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  Skill Identification
UNIVERSITY TRANSITION EMPLOYMENT WORKSHOPS

The following options have been created to assist those affected by budget-related reductions-in-force. Please discuss these program/workshop options with your manager to choose the option which is best for you and the department.

**Option 1 – Human Resources**

Human Resources developed a two-hour workshop for any current staff or persons affected by reduction-in-force at the University, exempt and non-exempt as well as persons with or without a college degree.

The **Job Seeker Career Workshop** will provide:

- Resume writing
- Networking tips
- Interviewing essentials

For more information or to register visit [www.hr.utah.edu/training](http://www.hr.utah.edu/training) or call: 801.585.2300.

**Option 2 – Alumni Career Services**

Alumni Career Services (ACS) is a partnership between the University of Utah Alumni Association and Career Services to provide the following options. In this particular case, you do not need to be a U of U Alumni or join the U Alumni Association to take advantage of these services.

**Career Jump Start-Intensive Program ($250.00)**

- Geared to the exempt-level professional with a university or college degree.
- Tailored tips from a professional résumé writer to help you craft a winning results-driven résumé
- Analysis of your shortcomings for your career objectives
- Mock interviewing to prepare you for the challenge
- Six one-hour private coaching sessions (by phone or in person)
- Access to all proprietary web-tools including Ucareerlink, CareerBeam, InterviewMastery and Career LiftOff.

**Individual A La Carte Offers**

- Introductory career consultation session of one-hour ($40.00)
- Access to CareerBeam ($50.00)
  - Job Board access
  - 10 different assessment tests to analyze your talents, interests, and skills
  - Résumé, cover letter, and interviewing advice along with tactical search strategies
- Access to Ucareerlink for six-months ($50.00)
  - Access database of job postings with employers approved and registered employers with Career Services.

To register for these services call 801.581.5469. For more information visit [http://www.alumni.utah.edu/career/new-programs.html](http://www.alumni.utah.edu/career/new-programs.html). If you are interested in Alumni Career Services and currently enrolled as a University of Utah student, please call 801-581-6186.
FREQUENTLY ASKED QUESTIONS: Unemployment Insurance

How do I apply for Unemployment Insurance?

To file a new claim for unemployment insurance benefits call:

- Salt Lake/South Davis call 801-526-4400
- Weber/North Davis 801-612-0877
- Provo 801-375-4067
- If also employed out of state, call 888-848-0688

Monday may have the longest waiting time. Most state offices are now closed on Friday.

You’ll need to have this information available when you call:

- Social Security Number
- Valid Drivers License number or State Issued ID number
- Alien Registration Number (for non-U.S. Citizens)
- Names and addresses of all employers that you worked for in the last 18 months
- Personal Identification Number (PIN), which you select
- Mothers maiden name or another code word
- Paper and pencil for taking notes

You may also visit the website at: www.dws.state.ut.us
FREQUENTLY ASKED QUESTIONS: COBRA

What is COBRA and how do I continue my health care coverage?

The right to COBRA coverage was created by the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA coverage may become available to you and your family members when you would otherwise lose your health care coverage.

Employees who are enrolled in health care at the time of a RIF (Reduction in Force), causing them to lose their health care coverage, are eligible for COBRA coverage. A personalized COBRA packet will be sent to your home address once your department has notified us of the RIF.

Please make sure we have your current home address on file.

Electing Coverage

Qualified Beneficiaries (employee, employee’s spouse and dependent child or children) have 60 days from the date of the RIF or if later, from the date of the notice offering COBRA to elect COBRA coverage. If neither you nor your spouse or dependent child (ren) elect COBRA continuation coverage during the applicable election period, your health care coverage will end according to the terms of the Plan.

Length of COBRA Coverage

An employee who has been affected by a RIF is given the opportunity to continue COBRA coverage for 18 months.

COBRA Premium Payments

If you elect COBRA coverage, you will be responsible to pay the full cost of coverage plus a 2% administration fee. The COBRA premiums, including this fee, will be listed on your “Notice of Right to Elect Continuation Coverage (COBRA).” Coupons will be provided for premium payments; however, in the event you do not receive coupons, you are responsible for making payments timely to avoid termination of coverage.

- Payment must be received by the University Benefits Department within 45 days of the date you elect COBRA coverage. Your first premium payment will include premiums due retroactive to the date you lost coverage as a result of your Qualifying Event. If your first payment is not received timely, COBRA coverage will not be effective and you will lose all rights to COBRA coverage.

- Payment for each subsequent period is due on the first day of each month. You will have a 30-day grace period from the premium due date to make subsequent payments. If the COBRA premiums are not paid within the grace period, your COBRA coverage will terminate as of the end of the last period for which payment was received and you will lose all further rights to continue COBRA coverage.
**FREQUENTLY ASKED QUESTIONS: COBRA**

How much does COBRA cost?

<table>
<thead>
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<th>Plan Option</th>
<th>Employee Only</th>
<th>Employee +1 Dependent</th>
<th>Employee +2 or more Dependents</th>
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<td>With Dental Add</td>
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</table>
FREQUENTLY ASKED QUESTIONS: COBRA

I received my COBRA notice and Election Agreement; may I enroll my dependent only on COBRA?

Yes, even if the employee chooses not to enroll on COBRA. COBRA coverage is available individually to each person who had coverage on the day before the Qualifying Event. The COBRA Election Agreement will list those individuals who are eligible.

If I enroll in COBRA, is the coverage the same as what I had as an active employee?

Yes, the coverage is the same; the only difference is the cost and the length of time.

I received my COBRA notice and Election Agreement; may I enroll in dental coverage only?

No, the only options are medical with dental or medical only.

I received my COBRA notice and Election Agreement, may I change to a different health plan option?

No, you must continue on the same health plan option. If you were currently enrolled with medical and dental coverage, you may drop dental and enroll in medical only. A change to your health plan option can only be made during Open Enrollment each July.

Will I receive new I.D. cards after I enroll in COBRA?

Yes.

Can I get the COBRA election form before my employment is separated?

No. We do not give out election forms until the employee has actually separated from employment. COBRA coverage will begin retroactive to the date the employee lost coverage as a result of the RIF separation, so the employee will not have an actual break in coverage.

If I enroll in COBRA will I have a lapse in coverage?

There will be no lapse in coverage. When you elect COBRA and make your initial payment prior to the due date, the coverage will be effective retroactive to the day you lost coverage.
FREQUENTLY ASKED QUESTIONS: RIF Preference

What is Reduction In Force (RIF) Preference?

Any employee that has successfully completed his/her probationary period at the University whose position is eliminated due to a reduction in force is entitled to be referred for interviews for open positions at the same or a lower grade for which the employee is qualified.

How long does RIF preference last?

Such referral shall continue for up to six months from the effective date of the reduction in force. Ex. If last date worked is January 31, the preference would last until July 31.

How do I assure I get RIF preference?

Whether you are applying as an Internal or External applicant, immediately notify your Human Resource Consultant as soon as you apply for a job. You can apply online at http://www.hr.utah.edu/careers/.

What would make me ineligible for the RIF Preference?

If you have a Final Written Warning as part of the University’s formal disciplinary process.

FREQUENTLY ASKED QUESTIONS: Separation Details

What do I do with my parking permit?

If you purchased your permit by cash, check or credit card, you may return your permit and if you are entitled to a refund, it will be mailed to your home address in approximately 3-5 weeks. If you purchased your permit on payroll deduction, return your permit as soon as possible either by bringing it in to our office or return it by mail. If you are on payroll deduction and you do not return your permit, you will continue to be financially responsible for the full payment of the permit.

When do I receive my final paycheck?

In most circumstances, you will receive your final paycheck on regularly scheduled University paydays (7th and 22nd). If you do not have direct deposit, you will need to make arrangements with your department to receive your final paycheck(s).

What do I do with my ID card, keys, and university property?

Prior to your separation date, you will need to provide your supervisor with your staff ID card and any University property that is in your possession, including keys, equipment, pagers, cell-phones, computers, etc.
FREQUENTLY ASKED QUESTIONS: Applying at the University

Are you hiring at the University of Utah?

The University of Utah posts new job openings weekly. All benefited staff positions are posted at www.jobs.utah.edu. Temporary non-benefited positions are available through the UTemps program. For further information visit http://www.hr.utah.edu/utemps.

Student positions are posted through UCareerLink at http://careers.utah.edu. Phone: 801-581-6186.

The Tenure Track Faculty hiring process is handled by the University’s Office of the Vice-President for Diversity. These positions are listed at http://www.diversity.utah.edu/facultyhiring/index.html

The Auxiliary Faculty hiring process is handled by the University’s Academic Vice President’s Office. Contact information is listed at http://www.admin.utah.edu/academic/personnel.html

I’m working a part time job at the University; can I work another position at the University?

In some cases, you can work more than one job as long as your combined hours do not exceed 40 hours a week. However, if you are enrolled in Work Study or graduate study programs you should check program requirements which may specify a maximum number of hours worked per week.

How do I apply for employment at the U?

All benefited staff positions are posted online at www.jobs.utah.edu. You are required to submit an online application. For detailed instructions, please visit http://www.hr.utah.edu/careers/starting-a-job-application.php.

Do I need a resume to apply for a job at the U?

No, you do not need to have a resume to apply. However, a resume is recommended and should be submitted online as an attachment (or cut-and-paste into the text box in the application form).

Can I e-mail you my resume?

University Human Resources cannot accept unsolicited resumes. You must complete an online application for each job you are interested in at www.jobs.utah.edu and attach and/or cut-and-paste your resume.

Do you accept paper applications?

University Human Resources cannot accept paper applications. You must complete an online application for each job you are interested in at www.jobs.utah.edu.
Since I am attaching an electronic resume do I need to fill out the Employment History section of the application?

It is recommended that you complete all sections of the application form, including Employment History, even when attaching and/or cutting-and-pasting your resume.

Can I contact the hiring manager directly?

Due to the volume of applications, our system does not provide an option for contacting the hiring manager directly. However, you will be advised of the status of your application by e-mail.

How do I know if the hiring manager received my application?

You will be notified through e-mail if/when your application has been forwarded to the hiring department.

Will the hiring manager contact me if the job has been filled?

You will be notified through e-mail when the job has been filled or cancelled.

Is it easier to get a job if you are working at the University already?

Some job postings specify that they are limited to current University employees. However, the majority of job postings are open to external as well as internal candidates.

I don’t remember my username and password, how do I find that?

Contact the University Help Desk at 581-4000 for assistance.

Job Success Skills

See Job Success Skills in Appendix
INTERNAL UNIVERSITY RESOURCES

CAREER SERVICES

801-581-6186, www.alumni.utah.edu/career/overview.html

- Alumni Program from Alumni Career Services which includes four half-day seminars on resumes, interviewing, social media sites, coaching, online resources, and more.

- Staff Assistance Program including job search workshops, coaching, and online resources.

- Computer lab space available.

See full details of workshops on page 3.

CAMPUS COMPUTER LABS

801-581-4000, www.it.utah.edu/services/connected/labs.html

- This link refers you to over 20 locations across campus and departments with computer lab access such the Marriott Library, Union, School of Business, College of Education, College of Nursing, Orson Spencer Hall, and more!

- Learn computer lab hours that will work best for your schedule.

CONTINUING EDUCATION (CE)

801-581-6461, www.continue.utah.edu

- Business and computer related classes, certificate programs, and workshops that are 50% off tuition for current staff and faculty.

ECCLES HEALTH SCIENCES LIBRARY

801-581-8771, library.med.utah.edu/ed/

- Computer lab space available.

- Computer classes at the library include Dreamweaver, PowerPoint, Publishing Smart, Tablet PC, and more!
EMPLOYEE ASSISTANCE PROGRAM (EAP)

801-587-9319, www.uuhsc.utah.edu/eap

- The Employee Assistance Program (EAP) is a confidential counseling service for University employees and their immediate family members to help with a variety of personal concerns including family and relationship issues, stress, grief, financial management, depression, anxiety, alcohol/drugs, workplace issues, management consultation and more.

See corresponding flyer in Appendix.

HUMAN RESOURCES

801-581-2169, www.hr.utah.edu

- Job Seeker Workshop, a 2-hour workshop will provide you with resume writing, employment websites, networking and interviewing tips.

- Free training and development workshops, programs, and resources for current employees to provide professional learning opportunities. Courses include Business Writing, Decision Making, Goal Setting & Personal Motivation, Interpersonal Communication, Presentation Basics, and more!

- Enroll in the U Temporary Labor Pool for all University departments seeking Administrative and Clerical support to meet the short-term business needs of departments on the University Campus, School of Medicine, and Hospital/Health Sciences.
  - Temps staff members are able to help with special projects, catch-up on department work, coverage for employee absence, or staffing while looking for a permanent employee.
  - Assignments last anywhere from one day to three months, with the possibility of permanent hire.

See full details of Job Seeker Workshop on page 12.

MARRIOTT LIBRARY

801-581-8558, www.lib.utah.edu/portal/site/marriottlibrary/

- Computer lab space

- Education Services provide FREE computer training workshops such as Excel, Photoshop, Flash, HTML, Access and more.
COMMUNITY RESOURCES

DEPARTMENT OF WORKFORCE SERVICES (DWS)

801-313-4900 or toll free 1-888-313-4989, www.jobs.utah.gov

- Employment and support services from Logan to Fillmore and West Valley to Vernal, and everything in-between, you’ll find a DWS Employment Service Center.

- Free workshops include Interviewing Skills, Resume Building, Applying for Jobs, Writing, Workplace Safety, Solving Problems, Communicating with Customers, and more.

- DWS may be able to assist you in paying for training and supportive funds while you are in training, depending on your circumstances. The first step in deciding to continue your education involves exploration in order to learn about your options.

- Get training from basic education, formal classroom training, or on-the-job training/internships by visiting the Basic Education Approved Training Provider list.

See Appendix for further DWS Resources: Applications, Cover Letters, Dress & Grooming, Internet Search, Interviews, Job Search, Resumes, Job Success Skills, Skills Identification.

LDS EMPLOYMENT SERVICES

801-240-1000, www.providentliving.org

- Anybody can use these services to find job leads, employers, education programs, business development programs, financial aid for education, and community support resources.

- Discover how to network, make power and “Me in 30 Seconds” statements.

- Find out about the Career Workshop and all the other services that LDS Employment Services has to offer.

- Post jobs, education programs, business development programs, or other opportunities.

LEE HECHT HARRISON (OCM)

801-327-9640, www.ocminc.com

- Provides professional outplacement training for transitioning employees to successfully reestablish themselves in new and challenging careers. OCM has developed a number of seminars to assist individuals in any type of transition.
PROJECT MANAGEMENT INSTITUTE NORTHERN UTAH CHAPTER

www.projectmanager.org

- The association of choice for business professionals who use project management practices to achieve positive business results. Monthly professional development training and networking with Utah’s top project management practitioners.

SALT LAKE COUNTY LIBRARY SYSTEM

801-943-4636, www.slco.lib.ut.us

- 19 branch locations along Wasatch Front with computer lab space available.

SALT LAKE CITY PUBLIC LIBRARY

www.slcpl.lib.ut.us/index.jsp

- Computer lab space available along with free computer training such as Windows Basics, PowerPoint, Word, Basic Mouse Skills, Access, Creating Charts, and more.

SALT LAKE SOCIETY FOR HUMAN RESOURCES MANAGEMENT

801-531-1112, www.slshrm.org

- The association of choice for business professionals who use human resource management practices to achieve positive business results. Monthly professional development training and networking with Utah’s top human resource practitioners.

TEMPORARY EMPLOYMENT RESOURCES

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<tr>
<th>Name</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adecco</td>
<td>801-355-7223</td>
<td><a href="http://www.adecousa.com">http://www.adecousa.com</a></td>
</tr>
<tr>
<td>Apple One Employment Service</td>
<td>801-463-4828</td>
<td><a href="http://appleone.com">http://appleone.com</a></td>
</tr>
<tr>
<td>Kelly Services</td>
<td>801-363-4460</td>
<td><a href="http://www.kellyservices.com">www.kellyservices.com</a></td>
</tr>
<tr>
<td>Manpower of Utah</td>
<td>801-364-6561</td>
<td><a href="http://www.manpower.com/">http://www.manpower.com/</a></td>
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<tr>
<td>Nesco Resource</td>
<td>801-364-3535</td>
<td><a href="http://www.nescoresource.com">www.nescoresource.com</a></td>
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<tr>
<td>Skill Staff</td>
<td>801-486-6700</td>
<td><a href="http://skillstaff.com">http://skillstaff.com</a></td>
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<tr>
<td>Snelling Personnel Service</td>
<td>801-521-9263</td>
<td><a href="http://www.snelling.com/saltlakecity">www.snelling.com/saltlakecity</a></td>
</tr>
<tr>
<td>SOS Technical</td>
<td>801-261-5252</td>
<td><a href="http://sosstaffing.com">http://sosstaffing.com</a></td>
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<tr>
<td>Spherion</td>
<td>801-261-8880</td>
<td><a href="http://www.spherion.com">www.spherion.com</a></td>
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<td>Strategic Staffing</td>
<td>801-305-0900</td>
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<td>Temporary Resources</td>
<td>801-264-8080</td>
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<tr>
<td>Utah Construction Personnel</td>
<td>801-328-2666</td>
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<tr>
<td>Utah Employment Service</td>
<td>801-978-0378</td>
<td><a href="http://utahemploy.com">http://utahemploy.com</a></td>
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UTAH HEADHUNTERS EXECUTIVE RECRUITERS AGENCIES

www.headhuntersdirectory.com/USA/headhunters_recruiters/Utah/area.htm

- In order to find headhunters, executive recruiters, employment, and staffing or personnel agencies.

