and documentation
  - Perform 12-lead ECG
  - Sterile Technique and tray set up
  - Assisting Cardiologists with imaging of the heart
- Proven knowledge in various cardiovascular disciplines including:
  - Cardiovascular Anatomy, Physiology, Disease
  - Cardiac medications
  - Imaging systems and radiation protection
Associate of Applied Science-Radiologic Technologist

- Performed a variety of radiographic procedures including:
  - Routine Radiographic Exams
  - Fluoroscopy
  - Portables
  - Myelography
  - Arthrography
- Completed 1600 clinical hours
- Clinical rotations in:
  1. Trauma
  2. OR
  3. Pediatrics
  4. Portables
- Experience in different equipment types and multiple equipment usage
- Adept in providing radiation protection for self, coworkers, and patients according to hospital protocol.
- High skill in providing radiation protection for self, coworkers, and patients according to hospital protocol.
- Highly effective as an imaging technologist working with variety of patients and environments
- Performed radiographic examination on all ages of patients (newborn through geriatric)
- Experienced in trauma techniques and triage of patients.
- Used independent judgment and necessary skills in order to obtain high quality radiographs
- Contributed to the efficient operation of the department and ensuring the quality and continuity of patient care
- Experienced in preparing contrast media for fluoroscopic exams
- Knowledge of the administration of intravenous contrast medias
- Instructed in Computerized and Digital Radiography and PACS
- Educated in obtaining vital signs, patient assessment and history
- Knowledgeable in infection control
- Associate of Applied Science in Radiologic Technology

Certifications (list below Spencerian College in the education section)

- Graduate of a JRCERT approved Radiologic Technology program.
- American Registry of Radiologic Technologist (ARRT) license
- American Heart Association BLS.
- Kentucky State Radiation Operators Certification License
- Professional HIPAA Certification

Limited Medical Radiography Diploma

- Highly effective as an imaging technologist working with variety of patients and environments.
- Highly skilled in preparation for radiological procedures to:
  - Thoroughly explain radiological procedures to the patient
  - Exercise correct positioning of patients and equipment to ensure maximum accuracy of films
- Demonstrated excellent knowledge of post exam procedures:
  - Charting and filing of records
  - Film developing procedures
  - Assisting and transporting patient
• Successfully performed basic maintenance and troubleshooting to ensure efficient operation of all equipment and technology
• Highly competent in all aspects of front office responsibilities such as scheduling of appointments, procedures and tests
• Medical Imaging professional able to perform all general diagnostic radiologic procedures adhering to established radiation protection protocols
• Instruction in Computerized and Digital Radiography and PACS
• Educated in obtaining vital signs, patient assessment and history
• Knowledge in infection control
• Professional HIPAA Certification
• Completed over 270 clinical hours-----As of June, 2009 students will be completing over 370 clinical hours

Medical Coding Specialist Diploma
• Theoretical and practical knowledge of all coding systems and coding guidelines: CPT, ICD-9, HCPCS, DRG’s, APC’s (inpatient and outpatient/physician office)
• Skilled in performing E&M chart audits based on official E&M Documentation guidelines
• Knowledge of Medical Manager patient accounting software
• Crossed trained in medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, etc.
• Trained in insurance form completion and various third party payor guidelines
• Working knowledge of Medical Terminology, Anatomy & Physiology, and Pharmacology to facilitate accurate coding
• Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
• Knowledge of medical billing and claims review processes including A/R follow up and appeals
• Trained in compliance issues and compilation of compliance manual
• Working knowledge of Medical Terminology, Anatomy & Physiology, and Pharmacology to facilitate accurate coding,
• Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
• Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
• Successfully completed 160 hour externship at (list site)

Associate of Applied Science-Healthcare Reimbursement Specialist
• Theoretical and practical knowledge of all coding systems and coding guidelines: CPT, ICD-9, HCPCS, DRG’s, APC’s (inpatient and outpatient/physician office)
• Skilled in performing E&M chart audits based on official E&M Documentation guidelines
• Knowledge of Medical Manager patient accounting software
• Crossed trained in medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, etc.
• Trained in insurance form completion and various third party payor guidelines
• Knowledge of medical billing and claims review processes including A/R follow up and appeals
• Trained in compliance issues and compilation of compliance manual
• Working knowledge of Medical Terminology, Anatomy & Physiology, and Pharmacology to facilitate accurate coding,
• Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
• Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
• Successfully completed 160 hour externship at (list site)
Health Unit Coordinator Certificate
- Able to perform basic vital signs
- Practical knowledge of nursing unit administrative processes including transcription of orders and appropriate documentation
- Working knowledge of common diseases, procedures, medications, etc., to facilitate accurate transcription of orders
- Familiar with hospital organization, departmental functions, and services
- Proficient in basic keyboarding (data entry) skills

Medical Assistant Diploma
- Trained in clinical procedures including but not limited to:
  - Obtaining vital signs
  - Patient triage
  - Patient history
  - Administering of various types of injections
  - Performing EKG’s
  - Laboratory specimen collection & processing
  - Assisting physician with procedures
- Knowledge of medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, coding, insurance billing, etc.
- Able to perform medical transcription
- Knowledge of Medical Manager patient accounting software
- Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
- Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
- Successfully completed 160 hour externship at (list site)
- Eligible for CMA certification through AAMA

Clinical Assistant Diploma
- Trained in clinical procedures including but not limited to:
  - Obtaining vital signs
  - Patient triage
  - Patient history
  - Administering of various types of injections
  - Performing EKG’s
  - Laboratory specimen collection & processing
  - Assisting physician with procedures
- Knowledge of medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, coding, insurance billing, etc.
- Knowledge of Medical Manager patient accounting software
- Proficient in basic keyboarding skills
- Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
- Successfully completed 96 hour externship at (list site)
- Eligible for RMA certification through AMT
Medical Administrative Assistant Diploma
- Trained in medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, coding, insurance billing, etc.
- Able to perform medical transcription
- Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
- Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
- Able to perform basic vital signs
- Successfully completed 64 hour externship at (list site)

