## Table of Contents

### Introduction

- Work Words .......................................................................................................................................................... 4
- Getting Ready For The Job Search.......................................................................................................................... 7

### 1. Have The Right Attitude

- Three unemployment traps .................................................................................................................................... 10
- Five winning attitudes ............................................................................................................................................. 16

### 2. Looking At Yourself

- Personal Qualities, Skills and Interests.................................................................................................................... 29

### 3. Learning About Jobs

- What Would You Like To Do? .................................................................................................................................. 48
- Types Of Jobs........................................................................................................................................................... 51
- Work Preferences ........................................................................................................................................................ 54
- Training Needs ........................................................................................................................................................ 62
- Create Your Own Job ............................................................................................................................................... 63

### 4. Looking For Jobs

- Planning Your Job Search ........................................................................................................................................ 71
- Resumes, Cover Letters and Application Forms ...................................................................................................... 73
- The Best Ways to look for Work ............................................................................................................................ 108
- Talking to Employers ............................................................................................................................................. 112
- The Job Interview .................................................................................................................................................. 127

### 5. Keeping The Job

- Personal Appearance ............................................................................................................................................ 148
- What Employers Expect From You ........................................................................................................................ 149
- What If The Job Is Too Hard? ................................................................................................................................ 152
- Your Rights ............................................................................................................................................................ 154

### 6. Helpful Web Sites

- ........................................................................................................................................................................... 158

### 7. Group Activities

- ........................................................................................................................................................................... 159

### 8. Learning Outcomes Articulation

- ........................................................................................................................................................................... 169

### Notes For Instructors / Tutors

- ........................................................................................................................................................................... 175
Copyright: © Prince Edward Learning Centre, 1997, 2000

Written by: Keith Harford, Instructor, PELC

Edited by: Linda Conley, Executive Director, PELC
Christine Chapman, Office Administrator, PELC

Desktop publishing assistance: Christine Chapman, Office Administrator, PELC
Monica Glisinski, Employment Services, PELC

Research assistance: Gordon Conley

Field tested by: Stacey Bumba, Saugeen Shores Learning Centre

Funded by: Ontario Ministry of Training, Colleges and Universities and the National Literacy Secretariat

For ordering information please contact:

Prince Edward Learning Centre
P.O. Box 3223
Picton, ON
K0K 2T0
Phone: (613) 476-1811
Fax: (613) 476-8766
email: readplus@connect.reach.net

Reproduction of activities is permissible for literacy agencies funded by the Ontario Ministry of Colleges, Universities and Training, provided acknowledgment of the Prince Edward Learning Centre is granted. Additional reproduction in whole or part, by any means, can only be done with the express written permission of the Prince Edward Learning Centre.

What's New? The 2nd edition includes:

- Group activities
- Chapter questions
- Updated information
- Helpful web sites
- New learning outcomes articulation
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Getting Ready For The Job Search</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Your Job May Not Be Working Because...</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Believe In Yourself</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Be A Problem Solver</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Be A Goal Setter</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Be A Network Builder</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Section One Questions</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Personal Qualities (checklist)</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Personal Qualities (demonstrations)</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Basic Workplace Skills (checklist)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Employability Skills (checklist)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Transferable Skills (checklist)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Your Interests</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>What Are You Proud Of?</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Section Two Questions</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Matching Interests To Jobs</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Work Preferences</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Surveying People About Their Jobs</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Looking At Jobs That Are Growing</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Section Three Questions</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Your Job Search Goals</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Resume Fact Sheet</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>References Fact Sheet</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Sample Application Form</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Job Search Log Sheet</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Building Your Own Network</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Preparing A Benefits Statement</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Interview Planning Sheet</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Section Four Questions</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Keeping The Job (checklist)</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Section Five Questions</td>
<td></td>
</tr>
</tbody>
</table>
Why Read This Book?

Looking for work is a challenge. There are many ups and downs. You have probably felt upset at times. Everyone does. Don't give up hope. Now is the time to try new things and to work even harder. Remember, we all need as much help as we can get.

This book was made to help you with your new efforts to find a job. Inside you will find a complete approach to job searching. People who have a job search plan and stick to it have a much higher success rate than people who rely on luck. So read on. When you are finished, give the plan an honest chance. Odds are that you will move closer to your goals.

This book will help you:

- take a closer look at yourself
- learn about the world of work
- prepare job search tools (resumes, applications, references, etc.)
- make a job search plan
- talk to employers and prepare for interviews
- keep a winning attitude
- keep the job once you have found one

Sounds like a lot of work, doesn't it? It is, but your effort will pay off later. We all know that times are tough. Now is the time to remember the old saying: "when the going gets tough, the tough get going."

You're already off to a great start. You have decided to learn as much as you can about job searching. Excellent! What you learn could give you the extra edge that you need. Stay positive and get going.
This is your book. You can write in it and keep it. You might even want to show it to other people who can help you with your job search. The work you do here could also be important in the future. So hang on to the book, you never know when you might need it.

Name: __________________________

Address: _________________________

Phone: __________________________

Learning Centre: _________________
Work Words

When looking for a job, it helps to know the language of the working world. Please take a few minutes to read the words below. Knowing what they mean will help you out later.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>a form you fill out when you apply for a job</td>
</tr>
<tr>
<td>Covering Letter</td>
<td>a letter attached to the resume that introduces you to the employer</td>
</tr>
<tr>
<td>Employee</td>
<td>a person who works for someone else</td>
</tr>
<tr>
<td>Employer</td>
<td>a person or company that hires people</td>
</tr>
<tr>
<td>Employment Agency</td>
<td>an office that can help you find a job</td>
</tr>
<tr>
<td>Human Resources Development Office</td>
<td>used to be the Canada Employment Centre</td>
</tr>
<tr>
<td>Human Resources Office</td>
<td>the company office that hires people</td>
</tr>
<tr>
<td>Interview</td>
<td>a meeting with an employer to talk about a job</td>
</tr>
<tr>
<td>Job Search</td>
<td>an organized search for work</td>
</tr>
<tr>
<td>Network</td>
<td>a group of people who can help you find a job</td>
</tr>
<tr>
<td>Personnel Office</td>
<td>same as the Human Resources Office</td>
</tr>
<tr>
<td>Resume</td>
<td>a written summary of your experiences</td>
</tr>
</tbody>
</table>
Getting Ready For The Job Search

Many people feel they know how to find a job. But the fact is we should seek as much help as we can get. There is always something that we can improve on. The successful job seeker needs to give 100% to each part of the job search.

Activity #1

Here is a list of things that people need to do well to find a job. Think about what you know about each one and put a check in the column that applies to you.

<table>
<thead>
<tr>
<th>How well can you ...</th>
<th>Very well</th>
<th>Need help</th>
</tr>
</thead>
<tbody>
<tr>
<td>list what you can do</td>
<td></td>
<td></td>
</tr>
<tr>
<td>list your work interests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>find out more about different jobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>find the education and training you need</td>
<td></td>
<td></td>
</tr>
<tr>
<td>prepare a resume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>write letters to employers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>fill out application forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ask people to help you find work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>talk to employers about job openings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tell employers why they should hire you</td>
<td></td>
<td></td>
</tr>
<tr>
<td>do a job interview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>keep a positive attitude</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you checked need help for any item on the list, then you have taken another step in the right direction. Remember, **looking for work is not something to be done all alone. We all need help.** So, keep reading.
Section 1

Have The Right Attitude
A Winning Attitude

Attitude is the way you look at yourself and the world around you. It is how you view your day and what you think about the future. A winning attitude means believing in yourself and sharing your positive feelings with other people.

A positive attitude can make the difference between giving up and going on. The wonderful thing is that you can choose your attitude. It's all up to you.

Looking for work is hard. It's not easy to pound the pavement every day with a smile on your face. Sometimes other people make it even harder for us to put our best foot forward. We have all dealt with rude employers.

It is not easy to hear a NO from someone before we even get a chance to explain ourselves. Some days, it just seems like there are no jobs out there. That's what we hear from people all the time. But it's not true.

Many people who are looking for work start out with a winning attitude, but then their energy starts to fade. They fall into the unemployment traps.
Unemployment Trap # 1

"There Are No Jobs Out There"

Have you ever heard someone say this? Maybe you have felt that way, too. We all have bad days when we see little hope. But the person who says this really means there is no reason to look for work anymore. That is not true. Look at the next page to see why.
Job Search Fact

There Are Always Job Openings,

Even When The Economy Is Not Growing.

Because people:

- retire
- quit
- get fired
- get promoted
- take time off

Message: *stay hopeful. There are jobs out there. You just need to work hard to find them!*
If you do not believe in yourself, who will? You must show confidence to employers if you want them to be interested in you. Most job seekers are hopeful when they begin their job search, but they lose their steam after hearing nothing but NO from employers.

Of course, this can hurt at times. But, do not take NO personally; maybe they just don't have any work right now. Or, you might have caught them at a bad time. On the next page you will see that hearing NO a lot is a normal part of the job search. Don't let it dampen your attitude.
Normal Job Search

Message: *don't let hearing NO bring you down. It is something we all have to work through to earn that final YES.*
Unemployment Trap # 3

"I've Tried Everything... It Doesn't Work"

You may be frustrated with your job search. Sometimes our attitude is that we have done everything we can and there are still no jobs. If you feel that way, you need to go back to the drawing board and prepare for a fresh start, and a fresh attitude. On the next page you will see a list of reasons for getting stuck in a job search rut.
Your Job Search May Not Be Working Because...

Activity # 2

Check ✔ all the boxes that apply to you.

- you do not know all of your skills and talents
- you are not talking to employers who need your skills and talents
- you don't know what type of job you'd like
- you need to change or add to your job search tools (resume, covering letter, references)
- you need new ways to find where the jobs are
- you need to know more about selling yourself to employers
- you need to know how to impress an employer in an interview
- you need to improve the way you feel about yourself
- you need to gain more skills and education

Message: finding the areas you need to improve in is a big step towards success. You will learn new ways to deal with these issues in this book.
Have you ever fallen into one of the unemployment traps? It's perfectly natural for you to feel this way from time to time. The best way to get a fresh start is to work on some winning attitudes.

**Attitude #1**

**Believe In Yourself**

A positive self-image and a good understanding of your skills, talents and interests is needed to find work. Why? Because your mission is to make employers feel that they need you. You cannot do that unless you believe in yourself.

Employers want to know if you believe in yourself. They feel that confident people are better workers. Preparation will help you present the right image.

The exercises on the next few pages will help you remember all the good reasons why you should believe in yourself. Think hard about your answers because you could be asked the same questions in a job interview.
Attitude #1 - Believe In Yourself

Sometimes you need to remind yourself of all that you have done in your life. We all have **talents, qualities and dreams** that make us important people and good workers. Now is the time to remember what makes you special. Remind yourself about it every day. Believe in yourself and tell all the world.

Activity #3

**What do you like about yourself?**

1. 

2. 

3. 

**What are your talents?**

1. 

2. 

3. 

**What are your dreams?**

1. 

2. 

3. 

**What makes you a good worker?**

1. 

2. 

3. 
Attitude #2

Be A Problem Solver

We all know looking for work is filled with endless hassles. Life always seems to get in the way when we are trying to put our best effort into finding a job.

Here is just a small list of problems people run into:

- no transportation
- no child care
- no telephone
- no money
- no connections to employers

Life is full of problems. They are a fact of life. The best way to beat problems is to change our attitude. We must become **problem solvers**.

Activity #4

Think of new ways of tackling the problems that have stopped you from finding work.

1. 
2. 
3. 
Attitude #3

Be A Goal Setter

A goal is something that you really want to do. To work, goals are usually part of a plan. Examples of goals are to get a job, to buy a house, to get a Grade 12 Diploma, etc.

People with well thought out goals tend to have success in life. This is because they focus their energy where it matters most. They also go out and get what they want, instead of waiting for it to come to them.

We can all become goal setters. The next activity will help you set some new goals.
Be A Goal Setter

Activity #5

Think about what you would like to do with your life. Would you like more work, more education or another personal goal? Write your goals in easy to do steps. For example, someone might want to get a Grade 12 Diploma. He or she should then have the goal of completing one course first. That way, progress is seen along the way. Give it a try. Just writing your goals down can add focus to your life.

<table>
<thead>
<tr>
<th>Work</th>
<th>Education</th>
<th>Family</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1.</td>
<td>1.</td>
<td>1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attitude #4

Be a Network Builder

Too many people hide their unemployment from others. They find it embarrassing to talk about it. The problem with this attitude is that it cuts them off from people who can help. A network is a group of people who can help you with your job search. No one can find a job all on their own.

Looking for work is nothing to be ashamed about. Everyone is unemployed at one time or another during their lives. Reach out and find people who can help you with your job search. Also, build a network of supporters who can make you feel better when you are feeling down and out.

Activity #6

Can you think of three people who can help you get started with your job search? Some examples include employment counsellors, social workers, business managers, etc.

<table>
<thead>
<tr>
<th>Name</th>
<th>How can they help?</th>
<th>When will you talk to them?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Attitude #5

Fight Depression - The Attitude Killer

It's true, sometimes it seems impossible to be positive. Unemployment can make a person depressed for many reasons. You will have bad days. It is normal to be depressed sometimes. It happens to everyone. If you feel your energy level fading, try some of the following ideas.

How to Beat Depression

- **Working hard without results can get on your nerves.**
  
  Do you know when to take a break? Everyone else gets time off - take time for yourself.

- **Your first goal is to get a job, but...**
  
  What other goals do you have? Come up with some small goals that you can finish quickly. These successes will make you feel better about yourself.

- **Being tired and out of shape is depressing.**
  
  Stay rested and physically fit. Enjoy a quiet walk to relax after a busy day.

- **Being unemployed can make you angry.**
  
  Get the anger out of your system in a non-violent way. Talk to someone about your feelings, or write them down.