UTAH PUBLIC SCHOOLS

http://www.schools.utah.gov/hrm/default.htm

- Find jobs in our local school districts all along the Wasatch front.
# JOB SEARCH & RESUME SITES

## GENERAL EMPLOYMENT SITES

- [www.Careerbuilder.com](http://www.careerbuilder.com)
- [www.craigslist.com](http://www.craigslist.com)
- [www.employmentguide.com](http://www.employmentguide.com)
- [www.ihirejobnetwork.com/](http://www.ihirejobnetwork.com/)
- [www.jobing.com](http://www.jobing.com)
- [www.jobkabob.com](http://www.jobkabob.com)
- [www.Monster.com](http://www.Monster.com)
- [www.simplyhired.com](http://www.simplyhired.com)
- [www.Yahoohotjobs.com](http://www.Yahoohotjobs.com)

## LOCAL

<table>
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<th><a href="http://www.providentliving.org/">www.providentliving.org/</a></th>
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<td>Salt Lake County</td>
<td><a href="http://agency.governmentjobs.com/saltlakecounty/default.cfm">http://agency.governmentjobs.com/saltlakecounty/default.cfm</a></td>
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<td>Salt Lake City</td>
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<td>Utah public schools</td>
<td><a href="http://www.schools.utah.gov/hrm/default.htm">www.schools.utah.gov/hrm/default.htm</a></td>
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## HIGHER EDUCATION

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<td><a href="http://www.slcc.edu/employment/index.asp">www.slcc.edu/employment/index.asp</a></td>
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<td>Southern Utah University</td>
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### OTHER SPECIALITY

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Networking is an ongoing, lifetime process. However, when you are in the job market, networking strategies need to become more intense.

Remember the common phrase, "it's not what you know, but who you know." Networking begins by making sure your friends, family, neighbors, and others know what you are looking for so they can watch for leads to assist you in your search.

The better informed we are, the better decisions we make. Since people are one of the best sources of information, it makes sense to make connections with real live people and to exchange information with them. Approximately 85 percent of available jobs are never advertised. You can find out about this "hidden job market" through networking.

When you hear the word "networking", do you feel uncomfortable? Many students associate networking with "bothering" and "imposing" and don't want to involve friends, family members, professors and classmates or strangers in their job search. The good news is that the more you do it, the more confident you'll be, and the process will become part of your comfort zone. You'll find that people will want to help and will love to talk about their favorite topic - themselves.

Networking is an ongoing lifetime process. As a student, employee, friend, family and community member, you constantly meet people. If you take a genuine interest in the people you meet and look for ways to help them, you are networking. When you sit on a plane, you have a chance to network. When you attend class, you have a chance to network. When you go to a social event, you have a chance to network. The more people you meet and stay in touch with, the more people you can refer to when you are looking for information.

Obviously, it is best to start networking long before you are looking for a job. But if you are looking for a job today and want to network, here are a few tips:

Write down names of all the people you know, regardless of connections or professions. This list could include names that your career counselor has given you, as well as extended family and your friends' parents. Think about how individuals could be a resource for you. For example, is your neighbor in a professional, social or religious position that requires him or her to know a lot of people? Could that person refer you to someone else to talk to?

Stay positive when contacting some of these individuals for an information interview. Ask for 20 minutes of their time (or longer if you invite them to lunch) to learn more about what they do professionally.
Maintain a business focus when you meet. It may help to meet at the person's office or at a restaurant. Express appreciation for their time and state your purpose (that you are learning more about your career field and researching possible future job contacts). Don't ask, "Do you know of any jobs available?" Instead ask questions such as, "Do you know anyone else I can talk to who would be a good resource for learning more about this profession?" "What kinds of professional associations would you suggest I join?" "If you were me, who else would you talk to in order to learn about possible job leads?"

You can end the meeting by saying something like,"This certainly has been an informative meeting. You've helped me clarify a number of points about the communication industry. I'd like to keep you informed of my progress as I continue investigating the industry.

Would that be all right with you? Also, since I'm actively looking for new opportunities, please keep me in mind if you hear anything."

Make sure you send a thank-you note. The note may summarize some of the helpful information that was shared.

Most importantly, stay in touch! Your contacts will want an update. Also, they like to be reminded that you are still out there, looking for information and possible job leads. If you tell them you'll call, make sure you do it!

Make sure you do not rely on only one or two people. Stay in touch with several individuals you have met with.

Keep records - it will keep you focused and active. Note each time you are in contact with people and what kind of follow-up actions you need to take.

(This information is based on Jennifer Bohac's Career Game Plan for Student-Athletes).

http://www.careers.utah.edu/jobSearch/networking/tips.htm

**HOW TO BUILD AND MAINTAIN A PROFESSIONAL NETWORK**

**HOW TO BUILD A NETWORK**

- Find and attend local events that are specific to your industry.
- Get involved and stay involved in associations, chapters, or committees.
- Join the online business community by using LinkedIn or Plaxo.

**HOW TO MAINTAIN A NETWORK**

- Be a value. Share knowledge, resources, and time to help others succeed.
- Be courteous. Return calls and emails as quickly as possible.
- Be reciprocal. The more people you help, the more people will want to help you.
- Be a promoter. Be quick to refer business and resources with no strings attached.
- Be a friend. Become friends with your network.
The great thing about a job interview is the way that it narrows the field. If you can get in front of the people making a hiring decision, that means that you've already moved from a group of perhaps 100 resumes to a field of just a few serious contenders. At that point, your chance of getting a job offer improves dramatically. Of course, having surmounted that huge hurdle, the last thing you want to do is blow it. To that end, here are 10 job-interview gaffes to avoid.

1. **Complaining about the parking or directions.**

Don't think it doesn't happen! As cordial and happy-go-lucky as your interviewers may seem, they don't want to hear a job-seeker complain that the place was hard to find or that the parking is inconvenient. The best (that is, the worst) example of this I ever experienced as an HR person came from the candidate who said, "Seven handicapped parking spaces next to the front door? What, are you having a wheelchair convention or something?" That was a short interview.

2. **Bad-mouthing your previous job, manager, or company.**

If you've been laid off or suffered some other unpleasant experience at your last job, it's easy to launch into a litany of everything the old employer did wrong. Don't do it! The interviewer is bound to wonder "Will this person be bashing me behind my back on some future interview, too?" Zip it.

3. **Digging into details off the bat.**

The typical selection process allows plenty of time for you to learn everything you need to know about the company's dental plan, its tuition-reimbursement policy, and the size of your cubicle. Don't ask about any of these items on a first interview, when you should be focusing the conversation on the role and the organization.

4. **Groveling.**

Employers want to hire people who can do the jobs and who are enthusiastic about the work. What's not so appealing is the candidate whose every word and gesture conveys the message, "Hire me, I beg you!" Joblessness is no fun, but you don't help your chances of getting the nod by presenting yourself as a candidate whose most notable attribute is desperation.

5. **Answering a question before you understand it.**

The absolute worst answer to any interview question is the response that shows you weren't really listening. When an interviewer asks a question that requires thought, like, "Tell me about a time when you had to convince a team of people to change gears," you don't want to blurt out, "Oh, I've done that a million times!" Any "tell me about a time when" question is a question that the interviewer has chosen to elicit a specific problem/solution story from you. Take the time to think through the question and compose a thoughtful answer. A few minutes of silence in the room won't kill anybody.
6. Spacing out.
Any interviewer worth her salt will be able tell when you've zoned out. If you're wondering whether the 5:40 train will get you home in time to watch the playoff game, the interviewer will spot it in your eyes. If you're really out of it, he may throw you a curve ball like, "So, who would you say was the most effective member of Teddy Roosevelt's cabinet, and why?" Stay in the room, with your eyes either meeting the interviewer's or looking thoughtfully at the ceiling. Or your shoes.

7. Slouching.
We'll throw in tipping the chair back off its front legs, resting your head on your hand, and lacing your fingers together behind your head.

8. Cursing.
Interviewers love to put job candidates at ease. When you reach the state of ease that lets an "f-bomb" escape your lips, you've gone too far.

9. "Opening the kimono."
It's tempting to share with a sympathetic interviewer the news that this job search has been really hard, that you're not getting callbacks, and that you've already sent out 150 resumes. Don't do it. Smart job candidates put out a vibe that says, "I'm glad to be here with you and this job might be fun, but I'm a capable person who's aware of his value on the job market."

10. Doing anything disgusting.
The long list of personal gross factors includes picking one's teeth or nose, spitting, and other unmentionables that are best left to the imagination. Any of these is a sure-fire interview-killer (and can we really blame the employer for that?). One candidate asked me for a cup of water, took a sip, swished it around in his mouth, and spat into a potted plant. Niiiiice!

Liz Ryan is a 25-year HR veteran, former Fortune 500 VP and an internationally recognized expert on careers and the new millennium workplace. Contact Liz at liz@asklizryan.com or join the Ask Liz Ryan online community at www.asklizryan/group. The opinions expressed in this column are solely the author's.

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Yahoo! HotJobs - The Savvy Networker
http://hotjobs.yahoo.com/jobseeker/tools/ept/printallept.html?post=83&epfTemplete=cont...
INTERVIEW QUESTIONS

FIVE STANDARD QUESTIONS

1. Will you tell me about yourself?
2. Why would you leave your current position? Why did you leave your previous position?
3. What type of position are you looking for?
4. What are your strong/weak points?
5. Where do you see yourself in 5 years?

BEHAVIORAL BASED QUESTION BANK

Professionalism
1. Tell me about a work situation that irritated you.
2. Which of your previous jobs was the most satisfying and why?
3. Which job was the most frustrating and why?
4. Tell me about the best boss you ever had. Now tell me about the worst boss. What made it tough to work for him or her?
5. When was the last time you were criticized? How did you deal with it?
6. If you had the opportunity to change anything in your career, what would it be? What would you have done differently?
7. How do you measure your own success?
8. When you have been made aware of, or have discovered for yourself, a problem in your work performance, what was your course of action? Can you give me an example?
9. Tell me about a time when your supervisor/co-workers gave you feedback about your work/actions. What did you learn about yourself?
10. What have you done to further your own professional development in the last 5 years?
11. Tell me about a job that you had which required you to learn new things.
12. Tell me about a recent job or experience that you would describe as a real learning experience. What did you learn from the job or the experience?
13. Tell me about a time when you were asked to complete a difficult assignment even though the odds were against you. What did you learn from that experience?
14. Discuss the highlights of your most recent educational experience. Did you accomplish any special achievements? What were your most difficult challenges?
15. I noticed on your resume that you attended ____________ training program. Please describe the training program.
16. How have you applied what you learned to your current job?
17. What 3 specific things about your last job gave you the most satisfaction? Why?
18. What have you done in your last job that makes you feel proud?
19. Give me an example of something you’ve done in previous jobs that demonstrate your willingness to work hard.
20. What is the biggest error in judgment or failure you have made in a previous job? Why did you make it? How did you correct the problem?
21. Tell me about a time when you had to give feedback to an employee who displayed a lack of professionalism in their work relationships. What did you say? What standards did you set? What was the outcome?
22. What types of things in your work have upset you, and how did you react to those situations?
23. What are some of the things your last employer could have done to keep you?
24. If you could do anything in the world, what would you do?
25. What is the most interesting thing you have done in the past three years?
26. Why should we hire you?
27. What are your short-term or long-term career goals?
28. What responsibilities do you want, and what kinds of results do you expect to achieve in your next job?
29. How did the best manager you ever had motivate you to perform well? Why did that method work?
30. What is the best thing a previous employer did that you wish everyone did?
31. What are you most proud of?
32. What is important to you in a job?
33. What do you expect to find in our company that you don’t have now?
34. What brings you joy?
35. If you took out a full-page ad in the New York Times and had to describe yourself in only three words, what would those words be?
36. How would you describe your personality?
37. What motivates you the most?
38. If I call your references, what will they say about you?

Quality
1. When you had a particularly uninteresting job, how did you deal with it?
2. How do you organize your work to ensure that you are most effective and productive?
3. Tell me about a time when you reached out for additional responsibility.
4. Give me an example of a time when you went beyond your employer’s normal job expectations in order to get a job done?
5. Tell me about a time when you had to work on a project that did not work out the way it should have. What did you do?
6. Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result?
7. Tell me about one of your workplace improvements that another department now uses.
8. Give me an example when you initiated a change in process or operations.
9. Describe something you have implemented at work. What were the steps you used to implement this?
10. Tell me how you keep your job knowledge current with the ongoing changes in the industry.
11. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
12. Give me two examples of things you’ve done in previous jobs that demonstrate your willingness to work hard.
13. Describe a course, project, or work experience that was complex. What kind of follow-up did you undertake? How much time was spent on unexpected difficulties?
14. Give me an example of when you initiated a change in process or operations in response to customer feedback.
15. Tell me about a marketing promotion/initiative or information dissemination you developed. How did it meet the customer’s need(s)?
16. In some aspects of work it is important to be free of error. Can you describe a situation where you have tried to prevent errors? What did you do? What was the outcome?
Service
1. Tell me about an objective in your last job that you failed to meet and why.
2. Describe what steps/methods you have used to define/identify a vision for your unit/position.
3. In your current or former position, what were your short and long-term goals? How long ago did you set them? Who else was involved in setting them? Which ones were achieved?
4. How do you see your job relating to the overall goals of your present/previous organization?
5. Tell me about a time when you anticipated the future and made changes to current responsibilities/operations to meet future needs.
6. Give me an example of an important goal that you had set in the past, and tell me about your success in reaching it.
7. What projects were accomplished during your previous job? How were these accomplished? What experiences did you have when meeting deadlines for project completion? Explain.
8. Name one of your best accomplishments, including where the assignment came from, your plans in carrying it out, how you eventually did carry it out, and any obstacles you overcame.
9. Of your current assignments, which do you consider to have required the greatest amount of effort with regard to planning/organization? How have you accomplished this assignment? Tell me how you handled it. How would you assess your effectiveness?
10. Describe how your position contributes to your organization’s/unit’s goals. What are the goal's/unit's mission?

People
1. Thinking of the most difficult person you have had to deal with, describe an interaction that illustrates that difficulty. Tell me about the last time you dealt with him/her? How did you handle the situation?
2. Think of a problem customer that you had to deal with on your last job. Tell me what happened and how you handled it.
3. Give me a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you assess your role in defusing the situation?
4. Describe a time when you took personal accountability for a conflict and initiated contact with the individual(s) involved to explain your actions.
5. Tell me about a time when you had to resolve a difference of opinion with a co-worker/customer/supervisor. How do you feel you showed respect?
6. Tell me about a time when you needed to give feedback to an employee with emotional or sensitive problems. Was the outcome?
7. Describe the way you handled a specific problem involving others with differing values, ideas and beliefs in your current/previous job.
8. Describe a work situation that required you to really listen and display compassion to a co-worker/employee who was telling you about a personal/sensitive situation.
9. Describe the way you handled a specific problem involving people in your last job.
10. Tell me about a time when you were able to provide a co-worker with recognition for the work they performed. What did you do?
11. By providing examples, convince me that you can adapt to a wide variety of people.
12. What kinds of people bug you?
13. Tell me about a time when you needed to address an employee’s attitude. What did you say to that person? What was the outcome?
14. Tell me about a recent success you had with an especially difficult employee/co-worker.
Teamwork
1. Describe a situation when you worked with a person whose personality was the opposite of yours. How did you deal with it?
2. What did you do in your last job to contribute toward a teamwork environment? Describe how you felt your contributions affected the team.
3. What kind of environment would you like to work in?
4. What kinds of people would you rather not work with?
5. Have you heard the expression “roll with the punches”? Describe a past situation in which you had to do that in working with a difficult person?
6. Have you ever had to resolve a conflict with a coworker or client? How did you resolve it?
7. How have you worked as a member of a team in the past?
8. Gaining the cooperation of others can be difficult. Give a specific example of when you had to do that, and what challenges you faced. What was the outcome? What was the long-term impact on your ability to work with this person?
9. Please give me your best example of working cooperatively as a team member to accomplish an important goal. What was the goal or objective? What was your role in achieving this objective? To what extent did you interact with others on this project?
10. Describe a project you were responsible for that required a lot of interaction with people over a long period of time.
11. How have you recognized and rewarded a team player in the past? What was the situation?
12. Tell me about a course, work experience, or extracurricular activity where you had to work closely with others. How did it go? How did you overcome any difficulties?
13. Describe a problem you had in your life when someone else’s help was very important to you.
14. Tell me about the most difficult challenge you faced in trying to work cooperatively with someone who did not share the same ideas. What was the difference in ideas? What was the outcome? What was the long-term impact on your ability to get things done working with this person?
15. Tell me about a time when you needed to have co-workers working on a project who normally have different work styles/ideas. How did you pull them together?