Medical Transcription Diploma
- Skilled in transcription of documents for various medical specialties
- Able to transcribe various documents, including office notes, consultation letters, operative reports, etc.
- Working knowledge of Medical Terminology, Medical Abbreviations, Anatomy & Physiology, and Pharmacology terms to facilitate accurate transcription
- Demonstrate proficiency of at least 60wpm

Associate of Applied Science-Medical Laboratory Technician
- Knowledgeable in and able to complete laboratory procedures at the same level as an entry level medical laboratory technician
  - Clean and maintain laboratory equipment
  - Perform laboratory supply inventory for purchasing requests
  - Perform all quality assurance procedures including quality control and proficiency testing
  - Perform routine tests in medical laboratory to provide data for use in diagnosis and treatment of disease
  - Conducted quantitative and qualitative chemical analyses of body fluids, such as blood, urine, pleural, synovial, peritoneal, and spinal fluids
  - Performs various hematologic testing including coagulation studies, cellular quantitation and differentiation, as well as bone marrow preparation
  - Skilled in specimen collection techniques observing principles of asepsis to obtain blood samples
  - Perform specimen processing
  - Perform microbiology specimen setup and testing
  - Perform basic screening and cross match of blood units for transfusion purposes
  - Perform immunologic testing
  - Performed related clerical duties including updating statistical records, labeling tubes, and scheduling processing runs

Phlebotomy Certificate
- Skilled in all Phlebotomy techniques including vacutainer, butterfly, syringe, and capillary collection techniques
  - Able to perform other specimen collection procedures such as urine, bleeding times, microhematocrit, and occult blood testing
  - Able to perform specimen processing for analysis
- Skilled in medical procedures including, but not limited to;
Accurately taking of blood pressure, pulse, height, weight, temperature and respiration
Proper and concise charting and filing of laboratory reports
Perform laboratory supply inventory

Associate of Applied Science in Medical Clinical Specialties
(Combination of information from LMR, Phlebotomy, & Medical Assistant sections)

Limited Medical Radiography skills
- Highly effective as an Imaging Technologist working with variety of patients and environments
- Highly skilled in preparation for radiological procedures to:
  - Thoroughly explain radiological procedures to the patient.
  - Exercise correct positioning of patients and equipment to ensure maximum accuracy of films
- Demonstrated excellent knowledge of post exam procedures
  - Charting and filing of records
  - Film developing procedures
  - Assisting and transporting patient
- Successfully performed basic maintenance and troubleshooting to ensure efficient operation of all equipment and technology
- Highly competent in all aspects of front office responsibilities such as scheduling of appointments, procedures and tests
- Medical Imaging professional able to perform all general diagnostic radiologic procedures adhering to established radiation protection protocols
- Instruction in Computerized and Digital Radiography and PACS
- Educated in obtaining vital signs, patient assessment and history
- Knowledge in infection control
- Professional HIPAA Certification
- Completed over 270 clinical hours-----As of June 2009 students will be completing over 370 clinical hours

Phlebotomy skills
- Skilled in all Phlebotomy techniques including vacutainer, butterfly, syringe, and capillary collection techniques
  - Able to perform other specimen collection procedures such as urine, bleeding times, microhematocrit, and occult blood testing
  - Able to perform specimen processing for analysis
- Skilled in medical procedures including, but not limited to;
  - Accurately taking of blood pressure, pulse, height, weight, temperature and respiration
  - Proper and concise charting and filing of laboratory reports
  - Perform laboratory supply inventory

Medical Assistant skills
- Trained in clinical procedures including but not limited to:
  - Obtaining vital signs
  - Patient triage
  - Patient history
  - Administering of various types of injections
Performing EKG’s
Laboratory specimen collection & processing
Assisting physician with procedures

- Knowledge of medical administrative techniques (front office duties): patient registration, appointment scheduling, filing, data entry, coding, billing, etc.
- Able to perform medical transcription
- Knowledge of Medical Manager patient accounting software
- Proficient in basic keyboarding and Word Processing (Microsoft) of at least 40wpm
- Knowledge of basic medical law & ethics related to field including HIPAA compliance and risk management issues
- Successfully completed 160 hour externship at (list site)
- Eligible for CMA certification through AAMA

**Massage Therapy Diploma**
- Performed specialized therapy including deep tissue (neuromuscular), trigger work, and general Swedish massage incorporating heat, ice, and essential oils where indicated
- Refined customer service skills
- Ability to work well in a team environment
- Experience in various types of massage:
  - Sports Massage
  - Spa Massage
  - Chiropractic Massage

**Associate of Applied Science-Medical Massage Therapy**
- Performed therapy on individuals involved in auto accidents, workers’ compensation injuries, and those in need of massage to address muscular complaints
- Performed therapy on individuals recovering from surgery or acute pain.
- Consulted with medical and professional staff of other departments and personnel from associated health care fields to plan and coordinate joint patient and management objectives.
- Conducted staff conferences and plans training programs to maintain proficiency of therapy techniques and use of new methods and equipment to meet patients’ needs

**Surgical Technologist Diploma or Associate of Applied Science-Surgical Technologist**
- Highly skilled in medical procedures including but not limited to:
  - General surgery-over 50 documented cases
  - OB/GYN-over 25 documented cases
  - Ear, nose and throat surgery- over 25 documented cases
- Urological surgery-over 25 documented cases
  - Orthopedic surgery-over 25 documented cases
- Knowledgeable in:
  - Ophthalmic surgery
  - Plastic surgery
  - Neurological surgery
- Properly skilled in all aspects of OR set-up and breakdown including:
  - Implementation of universal precaution
  - Knowledge of sterilization procedures using autoclave, steris, and cidex
Practical Nursing Diploma

- Vital signs
- Activities of daily living (ADLs)
- Sterile dressing changes
- Insertion of foley catheter
- Insertion of nasogastric tube
- Enteral tube feedings
- Medication administration:
  - Oral
  - Optic
  - Otic
  - Rectal
  - Topical
  - Intradermal
  - Subcutaneous
  - Intramuscular
  - Intravenous (IV push through continuous line or saline lock)
  - Gastric tube
  - Inhalation
- Tracheostomy care
- Tracheostomy suctioning
- Central line:
  - Dressing change
  - Flush
  - Drawing blood
- Venipuncture:
  - Starting an IV
  - Administration of IV fluids
- Blood administration

