

Job Clubs at Work Manual for Job Seekers

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JOB CLUBS AT WORK

Manual for Job Seekers

Helping Job Seekers Help One Another Find Jobs

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Table of Contents

INTRODUCTION	3
ORIENTATION AND INFORMATION FOR NEW JOB CLUB MEMBERS	4
JOB SEARCH HANDBOOK	14
UNDERSTANDING JOB LOSS AND OVERCOMING UNEMPLOYMENT	53
TIME MANAGEMENT WORKSHOP FOR UNEMPLOYED AND JOB SEEKERS	61
JOB SEARCH AND STRESS FOR JOB SEEKERS	74

INTRODUCTION

A Job Club is a group of individuals who help each other to find employment through networking and support. Trained professionals provide expertise, guidance, and resources in addition to making necessary arrangements for facilities and programs to guide Job Club members. Job Clubs are offered through the State Employment Service Agency and are made available throughout Armenia.

If you've been unemployed for a long time (six months or more), Job Club is one of the best ways to find a job. If you are unsure where to look or the type of job you want Job Club is for you. And Job Club can help even if you are just wanting to change jobs.

Helping you get the most out of Job Club is an Employment Service staff member who may also ask you to attend one or more workshops. These workshops provide skills and perspectives that will help you in Job Club and in your job search. After completing one or more workshops, you can start Job Club in addition to any other individual assistance that may be offered.

Using This Manual

The materials in this manual are short and uncomplicated. This makes it easier for you to read, understand, and use the materials.

This Manual consists of two parts:

- **Part 1** is an orientation to Job Club. It answers questions you may have about Job Club, and provides information to get you started in Job Club.
- **Part 2** contains handouts for topics that may be used as pre-Job Club workshops or seminars during Job Club. These handouts have essential information on workshop topics and will be used the workshop presentation.

It's suggested that you read the orientation thoroughly to find out about Job Clubs. After reading the orientation, feel free to ask your counselor or Job Club staff questions. Keep in mind that the Job Club Leader will provide all information and materials you need at the first meetings.

Concerning the handouts found in Part 2, read them before and be prepared to use them during the workshops. You should also refer to them regularly after the workshops to reinforce and apply ideas.

PART 1 ORIENTATION AND INFORMATION FOR NEW JOB CLUB MEMBERS

Topics covered in this section:

- Introduction
- Questions & Answers
- The Group Affect
- The Networking Factor
- Your Job Club Leader
- Job Club Premises
- Your First Day in Job Club
- Job Club Introduction Letter
- What to Expect Next

How to use this section:

This information on Job Club is to prepare you for Job Club participation. Please read this it carefully and completely. Make notes or write questions about Job Club on a piece of paper. Your Job Club Leader will provide a thorough overview of Job Club in your first meetings. Feel free to ask your leader about anything you do not understand.

ORIENTATION AND INFORMATION FOR NEW JOB CLUB MEMBERS

INTRODUCTION

Thank you for your interest in Job Club! The staff of the employment service looks forward to your participation and will make every effort to make your Job Club experience enriching and worthwhile!

Like most prospective Job Club members, you probably have questions: What is a Job Club? Why have I been asked to join? How will Job Club benefit me? This paper will answer these questions and provide other information on Job Clubs.

Please give Job Club an opportunity to assist you. Take the time to meet other members of the group. You may find that you make acquaintances that you will keep in touch with long after you have your new job.

QUESTIONS & ANSWERS

Q: What is a Job Club?

A: A Job Club is a group of persons, with similar backgrounds and needs, that help each other and work together to find jobs. This could be unemployed or individuals who are just looking to change jobs or careers.

Q: What is the goal of Job Club?

A: Quite simply, the goal of Job Club is help you find a job as quickly and effectively as possible.

Q: Why have I been asked to join Job Club?

A: Perhaps you've been unemployed for a long time and are uncertain how to go about getting a job; maybe you expressed an interest in networking activities; or you've tried to find a job on your own but have not been successful solo. The Job Club approach not only improves your prospects of getting a job but actually can reduce the time it takes to make that right connection. In fact, it's been shown that Job Club is one of the best ways to find employment.

Q: How does Job Club help?

A: Job Club provides a positive and organized setting that enables you to focus on your job search using the best methods. Building a network of individuals who can tell you about job leads they are aware of and give you feedback on your efforts.

Q: Who runs the Job Club?

A: An Employment Service counselor or employment specialist, with special training, leads the Job Club. Frequently called the 'Job Club Leader', this professional staff person will show you what to do in Job Club and will help you fit in.

Q: What does the Job Club provide?

A: Usually, Job Club provides a room to meet in and materials and supplies for your Job Club activities and job search.

Q: How often does the Job Club meet?

A: Some Job Clubs meet everyday. Others meet two or three times a week. While other types meet weekly. Job Club sessions last from two to four hours. Your Job Club Leader will provide a schedule for your particular Job Club.

Q: How long will I need to stay in Job Club?

A: Ordinarily, members participate in Job Club until they get a job! Of course, the actual time depends on the particular type of Job Club being offered, your own job search efforts, and the local job market.

Q: Is Job Club difficult and tedious?

A: Here's how former Job Club members have described Job Club: "busy; a place of action and doing; organized; direct; intensive; rewarding; a good way to find a job." Of course, your own experience will depend on what you make of it!

THE GROUP AFFECT

In Job Club, you are part of a **group** of job seekers, working together under a helpful leader. Group members support, encourage, and assist each other in their job search efforts. If you're one to put-off the lonely task of job-hunting, Job Club members will motivate you. If you're shy or insecure, Job Club can help you overcome these hindrances. Maybe unemployment has made you feel depressed. Mutual support from your colleagues in Job Club will help you keep a positive and constructive attitude.

Working with a group to find a job is more powerful than working alone. Most Job Club members say that their efforts are strengthened by belonging to a group, and their job searches are shorter.

THE NETWORKING FACTOR

Networking means establishing contacts with people as sources of job information and referral. For instance, you can tell all your friends, family members, former employers, and even people you've just met that you're looking for a job. You ask these people to actively "keep an eye out" for jobs and to contact you with any job leads.

It's an established fact that networking is the *best* way to find a job. Job Club is all about networking -- the Job Club group is one of your frontline networks, with members sharing job information and leads with each other.

YOUR JOB CLUB LEADER

Your Job Club Leader is committed to help you find a job. The leader views every Job Club member as employable. Your leader comes from a 'you can do it' perspective and will provide reassurance in your job search activities. He/she will try to *show* you what to do instead of merely *telling* you what to do. Your leader will show members how to get job leads from friends, relatives, former employers, and web-sites. They will instruct you on how to write effective CVs and things to do (and not do) in interviews. Every effort will be made to give you personalized attention. Finally, the Job Club Leader will provide a Job Club workplace and ensure that the materials and supplies you need are available.

JOB CLUB KEY PREMISES

Up to now, this handbook has covered Job Club basics. Now you need to know about key tenets or beliefs of Job Club. Here are 25 Job Club tenets:

1. Job seeking is a **full-time job**
2. **Friends**, relatives, and acquaintances are **sources of job leads**
3. Job Club relies on **structured procedures** and forms used in a casual atmosphere
4. Job Club provides many **supplies and services** to conduct your job search
5. The core of a Job Club is **group support** from fellow job seekers
6. Job Club uses a "**buddy system**" where members work together to support each other and share leads
7. Job Club teaches you how to obtain **unpublicized jobs**
8. The **telephone** and **internet** are the important tools of Job Club
9. Job Club emphasizes **personal and social skills**
10. A key principle of Job Club is "**One job lead uncovers others**"
11. Members make '**call-backs**' (follow-up calls or second contacts) with employers after interviews
12. It teaches participants how to approach **former employers** for job leads
13. Members are taught to emphasize their **positive attributes** in job application forms
14. Job Club provides intensive **job interview training**
15. Job Club teaches how to recognize **transferable skills**
16. Members follow a standard **schedule** to plan each day's schedule of contacts and interviews
17. Members maintain a **running record** of job leads to organize their contacts and call-backs
18. **Progress charts** documenting job search activities are a main feature of Job Club
19. Job Club encourages **direct contact with supervisors** (instead of contact with personnel staff) in making job inquiries
20. Job Club helps members consider **relocation** as a means of finding employment
21. Members are taught to **de-emphasize weaknesses**, and to view their any weakness in positive ways
22. Job Club provides **sample letters, forms**, and charts to be used by members
23. Job Club enlists **family support** for members
24. Members learn to **consider many job positions** instead of just one
25. Job Club provides **assistance** to members **every day** until they obtain a job

Please re-read this list. Make notes or write any questions on a piece of paper. Your Job Club Leader will discuss these tenets in your first Job Club meetings. Feel free to ask your leader about anything you don't understand.

YOUR FIRST DAY OR TWO IN JOB CLUB - WHAT WILL THEY ASK OF ME?

Knowing what to expect when you start Job Club will make you feel more confident and comfortable. Here are some examples of what you might hear from your Job Club Leader in the first couple of sessions of Job Club:

"Welcome to your first day of Job Club. My name is _____ and I'm your Job Club Leader."

"In Job Club, our work is defined as finding a job. You'll learn about specific and proven job search techniques. Then you'll APPLY these techniques everyday until you get a job! In Job Club, the focus is on GETTING a job, not just on LEARNING how to get a job."

"As you can see, we have a pleasant room to meet in. Consider this as your office where you'll come to work everyday. There are telephones and internet for you to use for your job search activities. And we provide some materials and supplies you will need."

"Look at the people sitting around you. These are your fellow Job Club members. You will help and support each other in your activities."

"One of the main keys to Job Club is to locate a job BEFORE it is advertised. Think about it – once a job is advertised, there are many people applying for that job. You might be one of hundreds of applicants. To improve your odds, Job Club focuses on NETWORKING with everyone you know to find job leads FIRST, to find openings in the HIDDEN job market."

"Here is an agreement between you (the Job Club Member) and me (the Job Club Leader). Let's review this agreement. Here's what I agree to do:

- help you find job leads*
- assist you in making contacts*
- prepare you for interviews*
- help you write a CV*
- provide material and emotional support."*

"Here are your obligations:

- attend Job Club everyday. If you can't make it please phone in*
- make 10 employer contacts everyday*
- observe Job Club rules and procedures."*

First Days in Job Club Opening Comments Continued

"Before today's meeting you completed a Background Information Form. Please give that to me now. You'll get a copy of everybody's form so you'll know what kind of job all Job Club members are looking for. You will contact members if you hear about a job lead for them."

"Now, please introduce yourself. Say your name, where you're from, and what kind of job you're looking for."

"Create a page called People I Know. Use this form to list friends, acquaintances, relatives, former classmates, and even former employers. All these people will become your job search NETWORK. Please complete this form and bring it back for our next meeting."

"I'll keep track of your activities on a chart. This chart records your attendance, the number of letters or phone calls you make to contact employers, the number of applications or CVs you've sent out, and the number of interviews you've had."

"Let me explain a little about the process of obtaining JOB LEADS. A lead is a possible job opening that you find. Or it might be an opening that you CREATED by marketing yourself to an employer. Here are good sources of job leads:

- your network (this is your system of friends, relatives – everybody you know who you can ask about job leads)*
- the internet*
- telephone books*
- help wanted ads*
- leads from fellow Job Club members*
- former employers*

"Let's create a log sheet called a Job Leads Form. It organizes all job leads. It's much better than slips of paper that gets lost."

"At your desk in front of you you'll see writing paper, pencils, a telephone book, some job advertisements, some current job leads lists. Now, please use these resources to find 10 job leads. Identify 10 companies that have the kind of work you want to do."

"Now we'll have a role-play on using the telephone to call employers. You'll learn how to ask employers if they have vacancies, or to see if a job can be created for you."

As you can see, Job Club quickly gets you active in a concentrated job search. Forms and records are used to track and organize your activities. Job Club can be intensive, but it produces **results!** If you follow Job Club methods and work diligently, **your odds of getting a job improves significantly!**

JOB CLUB INTRODUCTION LETTER

We hope you see the benefits of belonging to Job Club. Below is a Job Club introduction letter from your Job Club Leader which you may already have received. Please read and reply to this letter. We look forward to having you join us in Job Club!

Dear _____,

This letter is intended to provide you with information about Job Club and to inform you when you can begin.

Job Club has been used throughout the world with thousands of job seekers, many of whom have been unemployed for months or years. The Employment Service has launched Job Clubs because they know it achieves notable results. Job Club is a service of Employment Service and is provided free of charge.

Studies show that Job Club members get jobs faster than persons who look for work on their own. Most people who follow Job Club methods and stay in Job Club ultimately get a job.

Specific Job Club services include:

Lists of job leads supplied by members and the Job Club Leader

Assistance and support from fellow Job Club members

New job search techniques taught and demonstrated by the Job Club Leader

Hands-on opportunity to use methods that get results

A workspace where you can concentrate on job search activities

Materials and supplies needed to conduct an effective job search

Other services will be explained during the first meeting.

We hope that you're interested in Job Club. The next Job Club meeting for new members is from _____ o'clock to _____ o'clock on this date _____.

Please notify me by telephone, email, or in-person as to whether you will attend this meeting. Please feel free to contact me if you need additional information. I look forward to seeing you in Job Club!

Sincerely,

(Job Club Leader or staff)

telephone: _____

email: _____

THE JOB CLUB SET UP

Already you are beginning to realize that Job Club is more of a concept than a strict set of rules or design. It is a gathering of people with a common purpose (getting a job) under the guidance and facilitation of a trained leader. There are a number of elements that are important and ones you as a prospective member should find in most any Job Club.

- 1) The Job Club should meet in a designated location. Though there are newer models called cyber or on line Job Clubs, what you should find here is more of a traditional meeting location.
- 2) The Job Club will have a place to sit and tables. It most likely will be in an office environment although there are times when Job Clubs are hosted at internet cafes at a coffee shop or restaurant. No one design is mandatory, but expect to be in a room with seating and possibly tables.
- 3) If your Job Club is more of a 'seminar' model then you will likely be situated in a classroom type setting.
- 4) If your Job Club has been set up more like a 'club' model the environment will be more casual or less formal.
- 5) The Job Club room may offer additional resources and services. You might find AV equipment, computers, telephones, and other job search resources.
- 6) Then again the room may be simple and plain. All depending on the resources and the Club Leader's philosophy.
- 7) The Job Club room should be designated for this activity during the scheduled time, but it is possible that you will meet in a location where other activities are going on if the office space is limited. Not ideal but it is possible.
- 8) The Job Club Leader is important not because they are to get you a job, or to make sure you are successful in your job search, but to lend guidance, set agendas, and make sure there is continuity as members come and go.

THE IMPORTANCE JOB CLUB BRINGS TO JOB SEEKERS

Job Club because of its design, its less structured concepts, and the fact that it can be customized to various groups, stylized for special interests, and flexible in the approaches used, becomes the actual hub of your job search. From this concept all other job search can take place.