Integrity
1. Describe a situation in which you felt it might be justifiable to break company policy or alter a standard procedure. What did you do?
2. What have you learned from your mistakes?
3. Tell me about a situation in which you blew it. How did you resolve or correct the situation to save face?
4. When was the last time you “broke the rules” and how did you do it?
5. Discuss a time when your integrity was challenged. How did you handle it?
6. What would you do if someone asked you to do something unethical?
7. Have you ever experienced a loss for doing what is right?
8. Have you ever asked for forgiveness for doing something wrong?
9. In what business situations do you feel honesty would be inappropriate?
10. If you saw a coworker doing something dishonest, would you tell your boss? What would you do about it?
11. Tell me about a specific time when you had to handle a tough problem which challenged fairness or ethical issues.
12. Think of a situation where you distrusted a co-worker/supervisor, resulting in tension between you. What steps did you take to improve the relationship?
13. If you can, tell me about a time when your trustworthiness was challenged. How did you react/respond?
14. Give me examples of how you have acted with integrity (walked your talk) in your job/work relationship.
15. Trust requires personal accountability. Can you tell me about a time when you chose to trust someone? What was the outcome?
16. Tell me about a time when you had to give the "benefit of the doubt" to a co-worker/supervisor. What was the outcome?
17. Please think back to a time when setting a positive example had the most beneficial impact on people you worked with. How did you determine that a strong example was needed? What was the effect on the staff?
18. Tell me about a time when you took responsibility for an error and were held personally accountable.

Communication
1. What experience have you had with miscommunication with a customer or fellow employee, and how did you solve the problem?
2. Describe a time when you realized you needed to make an improvement in your communication skills, and how you managed it.
3. Describe a time when you communicated some unpleasant feeling to your supervisor. What happened?
4. Give me an example of a time when you were able to successfully communicate with another person even when you felt the individual did not value your perspective.
5. Tell me about a time when you and your previous supervisor disagreed but you still found a way to get your point across.
6. Describe a situation in which you were able to use persuasion to successfully convince someone to approach things your way. What level was the person you had to persuade?
7. Tell me about a project/suggestion that you initiated. Explain how you communicated the project/suggestion.
8. Tell me about a time in which you had to use your written communication skills in order to get an important point across.
9. Tell me about your efforts to "sell" a new idea to your supervisor.
10. What have you done to improve your verbal communication skills?
11. What have you done to improve your listening skills?
12. How have you assessed your behavioral messages and what have you learned about yourself as a result?
13. Keeping others informed of your progress/actions helps them feel comfortable. Tell me your methods for keeping your supervisor advised of the status on projects.
14. Give me an example of when you ‘went to the source’ to address a conflict. Do you feel trust levels were improved as a result?
15. Describe the most significant written document, report, or presentation you have had to complete. What was the response from the employer?
Commitment
1. We invest time, money, and training in our employees and like to reap the benefits of developing and maintaining a long-term relationship. Have you been a long-term employee with other companies? If not, why not? Do you foresee any obstacles to having a long-term relationship here?
2. If hired right now, what goal would you have for your role within the company in one year? In three to five years? What title and pay?
3. Tell me about a time when you have felt like giving up on a certain job. What did you do?
4. We all face times when personal issues pull us away from work responsibilities. If possible, tell me about a time when your dependability or attendance was challenged. How did you handle it and/or remain accountable or involved in work? How long did the situation last?

Leadership/Supervisory
1. What has been your experience in supervising a diverse group of employees with varied backgrounds and skills, and what did you do to ensure the best fit of employees for each job?
2. What has been your experience in dealing with poor performance of employees? Give me an example.
3. Tell me about a leadership role that you have filled in the past. Describe the key leadership skills you feel you have and how you demonstrated them.
4. Give me an example of a time when you came up with a clever way to motivate your employees.
5. Describe a circumstance in which you recommended the dismissal of a worker who had proven they could not handle the job. What procedure did you follow?
6. What are 3 effective leadership qualities you think are important. How have you demonstrated these qualities in your past/current position?
7. Describe a leadership situation that you would handle differently if you had it to do over again.
8. What one experience proved to you that you would be a capable manager?
9. Give me an example of a time when you helped a staff member accept change and make the necessary adjustments to move forward. What were the change/transition skills that you used?
10. Tell me about a specific time when you had to handle a tough morale problem.
11. Tell me about a time when you had to take disciplinary action with someone you supervised.
12. Tell me about a time when you had to tell a staff member that you were dissatisfied with his or her work.
13. Tell me about a time when you had to handle a highly emotional employee.
14. Discuss a work situation in which you felt you successfully directed the work of others.
15. Tell me about a time when your department was going through long-term changes or working on a long-term project. What did you do to keep your staff focused?
16. What have you done to develop the skills of your staff? How many of your employees have received training (any form) during the past year? What were the specific topic areas? Did they ask for the training or did your suggest it to them?
17. Tell me about a specific development plan that you created and carried out with one or more of your employees. What was the specific situation? What were the components of the development plan? How long was the time frame from start to finish? What was the outcome?
18. Please tell me about your most successful attempt to encourage others to take action and get the job done. What led you to take these actions? Exactly how did you encourage others to take action or responsibility? What was the result of your efforts? Did anyone comment on your actions? Who? What was said? How often have you taken this type of action in the past six months?

19. Tell me about a time when you were responsible for hiring and orientating a new employee. What did you do to help them adjust?

20. Tell me about a time when you needed to delegate parts of a large assignment. How did you decide whom to distribute them to? What problems occurred? What was the outcome?

21. What specific information did you share with your staff, how often do you share this information and why?

22. Give me a specific example of how you have empowered your staff to make independent decisions.

23. Tell me about the expectations you create for staff. What are they? What factors do you consider in setting/communicating expectations?

24. Tell me about the specific talents and contributions of your team/staff and how you have utilized these qualities to increase the effectiveness of the unit.

25. Setting high expectations implies you believe the employee can deliver. Give me an example of having done this.

26. Give me an example of how you and your staff have celebrated success in the past. What was the occasion?

27. What consistent methods do you use to ensure that staff feels valued for their contributions?

28. Tell me about a time when you felt your staff was under too much pressure. What did you do about it?

29. How do you make your feelings known when you disagree with the views of your staff?

**Decision Making/Problem Solving**

1. Give me an example of when you were faced with a difficult decision affecting your job. How did you deal with it?

2. In your current or past positions, what types of decisions do/did you make without consulting your boss?

3. What were the major obstacles that you overcame in your last job? How did you deal with them?

4. Tell me about any experience you have had turning a problem into a success.

5. Give me an example of a problem you faced on any job you have had and how you went about solving it.

6. Give me an example of a situation in which you took a calculated risk in a recent position. What were your considerations?

7. What have you done that was innovative?

8. What was the wildest idea that you had in the past year?

9. What is the most difficult decision that you have had to make? How did you arrive at your decision?

10. When taking on a new task, do you like to have a great deal of feedback and responsibility at the outset, or do you like to try your own approach?

11. You are on the phone with another department resolving a problem. The intercom pages you to pick up a customer on hold. At the same time, your manager returns your monthly report with red pen markings and demands the corrections within the hour. What do you do?

12. What type of approach to solving work problems seems to work best for you?
13. Give me an example of when you solved a tough problem.
14. Describe the most significant or creative presentation/idea that you developed/implemented.
15. Describe a time when you came up with a creative solution/idea/project/report to a problem in your past work.
16. Tell me about a time when you created a new process or program that was considered risky. What was the situation and what did you do?
17. Can you think of a situation where innovation was required at work? What did you do in this situation?
18. Describe an instance when you had to think quickly to free yourself from a difficult situation.
19. Tell me about a politically complex work situation in which you worked.
20. Give me a specific example of a time when you used good judgment and logic in solving a problem.
21. Give me an example of a time when there was a decision to be made and procedures were not in place? What was the outcome?
22. How do you go about solving problems at work?
23. Tell me about a specific time when you eliminated or avoided a potential problem before it happened.
24. What types of problems do you most enjoy tackling? Give me some examples of such problems you faced. What did you enjoy about them?
25. What types of problems do you least enjoy tackling? Give me some examples of such problems you faced. What was it about the problems that you least enjoyed?
26. To whom did you turn for help the last time you had a major problem and why did you choose that person?
27. Tell me about a decision you made but wish you had done differently.
28. Tell me about an experience in which you had a limited amount of time to make a difficult decision. What was the decision and the outcome/result of your decision?
29. Tell me about a decision you made while under a lot of pressure.
30. Tell me about a time when you had to make an unpopular decision.
31. Discuss an important decision you have made regarding work. What factors influenced your decision?
32. In a current job task, what steps do you go through to ensure your decisions are correct/effective?
33. Tell me about a tough decision you made. What steps, thought processes, and considerations did you take to make an objective decision?
34. In your last job, what problems did you identify that had previously been overlooked? Were changes made? Who supported the changes as a result of your ideas?
35. Describe a time when you facilitated a creative solution to a problem between employees.
36. Describe a decision you made or a situation that you would have handle differently if you had to do it over again.
Time Management
1. Give me a specific example of a time when you did not meet a deadline. How did you handle it?
2. Are you better at working on many things at a time, or are you better at working on and getting results on a few specific things? Please give me two examples that illustrate this.
3. Think of a day when you had plenty of things to do. Describe how you scheduled your time.
4. Tell me about your work experience in managing multiple job priorities with varied deadlines. When and how do you determine priority and deadline changes?
5. When was the last time you felt pressure on a job? How did the situation come about? How did you react? What made you decide to handle it that way? What effect, if any, did this have on your other responsibilities?

Flexibility
1. By providing examples, demonstrate that you can adapt to a wide variety of people, situations and/or environments.
2. What do you do when priorities change quickly? Give me one example of when this happened.
3. Tell me about a specific time when you were given new information that affected a decision that you had already made.
4. Tell me about a time when an upper-level policy change or decision held up your work. How did you respond?
5. Describe a work situation in which a project you worked on and felt was very important to you was delayed or postponed. How did it interrupt your schedule and how did you respond to it?
6. What methods or processes have you used when you were facing a change in your job responsibilities to ensure a positive outcome for you and the company?

Diversity
1. Tell me about a time when you had to adapt to a wide variety of people by accepting/understanding their perspective.
2. What have you done to further your knowledge/understanding about diversity? How have you demonstrated your learning?
3. Can you recall a time when you gave feedback to a co-worker who was unaccepting of others?
4. Can you recall a time when a person's cultural background affected your approach to a work situation?
5. How have you handled situations in which you could not understand a customer's strong accent?
6. Tell me about a time that you successfully adapted to a culturally different environment.
7. Tell me about a situation in which you had to separate the person from the issue when working to resolve differences?
8. How have you taken responsibility/accountability for an action that may have been offensive to the recipient?
9. Tell me about a time that you had adapted your style in order to work effectively with those who were different from you.
10. How have you reacted to conversations between co-workers that were clearly offensive to non-participants?
11. Give examples of when your values and beliefs impacted your relationships with your co-workers.
12. Tell me about a time that you evaluated your own beliefs or opinions around issues of difference.
13. Tell me about a time when you avoided forming an opinion based upon a person's outward appearance.
14. How have you made your voice heard in a predominantly male or female-dominated environment?
15. What measures have you taken to make someone feel comfortable in an environment that was obviously uncomfortable with his or her presence?
16. Give me a specific example of how you have helped create an environment where differences are valued, encouraged and supported.
17. What have you done to support diversity in your unit?
APPENDIX

Employee Assistance Program Brochures

Job Seeker Workshop Flyer

Department of Workforce Services (DWS) Resources
  Employment Application Tips
  Resumes
  Cover Letters
  Job Search
  Internet Searches
  Interview Techniques
  Dress & Grooming
  Job Success Skills
  Skill Identification
Sometimes,
just having someone
to talk to is the answer.

Employee Assistance Program
Phone: 801-587-9319

Outside of the service area, call
800-926-9619 and ask for EAP

UNIVERSITY OF UTAH
EMPLOYEE ASSISTANCE PROGRAM

CALL
801-587-9319

Blomquist Hale
CONSULTING

Outside the service area, call 800-926-9619 and ask for EAP
EAP services are just a phone call away.

All it takes is a phone call to schedule an appointment to meet with a licensed therapist. The EAP has both on-campus and off-campus locations available to serve your needs and is available 24/7 to address emergency situations.

Your confidentiality is assured.

Confidentiality begins with your call and continues throughout your participation in the EAP in strict accordance with state and Federal law.

No cost to you.

No fees or copays are required when using the EAP. The University has agreed to provide these services to benefit eligible employees and their dependants as part of their benefit package.

Real solutions.

Your EAP provides brief, solution-focused counseling to you and your dependants. If a more intensive level of care is needed, your EAP counselor will provide a referral to a panel provider, allowing you to receive the maximum benefit.

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SOMEONE TO TALK TO.

The Employee Assistance Program (EAP) is a confidential counseling service that has been purchased for you and your immediate family members by the University of Utah. It was created to help with a variety of your personal concerns including family and relationship issues, stress, grief, depression, anxiety, alcohol/drugs, workplace issues, management consultation and more. The EAP can also provide advice and referrals to help resolve legal, financial, child-care and eldercare concerns.

The University has contracted with Blomquist Hale Consulting, a private EAP, to provide this service as an additional benefit for you and your family.

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UNIVERSITY OF UTAH
EMPLOYEE ASSISTANCE PROGRAM

CAMPUS OFFICE - 801-587-9319
OGDEN OFFICE - 801-392-6833
OREM OFFICE - 801-225-9222
SALT LAKE OFFICE - 801-262-9619
TOLL-FREE - 800-926-9619
HELP FOR ANY TYPE OF PROBLEM:
The Blomquist Hale Employee Assistant Program (EAP) provides direct, hands-on help to address literally any type of problem. Typical problem areas include marital difficulties, family problems, personal and emotional difficulties, legal issues, financial problems, elder care consults, referrals to medical professionals, and referrals for alcohol/drug treatment.

WHO IS ELIGIBLE?
All employees and their dependents are eligible to receive EAP services.

FREE SERVICE:
Employees and their dependents can receive problem-solving help, free of charge.

BRIEF, PROBLEM-FOCUSED THERAPY:
Employee Assistant Program therapists use a brief, problem-focused therapy model to resolve problems quickly. Using this approach, clients take more responsibility in learning how to resolve their own problems than in traditional therapy.

DIRECT CARE - NO SESSION LIMITATION:
There is no set limit on the number of sessions provided through the full time offices. However problems, which will not respond to short term therapy, are referred to appropriate community providers. Over 80% of all problems are handled with no referrals made to outside providers.

CONFIDENTIALITY:
Blomquist Hale EAP practices strict adherence to all professional, state and federal confidentiality guidelines. Confidentiality is guaranteed to all participants.

SIMPLE 24 HOUR, 7 DAYS A WEEK ACCESSIBILITY:
An Employee Assistant Program counselor is available around the clock for emergency and crisis situations. Access is as simple as calling the EAP office to set an appointment time. No paperwork or approval is needed.

PROFESSIONAL COUNSELORS:
Counselors with Masters degrees or above staff each office. The staff includes Marriage and Family Therapists, Clinical Social Workers, and Licensed Professional Counselors.

WEB SITE:
Visit our web site at www.blomquishale.com for additional details. Here you can look at counselor biographies, view a brief video, and check out other details about the benefit.

FULL TIME OFFICES:
Blomquest Hale EAP has full time offices in over 200 cities, towns and remote areas across the nation. Call today to sign up for the Blomquest Hale EAP. We can help with any situation.
The University of Utah

JOB SEEKER
RESOURCE WORKSHOP

Need some help with your job search? Come and visit us at the Job Seeker Resource Workshop. These free workshops are being provided by the University of Utah Division of Human Resources to assist you in your career transition.

The 2-hour workshop will provide you with invaluable job resources.

Experts will cover the following:

- resources at the University of Utah and in the community,
- resume writing,
- employment websites,
- networking tips, and
- interviewing tips

REGISTER ON THE WEB

Registration is open to current U of U employees and employees who have had their positions eliminated from the U of U due to a reduction in force.