Associate of Applied Science-Nursing

- Blood Administration
- Central line – dressing, flush, blood sample
- Chest tube – nursing interventions
- Dressing change – sterile
- Indwelling catheter – insertion
- IV Therapy – initiating, maintenance, medications
- Injections – IM, SubQ, Intradermal
- Naso-Gastric tube – insertion, medications (G-tube medications)
- Port access – Huber needle
- Tracheostomy Care – suctioning, cleaning
- Height / weight – review
- Blood pressure – review
- Body Fat Analysis
- Hearing Acuity Screening
- Vision Acuity Screening
- Scoliosis Screening
- Arterial Blood Gas - analysis
- Central Venous Pressure – analysis
- Mechanical Ventilation – nursing interventions
- Math Calculation proficiency lab / exam
- Critical Thinking Management of Care lab / exam
How to Write a Cover Letter

- Always get the name and title of the person responsible for hiring. Address your letter to that person.
- Enclose a typed resume. Be sure it is free of errors.
- State the position for which you are applying.
- Relate how your education and any work experience have made you qualified for the position.
- Avoid any mention of salary.
- Follow up the letter with a phone call.

Points to Remember

- Don’t use pre-printed letter. Always type an original.
- Be careful with grammar, punctuation and spelling.
- Be organized. Your letter should have an attention-getting opening, a persuasive middle and a motivating end.
- Single space your letter.
- Don’t lose graphic appeal. Keep your letter well spaced, margins even and neat.
- Say what you want to say. Don’t beat around the bush, use cutesy phrases or drag through two pages. Short letters are more appealing to busy people.
- Don’t forget to sign the letter. Not signing indicates a lack of attention to detail.
- Usually you will receive a letter or a phone call. Don’t get frustrated if you don’t receive an immediate response. If you are mailing to a post office box it can sometimes take several weeks to hear from the employer.
- Don’t mail one letter and give up. FOLLOW UP with a second letter if necessary. If you need help or suggestions, contact the Career Services.
SAMPLE COVER LETTER

Your Name
Address
City, State, Zip

Date of letter

Mr. John Doe
Title
Company
Address
City, State, Zip

Dear Mr. Doe:

1st paragraph: Tell why you are writing; name the position, or field, or general vocational area about which you are asking. Tell how you heard of the opening or organization. Why should they read on?

2nd paragraph: Mention three or four qualifications you think would be of greatest interest to the employer, slanting your remarks to their company, location or type of work. Refer to your resume. If you have had a related experience or specialized training, be sure to point it out.

3rd paragraph: Close by making a specific request for an interview. Make sure your closing is not vague, but makes a specific action from the reader likely.

Sincerely,

(Your handwritten signature)

Type your name

Enclosure
The Interview—Getting an Offer

Without an offer, you have no choice to consider. It won’t matter whether you would accept or not.

1. **Keep everything positive**
   - Dress to look like you are there on business.
   - Use “can do” phrases; avoid negative terms.
   - Assume yourself in the position. (Where will I sit/ park?)
   - Use eye contact. Pay attention. Hang on every word.

2. **Proof by Example:** Be ready with an experience example to show how you solved a problem. This does not have to be, but it is better if it is, **work related**.

3. **Don’t mention money.**
   If the company says, “Here is our best offer” or “Here’s what the job pays” AND an acceptable figure is offered, IF you want the job, by all means accept it. If you would like the job, but the figure is too low, stall for time and let us turn it down for you. You might have misunderstood. Once a job is refused (that’s a negative) you can’t go back. You might say, “Could I get back with you tomorrow?”

4. **Ask for the job** if you want it. At the end of the interview, when you shake hands, let that be your cue to say, “This is what I’ve been looking for. When can I start?” or “I’d like to come to work for you.” “What is the next hiring step?”
INTERVIEW TIPS

A. Research Employer
   1. Search website for:
      a. History
      b. Products or services
      c. Philosophy
      d. Location(s)
      e. Organizational structure
   2. Gather information:
      a. Talk with current or former employees
      b. Check business directories, trade associations, professional organizations
      c. Talk to family, friends, co-workers

B. Prepare for the interview
   1. Gather any needed samples
      a. Make copies in case you need to leave samples
   2. Rehearse your answers
      a. Review questions that could be asked
      b. Rehearse answers with a family member, friend, or in front of a mirror
   3. Write down your questions
      a. You should have questions about the job and organization from your research
   4. Review your work history
      a. Review dates of schools attended and employment
      b. Reasons for leaving
      c. Your accomplishments and skills
   5. Be prepared
      a. You may face more than one interviewer, a test or some other surprise

C. How to conduct yourself
   1. Be on time
      a. Be sure you know how to get to the interview
      b. Arrive 10 or 15 minutes early
   2. Dress properly
      a. Dress nicely, but don’t wear trendy clothing, flashy jewelry, or strong perfume or shaving lotion
   3. Be friendly
      a. Greet the interviewer by name
      b. Smile and give a firm handshake
      c. Treat everyone you talk with in a polite, professional manner
   4. Show your enthusiasm
      a. Enthusiasm and a sense of humor can help create a good impression
   5. Be positive
      a. Keep the atmosphere friendly and pleasant
      b. Don’t put others down to make yourself look good
6. Maintain eye contact
   a. Good eye contact is a key to building trust in a relationship

7. Express yourself
   a. Speak clearly
   b. Use complete sentences – avoid one-word answers
   c. Don’t use slang, and don’t ramble
   d. Take your time. Answer all questions carefully and thoughtfully
   e. Give specific examples, where appropriate

8. Be aware of body language
   a. Your tone of voice, posture, etc., all give clues about your feelings and attitudes
   b. Face the interviewer in a relaxed, open manner

9. Be a good listener
   a. Be alert to nonverbal clues indicating when you should start or stop talking
   b. Don’t be thinking of your response while the interviewer is still talking

10. Be yourself
    a. Don’t try to change your personality. Give the interviewer a chance to find out who you are.
    b. Don’t raise the subject of salary or benefits until the end of the interview. It is best to wait until the topic is raised in a second interview or when the job is offered.

