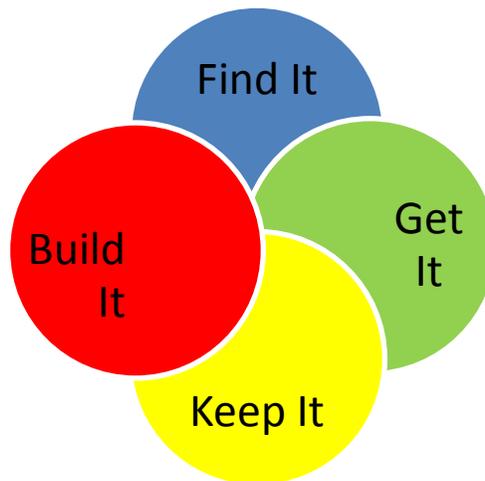




Employment Security Department
WASHINGTON STATE

Work Connections Facilitator Guide



Employment & Career Development Division
WorkFirst & Offender Employment Services
October 2010

Work Connections Facilitator Guidelines

Work Connections is a place where job seekers can come and participate in a facilitated series of modules designed to help them address common employment obstacles so they can go to work and stay employed. In Work Connections job seekers can:

- Share their employment goals.
- Develop job search strategies.
- Share job leads with peers.
- Learn about current job openings and labor market trends.
- Address employment barriers and explore tools to enhance employability.
- Gain tips on how to access their local hidden job market.

Workshop Design

The Work Connections Workshop is a staff assisted service divided into a series of stand-alone modules each addressing a different employment topic. The modules rely on both individual and group participation. Through conversation, activities, and presentations, job seekers learn how to find a job, keep their job, and move up the career ladder. Workshops are open entry and exit. Job seekers might not need to attend all modules. They should attend based on their individual needs.

Each workshop begins with an overview of the module topic, lays out specific objectives, goes over workshop materials, and addresses general questions. The workshop should take about 3 hours.

Materials needed for the Work Connections Workshop:

- Pens/ Pencils
- Portfolios
- Markers/Tape
- Blank paper
- White Board
- Easel Stand/Pads
- Hand outs

Work Connections Facilitator Guidelines

Facilitator Role & Tips

Work Connections Workshop facilitators should be friendly and helpful. The facilitator must have a basic understanding of group facilitation and presentation skills and feel comfortable in this role.

Facilitators must:

- Have the room ready for participants prior to the start of the workshop.
- Have the knowledge to deliver each workshop module they facilitate.
- Understand the local labor market.
- Be able to answer questions on employment and career issues.

Facilitators are responsible for:

- Facilitating the workshop (materials, attendance sheets, set-up).
- Collecting and reviewing job search logs.
- Helping participants develop action plans.
- Assisting with any assessments or job readiness activities.
- Providing job referral assistance.
- Reserving a Computer Lab if needed.
- Reminding participants to check out other workshops on site.
- Documenting service(s).

Work Connections Facilitator Guidelines

Employment Security Department resources and training to assist facilitators:

- The Job Hunter Workshop Series (includes facilitator tool box)
- Workforce Explorer – www.workforceexplorer.com
- www.Go2WorkSource.com
- Career Bridge Washington - www.careerbridge.wa.gov/
- ECDD, Training Academy Trainers' Tool Box - www.wa.gov/esd/training/toolbox.htm
- ECDD Training Academy – Employment Counseling, Customer Flow, Go2WorkSource, Job Hunter Facilitation Training
- KeyTrain Modules
- WorkSource rack cards and brochures (talk to your local marketing contact, and then go to PRTonline).
 - Contact Organizer
 - Interview Guide
 - Job Hunting in the New Millennium
 - Job Search Checklist
 - One Minute Commercial
 - Overview of Services
 - Pocket Application
 - Rebuilding Your Future
 - Resume Checklist
 - Resume Sample Rack Card
 - Internet Rack Card (Go2worksource.com)
- Blank [Master Application](#)

Work Connections Facilitator Guidelines

- Labor Market & Economic Analysis (LMEA) –
www.workforceexplorer.com/cgi/databrowsing/?PAGEID=185
 - Find helpful links and publications & reports.
 - Five Tools for Rapid Reemployment
 - Jobs for the Sidewalk Economist
 - Where are YOU Going?
 - Occupational Outlook Handbook – 2010-2011 Edition
 - Career Guide to Industries – 2010-2011 Edition

Work Connections Facilitator Guidelines

Who Should Attend?

Good candidates for Work Connections are individuals:

- Going to work for the first time.
- Trying to reenter the labor market after a period of unemployment.
- Cycling in and out of employment.
- Facing barriers that make it difficult to go to work and stay employed.
- Wanting to move up the career ladder or find a better job.

What is expected of Job Seekers in Work Connections?

Participants should:

- Show up on time.
- Participate in Work Connections until they find a job.
- Come prepared to share their job search and interview experiences, participate, and learn as part of the group.
- Complete the required job search log for the facilitator to sign.
- Keep shared information confidential.
- Come dressed ready to interview for a job.
- Update the group on progress and challenges.
- Share jobs found in the community with fellow job seekers and build a supportive network within the Work Connections environment.
- Share their specific plans to look for work in the upcoming week.

Work Connections Workshop Guidelines

At-A-Glance Template for the Work Connections Workshop

Use the following template to deliver each workshop. While the topic will change each week, every Work Connections should follow this standard format and include training content for each objective.

Workshops may include guest presenters like employers, previous participants who want to share their employment stories, program staff to discuss other services available, and local community and technical colleges or local private technical colleges to discuss training opportunities.

Name of the Workshop	Time
<u>Opening</u> <ul style="list-style-type: none">• Welcome, Sign in Sheet, and Introductions• Housekeeping• Ground Rules• Give a brief Orientation to Work Connections	15 minutes
<u>Networking – Group Activity</u> <ul style="list-style-type: none">• Have participants bring in job leads weekly• Encourage sharing their good news• Include the four levels of networking	30 minutes
<u>Topic of the Week</u> <ul style="list-style-type: none">• Present the learning module	60 minutes
<u>One-on-One Assistance</u> <ul style="list-style-type: none">• Provide assistance in conjunction with the weekly learning module• Complete Resume• Complete Application• Work on Portfolio• Collect Job Search Log• Develop Action Plan• Give participants WA Job Referrals	60 minutes
<u>Document in SKIES</u> <ul style="list-style-type: none">• Enter participants into SKIES• Use group entries where possible	15 minutes

Work Connections Workshop Guidelines

Work Connections Workshop Step-by-Step

Opening:

Welcome

- Welcome participants to the Work Connections Workshop.
- Introduce yourself and provide brief information about the topic of the week.
- Ask individuals to introduce themselves and sign the attendance roster.

Housekeeping

- Emergency exits
- Restrooms
- Evacuation routes
- Designated parking
- Refreshments (if there are any)

Ground rules

- Work Connections Workshops start on time
- Respect others
- Don't interrupt
- Stay on the subject
- No side bar conversations
- Turn off cell phones and Blackberries

Work Connections Workshop Guidelines

Networking – Group Activity

- Ask each participant to share job leads for the week.
- Talk about the hidden job market in your area.
- Ask members to share one or two network connections.

Four levels of networking:

- Personal Network – Family members, friends, acquaintances and neighbors. This support network can provide more jobs leads and it can also add moral or financial support.
- Colleague Network – Co-workers (past and present) as well as fellow job seekers who can provide you with job leads and job search information.
- Professional Network - Consultants, managers, business owners, or an employee of a business. They can help with introductions, information about job openings, or providing letters of recommendation.
- Outer Network – People you don't share a personal link with. Many of these people see changes in job leads on a daily basis. This network might include sales people, career counselors, and WorkSource Staff.

Work Connections Workshop Guidelines

Topic of the Week

Orientation to Work Connections - The workshops are designed to each stand alone. Participants can chose which workshop they want to attend. Therefore, you should provide a brief orientation to Work Connections each time it is offered.

Learning module – Present the content of each learning module. Below is a list of modules covered in this guide. You can add additional topics to address local needs.

- Module A Finding a Job
- Module B Keep your Job & Make Better Wages
- Module C Perfecting Applications
- Module D Interviewing Techniques
- Module E Effective Resumes and Cover Letters
- Module F Dress for Success
- Module G Goals & Actions
- Module H Communication
- Module I Stress Management
- Module J Informational Interviews
- Module K Money Management
- Module L Time Management
- Module M Resource Room
- Module N Hiring Events

Work Connections Workshop Guidelines

One-on-One Assistance

We designed this portion of the workshop to allow time for participants to work on the content of the learning module, practice new skills, or work on any of the activities listed below. The facilitator should provide individual assistance as needed. You might encourage participants to work in small groups. Some may want to use the Resource room.

- Providing assistance in conjunction with the weekly topic
- Completing Resumes
- Completing Applications
- Completing Portfolios
- Collecting Job Search Logs and talking to the participant about their job search
- Developing Action Plans
- Giving participants WA Job Referrals

Documentation in SKIES

The facilitator will need to document attendance in SKIES after every Work Connections workshop using the SKIES group entries.

Use the [Workshop Flier](#) on the next page as a handout to market your workshops.

WorkSource [insert name]

Work Connections



Four good reasons to come to Work Connections!

- 1. Hours in Work Connections count towards weekly job search**
- 2. Learn valuable job finding tips**
- 3. Share experiences and get support from others**
- 4. Increase your network system**

Come to the Work Connections that works for you.