Register online at www.hr.utah.edu/training/ or call 801-585-2300.

Please bring a copy of your resume and be prepared to take notes and ask questions.

Workshops will be held in the University of Utah Human Resources Building at 420 Wakara Way in Salt Lake City.

CONTACT INFORMATION

If you have any questions please contact:

Division of Human Resources
The University of Utah
420 Wakara Way, Suite 105
Salt Lake City, UT 84108
www.hr.utah.edu/careers

www.hr.utah.edu
Employment applications are an important part of the hiring process. Many employers require an application as the first step to employment. Other employers may not require an application until later in the employment process. Still other employers may never require an application. No matter when an application is requested, it is an important job search tool. It is used to judge you as a prospective employee and is an opportunity to sell your qualifications.

Employers use the application to collect information about your qualifications and to compare you to other applicants. Most employers receive hundreds and even thousands of applications a year. The reality is that employers screen out most applications and read only those that catch their attention. Therefore, you need to do everything possible to create the perfect application. Listed below are some suggestions.

**Visual Impact**

The application should be neat, with no errors in grammar or spelling. Be sure to print neatly, avoid abbreviations, use black ink and respond to all questions. Use N/A (not applicable) if the section does not apply to you. If you are seeking professional or office jobs, then you may want to type the application.

**Follow Directions**

Read the entire application before you begin. Pay close attention to what is being asked and how you are expected to respond. Pay attention to and honor those sections that say “Do No Write Below This Line” or “Office Use Only.” You should read these sections carefully. They may give you insight into the evaluation process.

**Be Positive**

During your job search you want to present a positive yet honest picture of yourself. Avoid any negative information, especially personal, legal or financial problems. Look for ways to show that you are the right person for the job. Expound on your positive character traits and think about what you would look for in an employee.

**Be Honest**

It is important to be truthful on an application. The information you provide will become a permanent part of your employment record when hired. False information can be a basis for dismissal. However, do not volunteer more information than the employer is seeking or is necessary to sell your qualifications.

**Target Your Qualifications**

You will need to do a little research and look for ways to target your qualifications to the specific requirements of the job. It is also useful to target the work philosophy and culture of the organization.

**Personal Data Sheet**

Preparation for completing a job-winning application begins at home. Take the time to gather and organize all of the information you need including education, employment history, clear and concise descriptions of previous job duties, a list of significant skills, and reference information. Keep this data sheet with you whenever you contact an employer. You never know when you will need this information.

Visit us at http://jobs.utah.gov
information. (Ask your Employment Counselor for a copy of “Checklist for Job Interviews” DWS 07-02.)

Salary Requirements

When asked about salary requirements, it is best to respond with “Open” or “Negotiable.” This is often a knockout question used to screen applicants. Use this response even when the wage is posted. You never know what the future holds, and you may be able to negotiate a higher wage.

Reasons for Leaving

When stating why you left a job, avoid terms like “Fired, Quit, Illness or Personal Reasons.” Such terms may screen you out for the job. Indicate that it was time to move on. If you respond with, “I would like to explain at the interview,” you very likely will be called upon to do so. Look for positive statements about why you left a job such as “Looking for More Responsibility,” or “Seeking a More Challenging Position.”

Position Desired

Never leave this question blank or reply “Any” or “Open.” The employer will not try to figure out where you fit in their organization. If the job is an advertised job or you are looking for a specific position, enter the job title. If you do not know the job title, state the department in which you want to work. If you are interested in more than one job, fill out more than one application.

Illegal Questions

Some applications may contain questions that are tricky or even illegal. These may include questions about age, sex, disabilities, health, marital status, children, race and criminal convictions. It is up to you how you respond to these questions. Generally, if the question does not raise a problem, answer it. If it does, you may want to use N/A or a dash. But beware, you may be screened out by too many non-responses.

References

References are an important part of your job search so choose them carefully. Do not just look for someone who is influential in the community but someone who can honestly talk about your qualifications. Before you use someone as a reference, be sure to talk to them about your job search and get their permission.

There are four kinds of references. Employment references are former employers or direct supervisors. Professional references are people who worked with you or know you in your work environment. Academic references are teachers and others who can talk about your school accomplishments. Personal references are people who only know you socially. The employment or professional references are the most valuable because they can discuss your qualifications.

Additional Application Tips

If possible, take the application home so you won’t be rushed while completing it. This is especially helpful if you have trouble with spelling and grammar (it gives you the opportunity to seek help).

Use an erasable pen, or keep handy a bottle of correction fluid for fixing errors.

Write out responses on a separate sheet of paper or on a second copy of the application before writing it on the final application. Double check grammar, spelling and content.
Anytime a résumé is sent by mail it must be accompanied by a cover letter. The résumé is an impersonal description of your qualifications, much like a product brochure. The cover letter is your opportunity to personalize your résumé and target your skills to that specific employer.

The effective job seeker will not send the same résumé for each new job opportunity, but will tailor it for each situation. Likewise, the same cover letter cannot be used in every situation. It also must be customized for each opportunity. There are a variety of cover letter formats, some of which are described below.

**Invited Letter** - This format is used whenever an employer has asked for a résumé. This is often in response to a want-ad or publicized job listing. This style focuses on matching your qualifications to the advertised requirements of the position.

**Uninvited or Cold Contact Letter** - This letter is used to contact employers who have not advertised job openings. The focus is on matching your qualifications to the perceived needs of the employer based on labor market research. This strategy requires that a phone or personal contact with the employer either precede or follow the sending of the résumé and cover letter.

**Referral Letter** - Use this format to contact employers to whom you have been referred through networking and informational interviews. The referral may be to a specific job opening (advertised or unadvertised) or to an employer who may not be hiring. In a referral letter the individual who provided the referral is mentioned in the letter.

**The Executive Briefing Letter** - This is a variation on the traditional cover letter. This letter gets right to the point and makes life easier for the recruiter. This letter is often the weapon of choice because:

1. The initial résumé screener might have little understanding of the job or its requirements.
2. Your general résumé invariably needs customizing for any specific job. Overly broad résumés are like “one-size-fits-all” clothes; one size usually fits none.
3. Your résumé is somewhat out of date and you have to send something out immediately to take advantage of the opportunity of a lifetime.

Résumé screeners like people who make life a little easier for them. Using this letter format increases the odds of your résumé getting through to the right people since there is usually no question whether or not you qualify for the job. If you are not sure what the job requirements are, do not forget the employment advertisements, position descriptions, phone conversations with the employer, and informational interviews.

**Cover Letter Reminders** - Whenever possible, address the cover letter to a specific person by name and title. This requires a minimum of research that will ultimately pay off in more interviews. The only time this may not be possible is when responding to a “

**Cover Letter “Do’s”**

- **DO** sign the letter in blue ink. It implies the letter is original. The only other color ink to use is black. Never use any other color on the cover letter.
- **DO** structure the letter to reflect your personality, but avoid being overbearing, humorous, or cute.
- **DO** keep it brief, about three to five paragraphs.
- **DO** use the same paper stock for both your cover letter and résumé.

Visit us at http://jobs.utah.gov
blind ad” where there is no way to know the name of the company to research. In this case, send the letter to the title of the appropriate hiring manager, (e.g. “Production Manager,” “Maintenance Supervisor,” “Office Manager,” etc.) Never use the term, “To Whom it May Concern.”

**Thank-You Letters and Notes** - “Thank you” is a powerful statement that is heard too seldom. Every thank you is an opportunity to restate your qualifications and to leave a fresh impression in the mind of the reader. Send a thank-you letter or note to employers and employment contacts whenever they have extended themselves in any way on behalf of your job search. At the minimum, a written thank you should be sent after all interviews.

**Thank-you letters and notes should be standard tools in your job search.** The thank-you letter should follow a standard business letter format while the note may be a simple hand-written note or card. Which to send depends upon the situation and your personal style.

**Thank-You Letter Reminders** - When thanking a potential employer, restate your interest in the position and/or company, be brief, and always plan your follow-up. Tell the person when and how they can expect to hear from you in the future. If there are multiple people involved, such as with a panel interview, be sure to thank each person. Send one letter to each person or send a single letter to a key person for distribution. When sending more than one thank you, it is very effective to vary each one. Always send a written thank you to a person by name.

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**Sample Cover Letter**

**First Paragraph:** State the reason for writing. Name the specific position or type of work for which you are applying.

**Second Paragraph:** Explain why you are perfect for this position. Include something unique about yourself that would benefit the employer.

**Third Paragraph:** Mention that your resume is enclosed. Indicate your desire to meet with the employer and that you will follow-up. Thank the employer for their time.

*From “Cover Letters that Knock ‘Em Dead,” by Martin Yate.*

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**Sample Thank-You Letter**

**Date**

*Sample Thank-You Letter*

Dear Mr. Jones:

Thank you for the interview for the accountant position today. I appreciate the information you shared with me and enjoyed meeting Ms. Smith from the Accounting Department. My interest in working for Lord’s Industries is stronger than ever, and based on your description of the position, I know I can do a good job for you. I will contact you by Tuesday of next week to learn of your decision.

Sincerely,

[Your name (add your signature above this line)]

Your address

*From “Cover Letters that Knock ‘Em Dead,” by Martin Yate.*

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**OUR MISSION**

*We provide employment and support services for our customers to improve their economic opportunities*

“A proud member of America’s Workforce Network”

Equal Opportunity Employer/Program • Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162

DWS 07-30-0305 • Job Search Series
Many of us object to being judged for employment based on how we look. We prefer to be hired because of our skills and abilities, not because of our dress and grooming. But like it or not, appearance is important.

Employers hire people they believe will “fit” into their organization. Skills, experience, and qualifications are important, but so are dress and grooming. Your appearance expresses motivation and professionalism. Dress as though you want the job, as though you already have the job. A visit to the company may help you decide the appropriate clothing to select for your interview. A good standard is to dress a step above how the best-dressed person dresses for a similar job. When in doubt, err on the conservative side.

Your appearance is a statement of who you are. Your clothing and grooming should create the image that will help you get the job offer.

First Impressions

Most of us have heard the expression, “A picture is worth a thousand words.” Remember this when preparing to meet with a prospective employer.

The picture you create will greatly influence your chances of being hired. Most employers form a first impression during the first seven seconds of a meeting. Not much is said in this short time; early judgment is based strictly on appearance. Furthermore, studies reveal that employers consistently ask the question, “Does the individual look right for the job?”

Your attitude and confidence level are all affected by the clothes you wear. When people take the time to dress for success, they tend to feel good about themselves. Image alone will not win the job offer, but it will go a long way in building respect.

Clothing

There are no absolute rules regarding dress. Your selection will vary based on your occupation, location and preference. A business suit for a construction job or overalls for an office job would not be appropriate dress. The goal is to look the part, to have your appearance be consistent with your occupation. Neat, clean work clothes would be suitable for assembly, production or warehouse positions. Sales and office positions require business clothes. A conservative suit would be the recommended style for professional and managerial positions.

Common sense and good taste are the best guides in selecting clothing for the interview. Avoid faddish styles and loud colors. Jewelry should be

Grooming Tips

• Keep hair clean, trimmed, and combed.
• Men should be clean shaven and/or keep mustache or beard neatly trimmed.
• Women should use make-up sparingly.
• Keep fingernails neat, clean and trimmed.
• Keep teeth brushed and breath fresh.
• Beware of food odors. Use a breath mint if needed.
• Be freshly bathed and use deodorant.
• Use perfumes/colognes sparingly or none at all.

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conservative and kept to a minimum. Clothing should be pressed and shoes should be shined. Clothes should fit comfortably. A basic rule is to dress one step above what you would wear on the job. You want the employer to focus on your skills, not your clothes.

**Grooming**

Personal grooming is just as important as what you wear. You may select the right clothes, but neglecting personal hygiene can ruin the image you wish to present. Review the grooming tips on the reverse side before meeting with an employer.

**Body Language Tips**

Body language consists of gestures and movements that give others clues about things such as whether or not you are confident. Your posture can also convey self-confidence or uncertainy. Always keep your body upright to convey competence, pride and confidence. Don’t come across as uncertain or vulnerable by slacking your shoulders.

Tapping a pen or pencil, wrapping hair around a finger, playing with a bracelet, ring or earring can send a message of nervousness, uncertainty, or uneasiness. You can easily use a pen or pencil to release nervous energy — used with a pad of paper, this signals that you are making notes and are keeping up-to-date on things.

Nodding your head during conversations or interviews is actually quite important and indicates agreement or understanding, which in turn elicits a positive response from you.

Do not put your hands in your pockets while speaking to an employer or during an interview. Worse yet, do not jingle your keys or spare change as you talk. Sitting with your hands clasped in front of you won’t do either; it comes across as an appeal.

What should you do with your hands? Your hands can all of a sudden seem large and awkward. Hand movements should be natural, but this is easier said than done. Practice in front of a mirror; or ask a friend, a group of friends, or family members to evaluate your appearance as you rehearse for a job interview. Others might notice movements or gestures you alone might not notice in the mirror. Video taping the practice session could prove useful; as you watch the videotape over and over again, you will be able to perfect your presentation. You may be surprised at the improvement you will achieve.

**Goals of Appropriate Dress and Grooming**

The primary goal is to “feel good” about the way you look and project a positive image. When you feel good about yourself, you naturally convey confidence and a positive attitude. These nonverbal messages are as important in the interview as the verbal skills you use in selling your qualifications. Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort, and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future.

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DWS 07-33-0205 • Job Search Series
The Internet is a global electronic community—a network of networks. Nearly everything found in a real community can be found in cyberspace. There are businesses, social organizations, government agencies, educational institutions, and individual residences. Every idea, ideology and interest is represented. For every major job search strategy there is a cyberspace counterpart. The Internet is a virtual gold mine of employment resources that will only get better in the future.

The Internet is a tool, and like all tools it is only as good as the skill of the user. Learning to use the Internet productively takes time and effort. Many new users become overwhelmed. One frustration is that the Internet is huge and there is no single manual or help desk. Another is that it is constantly changing. What's there today may be gone, moved or changed tomorrow.

It is said that patience is a virtue—on the Internet it is a necessity! A dedication to continuous learning is a must. For those who master this tool, the rewards are great. The Internet will open up a whole new world of opportunities.

Cyber Résumés

Once you have mastered the paper résumé, you can add plain text and hypertext résumés to your resources. There are numerous opportunities to present your résumé to potential employers. You can post your résumé on news groups or in résumé databases. You can send your résumé direct through e-mail. You can even set up a professional Web site using your résumé information.

Plain Text Résumés: E-mail, news groups and most résumé databases require your résumé to be in a basic text format. Plain text résumés have the advantage of being read by most computer programs. The major disadvantage is the loss of fancy formatting. The content of the résumé should follow the same standards as a paper résumé. Many plain text résumés will be managed in a database so special attention should be given to keywords.

Hypertext Résumés: Hypertext résumés take advantage of the features of the World Wide Web. They may include graphics, video, sound, hypertext links and direct e-mail. Some sites that post résumés require them to be formatted in Hypertext Markup Language (HTML).

Many progressive job seekers are creating professional Web sites which include their résumé information. A good professional Web site should follow the publishing standards of the World Wide Web and most of the standards of good résumé writing. However, a Web site should be more than just an online résumé. There are numerous resources on the Internet, in bookstores and in libraries to help in this effort.

Electronic Networking

Would you like to network with professionals in your industry, from all over the world without traveling great distances to attend expensive conferences? Would you like to make direct contact with potential employers? In cyberspace you can! The Internet is a networker’s paradise.

Electronic networking uses three basic Internet tools—news groups, e-mail

Getting Started... it’s Easy!

Our Web site at jobs.utah.gov allows you to conduct job searches online, and view current job openings and employer contact information all at no cost to you!

Top three reasons to use our new online job search system:

- Convenient & Fast: Finding the right job with a great company has never been easier than this. And, it’s available 24/7.
- No Fee: There is no cost to access the most complete listing of jobs and employers in Utah.
- New Jobs Daily: There are plenty of new job listings every day.

Visit us at http://jobs.utah.gov continued on back
How to get started on your job search at jobs.utah.gov:

1. Log in to: http://jobs.utah.gov
2. From the Home Page, select Find a Job. From the Job Seeker Services page, select Find a Job.
3. If this is your first time using the system, select Sign Up Here! Create an account by completing ALL of the required fields such as Name, SSN and other related information. If you have registered with us before, enter your Username and Password.
4. Follow the steps from here to search for job openings, post your online resume or to access a variety of services.
5. If you have any questions, click on “Online Help” from the left hand navigation menu.

Thank you for using jobs.utah.gov!