- **Being unemployed can make you forget all the good things you have done.**
  
  Take pride in the other areas of your life, like family, hobbies, volunteer work, sports, etc.
To sum up, five attitudes are needed to be effective in looking for work:

1. Be a Believer
2. Be a Problem Solver
3. Be a Goal Setter
4. Be a Network Builder
5. Fight Depression

Keeping the right attitude is hard work. You will not feel positive every day. If you try your best, you will see better results in your job search.
Section One Questions

Activity #7

Please practice your writing skills by answering the following questions with complete sentences. Also, make sure your spelling is perfect. That is what employers would expect from you.

1. What are the three employment traps?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

2. What are the solutions to each trap?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________
3. What are the five winning attitudes?
Section One Questions

Activity #7 (continued)

4. What would you say to cheer up someone who had lost all hope of finding a job?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

5. List five reasons why there are always jobs available.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________


Section 2

Looking At Yourself
Who Am I And What Have I Done?

Most people don't want to find just any job. They are looking for the job that's right for them. In order to find that special job, you need to know more about yourself. What you learn about yourself will also help when you are making a resume or meeting with employers. The best way to impress an employer is to show them who you are and how you can make their job easier.

**Before looking for work, you must know yourself well and what you have to offer employers.**

**You must be able to answer questions like:**

- who are you?
- what do you like to do?
- what are your skills and abilities?
- what type of work have you done in the past?
- what type of work would you like to do in the future?

The answers to these questions will help you sell yourself to employers. Preparation is the key to your selling job.

The next few activities will assist you in taking a closer look at yourself and the things you like to do. Remember, the work you put into the activities will pay off later when you are out looking for work.

**Put your best effort into completing these worksheets. They can be used later to help with choosing a job and writing a resume.**
Personal Qualities

Your personal qualities show what kind of worker you are. For example, are you a people person or do you like to work alone? Would you rather use your mind or your hands? Are you full of new ideas, or do you prefer to follow instructions?

Employers do not just look at your skills. They also want to know how you will behave on the job. For instance, a good cashier needs to know more than just how to run a cash register. A cashier must also enjoy working with people and providing good service.

It is the person's personal qualities that make the difference between an average and an excellent worker.
Personal Qualities

Activity #8

The following are personal qualities you may possess. These qualities can be very important to employers. The more you know about your qualities, the better you can sell yourself to the right employer.

Check ✓ the words that apply to you.

- work hard when unsupervised
- like to make decisions
- self-confident
- have lots of energy
- enjoy working with people
- always put in a little extra
- make sure everything is perfect
- enjoy making deals with people
- work well alone
- stick with it until the job is done
- like to learn new things
- like to stick to the plan
- fight for what's right
- a real "go getter"
- like to help other people
- like to do the same thing each day
- friendly and cheerful
- enjoy working
- neat and tidy
- work well under pressure
- like to follow instructions
- honest and dependable
- always look on the bright side
- like to think about things
- like to add new ideas
- like to solve problems

Can you think of any other qualities that you have?

1. 

2. 
"I Don't Have Any Skills"

The main thing we sell to employers is skills. More than anything else, they want to know that you have the skills to get the job done fast and well. Because of this, we must know our skills inside and out. We also have to sell our skills as well as possible.

Most people are too hard on themselves when they think about skills. They think that since they are not a doctor or an electrician, they can't have any skills. There are many different kinds of skills. Skills are not just learned at work.

You have learned many skills at school, at home and through your interests.

The next few activities will help to remind you of all the skills you have learned in life.
Skills

Believe it or not, most people know over 500 skills.

Most of us are not even aware of them because they seem natural.

To find work, we must do three things with our skills:

1. Know what they are.
2. Sell them to employers.
3. Learn new skills whenever possible.
Lisa's Story

Lisa didn't think that she had many skills. But, she sat down one night and wrote down some of the things she had learned to do in her life. Here is her list:

<table>
<thead>
<tr>
<th>Planning</th>
<th>Inspecting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating</td>
<td>Arranging events</td>
</tr>
<tr>
<td>Teaching</td>
<td>Making budgets</td>
</tr>
<tr>
<td>Giving people instructions</td>
<td>Motivating</td>
</tr>
<tr>
<td>Giving advice</td>
<td>Communicating</td>
</tr>
<tr>
<td>Solving problems</td>
<td>Listening</td>
</tr>
<tr>
<td>Supervising</td>
<td>Designing</td>
</tr>
<tr>
<td>Managing</td>
<td>Juggling many things at once</td>
</tr>
</tbody>
</table>

Can you guess what Lisa does?

Lisa is a mother! Follow Lisa's example when you complete the next few activities. Think of skills as things you have learned in all areas of your life:

Not just at work!
Basic Workplace Skills

Activity #10

Below is a list of basic skills that employers expect from their workers. Check ✔ the boxes that apply to you. Don't worry if you need to work on some areas. Knowing where you need to try harder is a big step in the right direction.

<table>
<thead>
<tr>
<th>Skill</th>
<th>Very well</th>
<th>Needs more work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read notes, instructions, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Write notes, letters, order forms, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Look up information in books, manuals, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understand company rules</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Math: adding prices, measuring, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understand and follow instructions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Explain work to others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ask questions so the job is done right</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Think up new answers for problems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learn new skills and ways of doing things</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Know workplace hazards and safety rules</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stick to work schedule</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add to the team</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Talk to the person who gave you this manual about getting some help with the items you checked. It is better to deal with it now before it becomes a problem on the job.
Employability Skills Worksheet

**Employability Skills** are what you get when you combine basic workplace skills and personal qualities. They are also the skills needed to keep a job. Employability skills are useful on any job. They are also the skills needed to move quickly from job to job during your working years.

Activity #11

**Check ✓ all the skills that you have.**

<table>
<thead>
<tr>
<th>Key Area</th>
<th>Good Workers</th>
</tr>
</thead>
</table>
| Personal values                 | ☐ are honest  
|                                | ☐ are "go getters"  
|                                | ☐ have personal and job goals  
|                                | ☐ have a good attitude                                                      |
| Problem-solving and Decision-making skills | ☐ are open to new ideas  
|                                | ☐ have new ideas  
|                                | ☐ are open to change  
|                                | ☐ plan their work                                                          |
| People skills                   | ☐ are team players  
|                                | ☐ are friendly  
|                                | ☐ can cooperate  
|                                | ☐ can lead others  
|                                | ☐ accept authority  
|                                | ☐ respect differences between people                                        |
| Communication skills            | ☐ ask questions and listen well  
|                                | ☐ express themselves clearly  
|                                | ☐ seek help when needed                                                     |
Employability Skills Worksheet

Activity #11 (Continued)

Check ✓ all the skills that you have.

<table>
<thead>
<tr>
<th>Key Area</th>
<th>Good Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting things done</td>
<td>□ complete work on time</td>
</tr>
<tr>
<td></td>
<td>□ work neatly and carefully</td>
</tr>
<tr>
<td></td>
<td>□ stick with a task</td>
</tr>
<tr>
<td></td>
<td>□ follow directions</td>
</tr>
<tr>
<td>Maturity</td>
<td>□ are reliable and dependable</td>
</tr>
<tr>
<td></td>
<td>□ are responsible</td>
</tr>
<tr>
<td></td>
<td>□ don't sit back waiting for orders</td>
</tr>
<tr>
<td></td>
<td>□ show pride in their work</td>
</tr>
<tr>
<td></td>
<td>□ believe in themselves</td>
</tr>
<tr>
<td>Commitment to a job</td>
<td>□ are at work on time</td>
</tr>
<tr>
<td></td>
<td>□ want to learn more</td>
</tr>
<tr>
<td></td>
<td>□ are enthusiastic</td>
</tr>
<tr>
<td></td>
<td>□ give their best effort</td>
</tr>
<tr>
<td></td>
<td>□ show concern for their future</td>
</tr>
<tr>
<td>Learn new skills</td>
<td>□ try new things at work</td>
</tr>
<tr>
<td></td>
<td>□ seek training for new tasks</td>
</tr>
<tr>
<td></td>
<td>□ continue to learn through life</td>
</tr>
<tr>
<td></td>
<td>□ work hard to improve themselves</td>
</tr>
</tbody>
</table>
Transferable Skills

**Transferable Skills** can be used in many different jobs. They are skills that can be learned through any part of your life and used somewhere else. It is good to know your transferable skills because they can open up new jobs to you. For example, someone who served the public at a gas station could also use that skill to help people in an auto parts store.

Activity #12

The following checklist will help you discover your transferable skills. Think hard about ALL the skills you have learned from ALL of your experiences. Remember, knowing your transferable skills will open new doors to you.

Check ✓ all the boxes that apply to you.

Transferable Skills

- typing
- helping customers
- building things
- driving trucks, buses or taxis
- helping people do things
- working with money
- selling things
- helping people stay well
- solving problems
- teaching people
- making things
- keeping records
- preparing and serving food
- repairing household items
- looking after property and lawns
- caring for people
- planning activities
- using a computer
- ordering and stock taking
- working with machines
- operating heavy equipment
- making arts and crafts
- cleaning property and things
- putting equipment together
- building construction
- caring for animals
- meeting the public
- using power tools
- using other tools
- recording information
- speaking in public
- making business decisions
Your Interests

The work day goes by much faster when you are interested in your job. Some might say that you have to take whatever job you can get these days. But if you were the employer, who would you hire? The person who will take whatever he or she can get or the one who is truly interested in the job.

Activity #13

Employers will want to know what your interests are. Prepare yourself by answering the questions below.

1. Which jobs interest you?

2. What are your personal interests?

3. What school / study interests do you have?
4. What would you really like to do in the future?
What Are You Proud Of?

Employers look for people who take pride in what they do. Tell them about the things that have made you feel good about yourself.

It doesn't matter if you have thirty years of work experience or if you have none. Everything you've done in your life - everything you are - counts.

Do not sell yourself short. Everyone has done something they are proud of.

Here are some examples of things that can make people feel proud:

- crafts
- sports
- community work
- family
- friends
- clubs
- hobbies
- awards
- licences
- volunteer work
- personal goals
- school
- work
- certificates

Activity #14

Think about all the things you have done in your life that you are proud of. Write a few of them down below and give yourself a pat on the back. Tell employers about these things when you are talking to them.

1. 
2. 
3. 
Looking At Yourself - A Review

We must know who we are in order to find the right job. Employers also want to know a lot about a person before they hire someone.

They are interested knowing about your skills and what makes you tick as a person. The easier you make this for them, the more successful you will be.

Before meeting with employers, review the work you completed in this section. Remember to mention the following items whenever you are given the chance.

Tell employers about your:

- skills
- interests
- work goals
- work history
- personal qualities
- things that make you proud
Section Two Questions

Activity #15

Please practice your writing skills by answering the following questions with complete sentences. Also, make sure your spelling is perfect. That is what employers would expect from you.

1. What five questions should you be able to answer about yourself when talking to employers?

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

2. Why do you think employers are interested in knowing your personal qualities?

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________
3. In order to find work, what three things must you do with your skills?

________________________________________

________________________________________

________________________________________

________________________________________
Section Two Questions

Activity #15 (continued)

4. Explain three ways that an unemployed person can add to his or her skills.


5. Why do you think employers like people who are proud of their accomplishments?


6. What would you say to a friend who felt that he or she had nothing of value to offer employers?
You can be a winner!
Section 3

Learning About Jobs
Today, employers like people who are focused. This means they expect you to know what you want to do. People who are willing to do anything do not impress employers.

They want employees who care about what they do. Employers worry that people who are willing to do anything will lack the heart to work hard at their job. This may be unfair, but it's true.

Many people who have difficulty finding work have not spent enough time thinking about what they would like to do.

It can be hard to sort out what job you would really like. There are thousands of different kinds of jobs in Canada. It is worth the effort to explore. We are talking about how you will spend a large part of your life. Wouldn't you rather spend that time in a rewarding job?

If you would like to take a serious look at what kind of job suits you, visit your nearest Human Resources Development office. They have an easy to use computer program called Interoptions, which can help you find the right job. Sometimes, they also offer Career Assessment Programs, which have helped many people find a rewarding job.

The exercises on the next few pages will help you learn more about your work interests.
Interest Types

There are thousands of different kinds of jobs in Canada. You could spend years learning about them all. Most of us don't have that kind of time on our hands. One way to choose jobs is to take a look at your interests.

Do You Know Your Interest Type?

Activity #16

Take a look at the interest types on the next two pages. The instructions for each type should lead you to some interesting jobs. Check ✓ the jobs you would like to know more about.

☐ Realistic

These people enjoy working outdoors and using tools and machines. They like making things with their hands. Realistic people may be happy working as mechanics, truck drivers, construction workers or factory labourers.

If you are interested in this type of work, look at job categories 6, 7 and 8 on page 47.

☐ Investigative

These people enjoy solving problems and working on projects. They often like working alone. Jobs they may like are researcher, lab worker or scientist.

If you are interested in this type of work, look at job category 2 on page 45.

☐ Artistic

These people enjoy making things or entertaining. Jobs they may like include woodworker, crafts-person, writer or actor.

If you are interested in this type of work, look at job category 4 on page 46.
Do You Know Your Interest Type?

☐ Social

These people want to help others. They do not like doing the same things every day. Social people may enjoy being a teacher, counselor or social worker.

If you are interested in this type of work, look at job category 3 on page 45.

☐ Enterprising

These people enjoy sales and business. They are high energy people who like working with others. They like new challenges each day. They may be happy working as a sales clerk, office clerk or travel agent.

If you are interested in this type of work, look at job categories 1 & 5 on pages 45 and 46.

☐ Conventional

These people want to know what to do on the job. They enjoy having a regular routine. Conventional people often prefer working for a big company. They also like the business world. Jobs like secretary, bank teller and data entry clerk are good for conventional people.