Job Clubs can offer any sort of seminar or guest speaker topic. That means labor market information, career guidance, job search, and special topics needed by a particular group. It can host guest speakers or offer topics presented by Employment Services Staff. On the other hand, you may find formal presentations are not offered but these topics generally discussed by the group. The Employment Services may have other staff or offer job search seminars a more stand-a-lone services which you could also be invited to attend.

Job Club can help you understand your need for additional services. You may also attend other group activities. You may have one on one appointments with other staff. Look at this as the center of your job search wheel with all the spokes leading out to your next job.

Now what should I expect?

You have come to a session or two and are feeling unsure if this ‘Job Club thing’ is for you. It is important that you give it time. Like any new activity you will get rewards from participating but they are not immediate. You will see new faces from time to time and you will see people that you begin to know. Your ongoing job search does continue between Job Club meetings. You may be asked to report to the group about your job seeking activity. Practice interviews or role play may take place. The Job Club incorporates a time whereby members actually talk about that share ideas and leads.

An Example of a Job Club Meeting Agenda

- Welcome and introductions
- Sharing successes and challenges since the last meeting
- Job Club Member Networking - sharing of job leads, looking at job openings the Employment Services may have, discussion about challenges job seekers have encountered to get suggestions from members or the leader, or you may be given assignments to complete.
- Wrap up and confirm next “Club” date and time.

After a Job Club Meeting

The Job Club Leader may offer the ongoing use of office resources and equipment such as computers, internet, copy machines or telephones. After the end of a Job Club Meeting members may stay to network informally or may spend time actively job seeking or using the resources provided by the office.

It is important not to convince yourself that the Job Club effort is ‘enough’ job seeking for the day, or worse the week! You need to use the good feelings and momentum created by this Job Club to motivate you into action. Follow up on all leads you gained from Job Club or Job Club members immediately. That means follow up the same day is good, but do not wait longer than the next day. Not only are you letting yourself down but also your network if you accept a lead then do not act upon it. Another job seeker could use the lead if you are not interested. Do not hesitate to say if/when a lead is given that it is not what you are looking for but perhaps another member could use it. This is particularly important if the Job Club member has mentioned your name to their contact.

Ongoing Participation in Job Club

Frequently Job Club models allow for job seekers to remain involved until they no longer wish to participate or obtain employment. There are even instances when successful job seekers are invited back to talk about their participation and obtaining employment. Other models are a series or set schedule of classes that members go through in a sequence on their way to employment. This type of Job Club generally starts with a selected group of job seekers and when the series is completed the group is disband and a new one formed. These series may last a few weeks to months in length.

Regardless of which model an office elects to use you are building your network. Share contact information with others. Follow-up to see how they are doing and remind them if you are still looking. A network does not have to meet, use the one you created in Job Club for a long time.

PART 2

JOB CLUB WORKSHOPS - HANDOUTS AND MATERIALS

This section contains handouts and related materials that will become part of your Job Club experience. The material may be used as assignment, reference materials, or even as more formal presentations. The sections below are only a few of those that you will hear about in Job Club. Use them to your advantage and make them a part of your job seeking toolbox.

- Job Search Handbook
- Time Management Workshop for Unemployed Workers
- Stress Reduction Workshop for Unemployed Workers

JOB SEARCH HANDBOOK – FOR JOB CLUB MEMBERS

Introduction

Regardless of your skills, background, or current employment status, looking for a new or different job is work. You must plan out your job search, seek the support of others, and be prepared to make every contact count. The job market is changing and employer expectations are changing. Staff is trained to help you understand and prepare for these changing times but ultimately the outcome relies on you. Years of experience assisting people to transition to new jobs, coupled with current work being done with companies provided a basis for this handbook. We hope you will take advantage of all the resources offered. Tell everyone you meet that you are looking for work, using peers, friends and family is your best source of job leads and networking.

I. The Job Search

Looking for work is a full-time job and is the hardest work a person may ever do! A serious job search requires as much time looking for work as will be spent on the job. A 40-hour per week job requires almost that same amount of effort each week in job search. Access to technology now gives a person more flexibility in their job search. On line applications, large computer databases of job openings, and word processing allows some of this effort to take place in a more relaxed setting. All of this, though, does not take the place of contacting employers, one on one interviews, and proving that your qualifications are the best suited for the job.

Employers' Expectations

Conveying how you can contribute to the employer's business needs when filling out a job application, CV/resume and during an interview is very important. Keep these basic employer needs in mind:

- ◆ Employers need to make money
- ◆ Employers need to save money
- ◆ Employers need people who are flexible, hardworking, and team oriented
- ◆ Employers need a problem free, safe work environment
- ◆ Employers need people who get along well with others

Clear occupational goals and objectives are required for an effective job search. Knowing your skills, abilities, aptitudes, and career direction will keep your search in focus. No one is really looking for "anything." Every job seeker has requirements for employment and limitations on their current qualifications. Without clear job search goals, the search will become aimless and ineffective. Not to mention difficult to convince an employer you are the right person for their job.

Begin your job search by gathering and organizing all the information you need to sell your qualifications and satisfy the needs of a prospective employer. This includes a clearly organized list of your background, education, and past employment. And do not forget to practice talking about these skills. When you get the opportunity to promote yourself you want to feel confident and prepared. Ever hear of the 'elevator speech'? We will practice those 60 second

introductions in Job Club.

Next, complete a thorough identification and analysis of your skills. Employers not only want to know where you have worked, your job title, and that you need a job, but also want to know what you can do. They are looking to invest in you which will cost them thousands of dollars a year for many years, so will be anxious to want to evaluate this investment. Think about the job or jobs you have held and any hobbies or things you are good at. Do not discount the skills it takes to perform these activities as well.

There are some basic tools you should develop to help in this effort. First, prepare a personal data sheet with all your employment-related information. This will make employment applications easier to complete and less likely you will make mistakes. Second, write one or more CV/resumes that advertise your skills to an employer.

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

Experts agree that today the vast majority (80 percent or more) of job openings are not advertised. The largest number of employment opportunities are often called 'hidden jobs'. This means they are not advertised or published in a traditional way. A primary reason is simply most employers do not need to advertise. They have enough applicants without it. Another reason is that employers prefer to hire on a referral from someone they trust. This could easily turn out to be a person in your own network.

There are a variety of strategies that increase your chances of identifying job openings and breaking into the "hidden job market." These techniques include: networking, informational interviewing, direct employer contact, employment services' electronic or web-based job postings, and CV/resume scanning systems. Electronic CV/resume systems allow job seekers to enter CV/resumes and search for jobs on the Internet. Many local, national, and international sites are available but be advised to use those that are commonly recognized to increase the likelihood that the job leads are legitimate.

Networking

Networking in all forms is now considered to produce the single greatest opportunity to learn about job openings. The term networking applies to various types of approaches. You can network by informing all family, friends, and associates that you are looking for employment and ask if they will inform you of any leads. Tell them the types of jobs you are interested in and frequently this alone will result in a referral or contact. Networking can also be done when participating in clubs, job search groups, or during volunteer situations. Lastly networking can take the form of informational interviews. These are discussed in more detail below. If you are passed over for a job, it is acceptable to ask if the employer knows of anyone else who might be looking for a good employee.

Job search networking is a targeted effort to talk to people about your job search. It should not be limited to casual conversations with people you meet. It should be a well planned campaign to contact people for ideas, suggestions and information. Networking is not new; it is simply the sharing of information and resources with others. Everyone carries with them a wealth of information and insight. When we network we share information, and begin to inform others on our needs, desires, and job aspirations. Networking, as a job search strategy, is more formal and organized than casual social networking.

Informational Interviewing

The informational interview is a networking effort targeted toward potential employers and professionals within a specific industry. This technique is used to gather information regarding skills, training, and experience needed for an occupation. It is also a method to learn about a specific company or about an industry. It is inappropriate to ask for a job during an informational interview. This is not the time for pursuing openings, rather to gather information to strengthen your knowledge base when that offer is made. What you gain from informational interviewing becomes the basis for selling yourself during the employment interview.

Direct Employer Contact

Direct contact is essential for the serious job seeker. But direct contact takes planning and preparation. It is not enough to just walk in and ask, "Are you hiring?" A successful job search is a sales campaign and your challenge is to sell your qualifications.

The first step is to list potential employers. Over the course of your job search, you will continually add to this list of prospects. The library or some government offices or even associations are excellent places to identify potential employers and prepare your job search strategy. Specific publications to review include the telephone book, Chamber of Commerce listings, employer profiles, industry guides and newspapers. Additional sources for information include your local Employment Service office, schools and community agencies.

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

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

State Employment Agency

The offices within the state employment agency are a wealth of information and services. They are skilled at helping you find employment. They are very knowledgeable about local employers and can provide you with not only information, but also can be a strong part of your network. These agencies may have job listings, services, and referral opportunities. You might even find skill building or training assistance to gain competitive skills you current lack.

Fee Based Placement Agencies and Temporary Placement Firms

Fee Based Placement firms come in all shapes, sizes and prices. Some specialize in very specific occupational areas. Many employers have exclusive arrangements with fee based firms and they can be an excellent resource for job leads. If you are interested in the services of an agency, investigate them carefully. Determine what they will do for you and how much it will cost. Look for those who are ‘employer paid’ fees so that you will not get charged for a job referral.

Temporary agencies and contract houses are different than ‘fee based’ employment firms. These are agencies that refer qualified candidates for temporary jobs. Increasingly, employers are turning to them for help in managing their human resources. Many people have worked their way into excellent employment by first working as a temporary. Once they prove themselves, the employer is eager to hire them as permanent employees. Even if this does not happen, temporary jobs are an excellent way to build skills, gain experience, and allow for temporary income.

Job Search Technologies

The world has become technologically driving economy that has a tremendous effect on the workplace and now your job search. With the use of computers and modems, a person can reach a vast amount of opportunities in a short period of time. Many job seekers use electronic media to identify potential employers and submit their qualifications. It is important that all CV/resumes or CVs are set up in a format that is not only good for scanning but also can be sent electronically as an e-mail attachment.

Employers and employment agencies may use scanners to enter CV/resumes and applications into a computer that reads, summarizes and stores information for future consideration. This adds another dimension to the information, set up, language, and design of your CV/resume. There are many good books and examples out on how to set up a CV that gets the best results when scanned and interpreted by a computer.

II. PLANNING

Planning is extremely important in your search for a job. By taking a few minutes and establishing a plan to follow, your search will be much more effective. It is frequently said that finding work is a full-time job but creating an organized job search plan and working that plan will take some of the ‘worry’ out of the ‘work’!

Here are a few ideas or tips that will help you establish an effective plan. They will be discussed in more detail both in this material and at your Job Club Meeting.

- ◆ Make a “To Do List” every day. Outline daily activities to look for a job.
- ◆ Apply for jobs early in the day. This will make a good impression and give you time to complete applications, have interviews, take tests, etc. not to mention catch personnel when they are fresh in the morning and not stressed toward the end of the day.
- ◆ Call employers to find out the best times to apply. Some companies take applications only on certain days and times during the week.
- ◆ Write down all employers you contact, the date of your contacts, people you talk to, and special notes about your contacts.
- ◆ Apply at several companies in the same area when possible. This saves time and money.
- ◆ Be prepared. Have a “master application” and CV/resumes, pens, maps and job information with you all the time. Who knows when a “hot lead” will come your way?
- ◆ Follow up leads immediately. If you find out about a job late in the day, call right then! Don't wait until the next day. .
- ◆ Network. Tell everyone you know that you are looking for a job. Stay in touch with friends and contacts.
- ◆ Read books and information on how to get a job at the library or on the Internet (there is a reference list in this booklet). The time you spend reading these materials will save you a lot of time in your job search.

Look at these similarities between full time work and full time job search

In a full time job, you:

- ◆ *Have responsibilities (work duties and procedures)*
- ◆ *“Punch a clock” or be at work “on time”*
- ◆ *Have tasks to accomplish throughout the day each and every week*
- ◆ *Report to a boss, who makes sure you carry out your responsibilities*

To find a job, you must:

- ◆ *Set your own responsibilities (things you must do every day to get a job)*
- ◆ *Wake up early to start looking for work*
- ◆ *Look hard for a job, all day, and all week*
- ◆ *Be your own boss, or have a friend be your “boss,” to make sure you carry out your job search responsibilities*

III. JOB SEARCH CHECKLIST

Complete items 1-3 on this checklist before you start your job search. Next complete items 4-5 every day of your job search. Finally, complete items 6-9 when you have interviews. Before starting your job search it is important to review this guide. These key action items will be explained in more detail in the upcoming information.

1. Identify skills and occupations

- ◆ Identify, list and describe your skills
 - ⇒ List by title any jobs you have held
 - ⇒ Write a detailed description of four to five major duties
 - ⇒ Think of all the skills needed to accomplish each duty
 - ⇒ Repeat the previous steps for each activity you anticipate describing to an employer
- ◆ Make a background and experience list
- ◆ Review information on jobs
- ◆ Identify jobs that use your talents

2. Identify Employers

- ◆ Ask relatives, friends, etc., to help you look for job openings or connect you with employers
- ◆ Go to your local Employment Office for assistance
- ◆ Contact employers to get company and job information
- ◆ Utilize other sources to get job leads
- ◆ Obtain job announcements and descriptions
- ◆ Search the internet if you have access to an online computer

3. Prepare Materials

- ◆ Write up a couple different CV/resumes or CVs. Use job announcements to “fit” your skills with job requirements
- ◆ Design at least one CV that is set up to be scanned in the event one is needed
- ◆ Write cover letters
- ◆ Assemble a job search kit: pens, writing tablet, maps, public transportation guides, clean copies of CV/resumes, applications and references; background and experience list; any certifications, diplomas, or educational validation papers; and personal identification

4. Plan your Time

- ◆ Wake up early to start looking for work
- ◆ When you go out dress as if you have an interview just to be prepared for one
- ◆ Make a “to do” list of everything you will do to look for a job, then check off accomplishments
- ◆ Each day of your job search vary the tasks to keep you motivated
- ◆ Do not punish yourself if you do less than expected simply add a bit more effort the next day
- ◆ Reward yourself (do a hobby or sport, visit friends, etc.)