Finding a Job
Keep Your Job & Make Better Wages
Perfecting Applications
Interviewing Techniques
Effective Resumes & Cover Letters
Dress for Success
Goals & Actions

Communication
Stress Management
Informational Interviewing
Money Management
Time Management
Resource Room
Hiring Events

Come on time and dressed ready to interview for a job.

[insert WorkSource contact information]

Module A

Finding a Job



Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none">• Sign in Sheet• White board	<ul style="list-style-type: none">• Welcome, Sign in, Introductions• Housekeeping• Ground Rules• Work Connections Overview	15 min
2) Networking	<ul style="list-style-type: none">• Job Leads• Share Success Stories	<ul style="list-style-type: none">• Weekly Job Leads• Hidden Job Market• Local Labor Market	30 min
3) Finding a Job	<ul style="list-style-type: none">• Computer Lab• Job Search Tools Checklist (hand out)• How to Find a Job (hand out)• Job Search Action Plan (hand out)• Lecture – hidden job market, how to contact employers	<ul style="list-style-type: none">• Learn how to access the hidden job market• Research companies• Practice networking• Develop an action plan• Search for jobs online	60 min
4) One-on-One Assistance	<ul style="list-style-type: none">• Job Search Log• Action Plan• Portfolio• Application• Resume• Job Referrals• Give participants WA Job Referrals	<ul style="list-style-type: none">• Complete Application• Work on portfolio• Collect Job Search Log• Develop Action Plan	60 min
5) After close of workshop	<ul style="list-style-type: none">• Computer	<ul style="list-style-type: none">• Enter participants into SKIES• Use group entries where possible	15 min

Module B



Keep your Job & Make Better Wages

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Keep your Job & Make Better Wages	<ul style="list-style-type: none"> • Job announcements • Employers in the area • Problem Solving (hand out) • Employer Expectations (handout) • Lecturer – <ul style="list-style-type: none"> ✓ Guest speaker, optional 	<ul style="list-style-type: none"> • Learn how to keep the job • Learn how to progress towards your ultimate career goal 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

Module C



Perfecting Applications

Sub-Task	Materials	Key Points	Time
1) Opening	<ul style="list-style-type: none">• Sign in Sheet• White board	<ul style="list-style-type: none">• Welcome, Sign in, Introductions• Housekeeping• Ground Rules• Work Connections Overview	15 min
2) Networking	<ul style="list-style-type: none">• Job Leads• Share Success Stories	<ul style="list-style-type: none">• Weekly Job Leads• Hidden Job Market• Local Labor Market	30 min
3) Perfecting Applications	<ul style="list-style-type: none">• Master Applications, at least 2• Application Checklist (hand out)• Lecture – Tips for completing job applications	<ul style="list-style-type: none">• Learn how to fill out applications• Check for completeness, accuracy and format• Create a master application	60 min.
4) One-on-One Assistance	<ul style="list-style-type: none">• Job Search Log• Action Plan• Portfolio• Application• Resume• Give participants WA Job Referrals	<ul style="list-style-type: none">• Complete Application• Work on portfolio• Collect Job Search Log• Develop Action Plan	60 min
5) After close of workshop	<ul style="list-style-type: none">• Computer	<ul style="list-style-type: none">• Enter participants into SKIES• Use group entries where possible	15 min

Module D



Interviewing Techniques

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Interviewing Techniques	<ul style="list-style-type: none"> • Common Interview Questions with Answers (hand out) • Top Ten Interview Tips (hand out) • Lecture – Interview techniques, Mock Interviews, research a company, feedback 	<ul style="list-style-type: none"> • Build positive interview techniques • Prepare for hard questions • Review how to research the company before the interview • Conduct mock interviews • Practice interviewing • Getting feedback 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals. 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min



Module E

Effective Resumes and Cover Letters

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none">• Sign in Sheet• White board	<ul style="list-style-type: none">• Welcome, Sign in, Introductions• Housekeeping• Ground Rules• Work Connections Overview	15 min
2) Networking	<ul style="list-style-type: none">• Job Leads• Share Success Stories	<ul style="list-style-type: none">• Weekly Job Leads• Hidden Job Market• Local Labor Market	30 min
3) Effective Resumes and Cover Letters	<ul style="list-style-type: none">• Computer lab• General Information about Resume Writing (hand out)• Chronological resume• Functional resume• Combination resume• General Information about Cover Letters (hand out)• Cover Letter• Thank you Letter (all handouts) • Lecture – Chronological, Functional and Combination resume overview, Resume and Cover Letter writing tips	<ul style="list-style-type: none">• Learn to customize your resume and cover letter to set you apart from other applicants• Review three basic resume styles• Learn tips for writing resumes• Learn tips for writing cover letters• Learn to submit resumes electronically• Use different software to create resumes	60 min

4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

Module F



Dress for Success

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none">• Sign in Sheet• White board	<ul style="list-style-type: none">• Welcome, Sign in, Introductions• Housekeeping• Ground Rules• Work Connections Overview	15 min
2) Networking	<ul style="list-style-type: none">• Job Leads• Share Success Stories	<ul style="list-style-type: none">• Weekly Job Leads• Hidden Job Market• Local Labor Market	30 min
3) Dress for Success	<ul style="list-style-type: none">• Pamphlet (Suited for Success; Comm. Code 7540-032-848)• Dress Right for a Good Impression (hand out)• Lecture – Appropriate dress, grooming, and do's and don'ts	<ul style="list-style-type: none">• Learn how to dress appropriately• Tips on grooming• Do's and don'ts	60 min
4) One-on-One Assistance	<ul style="list-style-type: none">• Job Search Log• Action Plan• Portfolio• Application• Resume• Give participants WA Job Referrals	<ul style="list-style-type: none">• Complete Application• Work on portfolio• Collect Job Search Log• Develop Action Plan	60 min
5) After close of workshop	<ul style="list-style-type: none">• Computer	<ul style="list-style-type: none">• Enter participants into SKIES• Use group entries where possible	15 min



Module G

Goals and Actions

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Goals and Actions	<ul style="list-style-type: none"> • Goal Setting Matrix (hand out) • Write an action plan (hand out) • Lecture – Start action plan, short term – long term goals 	<ul style="list-style-type: none"> • Learn how to set goals • Develop an action plan 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

Module H

Communication



Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Communication	<ul style="list-style-type: none"> • Use an “I” Statement (handout) • Communication skills at work (hand out) • Lecture – talk about “I” statements • Lecture – discuss appropriate communication skills at work 	<ul style="list-style-type: none"> • Learn how to communicate effectively • Craft “I” statements • Practice communication skills 	60 min
4) 1X1 Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min



Module I

Stress Management

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Stress Management	<ul style="list-style-type: none"> • Stress Management Tips (hand out) • Stress Management Techniques (hand out) • Stress Busters (hand out) • Lecture – talk about stress busters, stress management techniques, support system, 	<ul style="list-style-type: none"> • Identify stress and how it affects us • Stress management techniques • Support system for stress management 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min



Module J

Informational Interviewing

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Informational Interviewing	<ul style="list-style-type: none"> • Computer lab • Internet • Informational Interview Questions (hand out) • Informational Interview Worksheet (hand out) • Lecture – talk about researching a career and company, practice an interview 	<ul style="list-style-type: none"> • Learn about informational interviewing • Research a career and identify a company for the informational interview • Practice an interview 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

Module K

Money Management



Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none">• Sign in Sheet• White board	<ul style="list-style-type: none">• Welcome, Sign in, Introductions• Housekeeping• Ground Rules• Work Connections Overview	15 min
2) Networking	<ul style="list-style-type: none">• Job Leads• Share Success Stories	<ul style="list-style-type: none">• Weekly Job Leads• Hidden Job Market• Local Labor Market	30 min
3) Money Management	<ul style="list-style-type: none">• Lecture – consider a guest speaker (consumer credit counseling)• Managing Your Money (handout)• Money Management Planner (handout)• EITC materials	<ul style="list-style-type: none">• Review money management basics• Set up a tentative budget• Learn how to deal with credit• Learn the value of employee benefits	60 min
4) One-on-One Assistance	<ul style="list-style-type: none">• Job Search Log• Action Plan• Portfolio• Application• Resume• Give participants WA Job Referrals	<ul style="list-style-type: none">• Complete Application• Work on portfolio• Collect Job Search Log• Develop Action Plan	60 min
5) After close of workshop	<ul style="list-style-type: none">• Computer	<ul style="list-style-type: none">• Enter participants into SKIES• Use group entries where possible	15 min



Module L

Time Management

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Time Management	<ul style="list-style-type: none"> • How Well Do You Plan Your Time? (hand out) • Five Steps to Successful Time Management (hand out) • Creating a Weekly Schedule (hand out) • Weekly calendar (hand out) • Lecture – Talk about Time Management Chart, discuss strategies, prepare weekly planner 	<ul style="list-style-type: none"> • How are you currently spending your time • Learn principles of time management and apply to your own life • Practice the use of a planner 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min



Module M
Resource Room

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Resource Room	<ul style="list-style-type: none"> • Computers • Phones • Printers & copiers • Pamphlets • Lecture – Talk about WorkSource staff and how they can assist all job seekers with all the resources available • Market the workshops available and how they can help the job seeker 	<ul style="list-style-type: none"> • Job listings • On-line job search and resume posting • Labor market and local wage information • Career planning software • Computer software and Internet connections • Workshops on topics related to job search and career planning • Access to training resources • Complimentary local telephone, fax and TTY calls, as well as use of copiers and printers for job search activities • Access to information about unemployment insurance • Community resource information, such as public transportation, childcare, food banks, and so on. 	60 min