D. Some questions you might face
   1. What are your career goals, both short- and long-term?
   2. Will you relocate?
   3. Why do you want this job?
   4. Do you work well under pressure?
   5. What are your strengths and weaknesses?
   6. Do you work well with others?
   7. How would you describe yourself?
   8. Why did you leave your last job?
   9. Why did you choose this career?
  10. Why should I hire you?
  11. What does success mean to you?
  12. How can you contribute to this company?

E. Some questions you might ask
   1. What would my responsibilities and duties be?
   2. How would my performance be evaluated?
   3. How would I be supervised?"
   4. What opportunities for advancement exist?
   5. Is there a training program?
   6. Who would I be working with?
   7. How much travel is required?
How to Answer 10 Tough Interview Questions

Rachel Zupek, CareerBuilder.com writer
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There's no worse feeling than when you're in an interview and the interviewer asks you a question to which you don't know the answer. The best way to handle this dreaded debacle is to go into the interview prepared. Familiarize yourself with a few common difficult questions and arm yourself with answers prepared ahead of time.

Check out these tough interview questions and some suggested responses in order to avoid an interview disaster:

Tough question No. 1: "Tell me about yourself."

This is usually the opening question in an interview and it's the perfect moment for you to toot your own horn -- not to tell your life history. Your answers should be a quick rundown of your qualifications and experience. Talk about your education, work history, recent career experience and future goals.

Suggested answer: "I graduated from University X and since then, I have been working in public relations with an agency where I have generated millions of PR hits for my clients. While I've enjoyed working on the agency side, I'm looking to expand my horizons and start doing PR for corporate companies such as this one."

Tough question No. 2: "Why did you leave your last job?"

This is your chance to talk about your experience and your career goals, not to badmouth a former boss or give a laundry list of reasons for your exit. Instead, focus on what you learned in your previous position and how you are ready to use those skills in a new position.

Suggested answer: "The company just wasn't a good fit for my creativity, but I learned that organizations have distinct personalities just like people do. Now I know where I'll be a better fit."

Tough question No. 3: "Where do you see yourself in five years?"

Let the employer know that you're stable and you want to be with this company for the long haul. Keep your aspirations to take over the firm with which you are interviewing, own your own company, retire at 40 or be married with five children to yourself.

Suggested answer: "I want to secure a civil engineering position with a national firm that concentrates on retail development. Ideally, I would like to work for a young company, such as this one, so I can get in on the ground floor and take advantage of all the opportunities a growing firm has to offer."

Tough question No. 4: "What are your weaknesses?"

The key to answering this age-old question is not to respond literally. Your future employer most likely won't care if your weak spot is that you can't cook, nor do they want to hear the generic responses, like you're "too detail oriented" or "work too hard." Respond to this query by identifying areas in your work where you can improve and figure out how they can be assets to a future employer. If you didn't have the opportunity to develop certain skills at your previous job, explain how eager you are to gain that skill in a new position.

Suggested answer: "In my last position, I wasn't able to develop my public-speaking skills. I'd really like to be able to work in a place that will help me get better at giving presentations and talking in front of others."
Tough question No. 5: "Why were you laid off?"

This question will become more common as the economy continues to slow down. It's a tough question, however, especially because many workers aren’t told exactly why they were laid off. The best way to tackle this question is to answer as honestly as possible.

**Suggested answer:** "As I’m sure you’re aware, the economy is tough right now and my company felt the effects of it. I was part of a large staff reduction and that’s really all I know. I am confident, however, that it had nothing to do with my job performance, as exemplified by my accomplishments. For example..."

Tough question No. 6: "Tell me about the worst boss you ever had."

Never, ever talk badly about your past bosses. A potential boss will anticipate that you’ll talk about him or her in the same manner somewhere down the line.

**Suggested answer:** "While none of my past bosses were awful, there are some who taught me more than others did. I've definitely learned what types of management styles I work with the best."

Tough question No. 7: How would others describe you?

You should always be asking for feedback from your colleagues and supervisors in order to gauge your performance; this way, you can honestly answer the question based on their comments. Keep track of the feedback to be able to give to an employer, if asked. Doing so will also help you identify strengths and weaknesses.

**Suggested answer:** "My former colleagues have said that I'm easy to do business with and that I always hit the ground running with new projects. I have more specific feedback with me, if you'd like to take a look at it."

Tough question No. 8: "What can you offer me that another person can't?"

This is when you talk about your record of getting things done. Go into specifics from your résumé and portfolio; show an employer your value and how you’d be an asset.

**Suggested answer:** "I'm the best person for the job. I know there are other candidates who could fill this position, but my passion for excellence sets me apart from the pack. I am committed to always producing the best results. For example..."

Tough question No. 9: "If you could choose any company to work for, where would you go?"

Never say that you would choose any company other than the one where you are interviewing. Talk about the job and the company for which you are being interviewed.

**Suggested answer:** "I wouldn't have applied for this position if I didn't sincerely want to work with your organization." Continue with specific examples of why you respect the company with which you are interviewing and why you'll be a good fit.

Tough question No. 10: "Would you be willing to take a salary cut?"

Salary is a delicate topic. In today's tough economy though, how much a company can afford to pay you might be the deal breaker in whether or not you are offered a position.

**Suggested answer:** "I'm making $X now. I understand that the salary range for this position is $XX - $XX. Like most people, I would like to improve on my salary, but I'm more interested in the job itself than the money. I would be open to negotiating a lower starting salary but would hope that we can revisit the subject in a few months after I've proved myself to you."

*Rachel Zupek is a writer and blogger for CareerBuilder.com. She researches and writes about job search strategy, career management, hiring trends and workplace issues.*
6 Ways to Create Interview Chemistry

Selena Dehne, JIST Publishing

Interviewing is a lot like dating. When two people agree to go to dinner or watch a movie with each other, it's generally because they had something in common, found each other interesting and wanted to spend time together.