5. Contact Employers

- ◆ Call employers directly (even if they are not advertising openings). Talk to the person who would supervise you if you were hired.
- ◆ Go to companies to fill out applications
- ◆ Attend Job or Career Fairs often to make contacts
- ◆ Tell your friends and relatives to see if they know about any openings and remind them every few weeks if you are still looking
- ◆ Use the “Contact Tracker” to keep track of your contacts and status

6. Some Jobs Require Pre-employment Tests

- ◆ Find out about any test(s) you may need to take to obtain a job, this could include skill demonstrations, language skills, or even drug tests
- ◆ Think about job retention skills and test your knowledge on what employers are looking for
- ◆ Relax and be confident

7. Preparing for the Interview

- ◆ Learn about the company you’re interviewing with
- ◆ Review job announcements to determine how your skills will help you do the job
- ◆ Practice answering some common questions, even just saying your answer to a mirror is OK
- ◆ Assemble CV/resumes, application forms, etc. (Make sure every thing is neat)
- ◆ Arrange for babysitters, transportation, etc.
- ◆ If unsure of the location make a dry run in advance, evaluate the time it will take to get there

8. Go to Interviews

- ◆ Dress appropriately for the interview
- ◆ Go alone
- ◆ Be clean, concise, and positive never talking negative about past employers
- ◆ Take the cue when the interview is over and be prepare to leave
- ◆ Thank the interviewer

9. Evaluate Interviews

- ◆ Send a thank-you note to the interviewer within 24 hours of the interview
- ◆ Think about how you could improve the interview
- ◆ Continue the process of interviewing until you find a job

10. Accept a Job!!

- ◆ Understand the job duties and expectations, work hours, salary, benefits, etc.
- ◆ Be flexible when discussing salary (but don’t sell yourself short)

Good Luck!!

IV. SKILLS IDENTIFICATION

Employment experts agree that skills identification is essential to a successful job search.

Employers want to know what it is you can do for them-not just what you have done for someone else. Knowledge of your unique skills is needed to successfully complete an application, write a CV/resume, or answer interview questions. Skills identification is the first step toward new employment.

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

Everyone has skills, hundreds of skills, many of which employers are looking for in an employee. Yet most people can only identify a few skills and are generally unable to describe them to an employer. Employers need to hear what you can do. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you would also want to know what it could do. Your job search will produce more successful and quicker results with employers if you can clearly tell them what you can accomplish. The more skills you have identified, the easier it will be to convince a potential employer that you have what it takes to be successful. Job Seekers who have a well prepared skill inventory give stronger responses during an interview.

Skills may be broken into these three categories: Job Specific Skills, Self-Management Skills (in some arenas called ‘soft skills’), and Transferable Skills.

Job Specific Skills

Job specific skills are those that specifically pertain to the performance of job or occupation. A secretary is skilled in typing, computing, answering telephones, company correspondence, and filing. An accountant would list accounts receivable, performing accounts payable, payroll, figuring taxes, using specific accounting software, and budget management. A salesperson would include customer service, record keeping, order processing, inventory management, billing, and product displays.

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

Self-Management Skills

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

Transferable Skills

A recent survey of small, midsize, and large corporations indicated that computer literacy, basic user skills, and software knowledge are the most important skills that managers look for when hiring new employees.

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

Duties

Many people have trouble distinguishing between their skills and past job duties. Duties are the basic functions or steps undertaken to complete an activity. Skills are the tools used to accomplish these functions. Duties or functions are a part of any organized activity, whether it is employment, volunteer work, or hobbies. Writing out the duties or functions of an activity first can be a useful way to begin identifying skills. When presenting your skills to an employer, it can be good to use 'duties' as a way to demonstrate skill proficiencies. Describing duties alone will not be a complete picture of your skills. On the other hand it is not enough to tell the employer your skills; you need to be prepared to tell where, when, and how you used those skills.

A simple example is the running a small kiosk or serving as a street vendor. The basic duties might be to attend to overseeing of the daily operations, stocking, marketing, and finances. There are many skills needed to accomplish these functions including: organizing products, time management, talking with customers and customer service, handling and tracking cash, record keeping, maintenance, timeliness, dependability, accuracy and motivation. A complete list of skills would be very long.

Writing Your Skills

Identifying, listing and describing your skills are not an easy task. However, it is critical to job search success and you should plan to invest the time needed. Listed below is a listing of skills that you can use to help identify your own or at least get you thinking. Try this exercise:

1. List by title any jobs you have held. Start with your most recent employment and work backwards.
2. For each job you have held write a one or two word listing for the key duties that were performed at that job.
3. Next write a detailed description of four or five of the most major duties from your list.
4. Think of all the skills needed to accomplish each duty you have listed. Create a written list of the skills needed for at least the 4-5 duties you created more extensive descriptions for. Remember to look for both job content and self-management skills. Be sure to include tools used, machines operated, knowledge applied, etc.
5. Repeat the above steps for each job type you held in the past that you anticipate describing to an employer either on an application, CV/resume or in an interview. Use

this same process for other activities including hobbies, volunteer work, and community experience.

6. Once you have completed this process, you should have a long list of skills - a list too long to tell an employer. Go through the list and circle those skills that match your job goal(s). These are the skills you will use in your job search effort.
7. This will generally take about 1 hour of your time for each job, but overall the time will be well spent when you begin filling out applications or going to interviews. It will also improve your ability to speak about jobs, occupations, and industries.

INDIVIDUAL SKILLS/TALENTS INVENTORY

Name _____ Date _____

The following suggested lists of skills, please check off those that apply to you. It does not matter where or when you acquired the skill (it might have been through an outside activity or hobby). Seeking new employment sometimes provides an opportunity for us to utilize additional skills to obtain work in a completely new or different field of work. It is important, therefore, to identify all the skills we have in order to obtain the most beneficial employment.

To help you identify skills you have, think of the kind of activities you have been involved in both on and off the job. Then, think about what you had to do to complete this activity or task. These things are often skills we forget we have.

- | | |
|---|--|
| <input type="checkbox"/> Accounting | <input type="checkbox"/> Landscaping |
| <input type="checkbox"/> Bookkeeping | <input type="checkbox"/> Stocking |
| <input type="checkbox"/> Record keeping | <input type="checkbox"/> Inventing |
| <input type="checkbox"/> Budgeting | <input type="checkbox"/> Purchasing |
| <input type="checkbox"/> Analyzing | <input type="checkbox"/> Supervising |
| <input type="checkbox"/> Advising | <input type="checkbox"/> Organizing |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Writing |
| <input type="checkbox"/> Coaching | <input type="checkbox"/> Typing |
| <input type="checkbox"/> Teaching | <input type="checkbox"/> Database |
| <input type="checkbox"/> Training | <input type="checkbox"/> Telephone Operator |
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Commuter Operator |
| <input type="checkbox"/> Building Inspector | <input type="checkbox"/> Computer Programming |
| <input type="checkbox"/> Woodworking | <input type="checkbox"/> Computer Repairing |
| <input type="checkbox"/> Building | <input type="checkbox"/> Selling |
| <input type="checkbox"/> General Construction | <input type="checkbox"/> Sewing |
| <input type="checkbox"/> Machine Operator | <input type="checkbox"/> Dress Making/Designing |
| <input type="checkbox"/> Jewelry Making | <input type="checkbox"/> Upholstering |
| <input type="checkbox"/> Sign Designing | <input type="checkbox"/> Drape/Curtain/Carpet Making |
| <input type="checkbox"/> Electrician | <input type="checkbox"/> Painting |
| <input type="checkbox"/> Electrical Engineer | <input type="checkbox"/> Wallpaper Hanging |
| <input type="checkbox"/> Mechanical Engineer | <input type="checkbox"/> Decorating |
| <input type="checkbox"/> Fireman | <input type="checkbox"/> Interior Designing |
| <input type="checkbox"/> Business Owner | <input type="checkbox"/> Real Estate Selling |
| <input type="checkbox"/> Auto Maintenance | <input type="checkbox"/> Truck Driving |
| <input type="checkbox"/> Machine Maintenance | <input type="checkbox"/> Small Engine Repair |
| <input type="checkbox"/> Motor Maintenance | <input type="checkbox"/> Researching |
| <input type="checkbox"/> Building Maintenance | <input type="checkbox"/> Investigating |
| <input type="checkbox"/> Plumbing (installing/fixing) | <input type="checkbox"/> Tour Operator |
| <input type="checkbox"/> Refrigeration Maintenance | <input type="checkbox"/> Photography |
| <input type="checkbox"/> Cleaning - | <input type="checkbox"/> Web Design |
| <input type="checkbox"/> Gardening | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Grounds keeping | <input type="checkbox"/> Nursing |

____ Physician
____ Medical Technician
____ Dental Technician
____ Hotel/Restaurant Staff
____ Receptionist

____ Secretary
____ Drawing (Artistic)
- ____ Computer Aided Drawing
____ Drafting

These lists neither are nor meant to be all inclusive. If you have skills, talents, or hobbies not mentioned. Please write them in the space provided below;

OTHER SKILLS/TALENTS

_____	_____
_____	_____
_____	_____
_____	_____

In addition to your known skills identified above, please note any other areas of interest in which you may like to receive training.

_____	_____
_____	_____
_____	_____

Do you feel any of the following activities would help you find new employment? If so, check those you might be interested in more assistance.

- _____ CV/resume' Writing
- _____ Interview Skills
- _____ Filling out Applications
- _____ Interview with State Job Placement Personnel
- _____ Small Business Owner Training_
- _____ Financial Planning

Please return this signed letter to your Job Club Leader. _____

(Leader inserts name or contacts)

V. WHERE TO GET JOB INFORMATION

Now that you know what job skills you have, you are ready to look for a job. It is important that you use all available resources to find job openings. Your tools for finding vacancies include Networking, Employment Services, job postings, internet job search engines, placement firms (with discretion), and other trade or professional organizations. Below are a few brief descriptions of these options.

The Most commonly used job search methods include:

<i>Approach</i>	<i>Results</i>
<i>Applied directly to employer</i>	<i>48%*</i>
<i>Asked friends about jobs where they work</i>	<i>22%</i>
<i>Answered local newspaper ads</i>	<i>24%</i>
<i>Asked friends about jobs elsewhere</i>	<i>12%</i>
<i>Asked relatives about jobs where they work</i>	<i>19%</i>
<i>Asked relatives about jobs elsewhere</i>	<i>7%</i>
<i>Fee Paid employment agency</i>	<i>24%</i>

**Results are the general percentage of persons who use this method and obtained employment, based on general market economy.*

Networking Tell everyone you know you're looking for a job, and be specific about what you are seeking. This is a targeted effort and should not be limited to casual conversations. It should be a strategic campaign to contact people for ideas, suggestions, leads, and information.

Employment Offices Employment Offices provide excellent help for finding jobs, and can also provide current workforce trends and workforce information such as wages, etc.

Other services, such as career counseling, skills assessment, Job Clubs, and community resources are also available. Self-help facilities may include free computer use in addition to the job bulletin boards. There is an Employment Office near you.

Private employers Contact employers directly to market your job talents. Talk to the person who would supervise you even if there are not jobs currently open. Start by making a list of potential employers.

The local library is an excellent place to identify potential employers; look for publications such as the Chamber of Commerce listings, industry guides, employer profiles, newspapers, internet websites, and the phone book.

Once you have your list, plan a strategy to approach each employer. Develop a short "elevator speech" (30-60 seconds) by describing aloud the job you seek, the skills you offer, and why you are the best candidate. You could also arrange for an informational interview to learn more about the company.

Government Offices Federal, state and local government personnel offices list a wide range of job opportunities and are frequently overlooked as a source of employment. Government sponsored training programs offer direct placement or short-term training and placement for applicants who qualify.

Newspapers Newspaper ads list various job openings.

Local phone book Look for career counseling centers in your area (some may require fees).

Agencies Private employment and temporary agencies offer placement (employer or job hunter may pay a fee).

Schools Community colleges and trade schools usually offer placement (employer or job hunter fees could apply). Proprietary schools and private training centers offer instruction in specific trades (tuition is usually required).

Check with your office of state education for credible schools.

Internet Job postings or information can be accessed by going on-line using the Internet from your home computer, a public computer or internet cafe. The capability exists for you to place your CV/resume in this or a similar job bank for those employers who are looking to fill job openings. Armenia has a number of on line posting services which may or may not have fees attached. Make sure you understand their rules before posting CV.

Labor Market Information Find out about the conditions of the labor market and jobs in demand via a website or by visiting a public information office to secure publications on economy, area wages for various occupations, projected job openings and practical hints about job hunting.

Chamber of Commerce or City Business License Department Check for new businesses or new contacts that will require new jobs.

Community Organization Organizations such as clubs, trade associations, women centers, and youth organizations are good sources.

Unions and related programs These sources provide job opportunities and information. Contact a labor union directly or ask someone who is a member of the union to collect information for you.

Journals and newsletters for professional or trade associations These often advertise job openings in their field. Many of these publications are now on line or can be secured by calling or writing their offices.

VI. RESUMES OR CV'S

(for the purpose of this section the term CV and Resume mean the same)

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

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

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

CV/Resume Formats

Chronological

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

Functional

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

Combination

The combination CV/resume brings together the best of both the chronological and functional CV/resumes. It features a functional section that highlights skills, accomplishments and experiences. It also includes a chronological listing of employment, education and employment-related experiences. This is a very effective format for many job seekers. The best chronological

CV/resume is enhanced with a section highlighting skills accomplishments and experience. The best functional CV/resume is strengthened with a chronological listing of employment experiences.

Points to Consider

- ◆ Consider how your CV/resume would look if scanned into a computer
- ◆ Keep it brief (1 to 2 pages) a longer version you should keep on hand if requested
- ◆ Use only standard sized paper.
- ◆ Use white or off-white quality paper.
- ◆ Emphasize your skills and accomplishments.
- ◆ Do not use abbreviations.
- ◆ Arrange the CV/resume so it is pleasing to the eye. Avoid fancy fonts, exotic colored paper, photographs and graphics.

A Few Additional CV/resume Variations

Keyword

The keyword CV/resume is a variation that adds a listing of skills to the beginning of any standard CV/resume format. Placing critical occupational skills as keywords at the beginning adds impact to the CV/resume and helps to capture the reader's attention. This variation is effective for all career fields and levels of skills. It is a very effective strategy for creating scannable CV/resumes.

Targeted

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

CV/resume Layout

The CV/resume created by the job seeker needs to be unique. There is no one layout that fits everyone. However, there are some standard CV/resume categories that most everyone should include.

1) Personal Data

Your name, complete mailing address, and telephone number(s) are all the personal data required. List this information in a "block" format instead of placing the information on one line.

2) Employment or Career Objectives

Include an objective if you have a specific career goal in mind, or you know the title of the job for which you are applying. If you omit the objective on the CV/resume, be sure to

communicate it elsewhere, such as in the cover letter.

3) Summary or Highlights of Qualifications

Generally employers will spend less than 10 seconds screening your CV/resume the first time. Their goal is to eliminate as many candidates as possible and concentrate on the best. Therefore, highlighting your strongest qualifications early in the CV/resume is an effective way to improve your chances for consideration.

4) Body of CV/resume

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

5) Education

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

6) Other Activities *are optional*

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

References

References do not belong on the CV/resume. They should be listed on a separate sheet. Send the references with the CV/resume only when specifically requested by the employer. There is no need to state "References available upon request." It is assumed that you will provide them.

Sample functional CV/resume – this is a youth who recently completed school and has limited experience

BRAD BROWN
213 Amber Lane
Anaheim, CA 94321
(202) 314-5662

OBJECTIVE: Entry level position in a auto body shop or hardware store with an opportunity for full time work in the future.