Getting Started...continued

There are step-by-step instructions for easy use of the system. You have the personal control of updating or removing your résumé. Your résumé will be done in an attractive and standardized format. There will also be other links to job-related Web sites for career and job search information, and other local services and information. There is no charge for this service. If you do not have Internet access, you can visit your local public library, school, university, or local Workforce Services Employment Center.

Labor Market and Employer Research

The Internet originated as a research tool, so there should be no surprise that it offers incredible resources for employment research. There are volumes of labor market and employer information. Many employers post information about themselves on the Internet. Our Web site at jobs.utah.gov offers invaluable labor market information.

Advertised Jobs

There are too many advertised jobs on the Internet to even begin to count. More and more employers are listing job openings on their web pages, in news groups and with Internet employment service providers.

Employment Services

There are hundreds of businesses specializing in providing employment services. Some are merely advertisements, but many provide services directly online. These services include career counseling, résumé writing, placement assistance and job matching. Some sites match job seekers with employers directly online.

America’s Job Bank

America’s Job Bank (AJB) is the largest national database of job openings along with an electronic résumé system. This system allows you to search for jobs from pre-selected job titles, keywords or special codes. Hundreds of new jobs are posted every day, so be sure to check back often.

Employers and private employment agencies can access résumés and view your qualifications in relationship to their job openings. If interested, employers will contact you directly. This service will expose your qualifications to a large audience of potential employers.

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Interviews

Looking for a job is a full-time job. Many hours of work go into a successful job search campaign. The interview is a critical step toward the goal of employment. It is at the interview that the job is won or lost; it is where you “sell” your qualifications. The best test of any job search is the number of interviews you are offered. If you are consistently being interviewed, you should expect job offers. If you are not getting interviews, you need to reevaluate your job search strategy.

An employment interview is simply a meeting between you and a potential employer to discuss your qualifications and see if there is a “fit.” The employer wants to verify what they know about you and talk about your qualifications. If you have been called for an interview, you can assume that the employer is interested in you. The employer has a need that you may be able to meet. It is your goal to identify that need and convince the employer that you are the one for the job and that you can add value to their bottom line.

Interviews can be stressful, but when you are well prepared there is no reason to panic. An interview generally lasts from 30 to 60 minutes and most questions fall into standard categories.

Preparation

Preparation is the key to success in a calculated job search campaign. Preparation will help win the interview and will improve interview success. Begin by gathering all the information and documents you may need for the interview. Bring extra copies of your resume, a typed list of references and letter(s) of recommendation. You may also want to bring school transcripts, licenses and certifications. Work samples are also powerful tools (e.g., designs, drawings, writings). Finally, bring a pen and pad of paper for taking notes.

The more you know about the job, the employer, and the industry, the better prepared you will be to target your qualifications. Up to this point you should have been gathering some of this information. Now is the time to intensify your research and expand your knowledge. There are many sources of information. Ask the employer for a position description. Research employer profiles at any Chamber of Commerce or local library. Network with anyone you know who works for the company or for a related company.

The next step is to match your qualifications to the requirements of the job. A good approach is to write out your qualifications along with the job requirements. Think about some standard interview questions and how you might respond. Most questions are designed to find out more about you, your qualifications, or to test your reactions in a given situation. If you lack experience or skills in a required area, think about how you might make up for those deficiencies.

The Interview

The purpose of an interview is to become acquainted and to learn about one another. The employer wants to learn how you “fit into the organization.”
but it is also an opportunity for you to evaluate the company. Employers use a variety of interview formats. There are series of interviews, panel interviews, phone interviews, or the traditional one-on-one interviews. Sometimes staff from the personnel or human resource departments will conduct an initial screening and the hiring authority will conduct the actual interview.

During an interview it is important that you be yourself. It is advised that you get a good night’s sleep and plan your travel to arrive in plenty of time. However, you should present yourself for the interview no more than 15 minutes early. While you are waiting for your interview, try getting to know the office staff through small talk. Any connections made here could be a plus when the final hiring decision is being made.

**Interview Questions**

The interview is a sales meeting and you are both the salesperson and the product. The basic question in every interview, whether it is asked or not, is “Why should I hire you?” All other questions center on this one issue. Basic interview questions can take a variety of forms. Generally, questions will ask about you, your qualifications, experience, skills and motivation. If you have prepared for the interview and are confident about your qualifications, none of these questions should be difficult.

Listen carefully to each question asked in the interview. Take your time in responding and make sure your answers are positive. Express a good attitude and show that you are willing to work, eager to learn, and are flexible. If you are unsure of a question, do not be afraid to ask for clarification. Sometimes a good strategy is to close a response with a question for the interviewer. If you have researched the company beforehand, you will be better informed and able to ask more in-depth questions.

Focus on your qualifications but also look for opportunities to personalize the interview. There is nothing wrong with injecting some personal insight into your life. However, do not get too personal or dwell too long on non-job related topics. Show your potential to the company. Support your answers with examples from your experience. Avoid “yes” or “no” responses to questions.

Use caution if you are questioned about your salary requirements. Try to avoid the question until you have been offered a job. If that isn’t possible, turn the question back to the interviewer and ask what salary range the position falls in, or what others in similar positions are being paid.

The interview is not over when you are asked if you have any questions. Come prepared to ask a couple of specific questions that again show your knowledge and interest in the job. This is not the time to ask about pay or benefits.

**Closing the Interview**

Close the interview in the same friendly, positive manner in which you started. If you want the job—say so. Summarize your qualifications again before leaving. When the interview is over, leave promptly. Do not overstay your time.

**After the Interview**

You will learn from each interview and become more confident from the experience. Evaluate the success and failures by asking yourself these questions:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I talk too much? Too little?
- Was I too assertive? Not assertive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?

Finally, write a “thank-you” note or letter to each person who took part in the interview. Thank the employer for their time, restate your interest and qualifications for the job, and remind them of your intent to follow-up. Mail the letter the day of the interview.

Always continue to follow-up on the original position, or others that might be available. Being invited to be interviewed means you are high on the potential list. If you tweak your resume, streamline your job search and strengthen your interviewing skills, you could be #1 on the list next time.

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Searching for a job may be the hardest work a person may ever do! A serious job search requires spending as much as 40 hours per week.

**Employers’ Expectations**
Conveying how you can contribute to the employer’s business needs when filling out a job application, résumé and during an interview is very important. Keep the basic needs of employers in mind:

- Employers need to make money
- Employers need to save money
- Employers need a problem-free work environment
- Employers need people who get along well with others

Having clearly defined occupational goals and objectives are required for an effective job search. No one is really looking for “anything.” Every job seeker has requirements for employment and limitations on their current qualifications. Without clear job search goals, the search will become aimless and ineffective.

**Gather and Organize** - Begin your job search by gathering and organizing all the information you need to sell your qualifications and satisfy the needs of a prospective employer.

**Identify Skills** - Next, complete a thorough identification and analysis of your skills. Employers not only want to know where you have worked, they want to know what you can do. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you also would want to know what it could do.

**Personal Data Sheet** - Prepare a personal data sheet with all your employment-related information. This will make employment applications easier to complete. Second, write one or more résumés that advertise your skills to an employer.

Now you are ready to begin seeking that new job. The job market is constantly changing. During one period of time job opportunities may be scarce, during another period they may be plentiful. Regardless of job market conditions, there is always strong competition for the better jobs. Successful candidates are those who use up-to-date job search techniques.

**The Hidden Job Market** - Experts agree that today 80 percent or more of job openings are not advertised. Most employment opportunities are hidden. A primary reason is simply that most employers do not need to advertise; they have enough applicants without it. Another reason is that employers prefer to hire on a referral from someone they trust.

There are a variety of strategies that increase your chances of identifying job openings and breaking into the “hidden job market.” These techniques include: networking, informational interviewing, direct employer contact, employment services, and utilizing Internet technology.

**Networking** - Job search networking is a targeted effort to talk to people about your job search. It should not be limited to casual conversations with people you meet. It should be a calculated campaign to contact people for ideas, suggestions and information. Networking is not new, it is simply the sharing of information and resources with others. Everyone carries with them a wealth of information and insight. When we share information,
we tap into this wealth of knowledge and open the doors of opportunity. This exchange is often informal and not planned. Networking, as a job search strategy, is more formal and calculated.

**Informational Interviewing** - The informational interview is a networking effort targeted toward potential employers and professionals within a specific industry. This technique is used to gather information regarding skills, training and experience needed for an occupation. It is also a method to learn about a specific company or about an industry. It is inappropriate to ask for a job during an informational interview. It is easier than ever to find this type of information on the Internet. From our home page at [http://jobs.utah.gov](http://jobs.utah.gov), click on “Labor Market Information.”

**Direct Employer Contact** - Direct contact is essential for the serious job seeker and requires planning and preparation. It is not enough to just walk in and ask “Are you hiring?” A successful job search is a sales campaign and your challenge is to sell your qualifications.

The first step is to list potential employers. As your job search progresses, you will continually add to this list. The local public library is an excellent place to identify potential employers and prepare your job search strategy. Specific publications to review include the phone book, Chamber of Commerce listings, employer profiles, industry guides and newspapers. Additional sources for information include your local Workforce Services Employment Center, schools, community agencies, and our Web site.

Once you have your list, plan a strategy to approach each employer. There are many approaches available and you will want to vary them depending upon the circumstances and your preferences. You can fill out an application, send a résumé, call the employer directly, or arrange for an informational interview.

Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future.

**Employment Services** - Employment agencies come in all shapes, sizes and prices. Some specialize in very specific occupational areas. Many employers have exclusive arrangements with employment agencies and they can be an excellent resource for job leads. If you are interested in the services of an agency, investigate them carefully. Determine what they will do for you and how much it will cost. By contrast, the Department of Workforce Services offers you these services at no charge.

Temporary agencies and contract houses are another source of employment. Increasingly, employers are turning to them for help in managing their human resources. Many people have worked their way into excellent employment by first working as a temporary. Once they prove themselves, the employer is eager to hire them as permanent employees. Even if this does not happen, temporary jobs are an excellent way to build skills, gain experience, and minimize the cost of reemployment.

If you are receiving any wage subsidy, such as Unemployment Insurance, be sure to check for any adverse consequences temporary employment may have on these benefits. If you choose to use an agency, check them out very carefully and be sure you understand all the conditions of the contract.

**Internet Technologies** - Our new Web site at [jobs.utah.gov](http://jobs.utah.gov) allows you to conduct job searches on-line, and view current job openings and employer contact information. It’s convenient and fast; available 24 hours per day. There is no cost to access this listing of jobs and employers in Utah, and there are plenty of new job listings every day. You can also post your résumé and access helpful links. Our employment centers offer Job Connection Areas where computers are available during business hours for job search purposes. If you need assistance developing a scannable resume, ask an employment counselor or pick up our flyer entitled “Résumés.”

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DWS 07-27-0205 • Job Search Series
In today’s job market, the résumé is an important tool for anyone looking for work. Everyone, from the new entrant into the workforce to the experienced professional, will benefit from a well-written résumé. Many employers require a résumé be sent as the first method of contact. It can be used to capture an employer’s attention, even when no job is advertised. Just as a job search is a sales campaign, your résumé is your sales brochure. More than a summary of your skills, experience, and education, it is an advertisement of your best. Your résumé should make you stand out from the competition.

The use of electronic technology to manage the overwhelming number of résumés employers receive is increasing rapidly. Today many companies and employment agencies are using scanners to enter résumés into a computer. These résumé scanning systems use varying degrees of artificial intelligence to screen the résumé for desired skills.

Take the time to organize your job search information, including education, employment, and references. Focus on your skills and accomplishments and look for ways to sell your qualifications. A prospective employer does not just want to know where you worked, but also wants to know what you can do.

Résumé Formats

**Chronological** - The emphasis on this type of résumé is on a chronological listing of employment and employment-related experiences. The chronological résumé is a good format for those with a consistent employment history, no gaps in employment, and whose past employment experiences are related to their current employment goals. It effectively showcases a steady work record with increasing upward responsibilities. This may not be the best for new graduates, individuals with job gaps, or persons changing careers.

**Functional** - The functional résumé highlights skills, experience and accomplishments without identifying specific dates, names and places. This format is organized by functions or skills, advertising the specific qualifications needed for the occupation. This résumé works well for people changing careers. It is also effective for those re-entering the workforce, first-time job seekers and when highlighting experiences that occurred in the distant past. There is no chronological listing of employment. Consequently, many employers do not like this format; it creates suspicion that the person may be trying to hide something.

**Combination** - The combination résumé brings together the best of both the chronological and functional résumés. It features a functional section that highlights skills, accomplishments and experiences. It also includes a chronological listing of employment, education and employment-related experiences. This is a very effective format for many job seekers. The best chronological résumé is enhanced with a section highlighting skills, accomplishments and experience. The best functional résumé is strengthened with a chronological listing of employment experiences.

Résumé Variations

**Keyword** - The keyword résumé is a variation that adds a listing of skills to the beginning of any standard résumé format. Placing critical occupational

**Make it Scannable…**

Most résumés are scanned and filed in electronic databases. Be sure to:

- Put your name at the top of each page
- Keep it brief (1 to 2 pages)
- Use only 8 1/2” x 11” paper
- Use keywords common in your chosen field emphasizing your skills
- Avoid using abbreviations
- Avoid fancy or large fonts, photos, graphics or colored paper
- Follow the simple instructions and post it at jobs.utah.gov

Visit us at http://jobs.utah.gov
skills as keywords at the beginning adds impact to the résumé and helps to capture the reader's attention. This variation is effective for all career fields and levels of skills. It is a very effective strategy for creating scannable résumés.

**Targeted** - More of a strategy than a style, the targeted résumé directs skills and experience to the specific needs of an employer. All résumés at least need to target a specific occupation. This approach targets it further to the employer and the job. It is a very powerful résumé method that can set you apart from the competition and capture an employer's interest. For executive positions and specialized technical jobs, this strategy is almost a necessity. However, this requires writing a separate résumé for each employment opportunity.

**Résumé Layout**

The résumé created by the job seeker needs to be unique. There is no one layout that fits everyone. However, there are some standard résumé categories.

**Personal Data** - Your name, complete mailing address, and telephone number(s) with area code are all the personal data required. List this information in a “block” format instead of placing the information on one line.

**Employment or Career Objective** - Include an objective if you have a specific career goal in mind, or you know the title of the job for which you are applying. If you omit the objective on the résumé, be sure to communicate it elsewhere, such as in the cover letter.

**Summary or Highlights of Qualification** - Generally employers will spend less than 10 seconds screening your résumé the first time. Their goal is to eliminate as many candidates as possible and concentrate on the best. Therefore, highlighting your qualifications early in the résumé is an effective way to improve your chances for consideration.

**Body of Résumé** - The résumé format you choose will determine the sequence of information. For a chronological résumé, employment history comes next. In a functional résumé, the summary sections would follow. The combination format would include both summary sections and chronological listings.

**Education** - Unless you are a recent graduate, your education should be placed toward the end of the résumé. If you are a recent graduate, then it may be listed earlier in the body. List only education that is significant to your job search. There is no need to list high school education if you have a college degree. If you have a GED, list yourself as a high school graduate.

**Other Activities** - List only those activities that relate to your occupational goal and show skill or experience. It is best not to mention specific religious or political organizations unless they directly relate to your goal. Military experience may be listed as a separate section or as a part of the work history.

**References** - References should be listed on sheet of paper separately from your résumé. Send the references with the résumé only when requested. There is no need to state “References available upon request.”
Once you have made the big transition through job searching and landed the job, the next goal is job success. There are specific skills you need to know and use to be successful at your job. It is important to practice these skills prior to starting the job. First impressions show from day one. You only get one first impression.

It is a good idea to check with your supervisor about what is most important. Employers say more people lose their jobs because they do not use good work habits; rather than because they are not able to do the job. The following list of suggestions is based on feedback from a majority of surveyed employers.

**Employer Expectations**

- A positive attitude is one of the most important factors in achieving job success. Do not carry negative feelings into your new workplace. Resolve them elsewhere.

- Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to day care. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.

- Good attendance and promptness are always important. If you are going to be unavoidably late or out sick, ask your supervisor the proper method of informing them.

- Know and follow all office rules, policies, and procedures. Read the employee manuals. Be sure to ask any questions you might have about these policies.

- Listen and learn. Be open to new ways of doing things, even if you were taught differently in school or on a different job. Do not be quick to find fault, criticize, or complain until you can prove you can do something a better way.

- Meet and exceed your employer’s expectations.

- Learn all you can about the job you were hired to do before thinking about moving up.

**Communication**

- When you need to talk with your supervisor, ask when a convenient time would be to meet.

- Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your job success is also their success.

- Be a team player. Be willing to help. Know the goals of your job and how your job fits into the overall organization. Avoid a “know-it-all attitude.” Try to fit in with the team. Keep your sense of humor.