4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

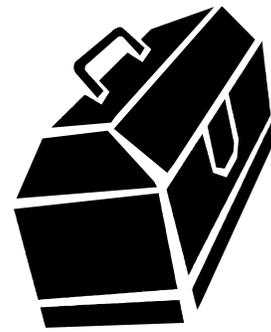


Module N

Hiring Events

Sub-Task	Materials/Methods	Key Points	Time
1) Opening	<ul style="list-style-type: none"> • Sign in Sheet • White board 	<ul style="list-style-type: none"> • Welcome, Sign in, Introductions • Housekeeping • Ground Rules • Work Connections Overview 	15 min
2) Networking	<ul style="list-style-type: none"> • Job Leads • Share Success Stories 	<ul style="list-style-type: none"> • Weekly Job Leads • Hidden Job Market • Local Labor Market 	30 min
3) Hiring Events	<ul style="list-style-type: none"> • 60 second commercial • Generic application • Resumes • Lecture – What to say to employers • What not to say to employers • Language • Body language 	<ul style="list-style-type: none"> • Learn strategies for successful participation in hiring events • Practice scripts for approaching employers at events • Practice their 60-second commercial 	60 min
4) One-on-One Assistance	<ul style="list-style-type: none"> • Job Search Log • Action Plan • Portfolio • Application • Resume • Give participants WA Job Referrals 	<ul style="list-style-type: none"> • Complete Application • Work on portfolio • Collect Job Search Log • Develop Action Plan 	60 min
5) After close of workshop	<ul style="list-style-type: none"> • Computer 	<ul style="list-style-type: none"> • Enter participants into SKIES • Use group entries where possible 	15 min

Job Search Tools Checklist



Get prepared before you start each day looking for work.

- Interview clothes
- 60 Second Commercial
- Resumes
- Master application
- List of references
- Thank you cards
- Letters of recommendation
- Daily planner
- Black ink ball point pen
- Blank paper
- Employer hotline and other phone numbers
- Documents to show you can legally work in the United States



How to Find a Job

Using Many Methods Works

Finding a job takes time and effort. But you can speed the process by using a variety of ways to find job openings. According to the Bureau of Labor Statistics, people who use many job search methods find jobs faster than people who use only one or two. Look at the many ways to find a job listed below. Which ones will work for you?

WorkSource Offices



Local WorkSource offices help job seekers find jobs and help employers find qualified workers at no cost.

WorkSource offices offer work skills assessment, skill development, and personalized job search assistance.

If you are a veteran, a veteran's employment representative can inform you of available assistance and help you to deal with problems.

WorkSource offices also refer people to opportunities available under the Workforce Investment Act (WIA) of 1998. Educational and career services and referrals are provided to employers and job seekers, including adults, dislocated workers and youth.

Personal contacts

Many jobs are never advertised. People find them by talking to friends, family, neighbors, teachers, former coworkers, and others who know of an opening. Make sure you tell people that you are looking for a job. The people you know may be some of the best resources for your search. To make new contacts, join student, community, or professional organizations. Or attend Work Connections!



Employers

Directly contacting employers is one of the most successful job hunting methods. Use the library or Internet to make a list of likely employers in your desired career field. Review employer Web sites for how to apply for a job, or who to contact. Even if no open positions are posted, go ahead and contact the employer -- you never know when a job might become available.

Classified ads

Help Wanted ads in newspapers list job openings. Some employers are going back to print ads to avoid massive responses to the big online job boards. Read the ads every day and respond promptly. Keep a record of your responses for follow-up and to keep track of your contacts. Avoid duplicating your efforts.



Internet resources

The Internet includes many job hunting Web sites with job listings. Some job boards provide national listings of all kinds -- others are local. Some relate to a specific type of work -- others are general. To find good prospects, begin with an Internet search using keywords related to the job you want. Also look for the Web sites of related professional associations.

Consider message boards, social networking sites, and other online data bases. Although these resources may seem helpful, carefully evaluate all advice before acting. It can be difficult to determine the reliability of information posted on the Internet.

Professional associations

Many professions have associations that offer employment information, including career planning, educational programs, job listings, and job placement. You can get information directly from most professional associations through the Internet, by telephone, or by mail. Associations usually require that you be a member to use these services.



Labor unions



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

Federal government

Information on openings with the Federal Government is available from the U.S. Office of Personnel Management (OPM) through USAJOBS, the Federal Government's official employment information system at <http://www.usajobs.gov> or on the telephone at 703-724-1850, 866-204-2858, or TDD 978-461-8404. These numbers are not all toll free. You may get charged for some calls.

Community agencies

Many nonprofit organizations, including religious institutions and vocational rehabilitation agencies, offer counseling, career development, and job placement services. They generally target their services to a specific group, such as women, youths, minorities, persons with a criminal history, or older workers.

Private employment agencies and career consultants

Private agencies can save you time and they will contact employers who otherwise might be difficult to locate. Such agencies may be called recruiters, head hunters, or employment placement agencies. These agencies may charge for their services. Most operate on a commission basis, charging a percentage of the first-year's salary. You or the hiring company will pay the fee. Find out the exact cost and who is responsible for paying fees before using the service. When determining if the service is worth the cost, consider any guarantees that the agency offers.



Internships and volunteer positions

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

School career planning and placement offices

High school and college placement services help their students and alumni find jobs. Some invite recruiters to use their sites for interviews or career fairs. They also may have lists of open jobs. Most also offer career counseling, career testing, and job search advice.



Job Search Action Plan



Spending one or two hours each day working an action plan keeps your job search moving and your job search activities organized.



Search & Target

Step 1: Find and print any job ads or posts that appeal to you at first glance. Don't dig or probe. Create a pool of possibilities. Label each opening with the job post date and title and contact person if listed.

Step 2: Grab your resume. Highlight all the words or phrases on your resume that match those in the job description. Highlights must cover at least 90 – 95 percent of the ad's requirement and skills words.

Review

Step 3: Review each targeted job for attractive features and practical points (location, commute, hours). Prioritize those that pass your review and put into three categories: Hot, Warm, and Cool.

Research

Step 4: Starting with the Hot stack, research each opening. Consider networking results as Hot. Define words and research details. If possible, call the company to confirm job details, status of the opening, and the application process. Get contact information for follow up and follow through activities. Research Hot then move to Warm, and Cool.



Respond

Step 5: Complete the application process as outlined by the company (for example, mail in application, online application, resume, and so on). Write cover letters. Give at least one sentence and an example for each job or skills requirement.

Check Back

Step 6: Within two days of responding, call or e-mail the hiring contact to ensure they received your information. Confirm the status of the opening. Ask for timelines and what you can expect for next steps. Be friendly, cooperative, and persistent.

You will want to repeat this step after an interview.



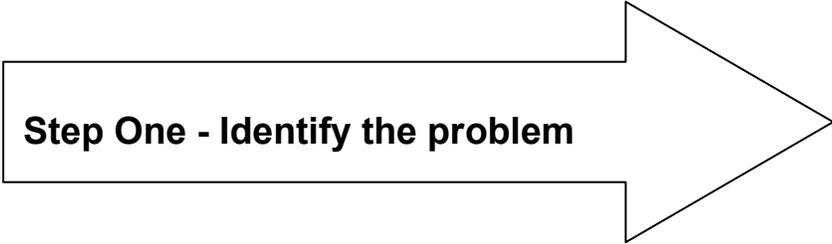
Follow Through & Document

Step 7: If you haven't been contacted within seven days of responding, call again and reconfirm the process. Again, check timelines and next steps. Ask for feedback if possible. If they give a date to check back, make a note of it so that you can follow through later.

Step 8: If the job is a no, remove the opening from your working file and move on. Keep a list of keywords that worked. Incorporate them into future action plan batches. Document your job search for future reference.



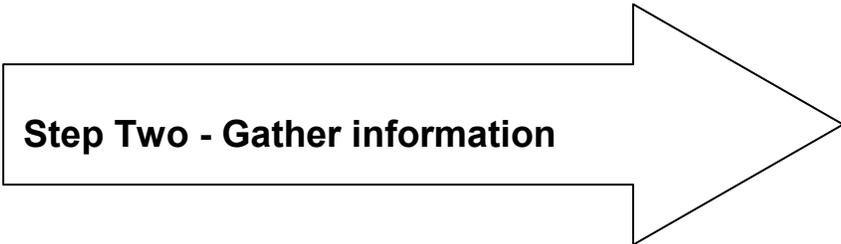
Problem-Solving



Step One - Identify the problem

First, recognize that a problem exists. Some problems are big and unmistakable, such as having a sick child or forgetting to set your alarm and waking up two hours late for work. Other problems may be continuing annoyances, such as regularly running out of basic supplies for your baby or a car that often won't start. You need to pinpoint the problem area. Ask yourself:

1. How is the current situation different from what I actually want it to be?
2. What do I actually want?
3. What is preventing me from achieving my goals, or from things being the way I want them to be?



Step Two - Gather information

Learn more about the problem situation. Look for possible causes and solutions. Think about it from different angles. Ask yourself.

1. How is this problem affecting me?
2. How is this problem affecting other people?
3. Who else is experiencing this problem?
4. How do other people deal with this problem?



Step Three - Set your goals

Once you have looked at the problem from different angles, you can decide what you want to do and set your goals. You need to answer the question – “What is my immediate goal?” Examples:

- Get to work on time
- Keep my car running
- Reduce unplanned trips to the store

Step Four – Think of possible solutions

Come up with as many possible solutions as you can. Do not worry about whether or not they are realistic, practical, or effective. Often a solution you might eliminate in the beginning can be developed into a very effective solution.