If you are interested in this type of work, look at job categories 1 and 5 on pages 45 and 46.
Types Of Jobs

Human Resources Development Canada has done some research on jobs in Canada and divided them into eight types. This project was called the National Occupational Classification.

Activity #16 (continued)

Check ✓ the jobs that interest you.

1. Office Work / Business / Management

- bank teller
- typist
- accountant
- telephone operator
- shipper & receiver
- secretary
- office clerk
- business manager
- computer operator
- store clerk

2. Science and Technology

- forestry worker
- biologist
- farm expert
- land surveyor
- lab worker
- forest ranger
- construction inspector
- chemist
- researcher
- engineer
- computer expert
- science support worker
- landscaper
- draftsperson

3. Social Work / Health / Education

- teacher
- religious minister
- instructor
- health care aide
- day care worker
- hospital worker
- ambulance attendant
- social worker
- youth worker
- nurse / nurse's aide
- law clerk
- dietician
- animal care worker
- dental assistant
Types Of Jobs

4. Arts / Recreation

- librarian
- musician
- artist
- crafts maker
- photographer
- pattern maker
- coach
- recreation instructor
- journalist
- actor
- designer
- camera operator
- sign painter
- athlete
- sports official

5. Sales and Service

- insurance agent
- firefighter
- butcher
- hairstylist
- hotel clerk
- bartender
- armed forces
- cashier
- grocery clerk
- security guard
- hospital / nursing home assistant
- police officer
- chef or cook
- baker
- travel agent
- travel guide
- waiter / waitress
- child care worker
- gas station attendant
- kitchen worker
- janitor or cleaner
Types Of Jobs

6. Trades / Transport / Heavy Equipment Operators

- machinist
- plumber
- carpenter
- roofer
- construction worker
- cable / phone installer
- pipefitter
- electrician
- welder
- bricklayer
- painter
- mechanic
- truck, bus or taxi driver

7. Farming / Natural Resources

- farmer
- fishery worker
- greenhouse worker
- miner
- chain saw operator
- logger
- property maintenance worker
- fruit & vegetable picker
- oil field worker
- tree planter

8. Manufacturing / Factory Work

- machine operator
- welder
- metal worker
- foremen / women
- packer
- sewer / weaver
- assembler (putting things together)
- quality inspector
- wood worker
- furniture finisher
- line worker
- furnace operator
- meat cutter
- fish cleaner
Other Things To Consider When Choosing A Job

**Work Preferences**

What is important to you in your work? Some people need work that has meaning. Others are happy with any 9:00 - 5:00 job that pays well. You need to know what matters most to you in a job to help you find the right one.

You can use your preferences to sell yourself to employers, too. For example, if you enjoy working with people you would be sure to tell that to employers who are hiring somebody to deal with the public.

The next activity will help you know your work preferences. Use them well. They could just land you that job you have been dreaming of.

Activity # 17

Check ✔ all the boxes that apply to you.

<table>
<thead>
<tr>
<th>Work Preference</th>
<th>Yes</th>
<th>Does not matter</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>to earn enough money to live well</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to feel important in my job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have a full-time job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to be allowed to work on my own</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to use all my skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work with a good team</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have a good benefits package</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to do something different each day</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Work Preferences

Activity #17 (continued)

Check ✔ all the boxes that apply to you.

<table>
<thead>
<tr>
<th>Work Preference</th>
<th>Yes</th>
<th>Does not matter</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>to use my mind</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to avoid physical labour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have a chance at promotions / raises</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to make decisions about my job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have time free for my family</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to know what I'm expected to do</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to avoid a job with travel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have an interesting job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to be respected by workmates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to learn new skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work near home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work indoors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to have new challenges</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work regular 9:00 - 5:00 hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work with things</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to work with people</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Learning More About Jobs

Ask People About Their Jobs

One very easy and useful way to find out about the world of work is to ask people that you meet about their jobs. They can fill you in on how they got their jobs, what the pay is like, and what they like and dislike about their work. Best of all, they might even tell you how to get a job where they work.

Here are some sample questions you might like to ask. Look back over your work preference sheet. Ask your own questions to find out if the job suits your preferences, as well as your interests. For example, you may be interested in a forestry position. You might change your mind if you find out all the work is up north, far away from your home.

Questions

- What is the name of your job?
- What do you do in a normal day?
- What do you like and dislike about your job?
- What is the starting wage for your job?
- What training is needed for your job?
- How did you get your job?
- Are there any openings where you work?
- Whom should I speak to about jobs where you work?

Practice your questions on friends. Later, approach people who do the work you are interested in. You could even talk to employers. On the next page you will find a handy question sheet that you can use when you are talking to people.
Job Survey

Activity #18

Use the following survey to learn about jobs. Try it on someone you know first. Then survey someone in a field that interests you. This is a good way to find out if a job really would be the right one for you.

What is the name of your job?

________________________________________________________________________

What do you do in a normal day?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

What are the hours for your job?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

What do you like about your job?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
What don't you like about your job?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Job Survey (continued)

What is the starting wage for your job?

What training is needed for your job?

How did you get your job?

Are there any openings where you work?

Whom should I speak to about getting a job where you work? What is the phone number there?

Use the rest of the space to add your own questions.

1. 

2. 

3. 
What Is Happening To Work?

The New Job Market Demands A New Attitude

The world is changing very quickly. Jobs are being added, lost and changed every day. Some people are saying that the full-time job that lasts until you retire is a thing of the past.

Today, looking for work means being open to part-time and short-term work. Even if this is not what you really want, it can get your foot in the door.

Remember, every job you have adds to your experience and the people you know. Odds are that the small job you take now will lead to something better later.

Job Search Fact

One in three employed Canadians are:

- working part-time
- working on a contract
- holding more than one job
- self-employed

Permanent, full-time positions are in decline. Seize any opportunity you can find.
Where Will The Jobs Be?

Times are changing so quickly that it is hard to tell where the jobs will be in the future. Due to trends in our society, there are some fields where there may be more jobs:

- Computers & the Internet
- Nursing homes & home care
- Health care & medical technology
- Communications & telecommunications
- Pollution control and the environment
- High technology

It is much harder to tell what jobs will do well in the future. Human Resources Development Canada did some research to find out. Here are some of the jobs they believe will be growing in the future.

Activity #19

Check ✓ any of the jobs that interest you.

- ambulance attendant
- appliance repair
- baker
- hair stylist
- cashier
- bricklayer
- computer operator
- cook's helper
- court officer
- furniture finisher
- dental hygienist
- dietician / nutritionist
- computer programmer
- hotel desk clerk
- machine tool operator
- pattern maker
- sewing machine operator
- video camera operator
- skin care / make-up advisor
- receptionist
- glass cutter
- floor covering installer
- child and youth worker
- vehicle / transit driver
- police officer / firefighter
- webpage designer

Would you like to know more about these jobs and others? If so, ask for the book Job Futures at your local Human Resources Development office.
Training Needs

Training means adding to what you know and what you can do. Training can happen in many different places, including:

- Literacy and Basic Skills Centres
- High Schools
- Colleges
- Government Programs
- Apprenticeships
- On the Job Training
- Ontario Works

Many people who are unemployed decide to add to their training. Getting more training is a really good idea for someone looking for a new kind of job.

It can be hard to find out your training needs. The best way is to contact a few employers you are interested in. Ask them what training is required for the jobs in their companies.

You could also contact your local Human Resources Development office and ask them what training is needed for jobs that interest you. According to them some very promising fields of study right now are: computers, dental hygiene, drafting, creative and design arts, autobody repair, and mechanics in the aircraft, marine, agricultural and auto industries.
Create Your Own Job

The number of people who are self-employed (working for themselves) is higher than ever. Many people have decided to create their own job rather than waiting for someone to offer them one. Perhaps you have a skill or talent that you can sell or contract out to individuals, home owners or employers.

Examples of self-employment opportunities are:

- Hairstyling
- Small Engine Repair
- Construction Trades
- Lawn Care
- Property Maintenance
- Odd Jobs / Physical Labour
- House / Office Cleaners
- Movers

There are fewer jobs than there used to be. But there is still work to be done and money to be made. Take a look around your community for all the people who are self-employed or operating small businesses. Some of these businesses are not much more than one person with a pick-up truck who is willing to do physical labour.

Self-employment may not be your long-term goal. You might want to consider it as a way of adding to your income while you are looking for a steady job.

If self-employment interests you, take a close look at the information on page 128 in the next section for ideas on how to get started.
Look At Jobs - A Review

In this section, we looked at many important things to think about when choosing the right job for you.

A good job would match your:

Due to changes in the world of work, you must be open-minded towards self-employment and part-time or short-term work.

Spend as much time as you can looking at all the different types of jobs that are available. You will be much more successful in your job search if you are clear about the type of work that you want. Employers will respect your focus and your drive, too.

Remember, a job can be more that just a pay cheque. If you take the steps to discover the career that is right for you, work can also be very rewarding.
Section Three Questions

Activity #20

Please practice your writing skills by answering the following questions with complete sentences. Also, make sure your spelling is perfect. That is what employers would expect from you.

1. What do employers look for in potential employees and why is this important for job seekers?

2. What are the six interest types. Why is it important to know what type(s) you fit into? Give examples for each type.

3. What are work preferences? Why do you think employers would be interested in knowing your preferences?
Section Three Questions

Activity #20 (continued)

4. What are the benefits of doing a job survey for a position you are interested in?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

5. Where can you go to further your training? How can Human Resource Development Canada help you get started?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

6. What is happening to the way Canadians are working? List four changes and provide your opinion on how they might be helpful.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
7. Give two examples of self-employment opportunities. Why do you think some people choose to be self-employed? Would it be a good choice for you? Why?
You hold the key to your future!
Section 4

Looking For Jobs
Pulling It All Together

So far, this manual has focused on:

- Having the right attitude
- Looking at yourself
- Looking at the world of work

You now have a good idea of who you are and what you would like to do. The next step is to turn all this knowledge into action. The most important part of job searching is making contact with employers.

This section on job searching will help you make an action plan. Keep up the good work!
Planning Your Job Search

Looking for work is hard work. You need a plan and you need to stick to it. This section will help you prepare for your job search. A good job search plan should cover the following steps.

Steps To A Good Job Search

1. Set a time goal for getting a new job. Make a plan for how much time you will spend each day looking for work.

2. Choose what kinds of jobs you are going to look for.


4. Prepare a short "sales pitch" for talking to employers.

5. Contact people and agencies who can help you.

6. Make a list of employers to contact.

7. Practice talking to employers in person and on the phone.

8. Check newspapers and employment centres.

9. Keep track of all the contacts you meet.

10. Contact employers as often as you can.

11. Practice for the job interview.
Your Job Search Goals

You will be a better job searcher if you make goals for yourself.

Goals can give you focus and make you work harder.

Activity #21

List what types of work you are going to look for (remember employers want people with goals).

1

2

3

It also helps to have smaller goals that you can reach each day. Then you can give yourself a pat on the back and get the rest that you need.

How many hours each day will you spend looking for work?

How many employers will you contact each day?

These are your job search goals.
Stick to them and you will make things happen.
Resumes

A resume is a brief written description of who you are and what you have done. It is very difficult to find a job today without a resume. In fact, some employers won't let you apply for a job if you don't have one.

Resumes take a lot of effort. It is best to prepare one before you start looking for work. That way you are ready when someone asks to see your resume.

Preparing a resume now will save you time later. Often, you can leave a resume with an employer instead of filling out applications over and over again.

There are different forms of resumes, but most of them include the following information:

- your name, address and telephone number
- a listing of your education and training
- your work history
- volunteer work

Resumes can also include:

- goals
- skills
- personal qualities
- interests and hobbies
- memberships
- licences, certificates, awards
- references
Resumes

"But What Would I Put On A Resume?"

<table>
<thead>
<tr>
<th>If you....</th>
<th>Put this on your resume</th>
</tr>
</thead>
<tbody>
<tr>
<td>don't have much education</td>
<td>focus on work and volunteer experience and skills</td>
</tr>
<tr>
<td>don't have much work experience</td>
<td>focus on education, skills and volunteer experience</td>
</tr>
<tr>
<td>don't have much education or work experience</td>
<td>focus on goals, interests, personal qualities and skills learned at home</td>
</tr>
<tr>
<td>have not worked in a long time or have a patchy work history</td>
<td>leave the dates off your resume</td>
</tr>
<tr>
<td>got fired from a job</td>
<td>you might want to leave that job off your resume</td>
</tr>
</tbody>
</table>
The Chronological Resume

What you put in your resume depends on what kind of resume you need. There are three main kinds: the chronological resume, the functional resume and the combination resume. The next few pages will help you decide which is best for you.

Chronological Resume

This resume style focuses on your work history - one job at a time. It starts with your last job and moves backwards until you reach your first job. The chronological resume includes a lot of details about each job you have had, including:

- job titles
- company names and locations
- dates on the job
- duties

The chronological resume is the most common style. Employers like it the best. That's because they can quickly read your entire work history.

When to use it

It is best for people who have had steady work in one field. It is also good for people who have a history of moving into jobs with more responsibility.

When to avoid it

It should not be used by people who have jumped from job to job. It is also not wise to use it if you have often been unemployed for long periods of time.