When interviewing job candidates, interviewers are looking for these same things. They don't want to hire just anyone. They want to hire a candidate who can do the job and connect with others in the workplace. Therefore, it's not enough for job seekers to highlight their skills, knowledge and experience. They must be able to create chemistry and connect with the interviewer if they want that person's buy-in for the job, according to Susan Britton Whitcomb, author of "Interview Magic, Second Edition."

"During an interview, you will be judged on three dimensions: chemistry, competency and compensation. The first dimension -- chemistry -- is critical. You'll want to connect with the company's mission, its people and its customers. And you'll certainly want the interviewer to connect with you," Whitcomb says.

Given only a brief amount of time, many people find it very difficult to connect with interviewers, who are often complete strangers to them. Further complicating the task is the fact that many people think of interviews as high-stress, pressure-packed situations. This attitude influences job seekers to spend their time worrying and trying not to make mistakes, instead of making an effort to connect with interviewers.

To help job seekers overcome this common obstacle and quickly create chemistry between themselves and interviewers, Whitcomb offers the following tips in "Interview Magic."

1. **Share commonalities**
   Discuss your passion for your field or enthusiasm for a new product or service, as well as personal commonalities such as family (i.e., children of the same age), recreational activities, hobbies or interests.

2. **L.I.S.T.E.N. attentively**
   Laser your focus. Investigate and be curious. Silence your tongue -- hold your judgment and open your mind. Take brief notes and take time to formulate your response. Elevate the other person. Note the nonverbal, including your body language and that of your interviewer. It is impossible to connect with others if you don't listen well.

3. **R.E.S.P.O.N.D. well**

4. **Pay attention to the 'howchas'**
   The "howchas" are how you say something (as opposed to what you say). Tone, inflection, body language, attitude and motive combine to make how you say it just as important as what you say. To improve your 'howcha's,' remain deferential, respectfully curious and concerned about the interviewer/company's welfare. Use verbal and body language mirroring to enhance communication, matching aspects of your interviewer's voice, language, mannerisms and body language.

5. **Recognize their learning style, whether auditory, visual or kinesthetic/tactile.**
   Offer variety in your interview so that each style is addressed. This might include answering questions for the auditory learners, writing an outline on a whiteboard or showing a PowerPoint demonstration for the visual learners, and engaging the kinesthetic/tactile learners in activities or encouraging them to take more thorough notes.

6. **Understand their temperament**
   Theorists (often seen in executive roles) value impressive training or credentials, and stress vision, logic, innovation, mastery, progress and excellence. Catalysts (often seen in human service roles) value harmony in work relationships and appreciate ideal, meaningful work environments. Stabilizers (often seen in finance and management roles) value factual, reality-based responses in a sequential, detailed fashion. Improvisers (often seen in sales/marketing roles) value action, excitement and variety, and prefer solutions that are practical and effective to help them get what they want.
Making these efforts throughout the interview will go a long way toward impressing the interviewer and positioning yourself ahead of other candidates. Even if you don't win the job offer, the interviewer may be inclined to recommend you to others or keep you in mind for future opportunities if he or she developed a connection with you.

"Acing an interview -- even for a job that isn't perfect for you -- will put you on the radar screen of those who can help you in the future," Whitcomb says. "Remember that interviewers have their own network of contacts that will likely be valuable to you."
Well, your resume worked and now you have an appointment for the all important job interview. You have done your homework. You are confident that you can answer anything the interviewer throws at you. Finally the big day arrives and the final important choice must be made. What should you wear?

It is no secret that how you look has everything to do with the first impression you make. A first impression is made in the first 27 seconds. If you are too formal in your appearance, you might give the impression of being rigid and stuffy. If you are too casual, you may send the signal that you do not take the interview or the job very seriously.

Begin by talking to employees of your potential new employer and find out what the dress code is and how seriously management takes it. If you can't find out this information, you should choose clothing that is professional in the impression it gives.

If you do not already own clothing that will work on an interview, you should go to a store where you can get good advice from the sales person. Be prepared to have the clothes tailored. No human being completely fits in clothes that are off the rack. To make the best impression the clothes must be altered to fit and accent your best features.

The following ideas can never be neglected:

- Look clean and neat. Make sure that your hair is done appropriately. Women - do not wear wild hairdo's Men - get a trim of head and facial hair.
- Do not wear a perfume or cologne as many people are allergic. Bathing with a good quality bath soap will leave a light scent. You will be nervous and a gentle scent can mask the perspiring you may be doing. An unscented antiperspirant can be used.
- Cover any tattoos and avoid gaudy jewelry. Definitely limit pierced jewelry to ears only. Do not wear nose or tongue jewelry.

MEN

- Wear a suit or sport jacket with color coordinated trousers
- The color should be neutral or dark - blue, black or gray is best
- Wear a tie - even if you will never wear one after you get the job
- Shoes should be leather - clean and polished - black is best
- Make sure your nails are trimmed and that they are clean.

WOMEN

- Wear a classic suit or a simple dress with a jacket. This is not a time to be provocative or sexy. Some appropriate colors are navy blue, black, dark green, dark red, burgundy, or gray.
- Dress in a higher style that the position calls for but do not attempt to out dress everyone there.
- Avoid wearing clothes that are tight, revealing or trendy. It may be the very latest fashion but it will not impress the interviewer.
- Fingernails should be trimmed to a length that doesn't leave an observer wondering how you keep from stabbing yourself. The polish should be closer to a color your mom might wear than to a color that your kid sister would go for.

Even after you are successful in getting the job, you should continue to pay attention to your wardrobe. Interviewing for that first job is only the beginning in the role clothing will play in your career.

You should regularly add pieces made of high quality, long wearing fabrics. It is best to buy separates that you can mix and match.
with the pieces that you already own. Each piece you buy adds to the variety of looks you can achieve. You may ask why this is important? The reason is that even after you have the job you sought, you might like to be considered for advancement and promotion. The impression you leave on the job every day will be added to your performance when the boss looks around for someone to promote.

Jane Harvey is a Wardrobe Consultant from Tucson, AZ. She is dedicated to assisting her clients to maximize their wardrobe with high quality fashions that help them achieve their goals. Jane can be reached at jharvey102@aol.com
No Thank You Could Mean No Job

Rosemary Haefner, Vice President of Human Resources at CareerBuilder.com
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It's one of the simplest things you can do. Your mother told you to always say it. By expressing it -- or not -- you can change a person's mood and perception of you in an instant. Who knew two words could be so powerful?