Ask yourself, “What have I done in the past when faced with similar problems?” “How have other people I know dealt with similar situations?” You can also approach friends, family members, a counselor, teachers, books, or the Internet to get ideas. Be sure to write down all the ideas you come up with.

Step Five - Analyze the solution

Weigh the advantages and disadvantages of each alternative.

- What are the costs, benefits, and consequences?
- What are the obstacles and how can you handle them?
- Most important, what solution best serves your goals?

Be creative. For example, when you have an emergency with your babysitter not showing up, you can choose to solve the problem without calling in to work and then show up for work late. Or you can develop a back-up plan to call someone to take over until you can find other child care.



Step Six – Implement the best solution

Chose the best solution and put it into action. Then follow by checking the results to make sure that it actually solved the problem. Ask yourself:

- How effective was the solution?
- Did it achieve what I wanted?
- What consequences (good and bad) did it have in my situation?

If the solution worked, then you can feel satisfied with your efforts and what you learned. If you feel dissatisfied, you can either change the solution to work better or you can scrap it and try another option.

Remember – problem-solving is a cycle. If the problem goes away, you have found a solution. If the problem still exists, you have to start the process again.



Employer Expectations

Here are some top personal strengths employers look for. Put a check mark next to the items you think you are good at. List your top strengths when you finish.

- Strong work ethic, conscientious, does best work
- Positive attitude, upbeat, generates good will
- Good communication skills, speaks clearly, good listener
- Time management, prioritizes and multi tasks, uses time wisely
- Problem-solver, makes decisions
- Team player, cooperates with others, accepts responsibility
- Self-confidence, self-motivated, asks questions, contributes ideas
- Personal growth, interested in learning
- Flexible and adaptable, open to new ideas
- Works under pressure, comes through in a pinch
- Follows rules and fits into the structure
- Gets along with people from all backgrounds
- Dependable and trustworthy, delivers what's promised
- Punctual, always on time ready to work, works the full scheduled time
- Works independently, shows ability to complete tasks
- Shows initiative, takes on tasks without being asked



Application Checklist

The application screens you into an interview. Most employers spend about 15 to 30 seconds on the first screening. That means if it isn't neat or is hard to read or it's not complete, they will screen it out.

Never leave anything blank on your application. If a question does not pertain to you, write NA (not applicable).

Review your application and put a check next to each item that you can say yes to.

- Is the application prepared in black ink or typed?
- Is the application legible?
- Is the application free of mark-outs and whiteout?
- Are all words spelled correctly?
- Is grammar and punctuation correct?
- Is the application neat and clean?
- Are the only abbreviations for the names of states?
- Does the "Position You Are Applying For" match the position listed on the job announcement?
- Does the application reflect appropriate skills and experience for the position stated, including skills that may have been gained through activities other than paid employment?
- Is the work history completed in the order requested on the application?
- Are there complete names, addresses and phone numbers for all past employment?
- Does the work history contain month and years of employment for every employer?
- Do the job duties include job specific skills, self-management skills, and transferable skills for each employer?
- Is the application signed and dated?
- Is a copy of the application in your portfolio?



Common Interview Questions with Answers

**Tell me a little
about yourself.**

This gives you an excellent opportunity to communicate your skills and experience. Keep your answer professionally oriented and specific to the characteristics that the interviewer wants to hear. Show that you have the abilities to do the job. Tailor your response to the job.

**What do you feel has
been your greatest work-
related accomplishment?**

Choose one example from your past that was important to you and helped the company you worked for. Give specific details about what you did, how you did it, and what the results were. Try to pick an accomplishment that relates to the position for which you are applying. Employers like to hear about accomplishments that reduce expenses, raised revenues, solved problems, or enhanced a company's reputation.

**What is your greatest
strength?**

Highlight your best skills. Don't pick just one. Focus on your top three or four. Some examples are: Leadership skills, team-building skills, and organizational skills. Determine which strengths fit best with the position for which you are applying. If the announcement stresses multi-tasking, you could say: "I am good at organizational skills, prioritization and time management. But my greatest strength is my ability to effectively handle multiple projects and deadlines."



What is your greatest weakness?

Be careful with this one. Most interview guides will tell you to answer it with a positive trait disguised as a weakness. For example, “I tend to expect others to work as hard as I do,” or “I am a bit of a perfectionist.” Interviewers have heard these “canned” answers over and over again. To stand out state a true weakness, but then emphasize what you’ve done to overcome it. For example: “I’ve had trouble delegating duties to others because I felt I could do things better myself. This has sometimes backfired because I ended up with more than I could handle and the quality of my work would suffer. But I’ve taken courses in time management and learned how to delegate, and I feel I’ve overcome this weakness.”

How do you handle stressful situations?

Give some examples of stressful situations you’ve dealt with in the past. Tell how you use time management, problem-solving, or decision-making skills to reduce stress. For example, tell them that making a “to-do” list helps. Talk about stress-reducing techniques you use such as stretching and taking a break. Don’t be afraid to admit that you will ask for assistance if you are feeling overwhelmed. If it’s true, say you actually work better under pressure.

What is the toughest problem you’ve had to face, and how did you overcome it?

Try to make this about a problem that faced your company and not just you or your particular work group. Give specific examples of the skills and techniques you used to resolve this problem. Emphasize the successful results. Be generous in sharing credit if it was a team effort, but be sure to highlight your specific role.



Have you ever had to discipline a problem employee? If so, how did you handle it?

This is a likely question if the position for which you are applying requires supervisory duties. Explain how you used problem-solving skills, listening skills, and coaching skills to help the employee. If those techniques turned the employee around, be sure to say so. If those

techniques failed, tell how you followed the company's policies and what the end result was.

Why do you want this position?

Here's where your research about the company will help you stand out among the other candidates. Explain how you've always wanted the opportunity to work with a company that – provides

a vital public service, leads the industry in innovative products, whatever—find something specific about that company that you can tie in with your answer. Explain how your qualifications and goals complement the company's mission, vision, and values (use specific examples).

Why are you the best person for this job?

As with all other questions, be confident and enthusiastic when you answer this. Don't try to say you are the best qualified person, because you don't know the qualifications of the other applicants.

Instead, emphasize several reasons why you should be hired. For example: "I've got extensive experience in bookkeeping and have the specific skills you are looking for. I am a fast learner who adapts quickly to change and will hit the ground running. I am dedicated and enthusiastic about helping your company meet its goals, and will provide top quality results with minimal oversight. I am an outstanding performer who takes pride in my work. You won't have any regrets when you hire me."



What interests you most about this job?

Answering this question properly requires that you fully understand the job description. By researching and preparing ahead of time you should be able to respond with some specific explanations that show your enthusiasm.

Responses could include: “The job sounds challenging and exciting,” “There is scope for learning and developing new job skills.”

Why have you changed jobs so frequently?

This is a question that can prove difficult. The best response can be your need to gain experience and grow. Emphasize that the variety of jobs has been a good experience. Questions like this can be turned around, so be careful not to dwell too much on it.

Why were you fired?

If you were fired, you need to be open and honest while minimizing the reason for dismissal. Try to portray the incident as “one of those unlucky things that happens to the best of us” and modestly explain how you have learned from this experience and the steps you’ve since taken. Put the interviewer at ease in the hope that they won’t place too much importance on the situation when they do a reference check. However, it is a good idea to reconcile with your former employers and ask them to at least give you a fair reference.



Top Ten Interview Tips

1. **Arrive on time** – (or better still 15 minutes early). Make sure you know how to get there. If you have the time, take a trial run to the office and familiarize yourself with the route.
2. **Research the company and its business** – At a minimum, read their Web site.
3. **Review your resume** – Be ready to talk about any aspect of your career, your experience, your training, or your interests.
4. **Dress smartly and act positively** – If in doubt on the correct dress code, dress like people who work there. You should look like you will fit in. Handshakes are important too. A firm, but not crushing, handshake is required.
5. **Listen carefully to the questions and answer questions directly** – Do not feel you have to speak when there is a pause in the conversation, let the interviewer fill the gap.
6. **Remember the interview is a two way process** – Work out what you want to know about the job or position and be confident in asking questions.
7. **If you do not know an answer, say so.**
8. **If you are interested in the job, tell the interviewer.**
9. **Be yourself** – When you get the job you might disappoint if you cannot live up to the “tiger” you presented at the interview.
10. **Attempt to “close” the interview** – At the end of an interview ask if they have any questions or if they need more information. Tell them you want the job. Ask when you can check back.



General Information about Resume Writing

Here are some general guidelines for writing your resume so that it will do its best sales job! Remember, the important thing about your resume is that it represents you, so you should write it in such a way that you are comfortable with it. The most effective resumes are those that are:

Positive

Emphasize positive elements in your record. Gear the resume to show what you can do for the employer. Use action verbs... "planned, organized, collected, etc."

Brief and Concise

Keep the resume to one page, if possible, two at the most. This means you have to prioritize the information you want to present and make every word count. If it is too long or complex, the reader may skip parts or all of it.

Relevant

Write your information to make it meaningful to the employer and targeted to the position you are applying for. Remember volunteer activities, hobbies, organizations, and special interests that may have given you relevant experience.

Readable

Neatness, legibility, type of print, balance on the page, spelling, and correct punctuation all count a tremendous amount. Avoid abbreviations and acronyms (DOT, Department of Transportation).

Accomplishment Oriented

Use action words to emphasize what you have done, rather than merely listing your job duties or educational background. Your resume is no place to be humble so let the employer know that you are a person who can get the job done.