QUALIFICATIONS:
Awarded "Delivery Person of the Month" from Newspaper Agency Corporation
Ability to manage budgets
Knowledge of electronics
Ability to diagnose mechanical problems

EXPERIENCE:
Delivery/Customer Service
Accurately delivered 200 newspapers daily in half the usual time required each day.
Kept accurate accounts receivable records
Provided excellent customer service by solving customer complaints
Balanced family checkbook and helped pay bills

Janitorial/Groundskeeper
Performed basic janitorial duties without supervision
Handled machinery such as mowers, snow blowers, etc
Volunteered to work overtime
Utilized mechanical skills to troubleshoot and diagnose problems with machinery;
in some cases was able to fix problems without expert help.

WORK HISTORY:

Dec. 2004-present	Carrier	Newspaper Agency Corporation
Summer 2004	Groundskeeper	Cedar Recreation Center

EDUCATION AND TRAINING:
Diploma
Courses in accounting, word processing, ~~mathematics~~, ~~English~~ and journalism

Sample combination CV/resume

EDUCATION	<p>Responsible for monthly newsletter (writing, layout, and editing), organizing major fund raising project, chaired team (1999 -2006)</p> <p>3rd Year majoring in Public Relations, Anytown University</p> <p>Certificate and training in Quark Express 4.0, Windows XP, Office 2003, and Adobe Illustrator</p>
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VII. VARIOUS TYPES OF CORRESPONDENCE AND THANK YOU NOTES

Any time a CV/resume is sent by mail it must be accompanied by a cover letter. The CV/resume is an impersonal description of your qualifications, much like a product brochure. The cover letter is your opportunity to personalize your CV/resume and target your skills to that specific employer.

The effective job seeker will not send the same CV/resume for each new job opportunity. The document needs to be tailored for each specific situation. Likewise, the same cover letter cannot be used in every situation. It also must be customized for each opportunity. There are a variety of cover letter formats, some of which are described below. Whatever format you use, be sure the letter conforms to acceptable standards for business letters.

1) Invited Letter

Use the "invited" letter whenever an employer has asked for a CV/resume. This is often in response to a want ad or publicized job listing. This style focuses on matching your qualifications to the advertised requirements of the position.

2) Uninvited or Cold Contact Letter

Use the "uninvited" letter to contact employers who have not advertised or published job openings. The focus is on matching your qualifications to the perceived needs of the employer based on labor market research. This strategy requires that a phone or personal contact with the employer either precede or follow the sending of the CV/resume and cover letter.

3) Referral Letter

Use the "referral" letter to contact employers to whom you have been referred. The effective job seeker will receive referrals to many job opportunities through networking and informational interviews. The referral may be to a specific job opening (advertised or unadvertised) or to an employer who may not be hiring. In a referral letter the individual who provided the referral is mentioned in the letter.

4) The Executive Briefing letter

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

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

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

Rachel Arnayan
 Abovian Street
 My Town, Armenia
 (435)-782285

(Date)

Mr. Janus Doe
 Human Resources Manager
 Box 8775
 Anytown, Armenia

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

Dear Mr. Doe:

I was very pleased to hear of the need for an Administrative Assistant in your company from your recent advertisement in the Anytown Newspaper. I believe I have the qualities you are seeking.

Your Needs	My qualifications
Independent self-starter	Developed tracking system for legislative issues; served liaison between legislators and department personnel.
Computer experience	Utilized Windows XP and Office Pro 2003 in preparing reports, tables, correspondence, flyers, Excel spreadsheets and other documents.
5 years office experience	Over seven years office experience: two years experience as Office Manager.
Good oral and written communication skills	Trained four new receptionists on answering phones professionally and on drafting correspondence.

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

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

I believe this background provides the skills you require for this position. I have enclosed my CV/resume for your review. I would welcome the opportunity for a personal interview to further discuss my qualifications and will call on (date) to follow up.

Yours truly,
 Rachel Arnayan
 Enclosures

Cover Letter Points to Consider

Whenever possible, address the cover letter to a specific person by name and title. This requires a minimum of research that will ultimately payoff in more interviews. The only time this may not be possible is when responding to a "blind ad" where there is no way to know the name of the company to research. In this case, send the letter to the title of the appropriate hiring manager. (e.g. "Production Manager, "Maintenance Supervisor," "Office Manager, etc.) *It is never a good idea to use the term, "To Whom it May Concern."*

- Consider signing the letter in blue ink. It implies the letter is original. The only other color of ink to use is black. Using any other color on the cover letter will not reflect well on you.
- Structure the cover letter to reflect your individuality, but avoid appearing too familiar, overbearing, humorous, or cute. Keep sentences short and to the point.
- Keep the cover letter brief, usually no more than three to five paragraphs on one page.
- The paper and style of your cover letter should compliment your CV/resume. You might consider using the same paper stock for both your cover letter and CV/resume.

Thank You Letters and Notes

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

Thank you letters and notes should be standard tools in your job search. The thank you letter should follow a standard business letter format while the note may be a simple handwritten note or card. Which to send depends upon the situation and your personal style. Lastly, if you were referred to the opening by a friend, family member, or someone who works for the company make sure to thank them for the referral.

Thank-You Letter Points to Consider

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

Thank You Letter

Rachel Arnayan
Abovian Street
My Town, Armenia
(435)-782285

(Date)

Mr. Janus Doe
Human Resources Manager
Box 8775
Anytown, Armenia

Dear Mr. Doe:

I would like to take this opportunity to thank you for the interview Wednesday morning, and to confirm my strong interest in an entry-level position in your company.

As we discussed, I think that my education and background have provided me with an understanding of business operations that will be an asset to your company. Additionally, I have always been considered a hard worker and a dependable, loyal employee. I am confident that I can make a valuable contribution.

Again, I thank you for the interview and look forward to meeting with you again in the near future to further discuss your needs. It was very interesting to find out that your family and mine are from the same Region, we agree that it is beautiful there this time of the year.

I will contact you by (date) to see if a decision has been made.

Sincerely,

Rachel Arnayan

If possible add a single sentence referencing something positive or a connection that was made during the interview. – But evaluate the appropriateness

VIII. EMPLOYMENT APPLICATIONS

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

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

Visual Impact

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

Follow Directions

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

Be Positive

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

Be Honest

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

Target Your Qualifications

You will need to do a little research and look for ways to target your qualifications to the specific requirements of the job. It is also useful to target the work philosophy and culture of the organization. Learn more about industry clusters so that you will better understand how the skills learned on one job can be translated to skills used on another job.

Personal Data Sheet

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

Salary Requirements

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

Reasons for Leaving

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

Position Desired

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

Questions that may Compromise

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

References

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

There are four kinds of references. Employment references are former employers or direct supervisors. Professional references are people who worked with you or know you in your work environment. Academic references are teachers and others who can talk about your school accomplishments.

Personal references are people who only know you socially. The employment or professional references are the most valuable because they can discuss your qualifications.

Additional Application Tips

- 1) Take key information with you so you are not tempted to leave blanks. This is especially helpful if you have trouble with words or terms or remembering numbers or contact information
- 2) Use an erasable pen, or keep handy a bottle of correction fluid for fixing errors.
- 3) If you are asked to write a narrative it is best to write out response on a separate sheet of paper or on a second copy of the application before writing it on the final application. Double check grammar, spelling and content to make sure you leave a good first impression.

Don't:

- Misspell words
- Cross out writing - if you make a mistake a single line through it and correct beside
- Leave unanswered questions
- Wrinkle, soil, or fold the application
- Turn the application in late
- Mention health, personal, legal or financial problems

Do:

- Be accurate
- Be informative
- Be complete
- Be honest
- Print neatly
- Sign the application

IX. INTERNET JOB SEARCH STRATEGIES

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

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

It is said that patience is a virtue, when using the Internet it is a necessity! A dedication to continuous learning is a must. For those who master this tool, the rewards are great. The Internet will open up a whole world of opportunities but continue to beware of fakes and scams they unfortunately come with the territory.

Cyber CV/resumes

Once you have mastered the paper CV/resume, you can add plain text and hypertext CV/resumes to your resources. There are numerous opportunities to present your CV/resume to potential employers. You can post your CV/resume on news groups or in CV/resume databases. You can send your CV/resume direct through email. You can even set up a professional website using your CV/resume information.

Plain Text CV/resumes

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

Hypertext CV/resumes

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

Many progressive job seekers are creating professional websites that include their CV/resume information. A good professional website should follow the publishing standards of the World Wide Web, have adequate safe guards, and most of the standards of good CV/resume writing. However, a website should be more than just an online CV/resume. There are numerous resources on the Internet, in bookstores and in libraries to help in this effort.

Electronic Networking

Would you like to network with professionals in your industry, from all over the world without traveling great distances to attend expensive conferences? Looking for another way to make direct contact with potential employers? The Internet is a networker's paradise.

Electronic networking uses three basic Internet tools: news groups, e-mail/text messaging, and live chat. To master these tools requires specialized communication skills. To be successful in this media requires preparation and practice. Many of the standards that apply to good telephone communication apply to the Internet. There are so many advertised jobs on the Internet to even begin to count. More and more employers are listing job openings on their web pages, in news groups and with Internet employment service providers.

Labor Market and Employer Research

The Internet originated as a research tool, so it should be no surprise that it offers incredible resources for employment research. There are volumes of labor market and employer information. Many employers post information about themselves on the Internet. Internet research requires a mastery of search tools and strategies.

Advertised Jobs

There are many advertised jobs on the internet. More and more employers are listing job openings on their web pages, in news groups and with Internet employment service providers. Through current spidering and similar technology large job matching sites have the ability to sweep the internet for opening posted on other sites including employer postings. Those that are available to the public are not secure therefore these search engines literally clone the vacancies and place them on their sites. Beware that this technique does not always have proper checks and balances, thereby leaving jobs that are long since closed posted for months.

Online Employment Services

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

Internet Based job search such as Monster.com, JobFinder.am, Recruiter.am

These systems allow you to search for jobs from pre-selected job titles, keywords or special codes. Hundreds of new jobs are posted every day, so be sure to check back often. Employers and private employment agencies can access CV/resumes and view your qualifications in relationship to their job openings. If interested, employers will contact you directly. This service will expose your qualifications to a large audience of potential employers.

There are step-by-step instructions for easy use of these systems. You have the personal control of updating or removing your CV/resume. Your CV/resume will be done in an attractive and standardized format. There will also be other links to job-related websites for career and job search information, and other local services and information. There is no charge for this service. If you do not have Internet access, you can visit your local public library, school, university, or transition center.

X. DRESS & GROOMING FOR JOB SEEKING SUCCESS

Many of us object to being judged for employment based on how we look. We prefer to be hired because of our skills and abilities, not because of our dress and grooming. But like it or not, appearance is important.

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

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

First Impressions

Most of us have heard the expression, "A picture is worth a thousand words." Remember this when preparing to meet with a prospective employer. The picture you create will greatly influence your chances of being hired. Most employers form a first impression during the first seven seconds of a meeting. Not much is said in this short time; early judgment is based strictly on appearance. Furthermore, studies reveal that employers consistently ask the question, "Does the individual look right for the job?"

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

Clothing

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

Common sense and good taste are the best guides in selecting clothing for the interview. Avoid faddish styles and loud colors. Jewelry should be conservative and kept to a minimum. Clothing should be pressed and shoes should be shined. Clothes should fit comfortably. A basic rule is to dress one step above what you would wear on the job. You want the employer to focus on your skills, not your clothes.

Grooming

Personal grooming is just as important as what you wear. You may select the right clothes, but neglecting personal hygiene can ruin the image you wish to present. Review these grooming details before meeting with an employer. Always be clean, neat, hair and nails groomed, extreme jewelry can distract from what you are actually saying, and avoid fragrances that remain behind after you leave.

Body Language Tips

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

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

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

Do not put your hands in your pockets while speaking to an employer or during an interview.

Worse yet, do not jingle your keys or spare change as you talk. Sitting with your hands clasped in front of you won't do either; it comes across as an appeal. Sit in a relaxed manner with your hands casually on chair arms or in your lap.

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

Summary of Goals for Appropriate Dress and Grooming

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

XI. THE INTERVIEW

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

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

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

Preparation

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

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

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

The Interview

The purpose of an interview is to become acquainted and to learn about one another. The employer wants to learn how you "fit into the organization," but it is also an opportunity for you to evaluate the company. Employers use a variety of interview formats. There are series of interviews, panel interviews, phone interviews, or the traditional one-on-one interviews.

Sometimes staff from the personnel or human resource departments will conduct an initial screening and the hiring authority will conduct the actual interview. Whatever the form or process, the interview is a basic effort to learn your qualifications.

During an interview it is important that you be yourself. It is advised that you get a good night's sleep and plan your travel to arrive in plenty of time. However, you should present yourself for the interview no more than 15 minutes early.

Interview Questions

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

Listen carefully to each question asked in the interview. Take your time in responding and make sure your answers are positive. Express a good attitude and show that you are willing to work, eager to learn, and are flexible. If you are unsure of a question, do not be afraid to ask for clarification. Sometimes a good strategy is to close a response with a question for the interviewer. Just do not turn the tables on the interviewer by dominating with questions.

Focus on your qualifications but also look for opportunities to personalize the interview. There is nothing wrong with injecting some personal insight into your life. However, do not get too personal or dwell too long on non-job related topics.

Show your potential to the company. Support your answers with examples from your experience. Avoid "yes" or "no" responses to questions.

Use caution if you are questioned about your salary requirements. The best strategy is to avoid the question until you have been offered a job. Questions about salary asked before there is a job offer are usually screening questions that may eliminate you from consideration.

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

Closing the Interview

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

After the Interview

Think about the interview and learn from the experience. Evaluate the positives and negatives by asking yourself these questions:

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

The more you learn from the interview, the easier the next one will become. You will become more confident. Make a list of specific ways you can improve your next interview.

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

Additional Interview Tips

- ◆ Maintain good eye contact throughout the interview
- ◆ Do not be a clock-watcher.
- ◆ Do not discuss illegal or discriminatory subjects such as race, religion, age, national origin, equal rights or gender.
- ◆ Dress a step above what you would wear on the job.
- ◆ Be aware of nonverbal body language; do not:
 - ⇒ put your hands in your pockets
 - ⇒ chew a pencil or other object
 - ⇒ clench or wring your hands
 - ⇒ tap a pen or pencil
 - ⇒ fiddle with jewelry
 - ⇒ jingle keys or coins in your pocket

XII. PRE-EMPLOYMENT TESTING

For some jobs, you may need to take a test. Usually, the job announcement or advertisement will indicate if a test is required.