Look at the sample chronological resume on the next page.
MIKE JONES
16 Main Street, Picton, ON  K0K 2T0  (613) 555-1000

WORK EXPERIENCE

1992 - 1997  Garden Manager
McCoy's Farms, Wellington, ON
- Hired & supervised staff
- Organized harvesting
- Sold produce & handled cash

1990 - 1991  Fisherman
Tan's Fishery, Tofino, BC
- Pulling nets
- Cleaning fish

1989 - 1990  Mechanics' Helper / Tow Truck Driver
Safety Auto Services, Toronto, ON
- Ordered auto parts
- Towed vehicles
- Kept shop safe and clean

1983 - 1988  Meat Cutter
Meats "R" Us, Edmonton, AB
- Cleaned & cut meat
- Packed meat

EDUCATION
Prince Edward High School, Picton, ON

INTERESTS
Cooking, photography and reading

References available upon request
The Functional Resume

Functional Resume

The functional resume focuses on your skills and abilities instead of your work history. This resume is organized around your strengths. It does not mention dates, job titles or even where you worked. It can be a very flexible tool in selling your skills.

When to use it

This resume is good for people with a patchy work history. It can also help cover up a background of jumping from job to job. People who have learned most of their skills out of the workplace should use the functional resume. It can be a good way to draw attention to your skills.

When to avoid it

This resume is not very popular with employers. They know that it can be used by people to cover up a lack of solid work experience. The functional resume should be avoided unless there are issues in your past that would hurt your chances of being employed.

Look at the sample functional resume on the next page.
MAI CHIN

1430 Lawrence Ave, Toronto, ON  K7K 2T0              (416) 555-1000

SKILLS AND EXPERIENCE

Retail Sales
- Operated cash register
- Provided customer service
- Stocked shelves
- Ordered supplies

Housekeeping
- Cleaned guest rooms
- Customer service

Customer Service
- Placed customers' orders
- Served meals
- Operated cash register
- Answered telephone
- Arranged appointments

Factory Labourer
- Worked on assembly line
- General cleaning duties
- Operated machinery
- Quality control

EDUCATION

Grade 12 Diploma
North Toronto Collegiate Institute, Toronto, ON

INTERESTS

Reading, swimming, walking and baseball

References available upon request
The Combination Resume

Combination Resume

This resume combines parts of both the chronological and functional styles. The combination resume starts the same way as the functional style. It organizes your skills into areas of strength instead of listing all your jobs. It also includes a list of job titles, employers and dates.

When to use it

The combination resume is quite popular right now. It is useful for highlighting your strengths and your job history. It can be used by people who have many skills to offer and the work experience to back it up. It is very good for people who wish to fit what they learned from their past jobs into a new field.

When to avoid it

Job seekers with patchy work experience should still stick to the functional resume. Also, people with a lot of experience for the job they are seeking should use the chronological resume.

Look at the sample combination resume on the next page.
LOUISE TAN
12 Midland Street, Sudbury, ON K7K 2T0
(416) 555-1000

SKILLS AND EXPERIENCE

**Industrial Sewing**
- Operated sewing machine
- Inspected products for quality
- Worked as a team player

**Factory Labourer**
- Worked on assembly line
- Operated and maintained machinery
- Janitorial duties as required

**Housekeeping**
- Cleaned guest rooms
- Customer service

WORK EXPERIENCE

1993 - 1997
Henley Fabrics, Sudbury, ON
Seamstress

1989 - 1992
Grand Prix Tires, Sudbury, ON
Production Worker

1983 - 1989
Lakeview Hotel, Sudbury, ON
Housekeeper

EDUCATION
Sudbury Centennial Secondary School, Sudbury, ON

INTERESTS
Reading, hiking and crafts
Resume Fact Sheet

It can be hard to figure out just what you should include in your resume. It depends on your work experience and the kind of job you are looking for.

Activity #22

To begin your resume, fill out the Resume Fact Sheets on the following pages.

Pay attention to details like dates and your job duties. There may not be enough space on the following sheets to include all your life experience.

If you need more room, fill in the details on photocopies of these sheets or even on a blank sheet of paper. Do not leave out important points just because there is not enough room.

Take the completed sheets to your local learning centre, Ontario Works office or employment agency. Ask them for help making a resume on a computer. Put your best effort into making a resume. It is often your first chance to impress employers.
Resume Fact Sheet

Name: ____________________________________________

Address: __________________________________________

City: ______________________________________________

Postal Code: ________________________________________

Phone Number: _____________________________________

Phone Number #2: ___________________________________

Tip: if you do not have a phone, use the number of a reliable person with an answering machine who will take messages for you. Also, you should list a second number if you do not have an answering machine.

Job Goal (objective)

Tip: it is a good idea to mention a job goal if you are looking for one type of job. Employers like people with goals. Even if you use a job goal, you should have a copy of your resume made without the goal on it. That way you can still apply for any position that comes up.

__________________________________________

__________________________________________

__________________________________________
## Resume Fact Sheet

### Education

Tip: your education should include the grade levels you completed, the schools you attended and your final year at each school.

<table>
<thead>
<tr>
<th>School / Address</th>
<th>Grade Completed</th>
<th>Year Completed</th>
<th>Special Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example:</strong></td>
<td>Grade 10</td>
<td>1992</td>
<td>Auto shop</td>
</tr>
<tr>
<td>Queen Elizabeth</td>
<td></td>
<td></td>
<td>Welding</td>
</tr>
<tr>
<td>High School,</td>
<td></td>
<td></td>
<td>Drafting</td>
</tr>
<tr>
<td>Trenton, ON</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Skills

Tip: mention the things that you have done really well on the job. Some examples are working with the public, running a chain saw and using a computer. Also, look back at your transferable skills sheet on page 34 and write your 5 best skills here. Show your skills sheet to the person who helps with your resume to see if those skills can be highlighted.

1. 
2. 
3. 
4. 
5. 
Personal Qualities

Tip: personal qualities are the way you do things and your attitude toward work. For example, do you work well with people or prefer to be alone. Look at your personal qualities worksheet on page 26 and fill in your best five. Show the sheet to the person who helps you with your resume to see if those qualities can be highlighted.

1. 
2. 
3. 
4. 
5. 

Work Experience

Tip: for most people, this is the main section of the resume. It is very important to describe your experience in a way that catches employers' interest.

Include your job titles, employers and locations. Mention any job placements or co-op positions you have had in this section. Dates of employment are also very important.

List your duties and the skills you used on each job. Start with your last job and work backwards. Use a spare sheet of paper if you need it to cover all your experience.
Resume Fact Sheet

Work Experience

Tip: start with your last job. Work your way backwards until you reach your first job.

Job title: ________________________________________________

Company: ________________________________________________

City / Town: ______________________________________________

Dates of employment (if you worked somewhere for less than two years you should note the months you started and finished):

  Year started: ___  Month started: ___
  Year ended: ___  Month ended: ___

Duties:

1. ________________________________________________________

2. ________________________________________________________

3. ________________________________________________________

4. ________________________________________________________

5. ________________________________________________________
Resume Fact Sheet

Work Experience

Fill in the information for your 2nd last job here.

Job title: ________________________________________________

Company: ________________________________________________

City / Town: ________________________________________________

Dates of employment (if you worked somewhere for less than two years you should note the months you started and finished):

Year started:                                    Month started:

Year ended:                                    Month ended:

Duties:

1. ________________________________________________

2. ________________________________________________

3. ________________________________________________

4. ________________________________________________

5. ________________________________________________
Resume Fact Sheet

Volunteer Work

Tip: volunteer work is almost as important to employers as paid work. It shows that you are a motivated person who enjoys new challenges.

Who did you volunteer for:

City / Town: 

Dates:

Year started:

Year ended:

What did you do for them:

_________________________________________

_________________________________________
Certificates & Licences

Tip: note your certificates and licences. Include the date you achieved them to show that they are up to date. Don't forget to mention a driver's licence, if you have one.

<table>
<thead>
<tr>
<th>Name of certificate / licence</th>
<th>Where did you get it / where are they located</th>
<th>Year you received it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Resume Fact Sheet

Training

Tip: training includes government programs and courses taken while working or volunteering. For example, some employers train their people about dangerous materials at work. It's called WHMIS training. Other people have received government training through programs like Jobs Ontario and Futures.

Name of company or training agency:

__________________________________________________________

City / Town: _____________________________________________

Dates:

Year started:

Year ended: Month started:

Month ended:

What were you trained to do?

1. __________________________________________________________

2. __________________________________________________________
Achievements and Awards

Tip: mention any activities that have made you proud. Employers like people who take pride in what they do. If you have ever received an award for something, you should also mention it here. Include where and when you received the award. You need to stand out from the crowd to attract employers' attention. Look at your worksheet on page 36.
Resume Fact Sheet

Machine Operation

Tip: telling employers what machines you already know how to use could make you look like the best person for the job. List the machines you can operate (examples: saws, drills, power tools, sewing machines).

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Hobbies and Interests

Tip: hobbies and interests are a good way to show that you have a positive attitude toward life. You should mention things that make you appear healthy, happy and interested in life. Interests related to the job you want are even better.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Other

Tip: there may be other things in your life that would interest employers. Do you feel you included everything that would make you a good employee on the Resume Fact Sheets? If not, list your other good points here. Maybe they can be included in your resume.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
References

References are people who can either put in a good word for you or back up what you say on your resume. This can be done over the telephone or through a letter of recommendation. Without references, employers have no way of telling if what you are saying is true.

You can improve your chances of being hired by picking at least three good references. You do not have to use just the people you have worked for. Here is a list of ideas:

- former employers
- teachers / tutors
- supervisors / workmates
- government workers
- volunteer work contacts
- doctors, lawyers and politicians
- happy customers
- bank managers, landlords
- store owners / managers

Help Your References

1. Ask if you can use them as a reference. Ask what phone number(s) they can be contacted at.

2. Give your references a copy of your resume and even a list of your good qualities.

3. Give your references a call if you know for certain that an employer is going to contact them. Tell them what the work duties are and why you are the right person for the job.

4. Thank your references whenever they help you out, whether or not you get the job.

5. Stay in touch with your references. Give them new copies of your resume whenever you change it. They are important contacts.
When employers ask for your references they expect up to date information on them. This includes correctly spelled names, job titles, places of work and current phone numbers. Most employers ask for references at the job interview, but some want them ahead of time. Application forms often ask for references. It is best to be prepared by always having copies of your reference sheet with you.

Activity #23

Fill in the following reference fact sheet. Like resumes, reference sheets should be typed before being given to employers.

Name: __________________________________________________________

Job Title: ________________________________________________________

Workplace / Location: _____________________________________________

Phone Numbers: _________________________________________________

Name: __________________________________________________________

Job Title: ________________________________________________________

Workplace / Location: _____________________________________________

Phone Numbers: _________________________________________________

Name: __________________________________________________________

Job Title: ________________________________________________________

Workplace / Location: _____________________________________________

Phone Numbers: _________________________________________________

Name: __________________________________________________________
Application Forms

After resumes, application forms are the main way to apply for work. Often, the application form is the employer's first impression of you. Every word and every little detail can make a difference in whether you will be called in for an interview. Once again, the key to success at this stage of the job search is preparation. Planning your answers to questions on the application form could get you that job!

Filling Out A "Winning" Application Form

- Practice your answers on the sample application form on the next few pages.
- Take your practice application form, resume, reference sheet and ID with you when you apply for work. Copy this information onto your new application forms.
- Do not fill out applications in a rush. Take them home first if you need more time.
- Provide a detailed description of your skills and experience.
- Include all details, such as dates, addresses and phone numbers.
- Fill out every section of the form.
- Follow the instructions at the top of the form.
- Take the time to use your best handwriting.
- Make no spelling mistakes.
- Be honest. If an employer learns you lied on the application, you can be fired from your job.
Make every word count!
Application Forms

Look at the first part called **personal data** or **personal information**.

Activity #24

Complete the sample. Look at the next page for tips.

<table>
<thead>
<tr>
<th>Position being applied for</th>
<th>Date available to begin work</th>
</tr>
</thead>
</table>

**PERSONAL DATA**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Given Name(s)</th>
<th>Social Insurance Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>Province</th>
<th>Postal Code</th>
<th>Business Telephone No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Are you legally eligible to work in Canada? ☐ Yes ☐ No
Are you between the 18 and 65 years of age? ☐ Yes ☐ No

Are you willing to relocate in Ontario? ☐ Yes ☐ No

Preferred location

To determine your qualification for employment, please provide below and on the reverse, information related to your academic and other achievements including voluntary work, as well as employment history. Additional information may be attached on a separate sheet.
Application Forms

Personal Data

Position being applied for:

It is best if you write a position here. You can even put down more than one type of job if you like. You should avoid writing "anything."

Date available:

Write "immediately" if you are available now.

Expected salary:

Write "open" here. Wait until the job offer to talk about salary.

Social Insurance Number:

Legally, you do not have to provide this information until you are hired. But you could hurt your chances of getting the job if you do not include it on the application.

Address and phone numbers:

Include your postal and area codes. Put any reliable backup number under the business phone section.
Application Forms

Look at the next part - **education**.

Activity #24 (continued)

Complete the sample. Look at the next page for tips.

<table>
<thead>
<tr>
<th>EDUCATION</th>
<th>BUSINESS, TRADE OR TECHNICAL SCHOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SECONDARY SCHOOL</strong></td>
<td></td>
</tr>
<tr>
<td>Highest grade or level completed</td>
<td>Name of course</td>
</tr>
<tr>
<td><strong>TYPE OF CERTIFICATE OR DIPLOMA RECEIVED</strong></td>
<td>Licence, certificate or diploma awarded?</td>
</tr>
<tr>
<td></td>
<td>□ Yes</td>
</tr>
<tr>
<td><strong>COMMUNITY COLLEGE</strong></td>
<td>UNIVERSITY</td>
</tr>
<tr>
<td>Name of Program</td>
<td>Length of Program</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma received?</td>
<td>□ Yes</td>
</tr>
<tr>
<td>Other courses, workshops, seminars</td>
<td>Licences, Certificates, Degrees</td>
</tr>
<tr>
<td>Work related skills</td>
<td></td>
</tr>
</tbody>
</table>

Describe any of your work related skills, experience or training that relate to the position being applied for.
Application Forms

Education

**Secondary School:**

Highest grade or level completed: Mention any upgrading that you have done if you have less than Grade 12. Write "Grade 12 upgrading" if you are working on credit courses.