Honest

Exaggerating on a resume can lead to a lack of credibility with an employer. It is much more effective to represent your own good qualities to demonstrate your value as an employee. It is appropriate to use information that reflects your personality and attitude about work.



JUANITA HERNANDEZ
10101 Smith Boulevard
Bellingham, WA 98225
360-555-3838

Chronological Resume

jhernandez@hotmail.com

OBJECTIVE

A challenging customer service or clerical position with the opportunity for growth based on performance.

EXPERIENCE

- Receptionist/Clerk 2007 to 2010
LOCAL LAW FIRM Bellingham, WA
- Greeted and directed clients to appropriate services and department.
 - Compiled, organized, typed and distributed staff scheduling information in a timely manner.
 - Developed an understanding of office technology, including copiers, fax machines, postage meters, printers, and computers.
 - Researched and compiled information from a variety of different resources.
 - Experienced in various computer programs, including MS Office, Excel, MS word, and WordPerfect.
 - Operated a multi-line telephone system, forwarding to over 20 different individuals.
- Tour Coordinator 2004 to 2007
SUNSHINE RESORT Blaine, WA
- Conducted telephone interviews with potential resort clients.
 - Arranged and coordinated tours, kept precise records, and organized time schedules.
 - Interacted with upset or uncooperative customers on a professional level.
- Toy Department Clerk 2000 to 2004
PACIFIC NORTHWEST DEPARTMENT STORE Lynden, WA
- Assisted customers in toy department, special ordered merchandise, and handled merchandise returns and customer complaints.
- Cashier/Team Leader 1999 to 2000
MONSTER PIZZA PLACE Lynden, WA
- Supervised up to 12 people, assigned daily job responsibilities, and oversaw restaurant operation.

EDUCATION

Office Skills	Bellingham Technical College	Bellingham, WA
Career/Skills Workshop	Whatcom Community College	Bellingham, WA
High School Diploma	Lynden High School	Lynden, WA



Andrea Foster
4003 D Street
Pullman, WA 99163
509-332-5555

Functional Resume

Objective: Seeking a position as a retail sales associate.

Summary of Qualifications

Customer Service

- Dealt with up to 200 customers daily, handling over \$14,000 per month
- Trained employees in cashiering, customer service and inventory procedures
- Developed excellent rapport with approximately 10 vendors

Merchandising

- Stocked and priced merchandise for 4 departments
- Coordinated innovative displays and floor arrangements

Retail Management

- Experienced utilizing manual and computerized cashiering systems for over 4 years.
- Opened and closed facility; trusted with keys to establishment
- Managed set-up of equipment and inventory for each shift for a 24 hour operation
- Verified and approved invoicing; signed for orders

Education

Social Sciences (Degree), Local Community College (Degree), Spokane, WA



Joseph B. Ames

1820 Calhoun Street, Mulberry, KS 66756
E-mail Address: James@comcast.net

H: 361-888-0000
W: 316-888-2222

Objective: A career in management utilizing my degree and experience in operations management.

Summary of Skills

- Property manager , including collections and evictions
- Vendor accounts manager, supervising five employees
- Project manager of general ledger and accounts payable system installation
- Lead worker in finance and accounting in micro and network computer environments
- Food service manager, including recruiting and training employees

Professional Highlights

Consultant

Hewson Properties, Mulberry, KS 2000 – Present
Developed and implemented a property management system for a portfolio valued at more than \$30 million.

Regional Manger

FRD, Inc., Manhattan, KS 1998 – 2000
Managed five residential communities. Reduced delinquencies by 31 percent and improved on-time payments through aggressive collections and evictions policies. Reduced travel expenses of employees by 50 % through innovative planning.

Restaurant Manager

Broadwater Yacht Club, Biloxi, MS 1985 – 1995
Managed restaurant and country club prior to pursuing my MBA. Demonstrated strong management skills in customer relations.

Education

Mulberry University Mulberry, KS 1985
Master of Business Administration degree in Finance

University of Alabama Tuscaloosa, AL 1983
Bachelor of Arts in Public Relations



General Information about Cover Letters

A Cover Letter is an introduction of **You**. It allows you to deliver a more personalized message to the recipient of your letter. Always send a cover letter when you mail your resume. Your goal is to get the employer interested in you and to ask you to interview. So the cover letter should be pleasing to the eye, short, and direct.

Most cover letters follow a standard outline:

Paragraph 1 – Get the reader's attention with important facts or features about you and your interest in the company. State your strongest point(s) and the job for which you want to be considered.

Paragraph 2 - State why you want to work for this company – talk about them not yourself.

Paragraph 3 - Highlight your skills and qualifications that are relevant to the position you are applying for. State why you would be good for the job and what value you can bring to the company. Be specific, brief, and convincing about your skills, training, and experience.

Paragraph 4 - Request an interview and state how you will follow-up this letter. Express your appreciation for the time they are taking to review and consider your resume.

Follow the guidelines listed below to write your cover letter.

- Address your letter to a specific person by name and title.
- Write about what you can do for the employer.
- Keep it short, concise, and powerful.
- Refer to your resume.
- Use simple direct language, correct grammar, punctuation, and spelling. Type neatly. Proofread, hand-sign your signature above your typed name.
- Let your individuality show, but avoid the temptation to be cute, humorous, overbearing, aggressive, or too familiar.
- Close the letter with a request for a direct action. You may end by saying you will contact the employer about an interview to discuss your qualifications.



Sandy S. Sand
947 Beach Street
Burien, WA 98344
206-554-2309

January 28, 2010

Mr. Kyle Lansbury, Supervisor
ABCD Electronics
211 Sunset Boulevard
Renton, WA 98221

Dear Mr. Lansbury:

Enclosed is my resume in response to your advertisement in the Tribune on January 28, 2010 for an Electronic Assembler. I am familiar with ABDC and I have always admired the quality of your products.

The skills and experience I have acquired in electronics and printed circuit board assembly could benefit your company and offer me an opportunity to continue working in my field of interest. Over the past ten years I have demonstrated my assembly skills by producing 100 circuit boards per shift at a 98 percent quality control standard.

I would like to meet with you to discuss how my skills match your needs. I can be reached at 206-554-2309.

Thank you for your time and consideration.

Sincerely,

Sandy S. Sand



[Your Name]
[Street • City • State • Zip Code]
[Phone # • Fax phone # • Messages phone # • Email]

[Date]

[Interviewer's name]
[Company name]
[Address]

Dear [Interviewer's name]:

Thank you for taking time out of your busy day to interview me for the [job title] position. I enjoyed meeting you and the other members of your team. I am excited about the chance to work with such a great team.

Because I am a self-starter by nature and a team player too, I like that you encourage individual team members to take ownership of their projects, but each can still count on the support of other team members. As I mentioned earlier today, I think it's the best of both worlds.

Judging by the matters we discussed, I believe that my qualifications are an excellent fit, particularly my [specific education, experience, skills, etc.]. The position is exactly what I'm looking for and I'm confident that I can be a significant contributor to the success of [company or department name]. I sincerely hope that you agree.

I'd like to add that I have a Web-based portfolio, where you may view recent samples of my work. The address is [http://].

Thanks again for interviewing me. If you have questions or concerns, please feel free to contact me. The best way to reach me is by calling my cell phone at [area code, number].

I look forward to hearing from you again.

Sincerely,

[Sign here]

[Your name, title]

cc [Names for copies]



Dress Right for a Good Impression

Even though the business trend is toward casual dress, employers still expect job candidates to dress appropriately. It is not always necessary to wear a suit. The important key to remember is that candidates should dress one level above what the other employees are wearing. Make it easy for your potential employer to visualize you fitting right in to his work environment. Your goal is to look like you already work there.

Your accessories should be modest and clothes should fit properly.

Men's Dress Standards	Women's Dress Standards
<p>Dress shirt with collar, necktie</p> 	<p>Skirt, blouse, appropriate slacks</p> 
<p>Slacks, belt, jackets for interview days (optional), no shorts, tee shirts or denim</p> 	<p>Dress, modest neckline (if sleeveless, need a blazer), hose, neutral color (no sequins, no patterns)</p> 
<p>Dress shoes (no bare feet, athletic shoes or sandals)</p> 	<p>Shoes, medium or low heel (no open toes, no bare feet, athletic shoes or sandals)</p> 



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Goal Setting Matrix

Use this matrix as a place to record your goals and desires. Remember, this is written on paper, not on stone. Things will change over time and your goals may change. Work from left to right. You can see how attaining your lifelong dream begins with a short term goal. Write down where you see yourself in the different areas over time.

	Six Months From Now	One Year From Now	Three Years From Now	Five Years From Now
Vocational (Includes the type of work you see yourself doing, and how you see your career progressing over the years.)				
Physical/Material (Includes how you envision yourself physically, the financial and material gains you see for yourself, your environment such as your home and family.)				
Emotional/Spiritual (Includes how you see yourself progressing emotionally, in personal interaction and communication skills, in development and growth of self image, esteem, and sense of well being.)				

Short Term Goal: Now write down where you see yourself in one month that will help you achieve your long term goals.



Write an Action Plan

Step One – Clarify your goal.

Can you get a visual picture of what you want to happen? How can you see if you have reached your destination? What makes your goal measurable? What restraints do you have, like the limits on time, money, or other resources?

Step Two - Write a list of actions

At this step, focus on thinking of and writing as many different options and ideas as possible. Take a sheet of paper and write more and more ideas as they come to mind. While you are doing this, try not to judge or analyze.