Writing a thank-you letter after an interview doesn't just showcase a candidate's manners - it can also make or break their chances of landing a job. Nearly 15 percent of hiring managers say they would not hire someone who failed to send a thank-you letter after the interview. Thirty-two percent say they would still consider the candidate, but would think less of him or her, according to CareerBuilder.com's recent "How to Get in the Front Door" survey.

Although most hiring managers expect to receive a thank-you note, format preferences differ. One-in-four hiring managers prefer to receive a thank-you note in e-mail form only; 19 percent want the e-mail followed up with a hard copy; 21 percent want a typed hard copy only and 23 percent prefer just a handwritten note.

No matter which format you choose, it's crucial to act quickly when sending a thank-you letter to your interviewer. Twenty-six percent of hiring managers expect to have the letter in-hand two days after the interview, and 36 percent expect to have it within three to five days. Sending the letter quickly reinforces your enthusiasm for the job, and helps keep you top-of-mind for the interviewer.

Here are some tips to make the most of your thank-you letter:

**Stick to three paragraphs.**
In the first paragraph, thank the interviewer for the opportunity. Use the second to sell yourself by reminding the hiring manager of your qualifications. In the third paragraph, reiterate your interest in the position.

**Fill in the blanks.**
Thank-you notes are a great way to add in key information you forgot in the interview, clarify any points or try to ease any reservations the interviewer might have expressed.

**Proofread carefully.**
Double-check to be sure your note is free from typos and grammatical errors. Don't rely solely on your spell-checker.

**Be specific.**
Don't send out a generic correspondence. Instead, tailor your note to the specific job and the relationship you have established with the hiring manager.

*Survey Methodology* The CareerBuilder.com survey, "How to Get in the Front Door," was conducted from May 17 to May 27, 2005. Methodology used to collect survey responses totaling more than 650 hiring managers for this study involved selecting a random sample of comScore Networks panel members. These Web Panel members were approached via an e-mail invitation, which asked them to participate in a short online survey. The results of this survey are statistically accurate to within 3.84 percentage points (19 times out of 20).

Rosemary Haefner is CareerBuilder.com's Vice President of Human Resources and Senior Career Adviser. She is an expert in recruitment trends and tactics, job seeker behavior, workplace issues, employee attitudes and HR initiatives.
SAMPLE THANK YOU LETTER

Date

Person’s name you interviewed with
Address
City, State and Zip Code

Dear Person’s name:

Thank you for giving me the opportunity to interview for the position of (PUT THE JOB TITLE HERE). I enjoyed speaking with you about the position. Both you and your staff made me feel very welcome. It made me rush back home to look into my cook books and brush up on a few pointers.

I would very much enjoy becoming a part of your staff and I would like to contribute more to the success of your kitchen given the chance. I look forward to your hiring decision. Please feel free to contact me if you should have any further questions. I may be reached at (YOUR PHONE NUMBER). Should I not be available to receive your call, please leave a message and I will return your call as soon as possible.

Sincerely,

(Signature)

Your name typed
10 Attitudes of Successful Workers

Kate Lorenz, CareerBuilder.com Editor
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Why do some people seem to reach the top of the corporate ladder easily, while others remain stuck on the middle-management rung? You might think that it is just because those people have more of what it takes to succeed, like brains, talent and powerful people in their corner. But there is something else that is just as important: attitude.

Dr. Martin Seligman, an authority on optimism, discovered that attitude was a better predictor of success than I.Q., education and most other factors. He found that positive people stay healthier, have better relationships and go further in their careers. And he even found that positive people make more money.

Anyone can adopt the right attitude. No matter where you are from or how much innate talent you have, the right attitude can make a difference in your career. Try adopting these 10 attitudes of successful workers:

1. I am in charge of my destiny.
   If you spend your entire career waiting for something exciting to come to you, you will be waiting a long time. Successful professionals go out and make good things happen. So commit yourself to thinking about your career in an entirely different way. You will make it to the top, and you are in charge of making it happen.

2. Anything is possible.
   Think that there is no way you will ever be at the vice-president level? Then you definitely won't. Remember: If you think you can't, you probably won't. Adopt the attitude of The Little Engine That Could -- "I think I can."

3. No task is too small to do well.
   You never know when you are going to be noticed. That is one reason to take pride in your work -- all of it. One public relations executive in Chicago said that her first task in the PR department of a ballet company was reorganizing the supply closet. She tackled the project with gusto and was immediately noticed for her hard work and attention to detail. Remember this the next time you feel like slacking because you are working on a menial task.

4. Everyone is a potential key contact.
   While you do need to be aggressive in the workplace, you can also go far by being nice to those around you. Do you think it's unimportant to establish a good rapport with your boss's secretary? Well, just try getting your meeting squeezed onto the schedule when you really need it. Be courteous to those around you -- you never know when your past contacts will play a role in your future.

5. I was made to do this job... and the one above me.
   If you spend your days feeling like you are not cut out to do the work you are responsible for, your performance will suffer. Your job may not be the perfect fit, but successful workers act like they are in their dream job, no matter where they are.

6. It's not just what I know, but who I know.
   Successful workers understand the importance of networking, both in and out of the office. You need to proactively establish professional contacts. Invite a colleague out to lunch. Go to the after-work happy hour. Join your professional association. Do your part to establish a networking path for your future.

7. What else can I do?
   Since you are in charge of your destiny, it's your job to look for ways to improve your professional self. Volunteer to take on an extra project. Learn a new skill that will make you more marketable. Stay late to help your co-workers. Successful workers don't just complete the job and sign out -- they look for additional ways to make their mark.

8. Failure will help pave the way to my success.
   While it seems like some people never experience setbacks, the truth is everyone fails from time to time. The difference between successful and unsuccessful people is how they deal with failure. Those who find success are the ones who learn from mistakes and move on.
9. I am my own biggest fan.
Have you been waiting for someone in the office to recognize your talents and efforts? Maybe it's time you start tooting your own horn. Step up and talk about your accomplishments and what you have done for the company. Successful workers know how to point out their achievements without sounding boastful.