- Be a little bit early each day; but never leave early

- Communicate with your supervisor; always let him/her know where you are
Getting Along With Others

• Do not express your opinions, biases or prejudices about others while you are at work. Diversity is a priority in the workplace.

• Accept criticism as constructive. Do not become defensive or take criticism personally. Thank the person for their input. Consider changing if it is warranted. If you are unsure how to handle the situation, check with your supervisor.

• Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers.

• Notice who your boss relies on and model yourself after them.

• Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.

• Realize playing politics or power games could be dangerous and backfire on you.

• Treat everyone with courtesy and respect. Remember, as you climb the career ladder, you may meet the same people on your way up the ladder.

• Keep your emotions under control. The job is not the place to express or show your opinions or feelings.

• Show appreciation. Let your supervisor know you appreciate their training, support, input, feedback, etc.

• Strive to be positively recognized. Be friendly and helpful to everyone at all levels.

Personal

• Prior to starting the job, have all of your appointments with doctors, dentists, etc. out of the way. Have your transportation and day care lined up so you do not immediately have to take time off. Have an emergency plan for day care and transportation.

• Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.

• Take time to make new friends. Find positive and upbeat co-workers. Avoid negative, critical and gossiping people.

• Be clean and well groomed. Wear clean and job-appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes. Bring mints if needed to keep your breath fresh.

• Keep your personal life and problems at home. Do not use the employer’s equipment and time to do personal things like making personal phone calls, using the copy machine, or resolving your personal problems on the job. If you are having trouble resolving personal problems, counseling, support groups or employee assistance programs may be useful.

• Create the image. Dress for the job you want next.

• Be patient with yourself and your employer. It takes time to get used to, learn and like a new job.

• Volunteer for projects and committees if your work is completed and your supervisor approves.

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DWS 07-35-0305 • Job Search Series
we tap into this wealth of knowledge and open the doors of opportunity. This exchange is often informal and not planned. Networking, as a job search strategy, is more formal and calculated.

**Informational Interviewing** - The informational interview is a networking effort targeted toward potential employers and professionals within a specific industry. This technique is used to gather information regarding skills, training and experience needed for an occupation. It is also a method to learn about a specific company or about an industry. It is inappropriate to ask for a job during an informational interview. It is easier than ever to find this type of information on the Internet. From our home page at [http://jobs.utah.gov](http://jobs.utah.gov), click on “Labor Market Information.”

**Direct Employer Contact** - Direct contact is essential for the serious job seeker and requires planning and preparation. It is not enough to just walk in and ask “Are you hiring?” A successful job search is a sales campaign and your challenge is to sell your qualifications.

The first step is to list potential employers. As your job search progresses, you will continually add to this list. The local public library is an excellent place to identify potential employers and prepare your job search strategy. Specific publications to review include the phone book, Chamber of Commerce listings, employer profiles, industry guides and newspapers. Additional sources for information include your local Workforce Services Employment Center, schools, community agencies, and our Web site.

Once you have your list, plan a strategy to approach each employer. There are many approaches available and you will want to vary them depending upon the circumstances and your preferences. You can fill out an application, send a résumé, call the employer directly, or arrange for an informational interview.

Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future.

**Employment Services** - Employment agencies come in all shapes, sizes and prices. Some specialize in very specific occupational areas. Many employers have exclusive arrangements with employment agencies and they can be an excellent resource for job leads. If you are interested in the services of an agency, investigate them carefully. Determine what they will do for you and how much it will cost. By contrast, the Department of Workforce Services offers you these services at no charge.

Temporary agencies and contract houses are another source of employment. Increasingly, employers are turning to them for help in managing their human resources. Many people have worked their way into excellent employment by first working as a temporary. Once they prove themselves, the employer is eager to hire them as permanent employees. Even if this does not happen, temporary jobs are an excellent way to build skills, gain experience, and minimize the cost of reemployment.

If you are receiving any wage subsidy, such as Unemployment Insurance, be sure to check for any adverse consequences temporary employment may have on these benefits. If you choose to use an agency, check them out very carefully and be sure you understand all the conditions of the contract.

**Internet Technologies** - Our new Web site at [jobs.utah.gov](http://jobs.utah.gov) allows you to conduct job searches on-line, and view current job openings and employer contact information. It’s convenient and fast; available 24 hours per day. There is no cost to access this listing of jobs and employers in Utah, and there are plenty of new job listings every day. You can also post your résumé and access helpful links. Our employment centers offer Job Connection Areas where computers are available during business hours for job search purposes. If you need assistance developing a scannable resume, ask an employment counselor or pick up our flyer entitled “Résumés.”

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DWS 07-27-0205 • Job Search Series
Employment experts agree that skills identification is essential to a successful job search. Employers want to know what you can do for them—not just what you have done for someone else. A knowledge of your unique skills is needed to successfully complete an application, write a resume, or answer interview questions. Skills identification is the first step toward new employment.

Webster’s New World Dictionary defines a skill as “a great ability or proficiency, expertise that comes from training, practice, etc.” A more simple definition would be to say that a skill is something you can do right now.

Everyone has skills, hundreds of skills, many of which employers are looking for in an employee. Yet most people can only identify a few skills and are generally unable to describe them to an employer. Employers need to hear what you can do. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you would also want to know what it could do. You are not ready to even begin approaching employers for employment until you can clearly tell them what you can accomplish. The more skills you have identified, the easier it will be to convince a potential employer that you have what it takes to be successful.

Skills may be broken into three categories: Job Content Skills, Self-Management Skills, and Transferable Skills.

**Job Content Skills**

Job content skills are those skills specific to a job or occupation. A secretary is skilled in typing, word processing, answering telephones, company correspondence, and filing. An accountant would list accounts receivable, performing accounts payable, payroll, figuring taxes, using a 10-key adding machine, and computer accounting programs. A salesperson would include customer service, record keeping, order processing, inventory management, billing, and product displays.

Job content skills are important to employers for obvious reasons. These are the specific skills they are looking for in a candidate to accomplish the duties of the job. Job skills do not always come from employment. Along with the skills you used in previous jobs, you may have developed job skills through education, hobbies, community activities, and life experiences. Common activities such as shopping, managing finances, balancing a bank account, hosting a party, and teaching a child all contain potential job skills.

**Self-Management Skills**

Sometimes called “personality traits,” these self-management skills are the skills you use day-by-day to get along with others and to survive. They are the skills that make you unique. Sincerity, reliability, tactfulness, patience, flexibility, timeliness, or tolerance are exam-
ples of self-management skills. Employers look for these skills in candidates as evidence of how they will “fit” into the organization. How a person will “fit in” is an important consideration for employers.

**Transferable Skills**

These are skills that can transfer from one job or occupation to another. They may be either self-management or job content skills, and may or may not have been developed through previous employment. For most job seekers it is very unlikely that they will find a job that is identical to their previous employment. For many today, that new job will be totally different from their past experience. Therefore, it is critical for successful job seekers to carefully evaluate how their skills transfer into other opportunities. It is also important to look for ways to express this transferability to a prospective employer.

**Duties**

Many people have trouble distinguishing between their skills and duties. Duties are the basic functions of an activity. Skills are the tools used to accomplish these functions. Duties or functions are a part of any organized activity, whether it is employment, volunteer work, or hobbies. A simple example is the management of a lemonade stand. The basic duties of a lemonade stand owner might be to manage lemonade operations including production, marketing, distribution and finances. There are many skills needed to accomplish these functions including: mixing, measuring, planning, sales, customer service, writing, cash handling, record keeping, maintenance, timeliness, dependability, accuracy and motivation. A complete list of skills would be very long. Writing out the duties or functions of an activity first can be a useful way to begin identifying skills. When presenting your skills to an employer, it is best to tie them to specific activities in which they were used. It is not enough to tell the employer your skills; you need to be prepared to tell where, when, and how you used those skills.

**Writing Your Skills**

Identifying, listing and describing your skills is not an easy task. However, it is critical to job search success and you should plan to invest the time needed. Listed below is an outline for skill identification that has been successfully used by many job seekers.

1. List by title any jobs you have held. Start with your most recent employment and work backwards.

2. Write a detailed description of four to five major duties.

3. Think of all the skills needed to accomplish each duty you have listed. Write those skills down on a piece of paper. Remember to look for both job content and self-management skills. Be sure to include tools used, machines operated, knowledge applied, etc.

4. Repeat the above steps for each activity you anticipate describing to an employer either on an application, resume or in an interview. Use this same process for other work-related activities including hobbies, volunteer work, and community experience.

5. Once you have completed this process, you should have a long list of skills - a list too long to tell an employer. Go through the list and select those skills that match your job goal(s). These are the skills you will use in your job search effort.
Sometimes,
just having someone
to talk to is the answer.

Employee Assistance Program
Phone: 801-587-9319

Outside of the service area, call
800-926-9619 and ask for EAP

UNIVERSITY OF UTAH
EMPLOYEE ASSISTANCE PROGRAM

CALL
801-587-9319

Blomquist Hale
CONSULTING
EAP services are just a phone call away.

All it takes is a phone call to schedule an appointment to meet with a licensed therapist. The EAP has both on-campus and off-campus locations available to serve your needs and is available 24/7 to address emergency situations.

Your confidentiality is assured.

Confidentiality begins with your call and continues throughout your participation in the EAP in strict accordance with state and Federal law.

No cost to you.

No fees or copays are required when using the EAP. The University has agreed to provide these services to benefit eligible employees and their dependents as part of their benefit package.

Real solutions.

Your EAP provides brief, solution-focused counseling to you and your dependents. If a more intensive level of care is needed, your EAP counselor will provide a referral to a panel provider, allowing you to receive the maximum benefit.

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Someone to talk to.

The Employee Assistance Program (EAP) is a confidential counseling service that has been purchased for you and your immediate family members by the University of Utah. It was created to help with a variety of your personal concerns including family and relationship issues, stress, grief, depression, anxiety, alcohol/drugs, workplace issues, management consultation and more. The EAP can also provide advice and referrals to help resolve legal, financial, child-care and eldercare concerns.

The University has contracted with Blomquist Hale Consulting, a private EAP, to provide this service as an additional benefit for you and your family.
**Help for any type of problem:**
The Blomquist Hale Employee Assistant Program (EAP) provides direct, hands-on help to address literally any type of problem. Typical problem areas include marital difficulties, family problems, personal and emotional difficulties, legal issues, financial problems, elder care consults, referrals to medical professionals, and referrals for alcohol/drug treatment.

**Who is eligible?**
All employees and their dependents are eligible to receive EAP services.

**Free Service:**
Employees and their dependents can receive problem-solving help, free of charge.

**Brief, problem-focused therapy:**
Employee Assistant Program therapists use a brief, problem-focused therapy model to resolve problems quickly. Using this approach, clients take more responsibility in learning how to resolve their own problems than in traditional therapy.

**Direct Care - no session limitation:**
There is no set limit on the number of sessions provided through the full time offices. However, problems which will not respond to short term therapy, are referred to appropriate community providers. Over 80% of all problems are handled with no referrals made to outside providers.

**Confidentiality:**
Blomquist Hale EAP practices strict adherence to all professional, state and federal confidentiality guidelines. Confidentiality is guaranteed to all participants.

**Simple 24 hour, 7 days a week accessibility:**
An Employee Assistant Program counselor is available around the clock for emergency and crisis situations. Access is as simple as calling the EAP office to set an appointment time. No paperwork or approval is needed.

**Professional Counselors:**
Counselors with Masters degrees or above staff each office. The staff includes Marriage and Family Therapists, Clinical Social Workers, and Licensed Professional Counselors.

**Web Site:**
Visit our web site at [www.blomquothale.com](http://www.blomquothale.com) for additional details. Here you can look at counselor biographies, view a brief video, and check out other details about the benefit.

**Full time offices:**
Blomquest Hale EAP has full time offices in over 200 cities, towns and remote areas across the nation. Call today to sign up for the Blomquest Hale EAP. We can help with any situation.
The University of Utah

JOB SEEKER
RESOURCE WORKSHOP

Need some help with your job search? Come and visit us at the Job Seeker Resource Workshop. These free workshops are being provided by the University of Utah Division of Human Resources to assist you in your career transition.

The 2-hour workshop will provide you with invaluable job resources.

Experts will cover the following:

- resources at the University of Utah and in the community,
- resume writing,
- employment websites,
- networking tips, and
- interviewing tips

REGISTER ON THE WEB

Registration is open to current U of U employees and employees who have had their positions eliminated from the U of U due to a reduction in force.

Register online at www.hr.utah.edu/training/ or call 801-585-2300.

Please bring a copy of your resume and be prepared to take notes and ask questions.

Workshops will be held in the University of Utah Human Resources Building at 420 Wakara Way in Salt Lake City.

CONTACT INFORMATION

If you have any questions please contact:

Division of Human Resources
The University of Utah
420 Wakara Way, Suite 105
Salt Lake City, UT 84108
www.hr.utah.edu/careers

www.hr.utah.edu
Employment applications are an important part of the hiring process. Many employers require an application as the first step to employment. Other employers may not require an application until later in the employment process. Still other employers may never require an application. No matter when an application is requested, it is an important job search tool. It is used to judge you as a prospective employee and is an opportunity to sell your qualifications.

Employers use the application to collect information about your qualifications and to compare you to other applicants. Most employers receive hundreds and even thousands of applications a year. The reality is that employers screen out most applications and read only those that catch their attention. Therefore, you need to do everything possible to create the perfect application. Listed below are some suggestions.

**Visual Impact**

The application should be neat, with no errors in grammar or spelling. Be sure to print neatly, avoid abbreviations, use black ink and respond to all questions. Use N/A (not applicable) if the section does not apply to you. If you are seeking professional or office jobs, then you may want to type the application.

**Follow Directions**

Read the entire application before you begin. Pay close attention to what is being asked and how you are expected to respond. Pay attention to and honor those sections that say “Do No Write Below This Line” or “Office Use Only.” You should read these sections carefully. They may give you insight into the evaluation process.

**Be Positive**

During your job search you want to present a positive yet honest picture of yourself. Avoid any negative information, especially personal, legal or financial problems. Look for ways to show that you are the right person for the job. Expound on your positive character traits and think about what you would look for in an employee.

**Be Honest**

It is important to be truthful on an application. The information you provide will become a permanent part of your employment record when hired. False information can be a basis for dismissal. However, do not volunteer more information than the employer is seeking or is necessary to sell your qualifications.

**Target Your Qualifications**

You will need to do a little research and look for ways to target your qualifications to the specific requirements of the job. It is also useful to target the work philosophy and culture of the organization.

**Personal Data Sheet**

Preparation for completing a job-winning application begins at home. Take the time to gather and organize all of the information you need including education, employment history, clear and concise descriptions of previous job duties, a list of significant skills, and reference information. Keep this data sheet with you whenever you contact an employer. You never know when you will need this.
Salary Requirements

When asked about salary requirements, it is best to respond with “Open” or “Negotiable.” This is often a knockout question used to screen applicants. Use this response even when the wage is posted. You never know what the future holds, and you may be able to negotiate a higher wage.

Reasons for Leaving

When stating why you left a job, avoid terms like “Fired, Quit, Illness or Personal Reasons.” Such terms may screen you out for the job. Indicate that it was time to move on. If you respond with, “I would like to explain at the interview,” you very likely will be called upon to do so. Look for positive statements about why you left a job such as “Looking for More Responsibility,” or “Seeking a More Challenging Position.”

Position Desired

Never leave this question blank or reply “Any” or “Open.” The employer will not try to figure out where you fit in their organization. If the job is an advertised job or you are looking for a specific position, enter the job title. If you do not know the job title, state the department in which you want to work. If you are interested in more than one job, fill out more than one application.

Illegal Questions

Some applications may contain questions that are tricky or even illegal. These may include questions about age, sex, disabilities, health, marital status, children, race and criminal convictions. It is up to you how you respond to these questions. Generally, if the question does not raise a problem, answer it. If it does, you may want to use N/A or a dash. But beware, you may be screened out by too many non-responses.

References

References are important part of your job search so choose them carefully. Do not just look for someone who is influential in the community but someone who can honestly talk about your qualifications. Before you use someone as a reference, be sure to talk to them about your job search and get their permission.

There are four kinds of references. Employment references are former employers or direct supervisors. Professional references are people who worked with you or know you in your work environment. Academic references are teachers and others who can talk about your school accomplishments. Personal references are people who only know you socially. The employment or professional references are the most valuable because they can discuss your qualifications.

Additional Application Tips

If possible, take the application home so you won’t be rushed while completing it. This is especially helpful if you have trouble with spelling and grammar (it gives you the opportunity to seek help).

Use an erasable pen, or keep handy a bottle of correction fluid for fixing errors.

Write out responses on a separate sheet of paper or on a second copy of the application before writing it on the final application. Double check grammar, spelling and content.
Anytime a résumé is sent by mail it must be accompanied by a cover letter. The résumé is an impersonal description of your qualifications, much like a product brochure. The cover letter is your opportunity to personalize your résumé and target your skills to that specific employer.