There are several types of selection and job fitness tests:

- ◆ *Aptitude tests* predict your ability to learn and perform job tasks.
- ◆ *Practical tests* measure what you know and what you can do in a job (for example, word processing speed for a secretarial job, knowledge of street names and routes for a fire fighter job, etc.).
- ◆ *Literacy or Academic tests* measure reading and arithmetic levels.
- ◆ *Personality or Psychological tests* evaluate mental, emotional, and temperamental makeup (important for jobs like police officers, nuclear plant operators, etc.).
- ◆ *Honesty and integrity tests* evaluate the likelihood of stealing and trustworthiness of applicants.
- ◆ *Physical ability tests* measure strength, flexibility, stamina and speed for jobs that require physical performance,
- ◆ *Medical tests* determine physical fitness to do a job.
- ◆ *Drug tests* show the presence of illegal drugs that could impair job performance and threaten the safety of others.

How to Prepare for Skills and Knowledge Type Tests

As job skills continue to get more sophisticated some employers, even in Armenia, may require certifications or pre employment tests to evaluate your proficiency. You can't study directly for aptitude tests. But you can get ready to do your best by taking other tests. Look for tests or quizzes in magazines and schoolbooks. Set time limits. By taking tests, you learn about the testing process and will feel more comfortable when you are tested.

Brush up on job skills. For example, if you're taking a typing test, practice typing. If you're taking a construction test, review books and blueprints. Get ready for physical tests by doing activities similar to those required for the job.

For academic tests, review and do exercises in reading and math books or enroll in some classes to review. It's natural to be nervous about tests - some anxiety may actually help you.

Checklist for performing your best on a test:

- ◆ Make a list of what you need for the test (pencil, eye glasses, I.D., etc.). Check it before leaving.
- ◆ Get a good night's sleep.
- ◆ If you are sick, call and reschedule the test.
- ◆ Leave for the test site early.
- ◆ If you have any physical difficulties, tell the test administrator.
- ◆ If you don't understand the test instructions, ASK FOR HELP before the test begins.
- ◆ Work as fast as you can. Don't linger over difficult questions.
- ◆ Find out if guessing is penalized. If it's not, guess on questions you're not sure about.
- ◆ You may be able to re-take the test. Ask about the re-testing policy.
- ◆ After the test, find out what your scores actually mean.

Remember that for many jobs, your work talents and other capabilities will count more than your test scores. Keep this in mind before you re-take a test. In addition, your score would probably be similar if you took the test again.

XIII. JOB SUCCESS SKILLS

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

This is not a complete list. It is a good idea to check with your supervisor about what the company finds most important. Employers say more people lose their jobs because they do not use good work habits; rather than being unable to perform the tasks. The following list of key points based on feedback to an employer survey.

Employer Expectations

- ◆ A positive attitude is one of the most important factors in achieving job success. Do not carry negative feelings into your new workplace. Resolve them elsewhere.
- ◆ Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to daycare. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.
- ◆ Good attendance and promptness are always important. If you are going to be unavoidably late or out sick ask your supervisor the proper method of informing them.
- ◆ Know and follow all office rules, policies, and "procedures. Read the employee manuals, guidance, and look at any signs that have been posted.
- ◆ Listen and learn. Be open to new ways of doing things. Even if you were taught differently in school or on a different job, do not be quick to find fault, criticize, or complain until you can demonstrate a better way.
- ◆ Meet and exceed your employer's expectations.
- ◆ Learn all you can about the job you were hired to do before thinking about moving up.

Communication

- ◆ When you need to talk with your supervisor, ask when a convenient time would be to meet.
- ◆ Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Show that you are concerned about performance and in finding ways to improve. Your job success is also their success.
- ◆ Be a team player. Be willing to help. Know the goals of your job and how your job fits into the overall organization. Avoid a "know-it-all attitude." Try to fit in with the team. Share appropriate information and be flexible with others. Avoid the 'not my job' stance
- ◆ Keep your sense of humor.
- ◆ Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.
- ◆ Follow the proper chain of command. Discuss items with your supervisor first. Try not to take your concerns to the coffee area or break room, keep the discussions with the appropriate people.

Personal Management and the Job

- ◆ Prior to starting the job, have all of your appointments with doctors, dentists, etc. out of the way. Have your transportation and daycare lined up so you do not immediately have to take time off. Have an emergency plan for daycare and transportation.
- ◆ Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.
- ◆ Take time to make new friends. Find positive and upbeat co-workers. Avoid negative, critical and gossiping people.
- ◆ Be clean and well groomed. Wear clean and job-appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes.
- ◆ Keep your personal life and problems at home. Do not use the employer's equipment and time to do personal things like making personal phone calls, using the copy machine, or resolving your personal problems on the job. If you are having trouble resolving personal problems, counseling, support groups or employee assistance programs may be useful.
- ◆ Create the image. Dress for the job you want next.
- ◆ Be patient with yourself and your employer. It takes time to get used to, learn and like a new job.
- ◆ Volunteer for projects and committees if your work is completed and your supervisor approves.

Getting Along With Others

- ◆ Do not express your opinions, biases or prejudices about others while you are at work. Diversity is a priority in the workplace it takes all types of people, skills, and opinions to make a rich, successful workplace.
- ◆ Accept criticism as constructive. Do not become defensive or take criticism personally. Thank the person for their input. Consider changing if it is warranted. If you are unsure how to handle the situation, check with your supervisor.
- ◆ Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers.
- ◆ Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.
- ◆ Remain neutral when others are playing politics or power games.
- ◆ Treat everyone with courtesy and respect. Remember, as you climb the career ladder, you may meet the same people on your way up the ladder.
- ◆ Keep your emotions under control. The job is not the place to express or show your opinions or feelings.
- ◆ Show appreciation. Let your supervisor know you appreciate their training, support, input, feedback, etc.
- ◆ Strive to be positively recognized. Be friendly and helpful to everyone at all levels.

SEMINAR

**UNDERSTANDING JOB LOSS
and
OVERCOMING UNEMPLOYMENT**

TOPICS COVERED IN THIS WORKSHOP

Part 1: Understanding Job Loss

- Welcome and introductions
- What did your last job mean to you?
- Factors affecting impact of job loss
- Viewing job loss in a different way
- Social readjustment scale
- Job loss is like any other loss
- Reactions to job loss
- Stages of job loss
- Summary of job loss reactions

Part 2: Overcoming Unemployment

- Relinquishing anger
- Regaining self-esteem
- Getting unstuck
- Imposing structure in your life
- Moving beyond job loss

JOB LOSS WORKSHOP FOR UNEMPLOYED WORKERS

- ***UNDERSTANDING JOB LOSS***
- ***OVERCOMING UNEMPLOYMENT***

If you have lost a job due to quitting, being fired, or lay off this workshop is for you. There are many concerns that job seekers have but if you are too focused on the negatives you cannot move forward in a positive manner to get that new position.

Workshop objectives

The aim of this workshop is to help you:

1. understand your job loss
 2. resolve your job loss
 3. get on with a new job and a new life
-

Effects of job loss

- Losing your job causes a variety of feelings and behaviors. These feelings and behaviors are often debilitating, and can last for many years.
 - Even if you lost job years ago, you may still have attitudes, emotions, and behaviors that are affecting you -- interfering with getting a new job, and hampering your life's progress.
-

Job loss fact #1

You must resolve your past job loss before you can effectively get and keep a new job.

A job provides much more than a paycheck -- it also provides:

- Financial support for your family
- Your identity
- A sense of accomplishment
- Security
- Self-confidence
- A place where you fit in
- Enjoyment
- A challenge
- Medical benefits
- Self-respect
- Friendships
- Recognition
- Time structure
- Mental stimulation
- Opportunities for new learning
- Control over your life
- The feeling that you're needed
- Self-expression
- The ability to contribute to something
- A future you can plan for

The 7 meanings of work

1. Work enables us to structure our time
2. Work provides a source of identity
3. Work gives us relationships outside the family
4. Work is a source of obligatory activity
5. Work enables us to develop skills and creativity
6. Work provides a sense of purpose
7. Work gives us a source of income so we can exercise control in our life

Job loss fact #2

Because work is so meaningful in our lives, the loss of work produces profound anxiety and distress.

The impact of job loss and the duration of adjustment depend on a number of factors:

- Your age
- How long you worked for your former company
- How long you worked in your specific job
- How long you planned to work for the company
- How surprised you were by your termination
- How much the job defined your identity or who you are
- The impact it has had on your finances
- Your level of coping skills, self-esteem, and general mental health
- Your physical health
- Other stressful situations in your life
- The influence and effect of people in your life
- How easily you can transition into a new job

Viewing job loss or unemployment in a different way

Becoming unemployed is a type of loss similar to other situations such as life changes or milestones, what is lost is more than a job -- it's part of yourself.

Psychologists say it's appropriate to view job loss like a 'death'. As such, you may need to find ways to deal with the 'death' of your job like you grieve the death of a loved one.

Job loss impacts you in 4 ways:

1. Emotionally
2. Financially
3. Physically (your health)
4. Relationally (your family)

When you lose your job, you also lose:

- your income
- your self-esteem
- your daily routine
- your established activities
- your sense of predictability and security

Workers who lost their job say they felt:

- "like my throat had been cut"
- "like I'd been kicked in the stomach"
- abandoned
- betrayed
- abused
- discarded
- worthless
- alone
- bitter
- defeated
- useless
- hurt
- dismayed
- disillusioned
- shocked

Other emotions of job loss and unemployment

- anger
- depression
- desperation
- worry
- anxiety
- insecurity
- devastation (financial)
- worthlessness
- self-doubt
- self-blame
- feeling stuck

Behaviors stemming from job loss and unemployment

- Insomnia
- excessive sleep
- arguments with loved ones
- pleasure gone out of activities you once enjoyed
- avoiding people once important to you
- alcohol and drug abuse
- relationship problems
- eat disorder

Stages of job loss and unemployment

1. **Shock.** You are surprised or dismayed (even if you thought you might lose your job).
2. **Denial.** You can't absorb the reality of the news. You don't believe you really lost your job.
3. **Anger.** You feel angry toward your former employer, toward co-workers, and towards yourself. You think about expressing your anger through aggressive behaviors.
4. **Bargaining.** You think there may be a way to get your job back.
5. **Relief.** You're glad your job is gone. You feel that a burden has been lifted.
6. **Depression.** You feel despondent, lethargic, and withdrawn. Things seem hopeless.
7. **Acceptance or understanding.** You concede that your job is gone. You decide to move forward. You take steps to regain self-esteem. You use your time to achieve goals. You experience some hope and optimism.

Job loss fact #3

Of any life event, job loss produces the most anger

Anger is normal, but misdirected anger can:

- injure relationships
- lead to alcohol or drug abuse

- make you ill
- make you accident prone
- contribute to depression, anxiety, and suicide

Strategies to relinquish anger:

1. **Get physical.** Regular exercise provides an outlet for anger. Choose an activity you enjoy like walking, biking, dancing, or playing a sport.
2. **Talk it out.** Talk to a trusted friend, family member, or counselor about your anger. Talking helps diminish your anger and gives you a clear perspective.
3. **Keep a journal.** One study found that people who wrote about their job loss in a journal (expressing day-to-day thoughts and feelings) got a job faster than people who did not journal.
4. **Accept personal responsibility.** Resist directing your anger at others for your own circumstances. Take responsibility to be the person you're capable of becoming.
5. **Reframe your job loss.** Job loss is terrible, but it's often a result of economic and technological changes. **DON'T TAKE IT PERSONALLY!**
6. **Make peace with the past.** Resentments from the past contaminate the present.

Self-esteem

Self-esteem is how you view your worth -- if you like yourself; if you think you're valuable to your family; if you think you're capable of doing good things.

Diminished self-esteem is the most common effect of unemployment.

People with low self-esteem are often shy, anxious, and depressed. They are negative about themselves, their abilities and others.

People with high self-esteem are secure and confident. They see themselves positively.

Job loss fact #4

Diminished self-esteem is the most common effect of unemployment.

Strategies to regain self-esteem

1. **Remember your success on a previous endeavor.** When you're experiencing a lack of confidence, think back to a time when you tried something new. You may have felt insecure, but you tried anyway, and the outcome was easier and better than you expected!
2. **Do something you've been putting off.** Repair something that is broken; call a friend; tidy-up the garden. Doing something you've neglected will energize you and will help you affirm that you are a capable person.
3. **Do something you're good at.** Take some photographs; build or make something; host a dinner for friends. Doing something you're good at will make you feel accomplished and useful.

4. **Stop thinking about yourself.** Help a neighbor; do something special for your wife; volunteer at a hospital. Focusing on others gives your mind a 'vacation' from incapacitating self-absorption.
5. **Relax.** Go fishing; take a walk; sit in the park. Mental and physical downtime clarifies your self-perspective.
6. **Remember what you've achieved.** You re-built an engine; you cared for your aged mother; you got a job promotion. You've accomplished many things -- remembering them reminds you that you are a valuable and worthwhile person.
7. **Acknowledge you could be wrong.** Talk to yourself caringly and sensibly! Deep down, you're a good person! Consider that your feelings of low self-worth are unfounded and irrational.

Concerning your self-esteem -- here's what really matters:

- Are you a good person?
- Do you care about other people?
- Are you loyal?
- Are you honest?
- Do you understand?
- Do you see humor in life?
- Do you give as well as receive?

Five behaviors that hold us back from the life we want:

1. **Believing what you think.** You have 60,000 thoughts a day. If these thoughts center on your joblessness, soon you'll believe you're unemployable! Deliberately think that you have abilities and that there are opportunities. At least consider that there might be a chance!
2. **Blaming others for your circumstances.** Time spent blaming is time spent stalling! So stop blaming and start moving!
3. **Taking life (and yourself) too seriously.** Life is full of potential. Taking life too seriously constricts that potential. Open up your life with fun, laughter, and creativity!
4. **Living life in the middle.** Does everything stay the same in your life? Get un-stuck by venturing to the 'edge' -- new possibilities and opportunities await you there!
5. **Fearing the unknown.** Dare to look into the unknown and it will reveal itself to you! The unknown is where your dreams reside!

Job loss fact # 5

Re-learning to manage your time is an essential skill to re-employment

Compare a full time job to time spent in job search

In a full time job

During Job Search

Have work responsibilities and duties

Set your own responsibilities and duties

“Punch” a time clock, be to work on time

Wake up early and being job search

Work hard all day, every week

Work hard each day in job search activity

Be accountable to job and the boos

Be your own boss and assign your tasks

10 steps to move beyond unemployment

1. Being unemployed require major adjustments. Be patient! You'll probably need more time to recover than you thought.
2. Don't dwell on the past - this makes reemployment more difficult. Instead, focus your energy on present relationships, tasks, and goals.
3. Impose structure in your life. Establish a daily routine - make a schedule and accomplish self-assigned tasks.
4. Seek financial advice. Involve your family in financial decisions.
5. Take tangible steps to take care of your physical and emotional health.
6. Seek professional help if you're overwhelmed by depression.
7. Try to be flexible. Be open to change and to new opportunities.
8. Don't base your worth on a certain job or income level.
9. Redefine your values and reevaluate your priorities. Consider the importance of meaningful relationships and a balanced life.
10. Accept the new realities of a changing workplace. Expand your skills. Be open to different types and ways of working.