Step Three - Analyze, prioritize, and prune

Look at your list of actions. What are the absolutely necessary and effective steps to achieve your goal? Mark them and then determine which action items you can drop from the plan without major consequences for the outcome.

Step – Organize your list into a plan

Decide on the order of your action steps. Start by looking at your marked key actions. For each action, what other steps should you complete before that action? Rearrange your actions and ideas into a list of ordered action steps. Finally, look at your plan again. Can you simplify it even more?

Step Five – Monitor and review the plan

How much have you progressed toward your goal by now? What new information do you have? Use this information to adjust and improve your plan.



Use an “I” Statement

Use an “I” statement to let someone know how you feel about a situation without sounding angry or belligerent. Be careful when including parts four and five since they may contain hidden judgments or threats.

#1 Observe

Describe the facts. Talk about what you or anyone else can see, hear, smell, taste, or touch. Avoid judgments, interpretations, or opinions. Instead of saying “The customer looked like a slob.” Say, “The customer’s clothes were dirty and I smelled body odor.”



#2 Feelings

Describe your own feelings. It is easier to listen to “I feel frustrated” than to “You never help me.” Talking about how you feel about another’s actions can be valuable feedback for that person.



#3 Wants

You are far more likely to get what you want if you say what you want. Ask clearly. Avoid being demanding or using the word “need.” Most people like to feel helpful, not obligated. Instead of “You need to finish your chores by dinner time!” say “I would appreciate it if you could catch up on your chores by dinner time.”



#4 Thoughts

Communicate your thoughts and use caution. Beginning your statement with an “I” doesn’t qualify it as an “I” message. “I think you are incompetent” is a “You” judgment in disguise. Instead say “I’d have more time to help you if you could start on this project by yourself.”



#5 Intentions

The last part of an “I” message is a statement about what you intend to do. Have a plan that doesn’t depend on the other person. For example, instead of “From now on we are working on this project evenly”, you could say “I intend to do my share on this project and I am sure you will finish your part.”

Effective use of “I” statements can help to disarm an otherwise potentially explosive situation.



Using “I” Statements Practice

When you

(state the action in objective terms)

I feel

(put a name on the emotion and claim it)

because

(describe the tangible effects of the behavior)

I would like you to

(state the outcome you want)



Communication Skills at Work

Listening, giving and receiving instructions, asking questions, and making introductions are communication skills that are often overlooked. Many jobs however require good skills in these areas.

What would happen if?

- A waitress does not listen as customers place orders from the menu? A hospital orderly does not follow directions?
- An emergency operator does not listen and ask good questions to help someone who is in trouble?
- A salesperson cannot make introductions properly and leaves a poor first impression?

Using good communication skills can make a big difference in your ability to do a good job.

Listening, not just hearing

The average person spends 63 percent of the day listening. Listening is more than just hearing. Listening involves hearing the message and understanding the sender's meaning. It is an active process that requires the ears and brain to work together.

• **Reasons for Listening**

We listen to gain information, to make decisions, and for enjoyment. Good listening habits help avoid misunderstandings, embarrassment, and mistakes on the job. These situations waste time and energy that could be spent on more productive activities.

• **Barriers to Good Listening**

Factors that prevent us from listening are called barriers. Examples are noise, lack of rest, lack of interest in the topic, poor room arrangement, and



a closed mind. You can overcome listening barriers by identifying the reasons you listen poorly and finding ways to remove the obstacles.

- **Ways to Improve Listening**

1. Concentrate on the message. Sit away from noise and other distractions, but close enough to the speaker to hear the message clearly. Do not let your mind wander.
2. Listen for the main points. It is impossible to remember everything you hear. The average person remembers only 25 percent of what is heard. Listen for the important ideas at the beginning and again at the end of a presentation.
3. Listen for details that support main points. Decide which details are most important to remember and concentrate on those.
4. To stay focused ask yourself questions about what is being said. Example: “Do I agree with what I am hearing?”
5. Listen to the entire message. If you stop listening before the message is completed, you may miss key bits of information.
6. Take notes. Write down ideas, facts, names, and dates that will help to trigger your memory later.

Instructions

- **Giving Instructions**

Good instructions are simple instructions. Always explain the simplest way to do the task. Leave out unnecessary details that could be confusing. Organize your thoughts. Use terms the listener understands. Repeat if the task is complicated. This helps the listener remember the instructions. When repeating instructions try to use the same words used the first time. Avoid making repeated sounds such as uh, well, and umm that can frustrate the listener. It might help to draw a picture when instructions are long or complicated. Admit if you do not know something, and tell the listener that you will get back to him or her when you have the correct information. Always follow through with your promise.



- **Receiving Instructions**

When you receive instructions, focus your attention on the supervisor or coworker giving the instructions. Having the ability to understand instructions is the key to success. Pay attention to the words used. Ask for clarification if you don't understand something. Check with the speaker and repeat the instructions in your own words to make sure that you understand. Watch the steps closely when someone shows you how to do a task. Write important points in a notebook to help you remember the instructions later.

Asking Questions

Employees learn what they should and should not do by asking questions. Don't be afraid or embarrassed to ask questions when necessary. It is better to ask questions and get a clear understanding than to do the wrong thing. Get in the habit of asking questions and avoid problems.

- **Tips for Asking Questions**

1. Direct your questions to the right person. If you don't know who the right person is, ask your supervisor. He or she is the person who can answer most of your questions, but coworkers can also be helpful. Learn which questions to ask a supervisor and which to ask a coworker.
2. Check the company policy manual, directory, and other reference materials for the answer before asking someone. If you can't find the answer on your own, then ask. This will increase your resourcefulness and help you become independent.
3. Don't take up too much of someone's time with your questions. Ask the most important question. Be direct and to the point. Remember that the other person is doing you a favor and is delaying his or her work while talking with you.
4. Choose the right time to ask questions. It is better to ask questions while someone is cheerful, not grumpy or busy.
5. Repeat answers in your own words to show that you clearly understand.
6. Thank the person for taking the time to answer your questions.



7. Work hard to remember the answers. When someone has to tell you the same thing twice, it makes you look bad and it takes up more of his or her time. Write answers on a notepad for later reference.

- **Word Questions Carefully**

The words used when you ask a question influence the answer you receive. To get the information you really need, word your questions carefully

1. Make sure you ask a question, not make a statement. A question is “What copy machine settings will result in a high quality copy?” A statement is “I think the machine needs to be on certain settings to get a high quality copy.” A question worded as a statement can confuse the listener.
2. State the question as simply and straightforwardly as possible. Avoid long, complicated questions. A simple, straightforward statement is “When can we expect the supplies?” A more complicated question is “We need the supplies as soon as possible, so when do you think they will arrive in our office?”
3. State the question to get more than a yes or no answer. “How does this new labeling machine compare to the old one?” results in more information than “Is the new labeling machine better than the old one?”

Introductions

Introductions break the ice when two people meet for the first time. Remember that most people are shy. Making introductions can help people in new situations feel better. Taking the initiative to introduce yourself to your boss and coworkers gives the impression that you are a confident, take-charge type of person. Making introductions for others shows that you are thoughtful and considerate of their feelings.

- **Tips for Introductions**

1. Introduce individuals to each other using both first and last names.
2. Introduce the person with the highest status first. “Dr. Wilson, this is Maria Peterson.”



3. Introduce the younger or less prominent person to the older or more prominent person, regardless of the sex of the individuals. (However, if a considerable age difference lies between the two, it is far more courteous to make introductions in deference to age, regardless of social rank.) For example: 'Arthur Prefect, I'd like you to meet Dr. Gertrude Smith.'
4. If the person you are introducing has a specific relationship to you, make the relationship clear by adding a phrase such as 'my boss,' 'my wife' or 'my uncle.' In the case of unmarried couples who are living together, 'companion' and 'partner' are good choices.
5. Use your spouse's first and last name if he or she has a different last name than you. Include the phrase 'my wife' or 'my husband.'
6. Introduce an individual to the group first, then the group to the individual. For example: 'Dr. Brown, I'd like you to meet my friends Kym Hsu, Shawn Campbell, and Michael Via. Everyone, this is Dr. Kurt Brown.'



Stress Management Tips

Stress is the opposite of relaxation. Both positive and negative aspects of life can be equally stressful. Stress comes from the external forces in our lives that push our buttons and provoke extreme emotions. Although we commonly think of stress coming from the frustrations and low points in life, high points, and achievements are stressful as well.

Ups	—————>	Downs
Jubilation	—————>	Depression
Promotion	—————>	Termination
Marriage	—————>	Divorce
Birth	—————>	Death

Each of the above pairs of opposites has one thing in common – stress. Yet, to add to the confusion, even uncertainty can cause stress. In addition, stress can result from something as minor as breaking a shoestring or something as major as your child ruining his new expensive shoes!

Stress raises your level of adrenaline, which results in an increase in heart rate, respiration, and blood pressure. These increases make bodily organs work harder. Over the long term, reducing stress is critical to combating such illnesses as heart disease, high blood pressure, and stroke.

Stress Management Tips help you develop an effective stress management strategy.



Stress Management Techniques

All stress isn't bad. Stress can set off change, help us focus on the task at hand, and in some cases even save our lives. Yet, when stress builds up, it can result in the opposites— and cause us to spin our wheels, keep us from concentrating, and cause bodily injury and even loss of life. The first tip in managing stress is to recognize your stressors. The next step is to put each of them in their place. The following stress management tips, some old and some new, can help you do just that!