**Other courses, workshops, seminars:**

Mention any training programs you have been a part of, on and off the job.

**Licences, certificates, degrees:**

No certificate is too small. Mention your driver's licence here.

**Work related skills:**

Never pass up a chance to sell your skills. Look at your transferable skills worksheet on page 34 for some answers to this question.
Application Forms

The next part is **employment**.

Activity #24 (continued)

Complete the sample. Look at the next page for tips.

<table>
<thead>
<tr>
<th>Name and Address of present/last employer</th>
<th>Present/Last job title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period of employment</td>
<td>Present/Last salary</td>
</tr>
<tr>
<td>From</td>
<td>To</td>
</tr>
<tr>
<td>Name of Supervisor</td>
<td>Telephone</td>
</tr>
<tr>
<td>Type of Business</td>
<td>Reason for Leaving</td>
</tr>
</tbody>
</table>

| Duties/Responsibilities                  |

<table>
<thead>
<tr>
<th>Name and Address of previous employer</th>
<th>Present/Last job title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period of employment</td>
<td>Final salary</td>
</tr>
<tr>
<td>From</td>
<td>To</td>
</tr>
<tr>
<td>Name of Supervisor</td>
<td>Telephone</td>
</tr>
<tr>
<td>Type of Business</td>
<td>Reason for leaving</td>
</tr>
</tbody>
</table>
Application Forms

Employment

**Name / Address of previous employers:**

Application forms often have enough room for three past jobs. Be prepared with all the information asked for on the application for each employer. Know the correct spelling of past supervisors' names. If you cannot fill the space with work experience, list volunteer work.

**Duties / Responsibilities:**

Application forms do not give much room for describing your duties. Plan exactly what you will say in this small space.

**Reason for leaving:**

If you left a job on bad terms, put a dash in this section. Be prepared to explain the problem at the job interview.
Application Forms

The next part is the general information section.

Activity #24 (continued)

Complete the sample. Look below for tips.

General Information

If you have any "problems" like a criminal record, physical disability or being fired from a job, it is best not to mention them on a job application. There is not enough room to explain the situation on the form. Mentioning them here will only harm your chances of getting the job. Just put a dash in the space for these questions and prepare to discuss the issue at the interview.
The next part is the **personal references** section.

Activity #24 (continued)

Complete the sample. Look below for tips.

**PERSONAL REFERENCES**

Name two persons, other than relatives, from whom we may request references.

1. Name ____________________________ Occupation ____________________________
   Address ____________________________
   Telephone (_______) ____________________________

2. Name ____________________________ Occupation ____________________________
   Address ____________________________
   Telephone (_______) ____________________________

Personal References

The best references are former employers. Use your references from page 83. Pick people who will speak highly of you. Call them first to make sure it is OK. Do not use relatives. Do not leave out any of the information requested. Make sure it is up to date.
Application Forms

The next part is the **additional information** section.

Activity #24 (continued)

Complete the sample. Look at the next page for tips.

---

**ADDITIONAL INFORMATION**

Include any additional information which you would like us to consider in connection with your application.

---

**PLEASE READ BEFORE SIGNING**

I declare that all the foregoing answers are true and complete and I understand that a false statement may disqualify me from employment or become the basis for immediate termination. Furthermore, I am aware that I must pass medical and reference requirements and if employed by [company name] have a probationary period. I agree that credit and reference enquiries may be made by [company name] at any time.

Signature ___________________________ Date ___________________________
Additional Information

Many people leave this space blank. You can stand out from the crowd, if you fill in this section. Prepare an answer that lists your accomplishments, goals and any other thing that would make you the right person for the job.

Signature

The job application is a very serious document. By signing it, you are swearing that what you have written is true. Employers often check the details of what you have entered on the form. You can be fired if they find any false information.
Job searching can be a very hectic time. You are talking to new people every day. You need to keep track of phone numbers, addresses and appointments. It can be very easy to forget to do something important if you do not keep track of all the things you need to do each day.

Three Ways To Control Your Job Search

1. Find a quiet place in your home where you can make phone calls and plan your job search. Keep all of your job search papers together here in one safe place. Make sure they stay clean and unwrinkled.

2. Always have a supply of resumes, reference sheets, note paper and pens. You must be ready to apply for a job at any moment.

3. Keep a job search log (like the one on the next page). Keep track of important contacts, dates and phone numbers. That way, you'll know who to talk to the next time you look for work with that employer.
Activity #25

Fill out the following job search log as you look for work. It will help you with organizing your job search.

<table>
<thead>
<tr>
<th>Date</th>
<th>Employer / Address</th>
<th>Phone #</th>
<th>Contact person / title</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Use the comments section to keep track of leads, dates to call back, etc.
Managing Your Time

The Five Best Ways To Find Work

<table>
<thead>
<tr>
<th>Method</th>
<th>Success rate: % of people who found work this way</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Apply directly to employers</td>
<td>35%</td>
</tr>
<tr>
<td>2. Ask family, friends and contacts</td>
<td>28%</td>
</tr>
<tr>
<td>3. Ads in newspapers</td>
<td>14%</td>
</tr>
<tr>
<td>4. Private employment agencies</td>
<td>6%</td>
</tr>
<tr>
<td>Government employment centres</td>
<td>5%</td>
</tr>
</tbody>
</table>

When you plan your job search, you should spend most of your time finding your own job leads by:

1. Using every resource to dig for leads
2. Asking everyone you meet about jobs
3. Asking employers about openings

You will learn more about these methods on the next few pages.
1. Using Every Resource To Dig For Leads

You Can Find Out A Lot About Jobs By:

- asking employers about jobs and advice on where to look for work.
- asking relatives and friends about jobs where they work
- going to your local Human Resources Development office, learning centre, or Ontario Works office
- registering with private employment agencies (Kelly, Manpower, Drake, etc.)
- reading the paper for want ads and news about employment in your area
- looking through the Yellow Pages
- asking for job search help from:
  - Chambers of Commerce
  - churches
  - food banks
  - legal services
  - Canadian Mental Health offices
  - schools
  - government offices
  - libraries
  - local politicians
  - volunteer agencies
2. Ask Everyone You Meet About Jobs

Networking

Have you ever heard the saying "it's who you know, not what you know". There is some truth to it. If you want to find work, you must get out there and meet people. Then you must ask those people to help you meet even more people. It's called networking.

Ask All Of These People For Help With Your Search:

- every friend and family member
- every person in your address book
- every store owner or sales clerk you deal with
- every person who comes to your house to do repairs
- every gas station attendant you know
- every doctor or medical worker you know
- every teacher you know
- every religious leader you know
- every person in your church or religious group
- everyone you know in service groups or clubs
- every new person you meet
- every employer you talk to

- Let these people know you are looking for work.
- Give them a copy of your resume.
- Ask them if they know of any job leads.
- Check back with them from time to time.
Building Your Own Network

Activity #26

Write down the names of 3 people you know who can help you find work. Put each person's name in the A section. Ask each of these people for the names and numbers of 3 people who could also assist you. Put this information in the B sections. If you do this you will have made 12 contacts. Ask each new contact you make for more names. Before you know it, you will have a large network of people helping you.

A. __________________________________________
B. __________________________________________

___________________________________________

A. __________________________________________
B. __________________________________________

___________________________________________

A. __________________________________________
B. __________________________________________

___________________________________________
3. Asking Employers About Openings

Focus On The Employer's Needs, Not Yours!

It is best to find out what the employer's needs are before you contact them. That way you will know exactly how to sell yourself.

Use your contacts and the resources listed on page 99 to find out the following things about the employer before you call. You could even get the information by calling the employer yourself.

- What are their products or services?
- What skills or experience do they look for in people?
- What type of machinery do they use?
- When do they make hiring decisions?
- Is business growing?
- Who is the best person to talk to about job openings?

Take the time to find the answers to these questions. Then you will know who to talk to and what to tell them. Remember, you must make the most of every contact you have with employers.
Talking To Employers About Openings

There Are Three Main Ways Of Talking To Employers

1. In person
2. Over the phone
3. In writing (resume, application form, covering letter)

Always remember: your goal is to connect with the person who has the power to hire you. That would be the owner, manager, president, supervisor, crew chief, etc. Over the next few pages you will learn ways of doing this.

First, you must prepare yourself for talking to employers in person or over the phone. You have to make the most of the chances you get to talk to the person who has the power to hire you. You can do this by making a benefits statement, which is a short summary of your skills and interests.

A benefit statement is brief and to the point. Here's how it works:

1. Say hello to the employer and tell them your name.
2. Tell the employer about your experience and abilities.
3. Ask for a personal interview.
Benefits Statement

Here Are Some Examples Of Benefits Statements

Hello, my name is Bill James. I have two years of cooking experience in restaurants. I looked at your restaurant's menu and I can cook everything on it. Could I meet with you sometime to talk about how my skills would assist your business?

Hello, my name is Mai Chin. I have five years experience working on an assembly line in a tire plant. I have always paid attention to the quality of my work and I am a quick learner. May I meet with you sometime to discuss how I would add to your team.

Activity #27

**Prepare your own benefit statement. Make it simple and easy to remember. Follow these 3 steps.**

1. Say hello to the employer and tell them your name.
2. Tell the employer about your experience and abilities.
3. Ask for a personal interview.

Practice your benefits statement. Then you will never be without something to say when you talk to employers.
Talking To Employers In Person

Dress For Success

People often judge us on the way we look. It is important to look your best when searching for work. You never know when you might meet the person who can hire you.

Paying attention to the way you look can also make you feel better about yourself.

Things you should do to have a successful image:

- have clean, styled hair
- bathe and use deodorant
- shave or keep a neat beard
- have fresh breath
- have clean finger nails
- not overdoing it on jewellery, perfume or makeup
- wear clean clothes
- wear clothes that would be expected on the job
- wear a watch so that you can arrive on time
- have a binder or case that keeps your resumes wrinkle free (put some extra paper and pens in that binder, too)

And wear a winning smile!
Talking To Employers In Person

Going to visit an employer can be a good way of looking for work. It is your best choice if you do not have a phone. Three things are very important if you decide to apply for work in person.

Be Prepared

1. Look your best.
2. Have everything you need: resumes, references, pens, paper, etc.
3. Be polite and understand that the people you talk to are busy.

The Good Side

- It is a quick way to leave your resume or fill out an application.
- You might be lucky enough to meet with someone.
- People will remember you better if they see your face.

The Bad Side

- The people there may be too busy to speak with you.
- You often can't get past the front desk.
- It could be faster and cheaper to call first to see if it's worth going in person.
Talking To Employers In Person

What To Say When Visiting Employers In Person

1. Ask the front desk for the manager or the person in charge of hiring. It is best if you can ask for this person by name. You might be able to learn his or her name through your contacts or by calling first.

2. Tell this person your benefits statement.

3. Try to arrange a time for an interview. If they say no, see if you can leave your resume. Ask if there is good time to check back again.
Talking To Employers On The Telephone

Most experts agree that talking to employers on the phone is the best way to find job leads. The telephone is fast and easy. Your chances of reaching the person who has the power to hire you are higher on the phone than in person.

Be Prepared

1. Call from a quiet spot.
2. Have a pen and paper ready for addresses, people's names, directions, etc.
3. Have your resume handy in case you are asked for more information.
4. Use notes to help you get through the first few calls.
5. Practice by calling friends.
6. Be cheerful, polite and confident.

The Good Side

- The phone gives you the best chance of talking to the person who has the power to hire you.
- You can arrange to meet with people. Then you see people when they have the time to listen to you.
- The phone is a great tool for finding information.
- You can save a lot of time using the phone.
- You can do it from home, where you feel at ease.

The Bad Side

Many people feel uncomfortable using the telephone. A little practice will make you feel a lot better.
Talking To Employers On The Telephone

What To Say To Employers On The Telephone.

1. To the person answering the telephone

   A. If you do not know the manager's name

      Hello my name is _______. Would you please tell me the name of the person in charge of the _______ department? (write down name.) Thank you. May I please speak with him / her? Thank you. If you do not know the name of the department you should be speaking to, ask for the personnel office. If it is a very small employer, ask for the manager.

      OR

   B. If you do know the manager's name

      Hello, may I please speak with ____________ Thank you.

2. When speaking to the manager

      Hello ______ , my name is __________________________

      Read your benefit statement here __________________________

      __________________________

      __________________________

      __________________________
Talking To Employers On The Telephone

It is important to make the most of your talk with the manager. You have worked hard to reach this moment. Ask for an interview. If they won't do that, ask if you can send a resume. If they say no, ask if you can call again. Make sure you cover all your bases when you are talking to the manager. You might not get another chance to speak with him/her.

3. After step 2, follow the script in the box below.

<table>
<thead>
<tr>
<th>If they say yes to an interview</th>
<th>If they say no to an interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set date and time</td>
<td>&quot;I see. In that case may I drop and write down address. my resume off at your office and possibly see you for a few minutes?&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If they agree to meet you</th>
<th>If they do not agree to meet you</th>
</tr>
</thead>
</table>
| Set date and time               | "I see. May I still send you a resume?"

<table>
<thead>
<tr>
<th>If they will accept your resume</th>
<th>If they won't accept your resume</th>
</tr>
</thead>
</table>
| Get name, title and mailing address. | "Do you know of any other companies that might benefit from my skills?"