The effective job seeker will not send the same résumé for each new job opportunity, but will tailor it for each situation. Likewise, the same cover letter cannot be used in every situation. It also must be customized for each opportunity. There are a variety of cover letter formats, some of which are described below.

Invited Letter - This format is used whenever an employer has asked for a résumé. This is often in response to a want-ad or publicized job listing. This style focuses on matching your qualifications to the advertised requirements of the position.

Uninvited or Cold Contact Letter - This letter is used to contact employers who have not advertised job openings. The focus is on matching your qualifications to the perceived needs of the employer based on labor market research. This strategy requires that a phone or personal contact with the employer either precede or follow the sending of the résumé and cover letter.

Referral Letter - Use this format to contact employers to whom you have been referred through networking and informational interviews. The referral may be to a specific job opening (advertised or unadvertised) or to an employer who may not be hiring. In a referral letter the individual who provided the referral is mentioned in the letter.

The Executive Briefing Letter - This is a variation on the traditional cover letter. This letter gets right to the point and makes life easier for the recruiter. This letter is often the weapon of choice because:

1. The initial résumé screener might have little understanding of the job or its requirements.

2. Your general résumé invariably needs customizing for any specific job. Overly broad résumés are like “one-size-fits-all” clothes; one size usually fits none.

3. Your résumé is somewhat out of date and you have to send something out immediately to take advantage of the opportunity of a lifetime.

Résumé screeners like people who make life a little easier for them. Using this letter format increases the odds of your résumé getting through to the right people since there is usually no question whether or not you qualify for the job. If you are not sure what the job requirements are, do not forget the employment advertisements, position descriptions, phone conversations with the employer, and informational interviews.

Cover Letter Reminders - Whenever possible, address the cover letter to a specific person by name and title. This requires a minimum of research that will ultimately pay off in more interviews. The only time this may not be possible is when responding to a "

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Cover Letter “Do’s”

• DO sign the letter in blue ink. It implies the letter is original. The only other color ink to use is black. Never use any other color on the cover letter.

• DO structure the letter to reflect your personality, but avoid being overbearing, humorous, or cute.

• DO keep it brief, about three to five paragraphs.

• DO use the same paper stock for both your cover letter and résumé.
blind ad" where there is no way to know the name of the company to research. In this case, send the letter to the title of the appropriate hiring manager, (e.g. “Production Manager,” “Maintenance Supervisor,” “Office Manager,” etc.) Never use the term, “To Whom it May Concern.”

Thank-You Letters and Notes - “Thank you” is a powerful statement that is heard too seldom. Every thank you is an opportunity to restate your qualifications and to leave a fresh impression in the mind of the reader. Send a thank-you letter or note to employers and employment contacts whenever they have extended themselves in any way on behalf of your job search. At the minimum, a written thank you should be sent after all interviews.

Thank-you letters and notes should be standard tools in your job search. The thank-you letter should follow a standard business letter format while the note may be a simple hand-written note or card. Which to send depends upon the situation and your personal style.

Thank-You Letter Reminders - When thanking a potential employer, restate your interest in the position and/or company, be brief, and always plan your follow-up. Tell the person when and how they can expect to hear from you in the future. If there are multiple people involved, such as with a panel interview, be sure to thank each person. Send one letter to each person or send a single letter to a key person for distribution. When sending more than one thank you, it is very effective to vary each one. Always send a written thank you to a person by name.

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**Sample Cover Letter**

**First Paragraph:** State the reason for writing. Name the specific position or type of work for which you are applying.

**Second Paragraph:** Explain why you are perfect for this position. Include something unique about yourself that would benefit the employer.

**Third Paragraph:** Mention that your resume is enclosed. Indicate your desire to meet with the employer and that you will follow-up. Thank the employer for their time.

Samye Teller’s [“Cover Letters that Knock ‘Em Dead,”](#)

**Sample Thank-You Letter**

Date

Dear Mr. Jones:

Thank you for the interview for the accountant position today. I appreciate the information you shared with me and enjoyed meeting Ms. Smith from the Accounting Department.

My interest in working for Lord’s Industries is stronger than ever, and based on your description of the position, I know I can do a good job for you.

I will contact you by Tuesday of next week to learn of your decision.

Sincerely,

Your name (add your signature above this line)

Your address

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From “Cover Letters that Knock ‘Em Dead,” by Martin Yate.
Many of us object to being judged for employment based on how we look. We prefer to be hired because of our skills and abilities, not because of our dress and grooming. But like it or not, appearance is important.

Employers hire people they believe will “fit” into their organization. Skills, experience, and qualifications are important, but so are dress and grooming. Your appearance expresses motivation and professionalism. Dress as though you want the job, as though you already have the job. A visit to the company may help you decide the appropriate clothing to select for your interview. A good standard is to dress a step above how the best-dressed person dresses for a similar job. When in doubt, err on the conservative side.

Your appearance is a statement of who you are. Your clothing and grooming should create the image that will help you get the job offer.

First Impressions

Most of us have heard the expression, “A picture is worth a thousand words.” Remember this when preparing to meet with a prospective employer.

The picture you create will greatly influence your chances of being hired. Most employers form a first impression during the first seven seconds of a meeting. Not much is said in this short time; early judgment is based strictly on appearance. Furthermore, studies reveal that employers consistently ask the question, “Does the individual look right for the job?”

Your attitude and confidence level are all affected by the clothes you wear. When people take the time to dress for success, they tend to feel good about themselves. Image alone will not win the job offer, but it will go a long way in building respect.

Clothing

There are no absolute rules regarding dress. Your selection will vary based on your occupation, location and preference. A business suit for a construction job or overalls for an office job would not be appropriate dress. The goal is to look the part, to have your appearance be consistent with your occupation. Neat, clean work clothes would be suitable for assembly, production or warehouse positions. Sales and office positions require business clothes. A conservative suit would be the recommended style for professional and managerial positions.

Common sense and good taste are the best guides in selecting clothing for the interview. Avoid faddish styles and loud colors. Jewelry should be

Grooming Tips

• Keep hair clean, trimmed, and combed.
• Men should be clean shaven and/or keep mustache or beard neatly trimmed.
• Women should use make-up sparingly.
• Keep fingernails neat, clean and trimmed.
• Keep teeth brushed and breath fresh.
• Beware of food odors. Use a breath mint if needed.
• Be freshly bathed and use deodorant.
• Use perfumes/colognes sparingly or none at all.

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conservative and kept to a minimum. Clothing should be pressed and shoes should be shined. Clothes should fit comfortably. A basic rule is to dress one step above what you would wear on the job. You want the employer to focus on your skills, not your clothes.

**Grooming**

Personal grooming is just as important as what you wear. You may select the right clothes, but neglecting personal hygiene can ruin the image you wish to present. Review the grooming tips on the reverse side before meeting with an employer.

**Body Language Tips**

Body language consists of gestures and movements that give others clues about things such as whether or not you are confident. Your posture can also convey self-confidence or uncertainty. Always keep your body upright to convey competence, pride and confidence. Don’t come across as uncertain or vulnerable by slouching your shoulders.

Tapping a pen or pencil, wrapping hair around a finger, playing with a bracelet, ring or earring can send a message of nervousness, uncertainty, or uneasiness. You can easily use a pen or pencil to release nervous energy — used with a pad of paper, this signals that you are making notes and are keeping up-to-date on things.

Nodding your head during conversations or interviews is actually quite important and indicates agreement or understanding, which in turn elicits a positive response from you.

Do not put your hands in your pockets while speaking to an employer or during an interview. Worse yet, do not jingle your keys or spare change as you talk. Sitting with your hands clapped in front of you won’t do either; it comes across as an appeal.

What should you do with your hands? Your hands can all of a sudden seem large and awkward. Hand movements should be natural, but this is easier said than done. Practice in front of a mirror; or ask a friend, a group of friends, or family members to evaluate your appearance as you rehearse for a job interview. Others might notice movements or gestures you alone might not notice in the mirror. Video taping the practice session could prove useful; as you watch the videotape over and over again, you will be able to perfect your presentation. You may be surprised at the improvement you will achieve.

**Goals of Appropriate Dress and Grooming**

The primary goal is to “feel good” about the way you look and project a positive image. When you feel good about yourself, you naturally convey confidence and a positive attitude. These nonverbal messages are as important in the interview as the verbal skills you use in selling your qualifications. Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort, and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future.

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The Internet is a global electronic community—a network of networks. Nearly everything found in a real community can be found in cyberspace. There are businesses, social organizations, government agencies, educational institutions, and individual residences. Every idea, ideology and interest is represented. For every major job search strategy there is a cyberspace counterpart. The Internet is a virtual gold mine of employment resources that will only get better in the future.

The Internet is a tool, and like all tools it is only as good as the skill of the user. Learning to use the Internet productively takes time and effort. Many new users become overwhelmed. One frustration is that the Internet is huge and there is no single manual or help desk. Another is that it is constantly changing. What’s there today may be gone, moved or changed tomorrow.

It is said that patience is a virtue—on the Internet it is a necessity! A dedication to continuous learning is a must. For those who master this tool, the rewards are great. The Internet will open up a whole new world of opportunities.

**Cyber Résumés**

Once you have mastered the paper résumé, you can add plain text and hypertext résumés to your resources. There are numerous opportunities to present your résumé to potential employers. You can post your résumé on news groups or in résumé databases. You can send your résumé direct through e-mail. You can even set up a professional Web site using your résumé information.

Plain Text Résumés: E-mail, news groups and most résumé databases require your résumé to be in a basic text format. Plain text résumés have the advantage of being read by most computer programs. The major disadvantage is the loss of fancy formatting. The content of the résumé should follow the same standards as a paper résumé. Many plain text résumés will be managed in a database so special attention should be given to keywords.

Hypertext Résumés: Hypertext résumés take advantage of the features of the World Wide Web. They may include graphics, video, sound, hypertext links and direct e-mail. Some sites that post résumés require them to be formatted in Hypertext Markup Language (HTML).

Many progressive job seekers are creating professional Web sites which include their résumé information. A good professional Web site should follow the publishing standards of the World Wide Web and most of the standards of good résumé writing. However, a Web site should be more than just an online résumé. There are numerous resources on the Internet, in bookstores and in libraries to help in this effort.

**Electronic Networking**

Would you like to network with professionals in your industry, from all over the world without traveling great distances to attend expensive conferences? Would you like to make direct contact with potential employers? In cyberspace you can! The Internet is a networker’s paradise.

Electronic networking uses three basic Internet tools—news groups, e-mail.
and live chat. To master these tools requires specialized communication skills. To be successful in this media requires preparation and practice. Many of the standards that apply to good telephone communication apply to the Internet.

**Labor Market and Employer Research**

The Internet originated as a research tool, so there should be no surprise that it offers incredible resources for employment research. There are volumes of labor market and employer information. Many employers post information about themselves on the Internet. Our Web site at jobs.utah.gov offers invaluable labor market information.

**Advertised Jobs**

There are too many advertised jobs on the Internet to even begin to count. More and more employers are listing job openings on their web pages, in news groups and with Internet employment service providers.

**Employment Services**

There are hundreds of businesses specializing in providing employment services. Some are merely advertisements, but many provide services directly online. These services include career counseling, résumé writing, placement assistance and job matching. Some sites match job seekers with employers directly online.

**America’s Job Bank**

America’s Job Bank (AJB) is the largest national database of job openings along with an electronic résumé system. This system allows you to search for jobs from pre-selected job titles, keywords or special codes. Hundreds of new jobs are posted every day, so be sure to check back often.

Employers and private employment agencies can access résumés and view your qualifications in relationship to their job openings. If interested, employers will contact you directly. This service will expose your qualifications to a large audience of potential employers.

There are step-by-step instructions for easy use of the system. You have the personal control of updating or removing your résumé. Your résumé will be done in an attractive and standardized format. There will also be other links to job-related Web sites for career and job search information, and other local services and information. There is no charge for this service. If you do not have Internet access, you can visit your local public library, school, university, or local Workforce Services Employment Center.

**Getting Started...continued**

How to get started on your job search at [jobs.utah.gov](http://jobs.utah.gov):

1. Log in to: [http://jobs.utah.gov](http://jobs.utah.gov)

2. From the Home Page, select Find a Job. From the Job Seeker Services page, select Find a Job.

3. If this is your first time using the system, select Sign Up Here! Create an account by completing ALL of the required fields such as Name, SSN and other related information. If you have registered with us before, enter your Username and Password.

4. Follow the steps from here to search for job openings, post your online resume or to access a variety of services.

5. If you have any questions, click on “Online Help” from the left hand navigation menu.

Thank you for using [jobs.utah.gov](http://jobs.utah.gov)!

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Looking for a job is a full-time job. Many hours of work go into a successful job search campaign. The interview is a critical step toward the goal of employment. It is at the interview that the job is won or lost; it is where you “sell” your qualifications. The best test of any job search is the number of interviews you are offered. If you are consistently being interviewed, you should expect job offers. If you are not getting interviews, you need to reevaluate your job search strategy.

An employment interview is simply a meeting between you and a potential employer to discuss your qualifications and see if there is a “fit.” The employer wants to verify what they know about you and talk about your qualifications. If you have been called for an interview, you can assume that the employer is interested in you. The employer has a need that you may be able to meet. It is your goal to identify that need and convince the employer that you are the one for the job and that you can add value to their bottom line.

Interviews can be stressful, but when you are well prepared there is no reason to panic. An interview generally lasts from 30 to 60 minutes and most questions fall into standard categories.

Preparation
Preparation is the key to success in a calculated job search campaign. Preparation will help win the interview and will improve interview success. Begin by gathering all the information and documents you may need for the interview. Bring extra copies of your resume, a typed list of references and letter(s) of recommendation. You may also want to bring school transcripts, licenses and certifications. Work samples are also powerful tools (e.g., designs, drawings, writings). Finally, bring a pen and pad of paper for taking notes.

The more you know about the job, the employer, and the industry, the better prepared you will be to target your qualifications. Up to this point you should have been gathering some of this information. Now is the time to intensify your research and expand your knowledge. There are many sources of information. Ask the employer for a position description. Research employer profiles at any Chamber of Commerce or local library. Network with anyone you know who works for the company or for a related company.

The next step is to match your qualifications to the requirements of the job. A good approach is to write out your qualifications along with the job requirements. Think about some standard interview questions and how you might respond. Most questions are designed to find out more about you, your qualifications, or to test your reactions in a given situation. If you lack experience or skills in a required area, think about how you might make up for those deficiencies.

The Interview
The purpose of an interview is to become acquainted and to learn about one another. The employer wants to learn how you “fit into the organization”.

Interview Tips
- Maintain good eye contact throughout the interview.
- Do not be a clock watcher.
- Do not discuss illegal or discriminatory subjects such as race, religion, age, national origin, equal rights or gender.
- Dress a step above what you would wear on the job.
- Be aware of nonverbal body language; do not:
  - put your hands in your pockets
  - chew a pencil or other object
  - clench or wring your hands
  - tap a pen or pencil
  - fiddle with jewelry
  - jingle keys or coins in your pocket
but it is also an opportunity for you to evaluate the company. Employers use a variety of interview formats. There are series of interviews, panel interviews, phone interviews, or the traditional one-on-one interviews. Sometimes staff from the personnel or human resource departments will conduct an initial screening and the hiring authority will conduct the actual interview.

During an interview it is important that you be yourself. It is advised that you get a good night’s sleep and plan your travel to arrive in plenty of time. However, you should present yourself for the interview no more than 15 minutes early. While you are waiting for your interview, try getting to know the office staff through small talk. Any connections made here could be a plus when the final hiring decision is being made.

**Interview Questions**

The interview is a sales meeting and you are both the salesperson and the product. The basic question in every interview, whether it is asked or not, is “Why should I hire you?” All other questions center on this one issue. Basic interview questions can take a variety of forms. Generally, questions will ask about you, your qualifications, experience, skills and motivation. If you have prepared for the interview and are confident about your qualifications, none of these questions should be difficult.

Listen carefully to each question asked in the interview. Take your time in responding and make sure your answers are positive. Express a good attitude and show that you are willing to work, eager to learn, and are flexible. If you are unsure of a question, do not be afraid to ask for clarification. Sometimes a good strategy is to close a response with a question for the interviewer. If you have researched the company beforehand, you will be better informed and able to ask more in-depth questions.

Focus on your qualifications but also look for opportunities to personalize the interview. There is nothing wrong with injecting some personal insight into your life. However, do not get too personal or dwell too long on non-job related topics. Show your potential to the company. Support your answers with examples from your experience. Avoid “yes” or “no” responses to questions.

Use caution if you are questioned about your salary requirements. Try to avoid the question until you have been offered a job. If that isn’t possible, turn the question back to the interviewer and ask what salary range the position falls in, or what others in similar positions are being paid.