10. My opportunity monitor is never turned off.
Yes, there will be days when you will want to just be happy with the status quo. But remember that successful workers are always on the lookout for opportunities to improve. Keep your eyes, ears and your mind open to new opportunities -- you never know when you will discover the one that will change the course of your career!

Kate Lorenz is the article and advice editor for CareerBuilder.com. She researches and writes about job search strategy, career management, hiring trends and workplace issues. Other writers contributed to this article.
6 Examples of Workplace Rudeness

Anthony Balderrama, CareerBuilder.com writer
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Are you rude? You rarely steal candy from toddlers. You don't trip people on crutches anymore. You can't even remember the last time you made someone cry.

All in all, you could do a lot worse. You might not be in the running for a Good Samaritan of the Year Award, but you're a pretty decent person.

But how about your co-workers? Plenty of our daily interactions at work are befuddling. You're often left wondering if people are deliberately rude or just ignorant of their behavior. After all, you'd like to think people aren't going out of their way to inconvenience you.

With that in mind, we've taken a look at unappreciated behavior that rears its head in an effort to explain why it's rude and why you shouldn't do it (or why someone shouldn't do it to you).

1. You know what's rude? When someone --
Interuptions are offensive on many levels. When you interrupt someone, you suggest that your time and ideas are more important than everyone else's and that you have no interest in listening to what they have to say.

A rare offense is forgivable, but habitual interruption is problematic, according to professional coach Susan B. Wilson. "Some folks interrupt incessantly, whether you are on the phone, in a meeting, deep in thought or in another conversation."

2. No thanks
Aside from the phrases "Because I said so!" and "No," perhaps the most common thing you'll hear parents say to a child is, "And what do we say?" The prompt is, of course, for the child to tell someone "thanks" for a kind gesture -- a practice lost on many adults.

"The following statistic bears repeating," Wilson says. "In a 2002 Public Agenda survey, 48 percent of adults expressed only 'sometimes' encountering people who made an effort to say 'please' and 'thank you'; 16 percent said they saw such behavior 'practically never.'" A few words to show gratitude can put someone in a good mood -- or at the very least can keep someone out of a foul mood. Why not do it?

3. Table manners
Kara C.* has her share of venting to do about workplace rudeness, and at the top of the list is the lack of housekeeping manners she witnesses. In her company's communal kitchen, you won't have to look hard to see evidence that someone's recently enjoyed a snack in one of the cups or bowls littering the counter. She wants to remind her colleagues that maids don't work in the office, so they should clean up after themselves.

4. That's just #@$%^ing rude!
Language is very subjective, and everybody has his or her own unique way of speaking. One person's "Howdy" is another person's "What's up?" When it comes to R-rated language, one person's "hell" is another person's "H-E-double hockey sticks." And that's something you should remember when interacting with others at work. It's less about the profanity itself and more about the fact that you don't care if it bothers the people around you.

5. Yes, all of us can hear you now
Teenagers are very private about phone conversations. They might be young, but they will give you a scowl that makes you feel like you're the child and they're the adult if you eavesdrop. Strange, then, how a dozen years later, many people do a 180 on this practice and want everyone to hear their conversations.

Cubicles are the norm in many workplaces, so one person's speakerphone conversation becomes an entire floor's business. Never mind how annoying it is to hear a conversation you're not a part of; think how bothersome it is to try to concentrate on work when someone's blathering in your ears. Rather than force your call on the whole department, invest in a headset or just hold the receiver in your hand.
6. I'm sorry, do I know you?
When you're walking down the hall and a co-worker is walking toward you, give a smile, a nod or some other greeting. No one's asking you to engage in a bear hug or to pretend you two are best friends. All anyone wants is an acknowledgement that you see them and that you're not going out of your way to avoid having any contact with them.

Why is this important, anyway? Well, think about the alternative: You walk down the hall and pretend not to see them by averting your eyes. You'd rather do anything but give a quick acknowledgement to this person. What kind of message does that send?

*Name has been withheld at the request of the source.

Anthony Balderrama is a writer and blogger for CareerBuilder.com. He researches and writes about job search strategy, career management, hiring trends and workplace issues.
# List of Resume Action Words

## A
- Accelerated
- Accomplished
- Achieved
- Acted
- Activated
- Adapted
- Addressed
- Adjusted
- Administered
- Advanced
- Advertised
- Advised
- Advocated
- Aided
- Allocated
- Analyzed
- Answered
- Applied
- Appraised
- Approved
- Arbitrated
- Arranged
- Ascertained
- Assembled
- Assessed
- Assigned
- Assisted
- Attained
- Augmented
- Authorized
- Awarded

## B
- Balanced
- Began
- Boosted
- Briefed
- Budgeted
- Built

## C
- Calculated
- Captured
- Cataloged
- Centralized
- Chaired
- Charted
- Checked
- Clarified
- Classified
- Coached
- Collaborated
- Collected
- Combined
- Communicated
- Compared
- Compiled
- Completed
- Composed
- Computed
- Conceived
- Conceptualized
- Condensed
- Conducted
- Conferred
- Conserved
M
- Maintained
- Managed
- Manipulated
- Marketed
- Maximized
- Measured
- Mediated
- Merged
- Mobilized
- Modified
- Monitored
- Motivated

N
- Navigated
- Negotiated
- Netted

O
- Observed
- Obtained
- Opened
- Operated
- Ordered
- Orchestrated
- Organized
- Originated
- Outlined
- Overcame
- Overhauled
- Oversaw

P
- Participated
- Performed
- Persuaded
- Photographed
- Pinpointed
- Piloted
- Pioneered
- Placed
- Planned
- Played
- Predicted
- Prepared
- Prescribed
- Presented
- Presided
- Prevented
- Printed
- Prioritized
- Processed
- Produced
- Programmed
- Projected
- Promoted
- Proofread
- Proposed
- Protected
- Proved
- Provided
- Publicized
- Purchased