<table>
<thead>
<tr>
<th>If they have suggestions</th>
<th>If they don't have suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write down name of company and contact person. &quot;Thank you. May I use your name when I call them? Thank you.&quot;</td>
<td>&quot;One final thing, may I call you back in one month's time in case there have been any changes? Thank you. Goodbye.&quot;</td>
</tr>
</tbody>
</table>

If they have suggestions

"On final thing, may I call you back in one month's time in case there have been any changes? Thank you. Goodbye."
Contacting Employers By Writing

Sometimes you can only contact employers by writing to them. This is often the case in response to a want ad. If you are applying for work this way, it is best to attach a covering letter to your resume.

Be Prepared

1. Have the full mailing address.
2. Have the name (correctly spelled) and title of the person who has the power to hire you.
3. Attach a cover letter to your resume.

The Good Side

- Mailing is an easy way to look for work.
- Mailing is a cheap way to look for work outside your area.
- You can introduce yourself in a letter and then call later to see if they read your resume.

The Bad Side

- Mailing can get expensive.
- Busy people might not stop to read your resume.
- You don't have a chance to make a strong personal connection.
- Mailing without a follow-up phone call is not a good way to look for work.
Writing To Employers

What To Say When Writing To Employers

When you send your resume in the mail you need to attach a covering letter.

What Is A Covering Letter?

It is a letter you write to an employer to send with your resume.

- in response to a help wanted ad \textbf{OR}
- to ask about openings at a company

Why Use A Covering Letter?

1. It directs your resume to the person who has the power to hire you.
2. It tells the employer what job openings you are interested in.
3. It highlights your experiences and gets the employer to want to read your resume.
4. It tells the employer that you would like to meet with them for an interview.
5. It gives you a chance to make a personal connection with the employer.
January 26, 1997

Rachael Wilson,
Manager
Kingston Tool and Die
47 Brock Street,
Kingston, ON K7L 3G6

Dear Ms. Wilson:

I am interested in obtaining a position with Kingston Tool and Die. Enclosed please find my resume for your review.

As my resume shows, I have two years experience in machine operation and assembling products for shipping. I am also an energetic, responsible and hard-working individual.

I am confident that these are qualities which you expect and appreciate in your employees, and that my experience and abilities will make me a valuable addition to Kingston Tool and Die.

Please feel free to contact me at the telephone number listed above to schedule an interview at your convenience. I look forward to hearing from you in the near future.

Thank you for your consideration of my resume.

Sincerely,

Lisa Monroe
encl.
Writing To Employers

Covering Letter For An Advertised Position

If Lisa were applying for the following advertised job with the same company, she would change her letter.

Kingston Whig-Standard, April 19, 1997

Help wanted: Tool and Die Co. seeking machine operator. Must have 2 yrs experience and be able to work with a team. Send resume to Ms. Wilson, Kingston Tool and Die, 47 Brock Street, Kingston, ON K7L 3G6

Much of Lisa's letter would be the same, but she would add:

- the position she is applying for
- how she found out about the job
- how her experience matches what the ad asks for

It is important that you include these details in your written responses to want ads.
Covering Letter Sample For An Advertised Position

LISA MONROE

83 Barrie Street, Kingston, ON K7L 3L8 (613) 555-1000

Dear Ms. Wilson:

Please accept this letter as application for the Machine Operator position advertised in the Kingston Whig-Standard on April 19, 1997. Enclosed please find my resume for your review.

As my resume shows, I have the qualifications you are seeking. I have two years experience in machine operation and assembling products for shipping. I also enjoy working with teams and sharing my ideas with co-workers.

I am confident that these are qualities which you expect and appreciate in your employees, and that my experience and abilities will make me a valuable addition to Kingston Tool and Die.

Please feel free to contact me at the telephone number listed above to schedule an interview at your convenience. I look forward to hearing from you in the near future.

Thank you for your consideration of my resume.

Sincerely,

Lisa Monroe

encl.
Talking To Employers - A Review

There Are Three Main Ways To Connect With Employers:

- in person
- on the telephone
- by mail

The best job search should include all of them,

But

Most of your time should be spent using the telephone to arrange personal interviews with employers.
The Job Interview

If you stick to your job search plan, odds are you will be invited for a job interview.

What Is A Job Interview?

An interview is a meeting between a job seeker and an employer. The purpose is to see if there is a match between the person and the job. All of the steps you have taken so far have been leading to the interview. There is a lot riding on the interview. If you perform well, you could get the job. Once again, the key to success is preparation.

What The Employer Is Looking For

The employer already knows something about your skills and interests from reading your resume. They are using the interview to learn more about you as a person. Three questions are of key importance to the employer:

1. **Do you have what it takes to get the job done?**
2. **Will you get along with your co-workers?**
3. **Will you have good work habits and stay on the job?**

The interview does not give the employer a lot of time to know all this about you. So, their first impression of you will make a big difference.
The Job Interview

Three Easy Steps To Making A Good Impression

1. Preparation

- write down the time, date and place of the interview
- know who you will be meeting
- plan how you will get there and arrive 10 minutes early
- learn as much as you can about the job (ask the employer for a job description and use your contacts to learn more)
- read over the interview questions on the following pages and practice your answers (get a friend to pretend he / she is interviewing you)
- bring resumes, references, certificates, licences, pens and paper to the interview

2. Look Your Best

- find out what people who work there wear - ask an employee or visit to see for yourself
- have a clean interview outfit ready at all times
- do not smoke before the interview
- look organized: have your papers neat and clean in a binder or folder
- take a look back at the checklist on page 105 to see other ways of looking your best
The Job Interview

3. Show Interest, Friendliness And Confidence

- start the interview with a smile and a handshake
- remember the interviewers' names
- sit up straight and try not to fidget
- maintain eye contact with interviewers
- show that you have done research about the job
- ask questions that show interest
- talk about the good work you have done on the job and in your personal life
- thank the interviewers for their time and send a thank you note right after the interview
Interview Questions

There are many questions that you could be asked during an interview. The best way to prepare is to learn as much as you can about the job by using your network and asking the employer for a job description before the interview.

Identify your strengths and match them to each of the job duties and qualifications. Remind the employer of your strengths whenever you can during the interview.

Below are some of the most asked interview questions. Prepare for your interviews by planning answers to these questions. Practice your answers with a friend, on a camcorder or tape recorder.

Common Interview Questions

1. **Tell me about yourself.**
   
   Tip: state your qualifications, abilities and interests.

2. **Tell me about your experience with this kind of work.**
   
   Tip: state your experience, transferable skills and ability to learn (look at the work sheet on page 34 for your transferable skills).

3. **Why do you want to work here?**
   
   Tip: state what you know and like about the employer. Tell them that your skills match what they are looking for. Do not focus on wages and benefits.

4. **Why did you leave your last job?**
   
   Tip: if the reasons were beyond your control (lay off, end of contract), just politely say so. If you quit or were fired, say what you did well on the last job, but overall it just was not the right job for you. Focus on the positive and never say anything bad about your employers.
Interview Questions

5. What would you like to be doing 5 years from now?
   Tip: tell them that you want to stay and grow in the same field.

6. What did your last employer think of you?
   Tip: tell them what your employer liked about you. Share any letters of recommendation you have, and mention positive performance evaluations and awards. Do not say anything negative about the employer.

7. What is your greatest strength?
   Tip: state the skill or ability that would help you in this job more than any other. Back it up with an example like this: "I work really well with people. On my last job I was asked to plan the summer picnic."

8. What is your greatest weakness?
   Tip: state a weakness that you have taken steps to improve. Tell them that it would not affect the job. Do not pick something too personal. Example: I am a little behind on my computer skills, but I am catching up by taking courses at the adult education centre.

9. How is your health?
   Tip: If you have a health problem that will not prevent you from doing your job, don't mention it. If you do have to mention a problem, convince the employer that you are still capable of doing the job.

10. How long have you been out of work? How often have you changed jobs?
    Tip: if you have been out of work for a long time, tell the employer how you have been adding to your skills and knowledge. Point out any upgrading or volunteer work you have done. If you have changed jobs a lot, tell them about jobs that ended due to lay-offs and other reasons beyond your control. Do not talk about quitting or being fired unless you have to.
Interview Questions

If You Left A Job On Bad Terms

Sometimes, in an interview you will have to explain a bad work situation from the past. The employer might want to talk to your supervisor from a job that you left on bad terms. It is better to explain the situation in your own words, before they talk to the supervisor about it.

**The number one rule** is to never say anything negative about your past employers. If you do, the interviewer will think you have a bad attitude.

Suggested Answers

- "I needed a change in my career"
- "it was not the right job for me"
- "because of changes in my duties, the job was no longer right for me"
- focus on the things you did well on the job that the employer would likely agree are true

Another Idea

If you had a problem with your supervisor at an old job, try to find another person at the company to be a reference for you. Someone who was not as involved in the problem might be more willing to help you. Try asking a manager or the head of personnel. Maybe you could get a simple reference letter from them confirming when you worked there and listing some of your good qualities.
Ask Good Questions

One of the best ways to show your interest in a job interview is to ask questions. You are usually given a chance to ask questions at the end of the interview. Employers might think you are not interested in the job if you do not have any questions. It is best to prepare some questions that show that you're excited about the job.

Good Questions To Ask In An Interview

- What are the main duties of the position?
- What skills are you looking for?
- What are the hours for the position?
- When will you be making your hiring decision?
- I would like to know more about __________________________. (Something That Interested You)

Questions You Should Not Ask (Until You Get the Job Offer)

- What are the wages and benefits?
- How much vacation or sick time is there?

Asking these questions at the interview will make the employer think you only want what's best for you.
Interview Mistakes

It is true that we can learn from the mistakes of others. Employers have given the following reasons for not hiring people. Keep them in mind as you prepare for your interview.

Top Reasons For Not Being Hired

1. Arrived late for interview (call if you must be late)
2. Poor appearance
3. Had a "know it all" attitude
4. Poor language
5. No goals
6. No confidence, too nervous
7. Only interested in money
8. Appeared to be hiding the truth
9. Impolite
10. Said bad things about past employers
11. No eye contact
12. Limp hand shake
13. Showed no interest in the company
14. Offered only short yes and no answers
15. Not willing to start at the bottom
Interview Planning Sheet

Activity #28

Next time you get a job interview, fill out this interview planning sheet. The hard work you do before the interview will separate you from the pack.

1. Where is the interview and at what time? How will you get there?

2. What is the job title and the duties (ask for a job description)?

3. What do you know about the employer's products, customers, etc?

4. What will you say about your experience, skills, goals and interests?
5. What questions are you going to ask about the job?

6. Are there any problem areas you are worried about (being fired from a job, not having a diploma, etc.)? How are you going to deal with them?
The Job Offer

It is very exciting to receive a job offer. But don't let that excitement get in the way of learning important details about the job. Now is the time to ask questions. If you need to think about accepting the job, ask the employer for some time to consider it. Set a time within one day to call about your decision.

If you decide not to take the job, call the employer and thank them for the offer. This connection may be useful to you in the future.

Before Accepting An Offer, Ask The Employer:

- the job title and duties
- the salary and benefits
- the hours of employment
- is it permanent or temporary employment
- is it a union position
- what kind of training will you get
- when your performance will be reviewed
- chances for promotions and raises
- is the work covered by Employment Insurance

Keep this list by the phone after a job interview.
The Job Offer

If You Accept The Job, Ask:

- the day and time that you start
- the address you will be working at and directions
- who you will report to
- identification you should bring
- clothing or tools you should bring
- what the dress code is
- if there is parking available
- if there is any preparation you can do before you start

Keep this list by the phone after a job interview.
Self-employment

Self-employment is becoming a popular choice for many job seekers. If you cannot find a job, you may be able to create your own ways of making money.

The easiest way to become self-employed is to try to use your personal network to sell a certain service, like lawn cutting. You could even make a simple business card like the one below that you could deliver to home owners and other possible customers.

Bill Belkamp

*Property Maintenance*

- Lawn care
- Farm hand
- Odd jobs
- Repairs

Hard work at a low cost
Call 555-1000

Business cards are quite easy to make on a computer. If you would like to have a card made, ask your learning centre if they can help.

Starting A Business

If self-employment is your best long-term choice, you might want to start a small business. This will take quite a bit of planning and hard work. There are agencies that can help you get started:

- Human Resources Canada offices - ask about their Entrepreneur Program
- Community Development Corporations
- some cities / towns have business development offices
- many banks have worksheets to help new businesses
- libraries have a large selection of books on small businesses
Section Four Questions

Activity #29

Please practice your writing skills by answering the following questions with complete sentences. Also, make sure your spelling is perfect. That is what employers would expect from you.

1. What are the three types of resumes? Which is the best for you? Why?

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

2. Why do you think employers are interested in your volunteer work? Is there an agency that you would like to volunteer for?

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
3. Explain the five ways of helping your references.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Section Four Questions

Activity #29 (continued)

4. What are the top five ways of looking for work? Which is the greatest challenge for you? Why?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

5. What six things should you know about an employer before asking them about job openings?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

6. Why is it important to prepare a benefits statement before contacting employers? Who should you always try to get in touch with?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
Section Four Questions

Activity #29 (continued)

7. What are the three MAIN ways of contacting employers? Which way should take most of your time?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

8. Give at least three good reasons for using a covering letter?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
9. What three MAIN things is the employer looking for in a job interview?


10. What are the three easy steps to making a good impression in an interview?


Tell the whole world about yourself!
Section 5

Keeping The Job
Your First Day

Everyone wants to do a good job. It can be hard to know what you're supposed to do when you start. Remember, your employer will not expect you to know everything right away. **They will be looking closely at your appearance, attitude and ability to work with others.**

Guidelines To Follow On Your First Day

- know your way to work and get there on time
- have child care and other matters taken care of well ahead of time
- have your Social Insurance Number with you and be ready to fill out many work-related forms
- dress well and pay attention to personal appearance
- show interest and excitement
- do not tend to personal matters on company time
- learn company rules
- find out when your breaks are and stick to them
- listen and learn
- ask questions whenever you are not sure of what to do
- get to know everyone you will be working with
- bring a notepad to record names, numbers, etc.
- be business-like: don't use foul language or get too chummy with people
"You Never Get A Second Chance To Make A First Impression."