Take a Deep Breath and Count to Ten

1, 2, 3, 4, 5, 6, 7, 8, 9, 10

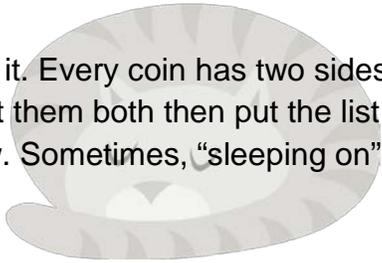
1. Count to ten (or more or less as the situation warrants!)
2. Stand up and stretch. Remember relaxation is the opposite of stress.
3. Stand up and smile. Try it! You'll feel better!
4. Take a short walk. If you're at work, take a bathroom break or get a glass of water. Do something that changes your focus. When you come back to the problem, chances are it won't seem nearly as insurmountable.
5. In the book *Gone with the Wind*, Scarlett O'Hara says, "I can't think about that right now. If I do, I'll go crazy. I'll think about that tomorrow." Good advice!



Stop and Smell the Roses

1. Take the time. Too often we put the pleasantries of life on the back burner, telling ourselves we don't "have time" or can't "make time" for them. However, actually, time is the only thing we do completely own. While we can't make a day that's longer than 24 hours, each of us starts the day with exactly that amount of time. Take time to recognize the good things in your life.



- 
2. Sleep on it. Every coin has two sides and every issue has both pros and cons. List them both then put the list away and take a second look tomorrow. Sometimes, “sleeping on” a situation changes the minuses to pluses.
 3. Every cloud has a silver lining. After all, rain makes things grow! Ben Franklin found good in a bolt of lightning. Find the good in your stressful situation by listing the negative surges and determining what it will take to make them into positive charges!

Know your Limitations

Knowing yourself and your limits may be the most important way to manage stress effectively.

Dare to say no.

Be pro-active in finding peace.

When you need help, get help.

Other Tips

1. Get a good night’s rest.
2. Eat healthily.
3. Listen to your favorite music.
4. Exercise, participate in a sport or engage in fun activity.
5. Plan out your time and prioritize.
6. Talk to a friend about your problems, don't hold it in.
7. Get a massage.
8. Take a nap.
9. Take a warm bath.
10. Read a book or watch TV.



Stress Busters

Get organized

Plan, schedule, take notes, and keep good records. For example, use a calendar, computer or write out a “to do” list. Organizing the details of your daily life reduces stress. Save your memory for more creative and pleasurable activities.

Rehearse (visualize)

When you know that you are going to face a stressful situation, rehearse how you are going to handle it. Picture yourself overcoming it successfully. Create a mental "videotape" that you can play over and over in your mind. Rehearsing through visualization will reduce the amount of stress that accompanies an event, just as the Olympic athlete does when they are preparing for an event or competition. He or she rehearses the event focusing on the difficult tasks ahead. Try practicing how to handle specific stressful situations.

Do it now

Do your most unpleasant or most difficult task at the beginning of the day when you are fresh, thereby avoiding the stress of last minute rushing. Procrastination feeds stress.

Know your limits

Be realistic about what you can do in a day. It's better to focus on quality in your work, rather than quantity. Careful scheduling will level those stressful peaks and valleys. Planning goals allows you to meet them more realistically. If you are new at goal-setting, ask someone who is experienced.



Schedule your stress

Scheduling your stressful activities can reduce the number of stressors you must juggle at any one time. Don't set identical deadlines for major projects. Schedule some breathing space that will allow you time for recharging and creative thinking. You'll also be better prepared when an unanticipated task arrives.

Treat your body right

You will have more self-confidence and energy, and be less likely to experience the physical side effects of stress when you eat a balanced diet, get enough sleep, and exercise regularly.

Positive Self-Talk

One of the first things you can do in facing stressful situations is to reinforce your resolve through positive statements such as, "I can handle this, one step at a time," or "I've been successful before, and I can do it again."

Take Charge

Take responsibility for making your life what you want it to be. It is less stressful to make decisions and take action than to feel powerless and react to other's decisions. Decide what you want and go for it!

Develop a Sense of Humor

One of the barriers to stress reduction is the temptation to take things too seriously. It's okay to back off from your intensity and see the humor in life's situations. Laugh a little.



Informational Interview Questions

Consider asking for an informational interview with people working in the career you want to learn more about. Ask them how they got started, what they like and dislike about the type work, what type of qualifications are necessary for the job, and what type of personality succeeds in that position. In addition to giving you career information, they may be able to put you in contact with other employers who may be hiring and they can keep you in mind if a position opens up.

Start your informational interview by briefly summarizing (preferably in 90 seconds or less) your background and explaining why you are interested in the particular field. Then try to ask open-ended questions (that is, questions that require more than a “yes” or “no” answer) such as the following:

About the Individual

- What would you say is the best path to this career?
- What attracted you to this industry, your company, and your job?
- What do you enjoy most about this industry, the company, and your job?
- What aspects of your career have you found most and least rewarding and why? Any regrets?
- What are your educational and career backgrounds? What would you do differently if you were starting over?
- What do you see as possible next steps for you? What career expectations do you have in the short and long term?
- What are you most excited or concerned about for this industry/company/career path in the future?
- If you were in the job market tomorrow, what would you do?

About their Job

- What are your primary responsibilities? How do you spend your time?
- How do you value and measure your results and effectiveness?



- What do you do in a typical day or week? How much time are you in meetings, on the phone, on the road, and working in teams versus working independently?

About Skills

- What skills are most critical to your success?
- What weaknesses in a person's skill set would make him or her ineffective in this business?
- What are the most valuable skills in your job? Which experiences enabled you to develop these skills?
- How do you keep skills current? What do you read? What professional associations do you belong to? What seminars or continuing education do you consider useful?

About their Company

- What would you do differently if you ran this company?
- What are the common misconceptions about working in this company?
- What do you see as the biggest competitive challenge for your company?
- What are some of the defining characteristics of individuals who have been hired by your company in the past for this position?
- How many people does your company typically hire each year? Can you describe the process? How many will have worked as summer interns?

About the Industry

- What have been your biggest surprises in this field?
- What are the common misconceptions about working in this field?
- What motivates you to continue in this business? What do you like most?
- What are the vulnerabilities of this business? What worries you?



- What biases or barriers to entry does this business have in terms of hiring practices?
- What do you expect of people starting out in this field? What educational and personal qualities in candidates attract you? How do you determine a candidate's compatibility for the field, including education, personality, and cultural considerations?
- Can you recommend others I can talk to about this field?
- What are some of the ways I can become familiar with the industry jargon?

About You

- What kind of job responsibilities could I expect with a degree? Without?
- What strengths and weaknesses do you see in my current background?
- Is there anything else you think would be helpful as I consider this field?
- Looking at my résumé, what advice would you have for me on next steps if I were interested in this industry/company/career?

During job interviews, you should be able to reverse some of these questions to make statements that relate to your own skills and interests.



Informational Interview Worksheet

Before you go to an informational interview, you should find out a few things about the company or organization. Use this worksheet to keep track of your research. Use the Internet, networking contacts, the phone book, chamber of commerce, and so on.

BUSINESS INFORMATION:

Name of Company _____

Hiring Manager _____

Phone _____

Address _____

E-mail _____

Date/Time of Interview _____

RESEARCH INFORMATION:

What is the organization's purpose?

Type of business (circle one) **For-Profit** **Non-Profit** **Public Agency**

Major Customers:

Major Competitors:

History of the Organization (including reputation):

What is the accepted dress code for this company?

NEXT STEPS:



Managing Your Money



The most important rule of money management involves deciding what you want and what you need. What do you have to buy right now? What can you put off?

Use these tips to stay in control of your money.

- Set a goal. Start small. Maybe you want to just pay your bills at the end of the month. Do you want to save for a deposit on an apartment? It doesn't hurt to have a long-term goal like saving for retirement. Give yourself time.
- Know exactly what you have. Before you can live within your means, you need to know exactly what you have. Count the cash in your pocket or purse, piggy bank, bank account, and so on.
- Track your income. Keep pay stubs and add them up. Write down your income for each month.
- Track your spending. Once you know what money you have and what your income is, you need to find out where your money goes.

Record everything. Get a notebook and record every bill payment and everything on which you spend money (include the amount, who you paid, or the name of the store). No item is too small. Write down the expenses you know you have every month (rent, phone and so on). Next, make a spending and savings plan.

Stretch your paycheck with these money-saving tips:

- Plan ahead and shop around.
- Compare prices before you buy. Check ads, clip coupons, use thrift stores.
- Make a list before you shop. Don't shop for food when you are hungry.
- Take care of material possessions so they last longer.



Money Management Planner

Financial Goals

Your financial goals are specific things you want to do with your money within a certain time. Short range goals are accomplished within one year, mid-range goals are accomplished within 2 to 5 years and long range goals generally take more than 5 years to achieve.

	Target Date	Total Needed	Current Savings	Additional Savings Needed	Pay Periods Until Target Date	Savings Needed Per Pay Period	Savings Needed Per Month
Short Range Goals							
Mid Range Goals							
Long Range Goals							

Net Worth

In order to evaluate your progress as you work toward your goals, you must determine what your overall financial picture looks like today. Your net worth is simply the difference between what you own and what you owe. To make sure you are staying on track, it's a good idea to calculate your assets and liabilities annually. If you follow your plan, you should see a gradual, steady increase in your net worth.