The interview is not over when you are asked if you have any questions. Come prepared to ask a couple of specific questions that again show your knowledge and interest in the job. This is not the time to ask about pay or benefits.

**Closing the Interview**

Close the interview in the same friendly, positive manner in which you started. If you want the job—say so. Summarize your qualifications again before leaving. When the interview is over, leave promptly. Do not overstay your time.

**After the Interview**

You will learn from each interview and become more confident from the experience. Evaluate the success and failures by asking yourself these questions:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I talk too much? Too little?
- Was I too assertive? Not assertive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?

Finally, write a “thank-you” note or letter to each person who took part in the interview. Thank the employer for their time, restate your interest and qualifications for the job, and remind them of your intent to follow-up. Mail the letter the day of the interview.

Always continue to follow-up on the original position, or others that might be available. Being invited to be interviewed means you are high on the potential list. If you tweak your resume, streamline your job search and strengthen your interviewing skills, you could be #1 on the list next time.

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DWS 07-34-0205 • Job Search Series
Searching for a job may be the hardest work a person may ever do! A serious job search requires spending as much as 40 hours per week.

**Employers’ Expectations** -
Conveying how you can contribute to the employer’s business needs when filling out a job application, résumé and during an interview is very important. Keep the basic needs of employers in mind:

• Employers need to make money
• Employers need to save money
• Employers need a problem-free work environment
• Employers need people who get along well with others

Having clearly defined occupational goals and objectives are required for an effective job search. No one is really looking for “anything.” Every job seeker has requirements for employment and limitations on their current qualifications. Without clear job search goals, the search will become aimless and ineffective.

**Gather and Organize** - Begin your job search by gathering and organizing all the information you need to sell your qualifications and satisfy the needs of a prospective employer.

**Identify Skills** - Next, complete a thorough identification and analysis of your skills. Employers not only want to know where you have worked, they want to know what you can do. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you also would want to know what it could do.

**Personal Data Sheet** - Prepare a personal data sheet with all your employment-related information. This will make employment applications easier to complete. Second, write one or more résumés that advertise your skills to an employer.

Now you are ready to begin seeking that new job. The job market is constantly changing. During one period of time job opportunities may be scarce, during another period they may be plentiful. Regardless of job market conditions, there is always strong competition for the better jobs. Successful candidates are those who use up-to-date job search techniques.

**The Hidden Job Market** - Experts agree that today 80 percent or more of job openings are not advertised. Most employment opportunities are hidden. A primary reason is simply that most employers do not need to advertise; they have enough applicants without it. Another reason is that employers prefer to hire on a referral from someone they trust.

There are a variety of strategies that increase your chances of identifying job openings and breaking into the “hidden job market.” These techniques include: networking, informational interviewing, direct employer contact, employment services, and utilizing Internet technology.

**Networking** - Job search networking is a targeted effort to talk to people about your job search. It should not be limited to casual conversations with people you meet. It should be a calculated campaign to contact people for ideas, suggestions and information. Networking is not new, it is simply the sharing of information and resources with others. Everyone carries with them a wealth of information and insight. When we share information,
we tap into this wealth of knowledge and open the doors of opportunity. This exchange is often informal and not planned. Networking, as a job search strategy, is more formal and calculated.

**Informational Interviewing** - The informational interview is a networking effort targeted toward potential employers and professionals within a specific industry. This technique is used to gather information regarding skills, training and experience needed for an occupation. It is also a method to learn about a specific company or about an industry. It is inappropriate to ask for a job during an informational interview. It is easier than ever to find this type of information on the Internet. From our home page at [http://jobs.utah.gov](http://jobs.utah.gov), click on “Labor Market Information.”

**Direct Employer Contact** - Direct contact is essential for the serious job seeker and requires planning and preparation. It is not enough to just walk in and ask “Are you hiring?” A successful job search is a sales campaign and your challenge is to sell your qualifications.

The first step is to list potential employers. As your job search progresses, you will continually add to this list. The local public library is an excellent place to identify potential employers and prepare your job search strategy. Specific publications to review include the phone book, Chamber of Commerce listings, employer profiles, industry guides and newspapers. Additional sources for information include your local Workforce Services Employment Center, schools, community agencies, and our Web site.

Once you have your list, plan a strategy to approach each employer. There are many approaches available and you will want to vary them depending upon the circumstances and your preferences. You can fill out an application, send a résumé, call the employer directly, or arrange for an informational interview.

Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future.

**Employment Services** - Employment agencies come in all shapes, sizes and prices. Some specialize in very specific occupational areas. Many employers have exclusive arrangements with employment agencies and they can be an excellent resource for job leads. If you are interested in the services of an agency, investigate them carefully. Determine what they will do for you and how much it will cost. By contrast, the Department of Workforce Services offers you these services at **no charge**.

Temporary agencies and contract houses are another source of employment. Increasingly, employers are turning to them for help in managing their human resources. Many people have worked their way into excellent employment by first working as a temporary. Once they prove themselves, the employer is eager to hire them as permanent employees. Even if this does not happen, temporary jobs are an excellent way to build skills, gain experience, and minimize the cost of reemployment.

If you are receiving any wage subsidy, such as Unemployment Insurance, be sure to check for any adverse consequences temporary employment may have on these benefits. If you choose to use an agency, check them out very carefully and be sure you understand all the conditions of the contract.

**Internet Technologies** - Our new Web site at [jobs.utah.gov](http://jobs.utah.gov) allows you to conduct job searches on-line, and view current job openings and employer contact information. It’s convenient and fast; available 24 hours per day. There is no cost to access this listing of jobs and employers in Utah, and there are plenty of new job listings every day. You can also post your résumé and access helpful links. Our employment centers offer Job Connection Areas where computers are available during business hours for job search purposes. If you need assistance developing a scannable resume, ask an employment counselor or pick up our flyer entitled “Résumés.”

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In today’s job market, the résumé is an important tool for anyone looking for work. Everyone, from the new entrant into the workforce to the experienced professional, will benefit from a well-written résumé. Many employers require a résumé be sent as the first method of contact. It can be used to capture an employer’s attention, even when no job is advertised. Just as a job search is a sales campaign, your résumé is your sales brochure. More than a summary of your skills, experience, and education, it is an advertisement of your best. Your résumé should make you stand out from the competition.

The use of electronic technology to manage the overwhelming number of résumés employers receive is increasing rapidly. Today many companies and employment agencies are using scanners to enter résumés into a computer. These résumé scanning systems use varying degrees of artificial intelligence to screen the résumé for desired skills.

Take the time to organize your job search information, including education, employment, and references. Focus on your skills and accomplishments and look for ways to sell your qualifications. A prospective employer does not just want to know where you worked, but also wants to know what you can do.

Résumé Formats

**Chronological** - The emphasis on this type of résumé is on a chronological listing of employment and employment-related experiences. The chronological résumé is a good format for those with a consistent employment history, no gaps in employment, and whose past employment experiences are related to their current employment goals. It effectively showcases a steady work record with increasing upward responsibilities. This may not be the best for new graduates, individuals with job gaps, or persons changing careers.

**Functional** - The functional résumé highlights skills, experience and accomplishments without identifying specific dates, names and places. This format is organized by functions or skills, advertising the specific qualifications needed for the occupation. This résumé works well for people changing careers. It is also effective for those re-entering the workforce, first-time job seekers and when highlighting experiences that occurred in the distant past. There is no chronological listing of employment. Consequently, many employers do not like this format; it creates suspicion that the person may be trying to hide something.

**Combination** - The combination résumé brings together the best of both the chronological and functional résumés. It features a functional section that highlights skills, accomplishments and experiences. It also includes a chronological listing of employment, education and employment-related experiences. This is a very effective format for many job seekers. The best chronological résumé is enhanced with a section highlighting skills, accomplishments and experience. The best functional résumé is strengthened with a chronological listing of employment experiences.

Résumé Variations

**Keyword** - The keyword résumé is a variation that adds a listing of skills to the beginning of any standard résumé format. Placing critical occupational skills at the beginning of your résumé makes it easier to screen and identify candidates who might be a fit for the position.

Most résumés are scanned and filed in electronic databases. Be sure to:

- Put your name at the top of each page
- Keep it brief (1 to 2 pages)
- Use only 8 1/2” x 11” paper
- Use keywords common in your chosen field emphasizing your skills
- Avoid using abbreviations
- Avoid fancy or large fonts, photos, graphics or colored paper
- Follow the simple instructions and post it at jobs.utah.gov
skills as keywords at the beginning adds impact to the résumé and helps to capture the reader’s attention. This variation is effective for all career fields and levels of skills. It is a very effective strategy for creating scannable résumés.

Targeted - More of a strategy than a style, the targeted résumé directs skills and experience to the specific needs of an employer. All résumés at least need to target a specific occupation. This approach targets it further to the employer and the job. It is a very powerful résumé method that can set you apart from the competition and capture an employer’s interest. For executive positions and specialized technical jobs, this strategy is almost a necessity. However, this requires writing a separate résumé for each employment opportunity.

Résumé Layout

The résumé created by the job seeker needs to be unique. There is no one layout that fits everyone. However, there are some standard résumé categories.

Personal Data - Your name, complete mailing address, and telephone number(s) with area code are all the personal data required. List this information in a “block” format instead of placing the information on one line.

Employment or Career Objective - Include an objective if you have a specific career goal in mind, or you know the title of the job for which you are applying. If you omit the objective on the résumé, be sure to communicate it elsewhere, such as in the cover letter.

Summary or Highlights of Qualification - Generally employers will spend less than 10 seconds screening your résumé the first time. Their goal is to eliminate as many candidates as possible and concentrate on the best. Therefore, highlighting your qualifications early in the résumé is an effective way to improve your chances for consideration.

Body of Résumé - The résumé format you choose will determine the sequence of information. For a chronological résumé, employment history comes next. In a functional résumé, the summary sections would follow. The combination format would include both summary sections and chronological listings.

Education - Unless you are a recent graduate, your education should be placed toward the end of the résumé. If you are a recent graduate, then it may be listed earlier in the body. List only education that is significant to your job search. There is no need to list high school education if you have a college degree. If you have a GED, list yourself as a high school graduate.

Other Activities - List only those activities that relate to your occupational goal and show skill or experience. It is best not to mention specific religious or political organizations unless they directly relate to your goal. Military experience may be listed as a separate section or as a part of the work history.

References - References should be listed on sheet of paper separately from your résumé. Send the references with the résumé only when requested. There is no need to state “References available upon request.”

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Once you have made the big transition through job searching and landed the job, the next goal is job success. There are specific skills you need to know and use to be successful at your job. It is important to practice these skills prior to starting the job. First impressions show from day one. You only get one first impression.

It is a good idea to check with your supervisor about what is most important. Employers say more people lose their jobs because they do not use good work habits; rather than because they are not able to do the job. The following list of suggestions is based on feedback from a majority of surveyed employers.

**Employer Expectations**

- A positive attitude is one of the most important factors in achieving job success. Do not carry negative feelings into your new workplace. Resolve them elsewhere.

- Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to day care. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.

- Good attendance and promptness are always important. If you are going to be unavoidably late or out sick, ask your supervisor the proper method of informing them.

- Know and follow all office rules, policies, and procedures. Read the employee manuals. Be sure to ask any questions you might have about these policies.

- Listen and learn. Be open to new ways of doing things, even if you were taught differently in school or on a different job. Do not be quick to find fault, criticize, or complain until you can prove you can do something a better way.

- Meet and exceed your employer's expectations.

- Learn all you can about the job you were hired to do before thinking about moving up.

**Communication**

- When you need to talk with your supervisor, ask when a convenient time would be to meet.

- Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your job success is also their success.

- Be a team player. Be willing to help. Know the goals of your job and how your job fits into the overall organization. Avoid a “know-it-all attitude.” Try to fit in with the team. Keep your sense of humor.

**Tips**

- Skill is only half of doing your job; getting along well with co-workers is the other

- Do not express political, religious or other controversial opinions

- Be a little bit early each day; but never leave early

- Communicate with your supervisor; always let him/her know where you are
• Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.

• Follow the proper chain of command. Discuss items with your supervisor first.

Personal

• Prior to starting the job, have all of your appointments with doctors, dentists, etc. out of the way. Have your transportation and day care lined up so you do not immediately have to take time off. Have an emergency plan for day care and transportation.

• Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.

• Take time to make new friends. Find positive and upbeat co-workers. Avoid negative, critical and gossiping people.

• Be clean and well groomed. Wear clean and job-appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes. Bring mints if needed to keep your breath fresh.

• Keep your personal life and problems at home. Do not use the employer’s equipment and time to do personal things like making personal phone calls, using the copy machine, or resolving your personal problems on the job. If you are having trouble resolving personal problems, counseling, support groups or employee assistance programs may be useful.

• Create the image. Dress for the job you want next.

• Be patient with yourself and your employer. It takes time to get used to, learn and like a new job.

• Volunteer for projects and committees if your work is completed and your supervisor approves.

Getting Along With Others

• Do not express your opinions, biases or prejudices about others while you are at work. Diversity is a priority in the workplace.

• Accept criticism as constructive. Do not become defensive or take criticism personally. Thank the person for their input. Consider changing if it is warranted. If you are unsure how to handle the situation, check with your supervisor.

• Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers.

• Notice who your boss relies on and model yourself after them.

• Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.

• Realize playing politics or power games could be dangerous and backfire on you.

• Treat everyone with courtesy and respect. Remember, as you climb the career ladder, you may meet the same people on your way up the ladder.

• Keep your emotions under control. The job is not the place to express or show your opinions or feelings.

• Show appreciation. Let your supervisor know you appreciate their training, support, input, feedback, etc.

• Strive to be positively recognized. Be friendly and helpful to everyone at all levels.

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Employment experts agree that skills identification is essential to a successful job search. Employers want to know what you can do for them—not just what you have done for someone else. A knowledge of your unique skills is needed to successfully complete an application, write a resume, or answer interview questions. Skills identification is the first step toward new employment.

Webster’s New World Dictionary defines a skill as “a great ability or proficiency, expertness that comes from training, practice, etc.” A more simple definition would be to say that a skill is something you can do right now.

Everyone has skills, hundreds of skills, many of which employers are looking for in an employee. Yet most people can only identify a few skills and are generally unable to describe them to an employer. Employers need to hear what you can do. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you would also want to know what it could do. You are not ready to even begin approaching employers for employment until you can clearly tell them what you can accomplish. The more skills you have identified, the easier it will be to convince a potential employer that you have what it takes to be successful.

Skills may be broken into three categories: Job Content Skills, Self-Management Skills, and Transferable Skills.

**Job Content Skills**

Job content skills are those skills specific to a job or occupation. A secretary is skilled in typing, word processing, answering telephones, company correspondence, and filing. An accountant would list accounts receivable, performing accounts payable, payroll, figuring taxes, using a 10-key adding machine, and computer accounting programs. A salesperson would include customer service, record keeping, order processing, inventory management, billing, and product displays.

Job content skills are important to employers for obvious reasons. These are the specific skills they are looking for in a candidate to accomplish the duties of the job. Job skills do not always come from employment. Along with the skills you used in previous jobs, you may have developed job skills through education, hobbies, community activities, and life experiences. Common activities such as shopping, managing finances, balancing a bank account, hosting a party, and teaching a child all contain potential job skills.

**Self-Management Skills**

Sometimes called “personality traits,” these self-management skills are the skills you use day-by-day to get along with others and to survive. They are the skills that make you unique. Sincerity, reliability, tactfulness, patience, flexibility, timeliness, or tolerance are exam-
Transferable Skills

These are skills that can transfer from one job or occupation to another. They may be either self-management or job content skills, and may or may not have been developed through previous employment. For most job seekers it is very unlikely that they will find a job that is identical to their previous employment. For many today, that new job will be totally different from their past experience. Therefore, it is critical for successful job seekers to carefully evaluate how their skills transfer into other opportunities. It is also important to look for ways to express this transferability to a prospective employer.

Writing Your Skills

Identifying, listing and describing your skills is not an easy task. However, it is critical to job search success and you should plan to invest the time needed. Listed below is an outline for skill identification that has been successfully used by many job seekers.

1. List by title any jobs you have held. Start with your most recent employment and work backwards.

2. Write a detailed description of four to five major duties.

3. Think of all the skills needed to accomplish each duty you have listed. Write those skills down on a piece of paper. Remember to look for both job content and self-management skills. Be sure to include tools used, machines operated, knowledge applied, etc.

4. Repeat the above steps for each activity you anticipate describing to an employer either on an application, resume or in an interview. Use this same process for other work-related activities including hobbies, volunteer work, and community experience.

5. Once you have completed this process, you should have a long list of skills - a list too long to tell an employer. Go through the list and select those skills that match your job goal(s). These are the skills you will use in your job search effort.