ASSESSMENT YOUR CONFIDENCE LEVEL

DIRECTIONS:

Read each statement. Decide if the statement is true or false for you. Tick the appropriate space.

- | | <i>TRUE</i> | <i>FALSE</i> |
|---|--------------------|---------------------|
| 1. Other people are not better off or more fortunate than me. | _____ | _____ |
| 2. I accept myself as I am and am happy with myself. | _____ | _____ |
| 3. I enjoy socializing. | _____ | _____ |
| 4. I deserve love and respect. | _____ | _____ |
| 5. I feel valued and needed. | _____ | _____ |
| 6. I don't need others to tell me I've done a good job. | _____ | _____ |
| 7. Being myself is important. | _____ | _____ |
| 8. I make friends easily. | _____ | _____ |
| 9. I can accept criticism without feeling put down. | _____ | _____ |
| 10. I admit my mistakes openly. | _____ | _____ |
| 11. I never hide my true feelings. | _____ | _____ |
| 12. I always speak up for myself and put my views across. | _____ | _____ |
| 13. I'm a happy carefree person. | _____ | _____ |
| 14. I don't worry what others think of my views. | _____ | _____ |
| 15. I don't need others' approval to feel good. | _____ | _____ |
| 16. I don't feel guilty about doing or saying what I want. | _____ | _____ |

SCORING

Add the number of TRUE scores.

INTERPRETATION

15-16 Points -- You have a very HIGH level of confidence
12-14 Points -- You have a MODERATE level of confidence
8-11 Points -- You have a LOW level of confidence
Below 8 Points -- You have a VERY LOW level of confidence

SCORE _____

WORKSHOP

**TIME MANAGEMENT WORKSHOP
FOR
UNEMPLOYED & JOB SEEKERS**

TOPICS COVERED IN THIS WORKSHOP

- Objectives
- Statistics and benefits of time management
- Viewing time in a different way
- Sources of time problems
- Understanding your relationship to time
- Developing your big-picture goal
- Time planning
- Selecting a planner that works for you
- Key points and additional tips

TIME MANAGEMENT WORKSHOP FOR UNEMPLOYED WORKERS

TIME MANAGEMENT: AN IMPORTANT SKILL FOR RE-EMPLOYMENT

Workshop objectives

As a result of this training, you will

1. View the use of time in a different way
2. Know several sources of time problems
3. Better understand your relationship to time
4. Begin to think about your 'big-picture' goals
5. Become acquainted with time planning
6. Become familiar with time planners
7. Discover simple techniques for organizing tasks and time
8. Begin to apply the skills you've learned

Statistics

- Millions of hours are used every day looking for misplaced items
- 45% of all employees use work time to surf the internet for personal use
- 25% of all employees waste time at work socializing with co-workers
- 20% of activity gives 80% of results and 80% of activity gives 20% of results (Pareto Principle)

Benefits of time management

- You'll take control of your days
- You'll feel content about how you spend your time
- You'll maintain a balance between work, relationships, and play
- You'll feel clear – ready to take on life

Viewing time in a different way

- Just as a container holds a limited number of objects, **time** is also a container that holds a limited number of *tasks*
- Each day is a container that has a limited capacity
- Tasks are objects that you must fit into your container

Sources of time problems

A. Practical mistakes

1. You haven't allocated time to do tasks
SOLUTION: you must designate time in your schedule to make an important task happen
2. You're doing tasks at 'un-natural' times
SOLUTION: schedule tasks that correspond to your natural cycles
3. You've underestimated how much time tasks take
SOLUTION: be realistic - increase your time estimates by multiples of 2 or 3
4. The tasks are too complex
SOLUTION: break complex tasks into small steps and keep it simple
5. Other persons could do the tasks quicker and better
SOLUTION: be honest with yourself about the best person to do certain tasks
6. Your space is disorganized, thus impeding your performance
SOLUTION: organize your environment

B. External realities

1. You have too many things to do
SOLUTION: get rid of some tasks. Delegate! Or say no to things.
2. You have health problems affecting your energy level
SOLUTION: take care of yourself to boost your energy
3. You're in transition
SOLUTION: give priority to your transition - reduce other tasks temporarily
4. Your environment has too many interruptions
SOLUTION: Take steps to minimize interruptions. Schedule time for interruptions
5. You have disorganized partners
SOLUTION: Isolate yourself from disorganized people

C. Internal (psychological) obstacles

1. You have unclear goals and priorities
SOLUTION: put several goals and deadlines down on paper
2. You create chaos
SOLUTION: teach yourself to count to five before acting
3. You have a fear of downtime
SOLUTION: plan non-time sensitive tasks to fill in gaps
4. You have a fear of failure
SOLUTION: Identify successes in steps or incremental units
5. You have a fear of success
SOLUTION: define 'success' with a more broad range achievement
6. You have a fear of disrupting the status quo
SOLUTION: express timing and deadlines to others up front
7. You have a fear of completion

SOLUTION: Incorporate activities into both short and long term goals

8. You have a fear of losing creativity

SOLUTION: increase time allocations to allow for creative thinking

9. You're a perfectionist

SOLUTION: set time limits and hold firm to them

Understanding your personal relationship to time

To manage of your time better, you must:

- Know yourself - what works for you and what doesn't work
- Know your time management preferences
- Know your energy cycles and sources

Big picture goals

- Successful people have big-picture goals
- Big-picture goals give meaning, motivation, and direction to your life

Three steps to the life you want

1. Develop big-picture goals
2. Specify activities to achieve these goals
3. Undertake activities everyday, acknowledge daily accomplishments

Time plan

- A time plan is a diagram of your daily schedule with 'containers' for your activities
- To manage your time you must put tasks into 'containers' where they belong

Time Plan Tips

- Make 'containers' for activities that are important to you (your big-picture goals)
- Check to see that your time plan a) has balance, b) includes time for rest and play, and c) has a pace right for you
- Experiment! Move 'containers' around. Make adjustments that suit your personal style.

Eliminating tasks

When you have more tasks than time, you have three options:

1. Delete tasks
2. Create shortcuts or streamline
3. Delegate tasks

The art of saying no

- You have a right to say no
- You're not obligated to explain
- If needed, prepare 'no' answers beforehand
- Practice saying "NO" out loud!

Delegating: what to delegate

- Noncreative, repetitive tasks
- Household chores (delegate these to children!)
- Undertakings unrelated to your 'big-picture' goals

Time management credos

1. A place for every task -- every task in its place
2. Plan your work -- work your plan.

**Many concepts and exercises in this handout are adapted from the book 'Time Management from Inside Out' by Julie Morgenstern, Henry Holt, 2000*

BUILDING YOUR TIME MANAGEMENT SKILLS

EXERCISES

WHAT'S WORKING?

Instructions: Think about the questions below. Consider all areas of your life – work, home, relationships, personal growth, etc. Write your responses in the space after each question.

1. No matter how busy I get, I always find time for
2. My goals are well defined when it comes to
3. I'm pretty clear on how long it takes me to
4. I never procrastinate about
5. I'm never late for
6. I have no problem exercising when
7. I have no problem tackling difficult projects when
8. I always build in transition time between
9. It's easy for me to say no to
10. Meeting deadlines is easiest for me when
11. I'm at my happiest when I am
12. The things that I delegate easily are

Instructions: Think about the questions below. Consider all areas of your life – work, home, relationships, personal growth, etc. Write your responses in the space after each question.

1. I never have time to

2. I spend way too much time on

3. I don't have well defined goals for

4. One thing I wish I could do everyday is

5. I always underestimate how long it takes to

6. I procrastinate whenever I have to

7. I'm usually late for

8. It's hard for me to say no to

9. I have a hard time finishing

YOUR TIME MANAGEMENT PREFERENCES

Instructions: Circle your preferences.

THE MAJORITY OF THE TIME, I PREFER...

- | | | |
|------------------------------------|-----|--|
| 1. Working independently | vs. | Working with others |
| 2. Exercising alone | vs. | Exercising with others |
| 3. Relaxing alone | vs. | Relaxing with others |
| 4. Concentrating in short bursts | vs. | Concentrating for long stretches |
| 5. Focusing on one thing at a time | vs. | Multi-tasking |
| 6. A fast and busy schedule | vs. | A slow and easy schedule |
| 7. Plans and predictability | vs. | Surprises and spontaneity |
| 8. Tight deadlines | vs. | Long lead times |
| 9. Belaboring decisions | vs. | Making quick decisions |
| 10. Working in silence | vs. | Working with background music or noise |
| 11. Dim lighting | vs. | Bright lighting |
| 12. Working with my head | vs. | Working with my hands |

IDENTIFYING YOUR ENERGY CYCLES AND SOURCES

Part I instructions: Write down your answers to the following questions.

1. Mornings are (a) the best time for me to

and (b) the worst time for me to

2. Afternoons are (a) the best time for me to

and (b) the worst time for me to

3. Evenings are (a) the best time for me to

and (b) the worst time for me to

4. Late night is (a) the best time for me to

and (b) the worst time for me to

Part II instructions: Circle the answers that are true for you

WHEN MY ENERGY IS DECLINING, I CAN USUALLY RECHARGE BY:

- | | |
|------------------------|----------------------------|
| 1. Changing activities | 6. Drinking a coffee |
| 2. Exercising | 7. Taking a nap |
| 3. Stretching | 8. Eating a snack |
| 4. Playing some music | 9. Taking a break |
| 5. Reviewing my goals | 10. Planning something fun |

DEVELOPING BIG-PICTURE GOALS

Part I instructions: From the list of 'life categories' below, choose 2-4 categories that you most value or need to improve. Then, write them down in the space to the right.

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Work ▪ Family ▪ Self ▪ Romance ▪ Friendship ▪ Finances ▪ Knowledge ▪ Home ▪ Spirituality | <p style="text-align: center;"><i>Write your most valued categories here:</i></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> |
|--|---|
-

Part II instructions:

- A. Look at the examples below. Note how the boxes are filled-in.
- B. On the next page, write your most important life category in box one. Write your second most important life category in box two.
- C. For each category, list 1-3 big-picture goals.
- D. For each big-picture goal list 2-4 specific activities

MAJOR LIFE CATEGORY: <i>Relationships</i>	
Big-picture goal:	Specific activities:
Exciting marriage	<ul style="list-style-type: none"> ▪ <i>daily talks with spouse</i> ▪ <i>weekly dates</i> ▪ <i>private weekends away</i>
Solid friendships	<ul style="list-style-type: none"> ▪ <i>weekly talks</i> ▪ <i>write emails</i> ▪ <i>monthly get-togethers</i>

MAJOR LIFE CATEGORY: <i>Work</i>	
Big-picture goal:	Specific activities:
Get a job	<ul style="list-style-type: none"> ▪ <i>eliminate anger from loosing last job.</i> ▪ <i>build self-esteem.</i> ▪ <i>join the Job Club</i> ▪ <i>take some classes to update skills</i> ▪ <i>'work' 35 hours a week to find a job</i>

Part III Instructions: Using the above examples, fill-in these boxes:

MAJOR LIFE CATEGORY:	
Big picture goals:	Specific activities:

MAJOR LIFE CATEGORY:	
Big-picture goals:	Specific activities:

Job Search and Stress
For Job Seekers

So Why Can't This Be Fun?

Workshop objectives

1. To identify what's stressing you
2. To recognize how it's affecting you
3. To commit what you're going to do about it

Stress is a normal part of every person's life. No matter who you are, where you live, or the nature of your lifestyle, every human being has a certain amount of stress. This can be good stress that produces positive results, or bad stress that gives us anxieties and ultimately health problems. A certain amount of stress is necessary in our lives to motivate us and give us a sense of accomplishment. But when stress dominates our thinking or our time, or when it makes us unable to be productive it holds no value.

There are times in life when the level of stress due to factors and unexpected circumstances is unusually high. Unemployment is one of those times. But stress that controls our existence becoming a source of conflict ultimately reduces our effectiveness and overall well-being. Know that times of high stress will happen, know that overall a certain amount of stress is underlying in our daily routines but takes steps to minimize stress producing situations and define how you can incorporate stress into a normal, active, healthy lifestyle.

Three dimensions of all people

1. Physical
2. Mental/Intellectual
3. Spiritual/Emotional

Main stressors

- Relationships
- Work
- Money
- Family
- Illness

Simple definition of stress

Anything that upsets you physically, emotionally, mentally, materially, or spiritually

Symptoms of stress

Feelings

- Feeling anxious
- Feeling nervous
- Feeling scared
- Feeling irritable
- Feeling moody

Thoughts

- Low self-esteem
- Fear of failure
- Inability to concentrate
- Worry about the future
- Preoccupation with thoughts & tasks

Behaviors

- Crying for no apparent reason
- Acting impulsively
- Grinding your teeth or nervous gestures
- Increasing smoking, drinking, use of drugs
- Losing your appetite or constant hunger

Physiology

- Perspiration / sweaty hands
- Increased heart beat
- Dryness of throat and mouth
- Tiring easily
- Sleeping problems

Simple formula for lowering stress

Take Action to:

- Accept what you cannot change
- Avoid situations that create stress
- Alter circumstances to reduce the stress they produce

Stress stoppers

- Positive attitude – try expressing yourself from the positive perspective
- Positive self-talk – catch negative thinking and stop, then turn it around
- Witnessing – express where situations or scenarios create stress

To achieve this do the following:

Positive life outlook

With the increased pressures of modern life more and more people find it difficult to switch off and relax at the end of the day. This can lead to sleepless nights which create further anxiety that can make life feel more unbearable.

Eventually this can create a feeling of being overwhelmed or stressed out. However, there are lifestyle changes that you can make in order to reduce your stress and promote relaxation in your life:

Hang up your phone

Leave the phone behind and let it return to a level of lesser importance! Remember, the phone is there for your convenience, not just the caller's.

Compile some music you find relaxing

Put together or buy a CD of relaxing music to ease your mind and help you switch off from the outside world. Research has shown that even from the womb relaxing/classical music can be beneficial in promoting well-being.

Read a good book

Reading a good book can help you to get your mind off your worries - if only for a while.

Practice yoga

Yoga is a great way to escape from everything going on around by taking you into your own little world. As well as being a good form of working out, it can help you to build your self esteem and confidence, helping you to bring about a positive change in your life. Look for instruction or practice on your own. There are many varieties so look for the style that best suits your needs and style.

Drink herbal teas

Herbals teas such as peppermint and chamomile make better options than caffeine-infused drinks such as tea and coffee. The key to helping you decided your choice is to try different types until you find flavors which suit you taste buds. Many varieties are now widely supplied at most supermarkets.