What you Own	Amount
Checking /Saving Account	
Investment Accounts	
Stocks & Bonds	
IRA/401 (k)	
Home/Real Estate	
Automobile(s)	
Other Asset(s)	
Total Owned (A)	

What you Owe	Amount
Mortgage	
Credit Cards	
Student Loan(s)	
Auto Loan(s)	
Other Loan(s)	
Income Tax Due	
Other Debit(s)	
Total Owed (B)	

To figure your net worth, subtract the total owed from the total owned:

Total Owned (A)	Total Owed (B)	Net Worth
	-	=



Essential Expenses

Household expenses are categorized into essential (musts) and discretionary (things you don't have to do or buy). Since many expenses are variable, such as utilities and groceries, it is important to average these expenses. Other expenses are periodic (such as insurance or vehicle registration). Calculate the annual amount and divide by 12.

Category	Expense	Average per Month	Goal Per Month
HOUSING	Rent/Mortgage		
	2 nd Mortgage/ Equity Line		
	Homeowner's / Renter's Insurance		
	Condo Fees/HOA Dues		
	Home Maintenance		
	Gas/Electric		
	Water/Sewer/Garbage		
	Telephone		
FOOD	Groceries/Household Items		
	At Work/School		
INSURANCE (Exclude payroll deductions)	Health/Dental/Vision		
	Life/Disability		
MEDICAL CARE (Exclude payroll deductions)	Doctor/Chiropractor		
	Optometrist/Lenses		
	Dentist/Orthodontist		
	Prescriptions		
TRANSPORTATION (Exclude payroll deductions)	Car Payment # 1		
	Car Payment # 2		
	Auto Insurance		
	Registration		
	Gasoline/Oil		
	Maintenance/Repairs		
	Public Transportation/Tolls/Parking		
CHILD CARE (Exclude payroll deductions)	Daycare		
	Child Support/Alimony		
MISCELLANIOUS	Banking Fees		
	Laundry		
	Union Dues		
	Other		
INCOME TAXES	Prior Year		
	Estimated Tax Payments (Self Employed)		
SAVINGS	Emergency		
	Goals		
TOTALS			

Discretionary Expenses

Category	Expense	Average per Month	Goal Per Month
PERSONAL	Beauty/Barber		
	Clothing/Jewelry		
	Cosmetics/Manicure		
ENTERTAINMENT	Cable/Satellite		
	Movies/Concerts/Theater		
	Books/Magazines		
	CD/Tapes/Videos/DVD		
	Dining Out		
	Sports/Hobbies		
	Vacation/Travel		
MISCELLANEOUS CHILD CARE (Exclude payroll deductions)	Internet Service		
	Pet Care		
	Gifts for Holidays/Birthdays		
	Cell Phone/Pager		
	Postage		
	Cigarettes/Alcohol		
	Contributions to Church/Charity		
	Other		
TOTALS			

Unsecured Debt

List all debts (except auto loans and mortgages) along with the name of the creditor, interest rate, total balance owing and the required minimum payment. This includes credit and charge cards, installment loans, personal loans, and outstanding medical bills.

Creditor Name	Interest Rate	Monthly Payment	Balance
1			
2			
3			
4			
5			
6			
7			
8			
9			



Monthly Income



Enter your gross and net (after taxes) income from all sources. For income received infrequently, such as bonuses or tax returns, calculate the annual income, and then divide by 12 to find the monthly amount.

Source	Gross	Net
Job		
Spouse's job		
Part-time job		
Rental/room & board received		
Commissions/bonuses		
Tax refunds		
Investment income		
Government benefits		
Unemployment insurance		
Child support/alimony		
Support from family/friends		
Other		
Total		

Bottom Line

Once you have determined the total of your take-home pay and expenses you are ready to determine your bottom line. Subtract the total of all expenses including debt payments from your net income. If the result is a positive number, you can add the extra money to your savings to reach your goals sooner. If your expenses exceed your income, you'll need to make some adjustments to bring your finances back into balance.

Monthly Net	Total Essential Expenses	Total Discretionary Expenses	Total Debt Payment	Balance
	-	-	-	=

Weekly Expenses

Item	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Expenses	Weekly Budget	Over / Under
Groceries										
Restaurants										
Laundry/Dry Cleaning										
Medical / Dental										
Auto/Gas/Parking										
Other Transportation										
Child Care										
Personal Care										
Clothing										
Bank Fees/Postage										
Entertainment										
Books/Music/Video										
Cigarettes/Alcohol										
Gifts/Cards										
Home/Garden										
Church/Charity Contributions										
Other										
Other										
Other										
Other										
Weekly Totals										

Budget Overview:

Income _____ Expenses _____ Balance(+/-) _____

Monthly Expenses

Item	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Expenses	Weekly Budget	Over / Under
Groceries										
Restaurants										
Laundry/Dry Cleaning										
Medical / Dental										
Auto/Gas/Parking										
Other Transportation										
Child Care										
Personal Care										
Clothing										
Bank Fees/ Postage										
Entertainment										
Books/Music/Video										
Cigarettes/Alcohol										
Gifts/Cards										
Home/Garden										
Church/Charity Contributions										
Other										
Other										
Other										
Other										
Weekly Totals										

Budget Overview:

Income _____ Expenses _____ Balance(+/-) _____



How Well Do You Plan Your Time?

For each question, circle the number that best describes you.

	Never	Seldom	Sometimes	Often	Always
How often do you plan in an effort to keep life from running out of control?	1	2	3	4	5
Do you put daily plans on paper?	1	2	3	4	5
Do you allow flexibility in your plans?	1	2	3	4	5
How often do you accomplish all you plan for a given day?	1	2	3	4	5
How often do you plan time for what matters most to you?	1	2	3	4	5
How often is your daily plan destroyed by urgent interruptions?	5	4	3	2	1

See the other side for scoring and interpretation

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SCORING: Add the numbers next to your answers.

INTERPRETATION:

6-10: Terrible Planner.

You should consider using new tools and processes to help you plan effectively. A great first step would be to take a time management course.

11-15: Below average planner.

You may already have a planning system, but using it more effectively will help to reduce the stress and lack of control you feel in your life.

16-20: Average planner.

Your planning system is working, but you can do better. You may need help focusing on priorities, dealing with urgent interruptions or writing your daily plan.

21-25: Above-average planner.

Your planning system is working well. Keep up the good work, with periodic reviews to be sure you're planning around what matters most in your life.

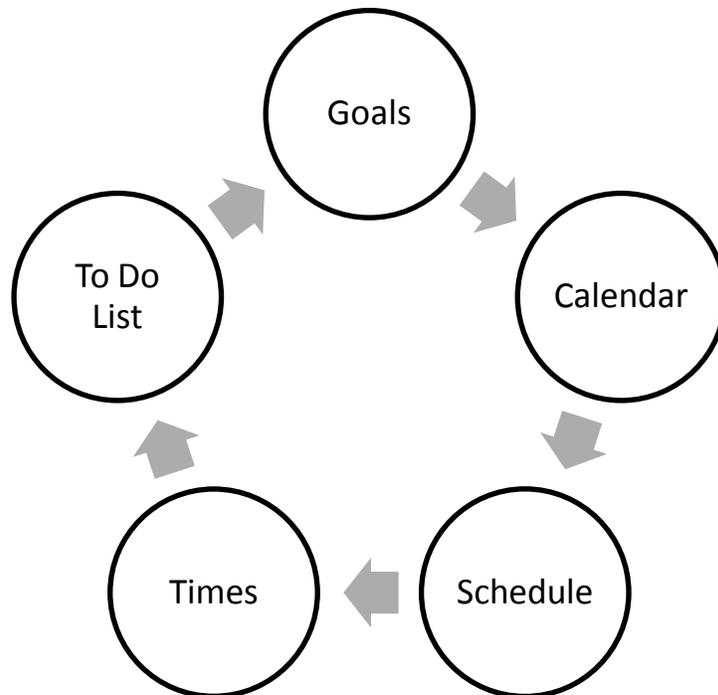
26-30: Excellent planner--or candidate for burnout?

You have mastered planning and should experience the serenity that comes from taking charge of your life. But make sure you're in control of your planning rather than letting it control you.

Quiz written for USA WEEKEND by time management expert Hyrum Smith, chairman of the Franklin Covey Co., who's Franklin Planners, agendas and planning software are used by 15 million Americans.



Five Steps to Successful Time Management



1. Set specific goals.
2. Create a calendar, recording major events.
3. Create a weekly schedule of your meetings, interviews, etc.
4. Decide on specific times to work on customized resumes, internet searches, company research and networking.
5. Make a to-do list for each day the night before or during breakfast.



Creating a Weekly Schedule

A weekly schedule will help you understand how you spend your time.

1. Block off 7-8 hours of sleep per night and adequate meal times.
2. Write in work hours.
3. Block off times for commitments (job search workshops, interviews, Internet searches and research, networking, cold calling, meetings, and other appointments). By now, all of your weekly activities should be reflected on the calendar.
4. Think about how you want to spend your free time. What rejuvenates you? Think about play time, exercise or recreation, prayer or meditation, time with family and friends, and time to run errands and do laundry.

Why is a weekly schedule important?

Creating a weekly schedule allows you to have a rhythm from week to week. If you have a routine, you're more likely to remember when you have appointments, meetings and interviews. A weekly schedule will also help you stay accountable to your goals.



Weekly Calendar

Use this weekly calendar to:

- Write down appointments
- Make notes of things you have to take care of
- Plan your time effectively
- Remind yourself of special occasions

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
NOON							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							
6:00 PM							
7:00 PM							
8:00 PM							
9:00 PM							
10:00 PM							
11:00 PM							
MIDNIGHT							
1:00 AM							
2:00 AM							
3:00 AM							
4:00 AM							
5:00 AM							