Like it or not, people judge each other by the way they look. People at the workplace will make judgements about your attitudes based on your personal appearance. What they think about you could make a big difference in your early success on the job.

Tips For Looking After Appearance

- wear clean, pressed clothes that suit the job
- keep hair clean and styled
- bath regularly
- keep fingernails clean and clipped
- stay clean shaven or keep a neat beard
- use deodorant
- keep a clean work area
What Employers Expect From You

Keeping a job is harder than it used to be. Lay offs are common and there are a lot of people competing for the jobs that remain. To keep your job, you will need to give 100% to everything you do at work. This includes keeping a positive attitude, working well with others and continuing to learn.

Be There At The Right Time

- Be at work when expected. Do not miss a day unless it is an emergency. Let your employer know if you cannot make it.

- Be on time. Better yet, arrive a little early. Call if you are going to be late. Even being a couple of minutes late can harm your image.

- Do not take long breaks, even if others are doing it.

Get The Job Done

- Stick with the task until the job is done.

- Keep yourself busy at all times. If you run out of work, ask for more.

- Follow instructions. Ask questions if you do not understand what you are supposed to do.

- Pay attention to quality. Do things the way they are expected to be done.

- Keep thinking of ways to improve the quality and speed of your work.

- Pitch in during the extra busy times. You may need to do something extra or even work late. Your commitment will be noticed.
What Employers Expect From You

Show A Positive Attitude

- Be willing to take on new duties.
- Look for chances to learn new skills.
- Have a positive attitude toward change.
- View new work as a challenge, not as a burden.
- Be energetic and tell people that you enjoy your job.
- Leave personal problems at home.
- Do not let the bad attitudes of others drag you down.
- Respect company time, property, equipment, and information.

Work Well With Others

- Help with making decisions and supporting the results.
- Respect differences between people.
- Use "give and take" when working with people.
- Respect the thoughts and opinions of others.

Continue Learning

- Add to your math and communication skills.
- Learn how to use new machinery.
- Improve your ability to organize your time and energy.
What Employers Don't Expect From You

It is not always easy to know exactly what employers expect from you. You must use your listening skills to find out. When things are not clear, ask questions. Since you are still learning, no one expects you to be the perfect employee.

Things will go wrong. It's your reaction to these problems that counts. Always show that you want to learn more so that you can do the job right. If you have the right attitude, you will be given the time you need.

Look at the following list of reasons why people lose their jobs. Having a bad attitude is the main reason.

Top 12 Reasons For Getting Fired

1. Little interest in getting work done. (Bad Attitude)
2. Too many days off work and late starts. (Bad Attitude)
3. Lack of loyalty. (Bad Attitude)
4. Being impolite to workmates. (Bad Attitude)
5. Lack of speed. (Bad Attitude)
6. Not paying attention to detail. (Bad Attitude)
7. Not sticking with things until they are done. (Bad Attitude)
8. No interest or excitement. (Bad Attitude)
9. No pride in speech or appearance. (Bad Attitude)
10. Lack of responsibility. (Bad Attitude)
11. Lack of respect for authority. (Bad Attitude)
12. Lack of respect for the property of others. (Bad Attitude)
What If The Job Is Too Hard?

Sometimes the work we need to do just seems over our heads. This can cause a person to be down on themselves or even angry. These feelings will not solve the problem. They will probably make it worse. There is only one way to deal with it, you must learn how to do the job. The sooner you deal with it, the better you will feel.

Hints For Learning How To Do Your Job:

- ask your co-workers to show you how it is done
- ask for extra information that you can study at home
- tell your supervisor that you need more training

If you still have problems after taking these steps:

- talk to your supervisor about being transferred to another job.

No matter how bad the problem is, do not bottle up your feelings and get angry or quit the job. There are often answers that you have not thought of. Talk it out with your supervisor. Show that you want to do the job well and are willing to learn. Your positive attitude will make them try their best for you.
Activity #30

Use the following checklist after you have been on the job for a while. It is important to look at your work habits for areas that can be improved.

<table>
<thead>
<tr>
<th>Check <strong>how well you are doing</strong></th>
<th>Always</th>
<th>Almost always</th>
<th>Needs improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>I go to work and arrive on time everyday</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I wear suitable clothing and care for my appearance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I follow directions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I ask for help, when I need it</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am willing to learn new things</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I pitch in when there is extra work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I get along with others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I finish my work on time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can accept criticism</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I add new ideas to solve problems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I leave personal problems at home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I do my best to stay busy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I keep a positive attitude</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I pay attention to quality and detail</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Your Rights

There are many laws that cover your rights on the job. You will want to get more information about your rights if you:

- were fired from your job
- have not been paid for work that you did
- have been injured or forced to work in an unsafe place
- have been discriminated against
- have been harassed

There are too many laws to mention here. If you feel you have been mistreated on the job, talk to your union if you have one or contact your closest:

- Ministry of Labour Office
- Human Rights Commission Office

You'll find them in the blue pages of your telephone book.
Activity #31

Please practice your writing skills by answering the following questions with complete sentences. Also, make sure your spelling is perfect. That is what employers would expect from you.

1. What three things will employers be watching closely for on your first day?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. Examine the list of guidelines to follow on your first day. What would you add to the list? Please explain your answer.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. What are the five MAIN things that employers expect from you?
Section Five Questions

Activity #31 (continued)

4. What are three things you can do if you are having problems learning your new job?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

5. Now that you have completed this manual, list at least five ways that you could improve your job search.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Congratulations

You have successfully completed this manual. Your efforts will make a big difference in your job search and your success at work. Keep the manual handy for whenever an employment question comes up.

If you would like more information about the world of work, contact your nearest literacy centre, Human Resources Development office, Social Services office or visit your local library.

Best Of Luck With All Of Your Goals!
# Work on the Web

<table>
<thead>
<tr>
<th>Web Site</th>
<th>Address</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Careerclick</td>
<td><a href="http://www.careerclick.com">www.careerclick.com</a></td>
<td>thousands of Canadian jobs</td>
</tr>
<tr>
<td>Career Gateway</td>
<td><a href="http://www.edu.gov.on.ca/eng/career/">www.edu.gov.on.ca/eng/career/</a></td>
<td>MTCU - career exploration, job search skills, employment legislation, training info</td>
</tr>
<tr>
<td>Career Paths</td>
<td><a href="http://www.careerpathsonline.com">www.careerpathsonline.com</a></td>
<td>interactive exercises to help with career choices</td>
</tr>
<tr>
<td>Interactive Training Inventory</td>
<td><a href="http://www.trainingiti.com">www.trainingiti.com</a></td>
<td>HRDC - a database of training opportunities</td>
</tr>
<tr>
<td>Job Bank</td>
<td><a href="http://jb-ge.hrdc-drhc.gc.ca/index.html">jb-ge.hrdc-drhc.gc.ca/index.html</a></td>
<td>HRDC - access to jobs posted in your community</td>
</tr>
<tr>
<td>Job Search Canada</td>
<td><a href="http://www.jobsearchcanada.about.com">www.jobsearchcanada.about.com</a></td>
<td>latest job search information</td>
</tr>
<tr>
<td>Monster.ca</td>
<td><a href="http://www.monster.ca">www.monster.ca</a></td>
<td>thousands of jobs and excellent research material</td>
</tr>
<tr>
<td>Work Info Net</td>
<td><a href="http://www.workinfonet.ca">www.workinfonet.ca</a></td>
<td>a network of over 2000 Canadian web sites regarding jobs, career selection, training, and workplace issues.</td>
</tr>
<tr>
<td>Onestep-Ont.</td>
<td><a href="http://www.onestep.on.ca/">www.onestep.on.ca/</a></td>
<td>relates to the efforts of not-for-profit organizations that sponsor projects that help unemployed people prepare for employment</td>
</tr>
<tr>
<td>Workopolis</td>
<td><a href="http://www.workopolis.com">www.workopolis.com</a></td>
<td>thousands of Canadian jobs and some good articles</td>
</tr>
<tr>
<td>Worksearch</td>
<td><a href="http://www.worksearch.gc.ca">www.worksearch.gc.ca</a></td>
<td>HRDC - an interactive guide to all aspects of the job search</td>
</tr>
</tbody>
</table>
Group Activities

Exercise #1: problem solving / use in connection with activity #4.

Using the problem solver information on page 15, ask the group to brainstorm solutions to the problems pointed out in Activity #2 (page 12). You may want to divide the class into groups and have each group work on two or three of the problems. Ask the groups to present their answers to the class. It would be helpful if the answers were written on flip chart paper so they could later be put on the wall for future reference. If you prefer, ask the group to generate their own list of problems to solve as part of this activity.

Message: most problems can be solved by creative thinking. Teamwork can often lead to new perspectives.

Exercise #2: positive attitudes - use after section one has been completed

Divide the class into groups and distribute all three of the following case studies to each group. Ask the groups to analyse each case, identifying the problem attitudes. Have them offer new, more positive perspectives on these situations. Ask each group to present their answers to the class.

Raoul is depressed because he has been looking for a job for a very long time without much success. He is ready to give up on the whole thing because he believes that "there are no jobs out there." Besides this, he is busy going through divorce proceedings, and that is his first priority so that he can get his life "back on track." He thinks that if he waits until he is officially divorced there will be more jobs out there.

Carol was actively looking for work for two months, but had no luck. She doesn't have a grade 12 diploma, so she concluded that "no one will hire me" because of her lack of education. She has become quite angry and blames society for judging her unfairly. Deep inside, however, she blames herself. She feels that she really isn't smart enough to get a good job. Her anger is slowly turning into depression. The last time Carol fell into a slump it took her a year to pull out of it. She is so overwhelmed that she can't even bear to think about job searching.

Ivan goes to the employment centre three afternoons per week to check the job bank. Sometimes, he'll check out the newspapers as well. He's been doing this for six months now and has concluded that "I've tried everything...it doesn't work." He has seen some minimum wage jobs advertised on occasion, but he won't apply for them because they wouldn't give him much more money that he receives from "welfare." Ivan is wondering whether there's any point to job searching.

Message: people often get into a rut and lose hope of making any positive changes to their lives. Viewed from the outside, however, there are usually solutions within reach. When you find yourself losing hope, turn to your support network for encouragement and new ideas.
Group Activities

Exercise #3: personal qualities - use in connection with activities #8 & #9.

Have different groups look at want ads to identify personal qualities that are sought for various types of positions. For example, the Toronto Star has ads for Restaurant and Hotel Help, Office Help, Skilled and Technical Help, etc. Flip chart their answers and note themes.

Ask groups to identify personal qualities that they would seek for employees in the following fields: Nurse, Firefighter, Police Officer, Judge, Construction Worker, and Cook. Have the group choose some professions, then identify the personal qualities for these jobs. Flip chart their answers and note themes.

Arrange the group into pairs. One person will explain the type of work he or she is interested in to his or her partner. The partner will then think of a list of personal qualities that they would expect to see in that type of employee. The first person will respond to the list by providing examples of how they have demonstrated these qualities in the past. The partners will then switch roles.

Message: everyone has personal qualities that they can use for self-promotion. These qualities are vital employability traits.

Exercise #4: transferable skills - use in connection with activity #12.

Have the group(s) identify the transferable skills on the resume on page 68. Ask them to generate new types of work that this person could look for based on these transferable skills. Ask people to do the same with their own transferable skills worksheet. See if they can identify at least three new fields of work where they could apply these skills. Have them explain the rationale for each new field to the class.

This exercise could be expanded to demonstrate the value of volunteer work or an Ontario Works community placement. The instructor could provide examples of volunteer activities and ask the class to identify jobs that the learned skills could be transferred to.

Message: old skills can be used to open up new opportunities. Furthermore, you can use volunteer work to develop new skills while you are unemployed.
Exercise #5: study your way to work - use after completing activity #14.

Using all of the personal inventories in section two and using Lisa's Story (page 30) as an example, ask the group(s) to compile a list of skills, personal qualities, etc. that they have already demonstrated by being students at your learning centre. What jobs could they apply these attributes to?

Ask each group to present their answers to the class. Make a master list and give one to each participant for future reference.

Message: make the point that their current efforts will greatly enhance their employability. Students don't have to wait until their education is completed before applying for work.
Group Activities

**Exercise # 6: what you should know about a job - use in connection with activity #18.**

Sometimes people decide on a line of work without really investigating whether it is suitable for them. Make time for people to complete activity #18 (job survey) and ask them to discuss the responses and the value of the activity.

Break into groups and ask the group(s) to identify important questions they should you ask about employment opportunities before making a commitment. Examples include questions about qualifications, wages and working conditions. Have each group present their questions. Point out themes and make a master list that can later be used for exercise eight.

As a class, brainstorm ways of finding answers to these questions (e.g. identify sources of information). Try to get them interested in going to a resource centre for a research session.

Message: employment is a big part of life. You can't afford to make bad decisions. It is better to know now what you might be getting into. Being a good job searcher involves asking a lot of questions.

**Exercise #7: research session - use after section three is completed**

Organize a trip to a local resource centre (HRDC, Ontario Works or a library). Call in advance to see if they have up to date information and a room where your group can work. Ensure that they have the latest version of Job Futures, which is a very comprehensive look at employment in Canada. You will also need access to a directory of local employers.

Give each student the master list of questions from the previous lesson and ask them to find the answers for a field of work that is of interest to them. Also, ask the students to research local employers for this type of work, noting the following information for at least three of them.