Eat Right

All too often, and perhaps because of the hype of all the fad diets out there, people underestimate the impact of diet on our health and well-being. Simple steps such as cutting down on caffeine, alcohol and food high in fat or calories can produce beneficial effects such as helping you to feel healthier and less highly strung out or irritable.

Work Out

Now we're not talking about hours every day or "going for the burn." If you haven't exercised for a while you will want to take it easy and start off with manageable sessions. As well as the physical benefits of exercise, regular sessions can help to reduce your anxiety levels as "feel good" hormones are released.

Breathe

It's just like they say when you have a moment in which you feel you're going to have a meltdown. Take a deep breath and count to ten. While this is a good start, you should aim to set aside time to sit down relax and focus on your breathing to the point that it slows down and feel more in control.

Get back to basics

Escape the hustle and bustle of your everyday stresses and strains by getting out to the countryside or a place close to nature. This can often provide the space you need to clear your mind, find focus and perhaps inspiration.*

* *Fun Inspiration Planet Andreas Viklund, 2008*

Why is understanding the stress of being unemployed important?

Just as any type of situation in a human being life can cause stress, being unemployed or even changing jobs establishes a situation whereby the worker and his/her family are placed under extreme stress. There are various factors that add to this stress causing some individuals to feel hopeless and withdraw from their job search.

The information below is intended to provide both the theory behind stages and feelings associated with unemployment and in addition to resources to assist job seekers.

The health effects of unemployment on workers and society

Job loss and unemployment can cause severe crises not only for the workers but also for their surroundings. Some problems stem from economic and job market factors while other problems stem from the physical, emotional, personal, family, and psychological factors. For example, not being able to pay household bills is a financial problem; but how a person feels about that problem can further reduce his/her ability to cope.

The box below demonstrates some of the serious health and social consequences of unemployment. The psychological needs of job seekers are normal and predictable responses. They are not signs of failure or indications that something is wrong with them. Healthy people who are undergoing a serious crisis including the stress of being unemployed which is not of their choosing, has a direct impact on personal and family health and well-being.

Health effects of unemployment

A 20 year worldwide study completed in the late 1990's and reported in the Medical Journal of Australia reported the following:

- 40-50% higher death rate for those who lose their employment*
- Twice the number of healthcare visits than employed*
- Significantly higher mental health problems that then diminish with re-employment*
- 20-30% increase in chronic health related problems*
- 57% increase in hyper tension*
- Significantly higher incidence of criminal behaviors*
- Greater than 25% increase in family member illnesses*

Source: Australian Institute of Health and Welfare

Short term, and long term, unemployment involves a series of losses for the individual

People lose much more than a *job* when they are let go or cannot find employment. Jobs are both an economic necessity and a psychological one. Being let go or fired from a job lessens one's self-worth and dignity. As a source of stress, psychologists say that losing one's job ranks alongside a death in the family because it leaves an emptiness that is difficult to fill. Unemployed workers, who desire to work, often talk of feeling like they no longer have a place in the world, of feeling useless, of being nothing. Illustrated below are some of the losses one experiences when a job goes away and another job is not immediately forthcoming. As you are working through the transition to that next job it is important to remind yourself of what you have done in the past and what you can do and contribute now.

Unemployment—it's more than losing a job

An individual who has worked but finds themselves without a job feel many kinds of losses

Loss of wages	Loss of a secure future
Loss of benefits	Loss of collective strength
Loss of the role of worker	Loss of self-esteem
Loss of the role of provider	Loss of the value of my life
Loss of structure for the day	Loss of trust
Loss of the work family	Loss of control over my life
Loss of pride	Loss of my "life dream"
Loss of dignity	Loss of being productive

Source: *Serving Workers in Transition: A Guide for Peer Support*,

Psychological issues

There are some basic psychological problems job seekers face which if not addressed become barriers preventing you from taking advantage of the services, resources and even a job itself. It is important that job seekers receive prompt access to sympathetic individuals and trained employment staff who can help them overcome their problems.

Fear of failure

Many job seekers are forced to give up familiar surroundings, co-workers, and routines. Looking for a new job or career or entering a training program is just like starting over, and starting over can be scary and anxiety producing. Workers who have been out of the classroom or out of the job market for years may fear they will not be able to compete in the new world of work.

Anger

One of the most common reactions to job loss is anger. Workers may feel deep anger towards the company, fellow workers, labor organizations, or the economic priorities. When anger cannot be resolved, it can erupt in violence against others or self-

destructive behavior, such as drinking and drug use. Resolving anger is necessary for workers to move ahead. As a first step, job seekers need competent counselors who not only listen to them but who can help them move forward.

Denial

Early on or the time leading up to unemployment causes most people to feel as if this will not really happen or that it did not actually happen to them. Sometimes the situation is surrounded rumors or periods of false information. The best way to get workers through denial is to directly involve them in active job planning.

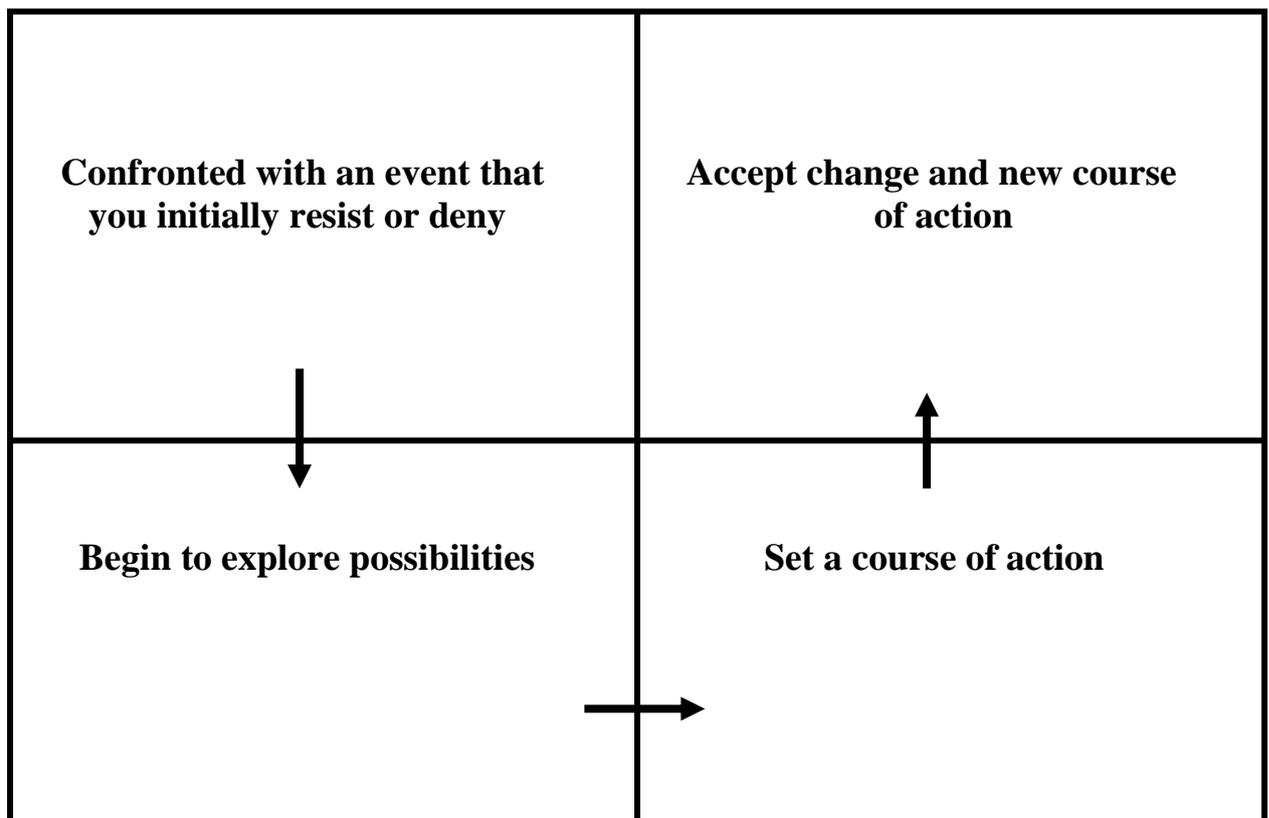
Self-blame

Because employment is so important to workers' sense of being independent and productive people, unemployment can bring a sense of shame and self-blame even when the job loss was not their fault. Such shame and self-blame can make individuals feel that they do not deserve help and turn their anger inward. Learning that they are not to blame for this situation is an important step in moving forward.

Isolation

Being unemployed for a long period of time can cause job seekers to lose hope and feel that there is nothing they can do. Other people who are working have set routines that relate to going to work and life/work situations, they have schedules to keep, and speak of what is happening on the job. This result is the unemployed who do not have these schedules and conversations, spending more time alone or surrounded by other unemployed persons. Whether their situation is hopeless, or not, they may stop looking for work and cut themselves off from family and friends. The more isolated they become the harder it is for them to overcome their negative feelings. Situations and behaviors may shift toward unhealthy habits.

The diagram below represents the process that is called ‘**The Windows of Change**’.



The family is one of the most important social support forms to help job seekers survive unemployment. Most laid-off workers are directly connected to families, whether traditional families or the growing number of single-parent families. Unfortunately, job loss often increases family problems. The entire family goes through changes when a member loses a job. Nothing is the same as it was. It is not uncommon for families to separate or be forced to live with other relatives during unemployment. Families need to stick together and support each other.

Changing family roles

Family roles have to be adjusted when there is greater stress on everyone. Families know their lives are being disrupted and need an opportunity to think and talk about what is happening. They need to be able to express their fears and feel appreciated, understood and supported. Talking with one another about the changes in family roles is a step in the right direction.

When the family's main wage earner is laid off, other family members may have to become the provider. Assuming new wage-earning responsibilities are more difficult if that person is expected to take care of the home and family too. The children may also have to assume new responsibilities. Sometimes the unemployed person now becomes responsible for caring for the children, shopping, cooking, laundry, and housecleaning; they may become resistant and further withdraw. Another tough situation can occur when both partners are home at the same time.

Seeing other points of view

Family members may be clear on what they need from other members, but not understand what the other members need from them. It is difficult to see the whole picture when dealing with fears and stresses. Then again, it is often difficult for family members to see things from the job seeker's point of view. They may be aware of the economic hardship and the anger but they may not understand some of the psychological losses everyone in the family is experiencing. Often they blame themselves for not living up to their own expectations.

Teenage reactions

A parent's unemployment can be especially difficult for teenagers because they want and need stability in their daily lives. Teenagers are preparing to go out in the world on their own. That is scary enough by itself, but it becomes harder and more confusing when their mother or father (or both) is out of work. Teenagers often become scared, confused and angry. They may ask themselves why they should even try if they see the reward for hard work is unemployment. They may feel insecure, especially when there is not enough money for all the things they have been used to receiving.

Teens tend to be self-centered and volatile and are often insensitive to the needs of the people around them. They may issue new challenges to parental authority; saying in effect, "Why should I listen to you? You haven't even got a job." They may act out their own fears and insecurity while tensions are too great to deal with them. When this happens, it is a very explosive situation for everyone.

A time for patience

Whatever the ages of the children, it is hard for a parent to say “No” when asked for things they cannot afford because they not have a job. Instead of saying "I feel really bad that I cannot buy you what you want," they may become angry with their kids to cover up how bad they really feel.

Single parents

Single parents may have the hardest time of all. They face a loss of independence along with a financial crisis. They may not have a second adult to bring home money or to help take care of the house and look after the children while they are job hunting. They continue to be forced to rely on family support.

Understanding the stages of unemployment

Individuals who lose a job typically go through six stages of unemployment. The six stages are represented emotions and actions similar to those a human goes through during any sort of shock or grieving process. Remember we have said that unemployment for persons who have held jobs is a loss. Of course, not everyone goes through all of the stages. Some people get new jobs before they must deal with them. The stages often overlap.

In spite of the principle of individual's uniqueness, responses to unemployment will follow certain general patterns. Knowing these patterns can help you anticipate what feeling and stages you may be confronted with.

- At first you are stuck not knowing what to do
- Next you may get angry and blame yourself or others for what feels hopeless
- A variety of strong emotions come next which may range from anger to despair
- You being to make a plan
- You now take action to move forward
- Finally is the adjustment to the impact change is having on your life

Understanding the stress of unemployment

Although it is obvious that this is a stressful time in a job seeker's life, it is easy to forget that stress affects people both physically and emotionally. One of the points employment counselors make about stress is that it is "real," not "an attitude," and it has real impacts on workers' health and well-being. Being unemployed is almost always stressful, but when attention is paid to the stress, the harmful effects can be reduced.

To understand how stress affects you, it is important to look at some of the specific causes of stress during unemployment; how stress works on the body; and some ways to deal with stress and its symptoms. There are several types or causes of our stress.

Job loss

Stress is one of the most serious effects of unemployment. Stress is really an important hidden player in the cycle of unemployment. It plays a part in the increase in heart attacks, strokes, alcoholism, drug abuse, family violence, suicides, and divorce that accompany layoffs and closures.

Natural stress

Natural stress is called the “fight or flight” response. It causes our bodies to respond to signs of danger or excitement. During dangerous situations our body goes on alert: our heart pounds, we break into a sweat, and we breathe faster. We see and hear more clearly and our bodies get ready to fight or run away. Natural stress always has three parts: (1) a threat or demand (the bear chases us); (2) the end of the threat (we get away); (3) a period of relaxation that follows the end of the threat (we sit on a log and heave a sigh of relief).

Distress

This stress comes from continual threats or dangers over which we have no control and that do not end. Work stress and the stress of unemployment fall into this category. Chronic stress may come from noise levels, chemicals in the work environment, work speed-ups, or the uncertainty of not knowing what will happen next. During distress, the body is on alert for long periods of time with no chance to fully relax. Like any good machine, if it runs at too high a speed for too long, it begins to wear out and break down.

What happens to my body during these times?

When encountering stress, our central nervous system, adrenal and thyroid glands work together to give us extra energy to help combat this stress. We breathe harder to get extra oxygen and sugar into our blood. Our heart pumps harder and faster and our blood vessels contract to raise our blood pressure. Fat and cholesterol are released into the blood stream. All these things are helpful when dealing with a crisis in the short run. But if they continue for long periods of time, as is the case with distress, they wear the body out.

People may get sick or have increased number of colds or flu

It does not take a medical degree to know that if parts of our body are running on high while other parts are running on low, our body is out of balance and sooner or later will begin to break down. Prolonged distress can cause high blood pressure, increased cholesterol levels, and heart disease, and reduce the body's defenses against sickness. People get more colds, viruses, or even pneumonia and are at greater risk for arthritis, colitis, ulcers, asthma, diabetes, depression, and impotence.

Distress is sometimes called an invisible disease because it attacks people in different ways. Some people suffer headaches while other people suffer backaches or stomach cramp. Some people become irritable while others become apathetic. Distress attacks people where their defenses are weakest.