Q
- Qualified
- Questioned
Raised
Ran
Rated
Reached
Realized
Reasoned
Received
Recommended
Reconciled
Recorded
Recruited
Reduced
Referred
Regulated
Rehabilitated
Related
Remodeled
Rendered
Reorganized
Repaired
Replaced
Reported
Represented
Researched
Reshaped
Resolved
Responded
Restored
Retrieved
Reviewed
Revised
Revitalized
Routed
Saved
Scheduled
Screened
Search
Secured
Selected
Separated
Served
Shaped
Shared
Simplified
Simulated
Sketched
Sold
Solved
Sorted
Spearheaded
Specialized
Specified
Spoke
Sponsored
Staffed
Standardized
Started
Streamlined
Strengthened
Structured
Studied
Suggested
Summarized
Supervised
Supplied
Supported
Surpassed
Surveyed
Sustained
Synthesized
Systematized
T
- Targeted
- Taught
- Terminated
- Tested
- Tightened
- Toted
- Tracked
- Traded
- Trained
- Transcribed
- Transformed
- Transmitted
- Translated
- Traveled
- Tutored

U
- Uncovered
- Undertook
- Unified
- United
- Updated

V
- Validated
- Verbalized
- Verified
- Vitalized
- Volunteered

W
- Weighed
- Widened
- Won
- Worked
- Wrote

X

Y

Z
7 Hiring Trends to Follow in 2009

Matt Ferguson, CEO of CareerBuilder.com
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2008 proved to be a difficult year for the job market. Though employers were cautious in the beginning of the year, they still anticipated a slow, yet steady hiring environment with continued job creation through 2008. The market continued to suffer, however, as the U.S. economy weakened and entered into a recession while employers maintained prudence.

While recruitment levels in 2009 are expected to be lower, employers are not out of the mix completely. Instead, they are taking a "wait and see" approach to hiring, according to CareerBuilder.com's "2009 Job Forecast," which tracks projected hiring trends for the new year. The survey, conducted by Harris Interactive, surveyed 3,259 hiring managers and human resource professionals in private sector companies.

Fourteen percent of employers plan to increase their number of full-time, permanent employees in 2009, compared to 32 percent who expected to expand their staff in 2008. Sixteen percent plan to have staff reductions, 56 percent foresee no change and 13 percent of employers are unsure of their hiring plans.

Here are some other key findings from the survey:

- Fifty-six percent of employers plan to raise compensation levels in the next three months. Forty-three percent estimate the average raise to be 3 percent or more, while 12 percent expect a raise of 5 percent or more.
- Staff expansions should be strongest in the Southern and Western regions of the U.S. in 2009, with 18 percent of employers in the South and 14 percent in the West planning to add full-time, permanent employees.
- Nineteen percent of employers in the Northeast expect to reduce staff in 2009, followed by 17 percent in the Midwest.
- Job creation is projected to be the highest in information technology and professional and business services, with 28 percent and 23 percent of employers planning to hire full-time employees in those sectors, respectively.

As employers approach the job market with a cautious attitude, they also plan to utilize the resources already at their disposal. Here are seven major hiring trends to expect from employers in 2009:

**Trend No. 1: Bigger paychecks**

Despite the fact that many employers are looking for ways to cut costs, they don't anticipate trimming salaries as a way to do so. Sixty-six percent of employers plan to increase pay for existing employees and one third of hiring managers estimate increasing salaries on initial offers to new employees in 2009.

**Trend No. 2: Flexible work arrangements**

Companies are catching on to the flexible work arrangements that allow employees more freedom in the office. Thirty-one percent of employers say they plan to provide the following options for workers in 2009: alternate schedules (70 percent); telecommuting (48 percent); compressed workweeks (40 percent); summer hours (19 percent); job sharing (13 percent); and sabbaticals (7 percent).

**Trend No. 3: Green jobs**

Employers have tried to gain traction using environmentally friendly policies for a while and the New Year shows more of the same. Last year, one-in-ten hiring managers added "green jobs," which are environmentally conscious positions, compared to 13 percent of employers who plan to add them in 2009.
Trend No. 4: Recruitment tools

As employers slow down on hiring, recruitment budgets shrink as well. As a result, more employers are using the Internet as an employment medium. Twenty-three percent of employers say that although their hiring budgets will decrease in 2009, they will spend money on the following staffing vehicles: online recruitment sites (19 percent); newspaper classifieds (15 percent); career fairs (12 percent); staffing firms and recruiters (12 percent); and social networking sites (7 percent).

Trend No. 5: Retaining retirees

Though baby boomers are approaching retirement age, many are continuing to work -- both out of desire and necessity. Employers are looking at ways to retain these workers; 17 percent say they will likely rehire retirees from other companies in 2009 and 12 percent plan to offer incentives for baby boomers to stay on with the company longer.

Trend No. 6: Diversity recruitment

Hiring managers will also focus recruitment efforts on employing diverse workers. Employers said they plan to hire Hispanic, African American and mature workers aggressively in 2009. Eighty-eight percent of companies say they will continue to recruit bilingual candidates, as well.

Trend No. 7: Freelance or contract hiring

To continue their cost-cutting efforts, employers are using freelance or contract workers to help support their businesses. Twenty-eight percent of hiring managers expect to utilize these workers in 2009.
How to Write a Letter of Resignation

- Type the letter of resignation and make sure it does not have spelling or grammatical errors
- Use professional language

Points to Remember

- The letter should be brief and to the point
- Do not speak badly about co-workers, supervisors or the company
- ALWAYS give at least a two week notice
- Do not email a letter of resignation
- Remember to sign the letter
SAMPLE LETTER OF RESIGNATION

Your Name
Address
City, State, Zip

Date of letter

Mr. John Doe
Title
Company
Address
City, State, Zip

Dear Mr. Doe:

1st paragraph: Be brief and straight to the point. State this letter is your formal notice of resignation from your position as (title) at (company name) and your last day will be (date). As a rule of thumb, a two week notice is a must.

2nd paragraph: Thank the company for the opportunities you were given during your employment there. Let your superior know you will help in any way you can to make the transition as smooth as possible.

Sincerely,

(Your handwritten signature)

Type your name