Phone:
Fax:
Mailing address:
email:
Contact person:
Number of employees:
Business details:
When you return to the class, evaluate the value of the excursion. Discuss what sources were useful, and what they found out. See if the research increased or decreased students' interest in their selected jobs. This information should be saved for a future exercise. Ask each student to hand in their research material for review. Return it to them for use in a future exercise.

Message: employment decisions must be based on good research. This information is available to you for free from a variety of sources. A fair portion of your job search should be spent at resource centres investigating types of work, work conditions and job leads.
Group Activities

Exercise #8: know your resume - use after activity #23 is completed.

Assuming that your students have a resume (if not a completed resume fact sheet will do), match them up with partners who have similar job goals. Ask each pair to exchange resumes. Each student will then prepare 10 difficult questions to the other about his or her resume. Students should be given 15 minutes notice of the questions that they will asked so they can prepare their answers.

Sample questions:

"What were your daily responsibilities at the gas station?"
"Why did you leave your job there after only three months?"

Message: you must be able to stand behind everything that's on your resume. Be prepared to back up all statements with facts and details. Your resume will get your foot in the door, after that you need convince employers that you can get the job done. If you are not persuasive, you will not get the job.

Exercise #9: applications - use after activity #24 is completed.

Provide the class with time to ask actual employers for application forms. If necessary discuss in advance how to approach employers. It would be worthwhile asking them how they feel when they ask for an application form. Once the collection is completed, ask the group(s) to compare and contrast the applications that they have gathered. Can they identify any illegal questions? Ask the group as a whole what they find to be the most difficult (or personal) parts of the application form. Use this as an opportunity to review the tips on pages 84 - 95. Solicit feedback on how the actual requests for application forms worked out. Acknowledge both positive and negative experiences. Ask for input on how the job seeker could improve this part of the job search.

Message: employers will make judgments based on your application forms. They will be looking closely for spelling errors, neatness, and your ability to follow instructions. The way you complete an application form could literally change your life. Prepare right down to the finest detail.
Exercise #10: cover letters - use after page 115 has been reviewed.

Ask students to find an ad or a job posting for a job that they would like to have. This is just for practice so they can select a job from a paper like the Toronto Star if they like. Have them write a rough draft of a cover letter for the job and submit it for proofreading and editing. After the changes have been made and approved, break the students into groups. Ensure that each group member receives a copy of the other letters written by their group and the ads that they were prepared for. Group members will then assess the letters, focusing on their merits and providing helpful suggestions. Students should document this feedback and make the appropriate changes to their letters. The instructor should edit the letters one last time.

Message: cover letters are hard work at first, but they make a big difference. A cover letter shows the employer that you have taken the time to learn about their organization. The letter indicates that you care enough to take a personal approach to job searching. This may earn you a more personal response from the employer. Preparing a letter also gives you a chance to show off your writing skills, which may increase your chance of getting the job.
Group Activities

Exercise #11: applying for a job - use after page 116 has been reviewed.

Give the group time to prepare for and apply for an actual attainable position (it can be a cold call). First, provide time to consult newspapers, HRDC, Ontario Works and other sources. Ask participants to explain their plan and how they discovered the relevant information to the group. The plan should be supported with actual newspaper clippings, job postings, business directories, applications, etc. that were collected during the preparation period. The exercise will be completed by having students share information about their activity and providing suggestions on how the process could be improved next time.

Message: job searching is something that you improve on with practice. It can be very hard finding the right approach to take with employers. Everyone needs to develop their own style.

There will be some awkward moments along the way, so don't be too hard on yourself when you get tongue-tied while applying for a job. Make sure you learn from these difficult experiences by evaluating them. Write down what went wrong and how you could improve next time. Learn from your mistakes so you can be better prepared next time.

Exercise #12: take a breather - use the day after the previous activity as a reward.

Take a break from job searching and spend an afternoon building self-esteem. Plan a "feel good about yourself day." Have everyone brainstorm a list of tasks that need to be performed in order to throw a party. Ask them to volunteer for a task based on a self-identified talent. (cooking, organizing, computer skills, hosts, activity planners). Affirm these talents by assigning additional duties that are consistent with them. On the day of the actual event, hold a ceremony in which certificates are granted recognizing the talent that each person contributed to the party. You could add to the certificate by indicating what transferable skills are embedded in the talent. See if you can expand students' network by inviting influential people to the actual party.

Message: job searching is bound to take a toll on your self-esteem. It is not easy to rebound after being rejected for a job. You will need to dig deep at times to remind yourself of what you have to offer employers. Take a time out on occasion and pat yourself on the back for all the hard work you have done.

Exercise #13: job interviews - use after activity #28 has been completed / reviewed.

Ask students to review and prepare answers for the interview questions on pages 120 - 121. Ensure that they conduct some research on a company / position. They have the option of using the information gathered from the trip to the resource centre. Match them up with two other participants, preferably ones with the similar job goals. Have them take turns Group Activities interviewing each other, with the third person playing the role of the observer. Ask each student to submit a personal evaluation that includes the comments of their teammates and self-improvement goals. This exercise is much better if you can videotape the interviews.
Message: the whole job search process is geared towards getting an interview with an employer. Resumes and application forms will only take you so far. No one gets a job without impressing the employer in person. Once again preparation is the key. The employer is looking for three things: if you have what it takes to get the job done (skills); if you will get along with your co-workers; if you will have good work habits and will stay on the job. Most questions will be based on these three concerns. Prepare and practice your answers. Don't just focus on saying the right things that employers want to hear. You need to think about your experiences and provide examples to support what you are saying.
Group Activities

Exercise 14: final presentation - use once the manual has been completed.

Significant preparation time will have to be provided. Divide the class into groups of four and ask them to make a presentation on one component of the job search process. Discuss in advance the attributes of a good public speaker and use the same criteria to assess the presentations. The criteria should include: body language, confidence level, eye contact, effective (not dependent) use of notes, strong voice, use of supportive materials, etc. Each participant should speak in front of the class for at least two minutes. Ask other members of the class to complete evaluation forms for each group presentation. You might want to enhance this exercise by first holding a workshop with a representative from the Toastmasters.

Message: looking for work is much like public speaking. You need to use your communication skills to impress people. Strong communication skills send a message of confidence and dependability. Good public speaking skills will greatly enhance your chances of getting a job.

Exercise 15: your job search plan - use once the manual has been completed.

Ask the students to commit themselves to a month of job searching activity. Encourage them to follow the methods that they have learned in the course. It is important that they give it an honest try with a fresh new attitude. It is best if they set goals with time frames for the following categories: research, networking, agency contacts, lead development, employer contacts, follow-ups. Ask them to share their goals with the class and to submit a copy of their written plan to you. Suggest that they use the job search log on page 97 to document their future activities. If possible arrange a time for them to return briefly in two weeks to show you what they have achieved. This resulting sense of accountability could be a motivating factor.

Message: effective job searching requires preparation and an action plan. Looking for work should be a daily event and it covers several types of activities. People should develop a steady rhythm of developing leads, applying for work and following up with employers. Finding a job rarely happens by accident. Success requires a plan.
Learning Outcomes Articulation

The learning outcomes listed below are meant only as a guide. They are by no means exhaustive, as each student learns in a different way. The manual was designed for a level 3 learner, therefore, for the most part, the outcomes I have chosen to highlight fall within this category.

Terminology: L3=level 3, SM=success marker, TM=transition marker

Read with understanding for various purposes

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read and Comprehend</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12  13  14  15</td>
</tr>
<tr>
<td>Read a short text L2 (SM)</td>
<td></td>
</tr>
<tr>
<td>Read a short(er) text L2 (TM)</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12  13  14  15</td>
</tr>
<tr>
<td>Follow written instructions L2 (TM)</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12  13  14  15</td>
</tr>
<tr>
<td>Read to Find Info / Research</td>
<td></td>
</tr>
<tr>
<td>Uses conventions of formal text to locate / interpret info L3 (SM)</td>
<td></td>
</tr>
</tbody>
</table>
## Write clearly to express ideas

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Write for various purposes</strong></td>
<td>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15</td>
</tr>
<tr>
<td>Uses simple / complex sentences L3 (SM)</td>
<td></td>
</tr>
<tr>
<td>Provides factual content accurately completely L3 (SM)</td>
<td></td>
</tr>
<tr>
<td>Completes forms (non-personal) L3 (TM)</td>
<td></td>
</tr>
<tr>
<td>Begins to write for more complex purposes L3 (TM)</td>
<td></td>
</tr>
<tr>
<td>Completes forms beyond identifying information L2 (SM)</td>
<td></td>
</tr>
</tbody>
</table>

### Visual presentation
Write legibly L2 (TM)

### Grammar
Write simple compound sentences L3 (TM)

### Punctuation
Uses correct Punctuation L3 (SM)

### Spelling
Uses a dictionary thesaurus to confirm spelling L3 (TM)

### Vocabulary Building...
Chooses words that are most effective for their purpose L3 (TM)
Learning Outcomes Articulation

Terminology: L3=level 3, SM=success marker, TM=transition marker

Read with understanding for various purposes

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Read and Comprehend</strong></td>
<td></td>
</tr>
<tr>
<td>Read a short text L2 (SM)</td>
<td>16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td>Read a short(er) text L2 (TM)</td>
<td>16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td>Follow written instructions L2 (TM)</td>
<td>16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td><strong>Read to Find Info / Research</strong></td>
<td></td>
</tr>
<tr>
<td>Uses conventions of formal text to locate / interpret info L3 (SM)</td>
<td>16 17 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td>Begins to develop research skills L3 (TM)</td>
<td>16 17 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td>Uses note-taking L3 (TM)</td>
<td>16 17 19 20 21 22 23 24 25 26 27 28 29 30 31</td>
</tr>
<tr>
<td>Outcomes</td>
<td>Activities</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>Write for various purposes</td>
<td>Uses simple / complex sentences L3 (SM)</td>
</tr>
<tr>
<td></td>
<td>Provides factual content accurately completely L3 (SM)</td>
</tr>
<tr>
<td></td>
<td>Completes forms (non-personal) L3 (TM)</td>
</tr>
<tr>
<td></td>
<td>Begins to write for more complex purposes L3 (TM)</td>
</tr>
<tr>
<td></td>
<td>Completes forms beyond identifying information L2 (SM)</td>
</tr>
<tr>
<td>Visual presentation</td>
<td>Writes legibly L2 (TM)</td>
</tr>
<tr>
<td>Grammar</td>
<td>Writes simple compound sentences L3 (TM)</td>
</tr>
<tr>
<td>Punctuation</td>
<td>Uses correct Punctuation L3 (SM)</td>
</tr>
<tr>
<td>Spelling</td>
<td>Uses a dictionary &amp; thesaurus to confirm spelling L3 (TM)</td>
</tr>
<tr>
<td>Vocabulary Building...</td>
<td>Chooses words that are most effective for their purpose L3 (TM)</td>
</tr>
</tbody>
</table>
Learning Outcomes Articulation

Group Activities

For the group activities, I have decided to focus primarily on outcomes that relate to verbal communication. The reading outcomes have been included as well because they seemed particularly strong.

**Terminology: L3=level 3, SM=success marker, TM=transition marker**

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating interpersonally</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support personal opinion or make a case to a colleague clearly and coherently L4 (TM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Encourages responses from others by questioning appropriately L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to converse with familiar or unfamiliar individuals L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication in a group</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaks clearly when making presentations L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributes ideas to help solve problems, and listens/responds constructively to the ideas of others L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Explores with instructors, tutors and peers, strategies for communicating effectively with others in a variety of situations L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read to find information and for research</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uses a dictionary or other reference resource as needed L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uses research skills L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locates departments, organizations, and individuals with info on a certain topic of personal interest L2 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read and interpret</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Makes judgements and draws conclusions about the content in written materials L3 (SM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Learning Outcomes Articulation

Group Activities

**Become a self-directed learner capable of achieving the best results possible in work and personal life**

The group activities offer a number of possible demonstrations, including:

- learner reports greater confidence in his / her skill
- increased participation in the program observed
- increased readiness to try new learning challenges and assignments
- increased readiness to take constructive criticism of own work
- increased readiness to offer constructive criticism of other's work, if asked to do so

**Set, monitor and revise long and short-term goals**

The group activities offer a number of possible demonstrations, including:

- learner develops a plan for the achievement of personal goals
- learner seeks and considers advice and guidance when goal-setting and planning
- learner demonstrates increased goal-orientation
People seeking basic skills assistance are often doing so as part of an effort to broaden their employment opportunities. This manual has been written to help those learners learn more about job searching as they improve their basic skills. This second edition includes group activities, chapter questions and updated information.

Finding the Right Job is a complete job search system, addressing many issues relating to basic skills learners. Emphasis is placed on topics such as winning attitudes, employability skills, filling out forms and job retention. The desired outcome is for the learner to be ready for an effective job search.

Many activities relating to personal awareness and the development of job search documents have been included to facilitate this outcome. These activities have been articulated for the MTCU's Learning Outcomes so that learners can experience immediate progress as they begin their job search efforts.

The manual was originally designed to be a relatively independent learning project. However, since job searching is not something to be done alone, readers are encouraged to work with others. This new edition includes some group activities that will offer students the opportunity to practice their skills and raise their interpersonal awareness.

Some learners will not be able to work through the manual alone. They may prefer to work with a tutor or a group. Either option will work well; the manual was designed for adaptability. You may even choose to simply use relevant worksheets for specific tasks, like resume writing and filling in application forms. Adapt it to the needs of your learners, but remember in order to find work today, people must give 100% to each aspect of the job search process.

Finally, job searching is an active process. Learning should be applied in real situations. Your learners would benefit if you supplement this information with local newspapers, telephone directories and other resources. Encourage them to get involved in job finding clubs and pre-employment training programs. Most of all, stress the importance of direct contact with employers and provide support to your learners' efforts to get out there and promote themselves.

Keith Harford, Instructor
Prince Edward Learning Centre