Relieving distress

You need to find ways to relieve stress in any way possible. Although you now know you always have a level of stress and that during times of unemployment stress levels are elevated, it remains important that you reduce stress where ever you can. Below are some suggestions.

What you can do to lessen your distress

Steps you can take to reduce your distress:

- Eat healthy foods
- Exercise
- Get adequate rest
- Know the effects of stress
- Use relaxation techniques
- Don't blame yourself
- Don't deal with problems alone
- Develop your support systems
- Have a plan
- Stay active

A job is being offered but why do I have these feelings?

The job has been offered or pending and you are having second thoughts. You are thinking of a number of reasons why, 'this is not the job for me'. Reasons you should turn this one down and wait for a better one to come along. How can this be? Only last week you thought you would take most any job that was offered, now you feel you should turn it down.

Starting a new job does not automatically alleviate all stress

When you begin that new job there is still a certain amount of stress. Not knowing the people you work with. Feeling unsure of the job, environment, or what is expected. Then there are bills, family problems, or depression held over from the period of unemployment. All of these cause ongoing stress and can still have emotional and physical impact during your initial period of employment.

Even if you are a seasoned worker you know that jobs hold a certain amount of stress. Deadlines, co-worker issues, or even trying to keep the 'boss' happy are not uncommon stress producers on the job. Now the matter of changing technology or changing work systems create yet another kind of job related stress. This involves making decisions to upgrade skills or change careers. These situations result in uncertainty and can trigger some of the same feeling you experienced during your period of unemployment.

Remember the following natural reaction to any sort of change.

- **Denial** -- a natural reaction and a way of putting off the experience of loss as long as possible.
- **Resistance** -- when you recognize that change is happening but are not yet convinced it will affect them.
- **Exploration** -- when people begin to check out the planned changes themselves.

- **Acceptance** -- a process of moving from no trust to building trust.

Remember that these steps can take minutes like when you have a close call or quick fright, to weeks or months just as job loss, divorce, or death. Always return to the techniques and suggestions on alleviating stress. Make them a part of your life as the best method to keep stress whether on the job, during job loss, or as a part of our every day existence as manageable as possible.

The following pages are exercises and activities that can help you evaluate your level of stress, what is causing stress, and what may be the most stress reducing techniques for you. Keep them with you or share them with family members both now during your job search and as references in the future.

FEELINGS ASSOCIATED WITH THE RETURN TO WORK

As you move forward and when you enter that new job, you will find you have varying thoughts. Thoughts and feelings range from a sense that all is turning out OK all the way back to worry that you cannot make it at all. These up and down feelings come from learning how to manage the stress of being without a job, to being faced with the future, and looking forward to the success of re-entering the labor market. Below are a few of the more positive feelings that are normal and a sign that you are moving forward.

1. THE I CAN COPE FEELING

YOU NOTICE NEW FOUND STRENGTH IN YOURSELF THAT HELPS YOU COPE WITH THE PROCESS OF JOB SEARCH.

YOU ARE SOMETIMES SURPRISED AT YOUR ABILITY TO DEAL WITH STRESS AND THE OTHER CHALLENGING ASPECTS OF THE RE-EMPLOYMENT PROGRESSION.

2. THE BUTTERFLYS

THIS IS A FEELING OF EXCITEMENT AND POSITIVE ENERGY COUPLED WITH SOME ANXIETY ABOUT THINGS REALLY TURNING OUT WELL.

THESE FEELINGS WILL SOMETIMES COME WITH SOME SENSE OF SELF-DOUBT, BUT THE POSITIVE ASPECTS OF THE FEELINGS WILL DOMINATE.

3. THE NEW IDENTITY FEELING

THIS FEELING COMES WHEN YOU ENTER TRAINING OR GET A JOB OFFER. YOU FEEL LIKE YOU ARE A DIFFERENT PERSON THAN THE INDIVIDUAL WHO WAS WITHOUT A JOB.

YOU NOW HAVE A NEW IDENTITY TO EXPLAIN WHO YOU ARE THAT DOES NOT INCLUDE MENTIONS THAT YOU ARE UNEMPLOYED.

4. THE MAKING THE CHANGE FEELING

WHILE YOU WILL NEVER FORGET THIS PERIOD OF TIME AND WHAT YOU WENT THROUGH, YOU ARE NOW PUTTING IT BEHIND YOU.

YOU BECOME FUTURE ORIENTED, SET NEW GOALS, AND HAVE A NEW OUTLOOK ON LIFE!

Aligned with the philosophies of Larry Robbin, Robbin and Associates 2004

FEELINGS ASSOCIATED WITH JOB LOSS AND COPING *

Below is a listing of common feelings experienced by individuals who have lost a job, or been trying to get a job for a while. These are normal human reactions to this stress and forced change. Learning about these types of feelings or reactions is the first step to handling them. People who move through the process of job loss, unemployment, and re-employment do not deny these concerns but with the support of staff learn how not to dwell on them.

Not every person will experience all of these reactions. Some people may experience things other than those on this list. The intensity of ones feelings will vary from one person to the next and should not be discounted for any reason.

Some people will go through these feelings in a sequence while others will have different feelings surface at different times. Though we can give general predictors that will help to develop coping mechanisms, to each individual your feelings and reactions will feel unique.

You can learn how to cope with the stress of unemployment so that it does not become a barrier to getting another job. Looking at individual examples of how other people have coped with these concerns and managed their feelings is frequently helpful. Support is an essential element in reducing stress and assisting each individual to focus on the job seeking process.

On the following page is a series of issues that many people are confronted with. As a job seeker you should rank each of the statements in the way that shows how you do or do not match what they feel.

THE FOLLOWING SCALE REPRESENTS WORKER FEELINGS:

- 5 = THIS IS ONE OF THE STRONGEST FEELINGS I HAVE
- 4 = I FEEL THIS WAY MOST OF THE TIME
- 3 = I FEEL THIS WAY SOME OF THE TIME
- 2 = I OCCASIONALLY FEEL THIS WAY
- 1 = I DO NOT HAVE THESE FEELINGS

** Aligned with the principles of Larry Robbin from Robbin and Associates*

JOB LOSS AND STRESS

USING THE SCALE ABOVE RATE EACH OF THE ITEMS BASED ON YOUR THOUGHTS. NOTED BELOW EACH STATEMENT ARE EXAMPLES OF WHAT MIGHT BE DONE TO HELP ALLEVIATE YOUR STRESS:

1. FEELINGS OF LOSS

- _____ A. FEELING HOLLOW OR EMPTY INSIDE
- _____ B. FEELING LIKE THERE IS A BIG GAP IN YOUR LIFE
- _____ C. FOCUSING ON WHAT HAS HAPPENED INSTEAD OF YOUR FUTURE

HOW PEOPLE COPE WITH THIS FEELING

1. GET VERY ACTIVE AND BUSY MAKING THEIR FUTURE PLANS A REALITY
2. MAKE A LIST OF ALL THE THINGS YOU WANT TO ACCOMPLISH WITH THE REST OF YOUR LIFE

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

- 1.
- 2.

2. FEELINGS OF LOW SELF-ESTEEM OR POOR IMAGE

- _____ A. DO NOT FEEL LIKE YOU HAVE ANY VALUE TO ANYONE
- _____ B. FEEL LIKE YOU ARE LESS THAN YOU REALLY ARE
- _____ C. FORGETTING OR MINIMIZING YOUR PREVIOUS ACCOMPLISHMENTS IN LIFE

HOW PEOPLE COPE WITH THIS FEELING

1. MAKE A LIST OF ALL OF THE THINGS YOU HAVE ACCOMPLISHED AND LEARNED IN LIFE THEN KEEP THE LIST WITH YOU AT ALL TIMES.

2. SEEK OUT PEOPLE THAT WILL HAVE POSITIVE THINGS TO SAY ABOUT YOU AND AVOID THOSE THAT WILL BE CRITICAL OR PUT YOU DOWN CRITICAL OR PUT THEM DOWN.

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

1.

2.

3. FEELINGS OF DENIAL

_____ A. THE MIND PRETENDS LIKE THIS IS NOT HAPPENING OR
THAT BEING WITHOUT A JOB CANNOT BE HELPED

_____ B. KEEP PUTTING THINGS OFF THAT NEED TO BE DONE

_____ C. BELIEVE DENIAL IS A NATURAL REACTION SO JUST WAIT
IT OUT

HOW PEOPLE COPE WITH THIS FEELING

1. SOME PUSH THEMSELVES TO THINK OF WHAT THEY CAN DO TODAY TO MOVE THEIR LIFE FORWARD. TRY NOT TO THINK TOO FAR AHEAD BUT DEAL WITH THE IMMEDIATE REALITY.

2. AVOID STAYING ISOLATED AT HOME AND GET OUT AND DO THINGS THAT HELP BUILD THE FUTURE.

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

1.

2.

4. FEELINGS OF ANGER

_____ A. ANGER AT NOT HAVING A JOB CAN SPILL OVER INTO ANGER OR BLAMING ABOUT OTHER THING, CALLED SURPLUS ANGER.

_____ B. FIND YOURSELF REALLY MAD ABOUT LITTLE THINGS

_____ C. YOU HAVE A RIGHT TO SOME ANGER SINCE YOU DID NOT CHOOSE TO BE WITHOUT A JOB.

HOW PEOPLE COPE WITH THIS FEELING

1. GET VERY PHYSICALLY ACTIVE TO BURN OFF THE NEGATIVE ENERGY.
2. FIGURE OUT NEW POSITIVE ACTIVITIES SUCH AS HOBBIES, VOLUNTEER WORK, SPORTS, RELIGION, COMMUNITY INVOLVEMENT, OR SIMILAR THINGS THAT CAN BE PUT INTO YOUR LIFE.

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

1.

2.

5. FEELINGS OF SELF-BLAME

_____ A. GETTING VERY SELF-CRITICAL ABOUT WHAT YOU SHOULD HAVE DONE WITH YOUR LIFE TO AVOID THIS SITUATION.

_____ B. FIND YOURSELF LOCKED INTO CRITIQUING YOUR PAST

_____ C. FORGETTING THAT THE JOB LOSS HAPPENED TO YOU, YOU DID NOT CAUSE THIS TO HAPPEN.

HOW PEOPLE COPE WITH THIS FEELING

1. PEOPLE ACCEPT THEIR PAST DECISIONS WITHOUT TRYING TO REWRITE THEIR HISTORY.
2. PEOPLE SEEK OUT ACTIVITIES AND PEOPLE THAT WILL HELP THEM FEEL GOOD ABOUT WHO THEY ARE.

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

1.

2.

6. FEELINGS OF FEAR OF THE FUTURE

_____ A. FEEL PARALYZED ABOUT MAKING A NEW FUTURE

_____ B. FUTURE SEEMS FILLED WITH NEGATIVES

_____ C. FORGETTING OR MINIMIZING THE STRENGTH YOU HAVE SHOWN IN THE PAST IN TAKING RISKS, GETTING A NEW JOB, AND TRYING NEW THINGS.

HOW PEOPLE COPE WITH THIS FEELING

1. MAKE A LIST OF THE THINGS YOU ARE AFRAID OF AND DISCUSS IT WITH

SOMEONE THAT CAN HELP THEM ANALYZE THESE ISSUES

2. GET INVOLVED WITH OTHER PEOPLE WHO WERE OUT OF A JOB AND HAVE

MADE IT THROUGH THE PROCESS TO FIND OUT HOW THEY DID IT AND

OVERCAME THEIR FEARS OF THE FUTURE

BESIDES THESE TWO IDEAS, HOW WILL YOU COPE WITH THIS FEELING?

I WILL COPE WITH THIS FEELING BY

1.

2.

JOB LOSS CHECKLIST

Think about the stress you've had in the last 2 months. Then, using the scale below, indicate how often you've experienced each stress symptom

0 = have not experienced the problem at all

1 = occasionally

2 = frequently

3 = constantly or nearly constantly

1. tension headaches _____
2. insomnia _____
3. fatigue _____
4. overeating _____
5. constipation _____
6. low back pain _____
7. allergy problems _____
8. nervousness _____
9. nightmares _____
10. high blood pressure _____
11. hives _____
12. alcohol consumption _____
13. drug use _____
14. low grade infections _____
15. stomach indigestion _____
16. hyperventilation _____
17. worrisome thoughts _____
18. dermatitis _____
19. menstrual distress _____
20. chronic nausea _____
21. irritability _____
22. migraine headaches _____
23. early awakening _____
24. loss of appetite _____
25. diarrhea _____
26. aching neck muscles _____
27. asthma attacks _____
28. colitis attacks _____
29. periods of depression _____
30. arthritis _____
31. frequent colds _____
32. frequent accidents _____
33. peptic ulcer _____
34. cold hands or feet _____
35. heart palpitations _____
36. sexual problems _____
37. intense anger _____
38. teeth grinding _____
39. tearfulness _____

If your total score is **10** or higher you are most likely experiencing chronic stress overload and could benefit from stress reduction techniques

Total _____

STRESS REDUCER INVENTORY

How do you currently reduce stress? Listed below are many common stress reducers. Mark an "X" on each scale indicating how often you use the particular stress reducer to lower your tension.

After completing all items, go back and mark an "O" on each scale indicating how much you would *prefer* to use each stress reducer.

Very Often.....Rare

Food	-----
Sleep	-----
Alcohol	-----
Sex	-----
Sports/activity	-----
Anger	-----
Quiet time	-----
Hobbies	-----
Drugs	-----
Talking w/others	-----
Daydreaming	-----
Music	-----
Other	-----

UNDERSTANDING YOUR STRESS

EXERCISE #1

My _____ is affecting me _____.

*(Choose one
from below)*

*(choose one
from below)*

- relationship
- work
- finances
- family
- health

mentally
emotionally
physically
materially
spiritually

EXERCISE #2

_____ is stressing me. *(Write down a specific person, behavior, situation, etc.)*

It's making me feel _____. *(Use a feeling word such as: angry, sad, irritated, afraid, confused, worried, nervous, etc.)*

I reacted by _____. *(Describe a visible behavior, such as: yelling, crying, hitting, walking-out, etc.)*

To deal with this stress I'll _____. *(List some specific actions or remedies)*

IN SUMMARY

Job Search, Job Club, and Re-employment are not the easiest things you will face in your life. Your experiences and how you go through this time will be unique to you and no one can fully understand the feelings, challenges, and rewards you will experience. But it is important to realize that the staff and leaders of Job Club believe in you. The members of the Job Club believe in you. And we believe in you. You will succeed and your future will be brighter.

Learn from your Job Club Leaders. Keep an open mind to new ideas, methods of job search and job leads. Build strong networks with other members, they can support you and become strong allies through out the next weeks or months.

Attend Job Club as regularly as possible. Take advantage of the resources and services offered. Do not hesitate to ask for help or advice. Every chance you get apply for a job. Take every interview offered if for no other reason than to practice.

We know you are on the road to success. Let Job Club be the path that leads you there.

You can do it!

Your Leaders, Your Supporters, Your Friends and Family