

Job Search Workshop Participant Handbook

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Armenia Social Protection Systems Strengthening Project

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The Jobseekers' Guide

Introduction

Regardless of your skills, background, or current employment status, looking for a new or different job is work. As you are beginning your search it is important to think about all the resources you can draw upon. The use of technology is a valuable resource but do not rely on it or any single method to get the job done. 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. Thus one must plan out the job search, seek the support of others, and be prepared to make every contact count. Companies are looking for workers who can fit into their company and demonstrate initiative. Companies, particularly those who have international connections are beginning to compare the Armenian workforce with those of other countries. That is why it is important to begin to understand these changing workplace requirements during job search and use that newly found knowledge to ones advantage and career progression.

Accordingly, looking for work is a full-time job and is a difficult and time-consuming process!

The staffs in the Employment Centers are trained to provide you professional support to understand and prepare for these changing times along with this manual which is based heavily on the years of experience of helping people to find jobs and materials provided by the US Department of Labor's Veterans Employment and Training Service in their Transition Assistance Program Workshop Facilitator Manual developed by the National Veterans Training Institute in Denver, Colorado, and the Colorado Department of Labor and Employment's Layoff Transition Workshop Handbook. (both were modified for civilian and international application).

We hope you will take advantage of all the resources offered in this manual.

I. PERSONAL APPRAISAL

OBJECTIVES: The lessons in this chapter prepare you to:

- Recognize the importance of developing a stress reduction plan
- Gather the information and records you need in order to create resumes, fill out job applications, and prepare for job interviews
- Deal effectively with the strengths and challenges arising from your experiences
- Identify your transferable skills that can be used in a variety of jobs
- Identify your work-related values
- Determine your personal preferences
- Explain why your work-related values and preferences are important in making job decisions

1.1 DEALING WITH STRESS

What to Know

A job search usually produces stress. This is because change and uncertainty always produce stress. Although your work life is full of job changes and moves, there is certain stability in knowing that you are employed, you have support and a paycheck. However, leaving your job and looking for another job will probably bring about the most change and uncertainty you have had to deal with in quite a while. You will need a lot of emotional support to maintain a positive attitude and to remain optimistic during your search for the right job.

What to Do

There are many different definitions and ideas about stress, but in practical terms, stress is a mismatch between the demands in our lives and the resources we have available to deal with those demands.

Positive stress can help a person to concentrate, focus, or perform, and can often help a person reach peak efficiency. Many people, in fact, do their best work when under pressure. Then when the challenge has been met, they take the time to relax and enjoy their achievements.

Stress becomes negative when you stay wound-up and do not or cannot relax after meeting a challenge. Although negative stress has been linked with many physical ailments ranging from tension headaches to heart attacks, the good news is that stress does not have to be detrimental to your health. In leaving your job, there may be some internal confusion of identity, loss of self-esteem and control. Your physical and mental (emotional and behavioral) conditions will be impacted as a result of a job loss, and you may go through several changes as your job search progresses.

To effectively manage existing stress, you must recognize its sources, signs and symptoms in yourself and others, particularly in your family. It is important to improve your coping and problem-solving abilities and avoid transmitting your stress to family and friends, especially your spouse.

Continue to maintain important relationships, attend cultural and religious events, and engage in hobbies and recreational activities. View work as only one part of your life. It is important to maintain or create a routine as similar to your previous schedule as possible. For example, continue to get up at the same time each morning. Dress in appropriate work clothes, and be sure to project a professional image on the telephone. The daytime is for making contacts in person and by telephone. Since most jobs are found through networking, new contacts should be the focus of your efforts.

To minimize future stress, approach problems as challenges and opportunities for growth. Start by identifying your primary goals and objectives, and then break them down into manageable challenges. Take steps each week to overcome those mini-challenges.

Know When to Seek Professional Help

Sometimes the only way to deal with stressful events is to get professional help. Seeking counseling is not a sign of weakness; it takes strength to recognize that you can't always go it alone. Learn to make use of, not avoid, expert resources.

If you feel completely alone, overwhelmed or helpless, you may need the special training and perspective a counselor can provide. See your Employment Office for further information and referrals. You may prefer to ask your physician or another health professional. State or local health agencies are another resource to recommend a counselor.

Develop A Personal Stress Management Plan

Be sure to include these items:

- 1. Recognize stressors surrounding your job search and personal life.**
 - Try to identify some of the feelings you experience and different ways in which you might best adjust.
- 2. Develop a job search plan.**
 - Commit to your plan.
 - Review the results weekly, and make needed adjustments.
 - Don't take minor rejections too seriously.
 - Much of the stress you may experience as a result of having lost your job will diminish as your plan comes together. You will feel a sense of relief and gradually begin to gain back the control over your life that you feel was lost.
- 3. Structure your time and practice time management.**
 - Begin your day by ordering your priorities.
 - Plan the most efficient way of completing a task.
 - Focus your total concentration on the task at hand.
 - Do not allow other people to waste your time.
- 4. Initiate/maintain an exercise and nutrition regimen.**
 - Engage yourself in fun activities and exercise your mind and body.
 - Follow a healthy food plan.
 - Avoid alcohol and drugs.
- 5. Maintain your religious beliefs, social/family customs and daily routines.**
- 6. Learn and use relaxation techniques.**
- 7. Develop and maintain support systems.**
 - Surround yourself with positive people.
 - Help others.
 - Consider career counseling.
 - Join a support group.
- 8. Establish a life plan and career goals.**
- 9. Schedule time for yourself.**
 - Your job search is not personal time; it is your current job.
- 10. Include daily humor and laughter in your life.**
- 11. Communicate openly and honestly with others.**

1.2 CREATE A CAREER CATALOG

What to Know

In order to show your worth to an employer, you must provide facts about yourself. This requires you to gather information about yourself: your experience, training, accomplishments, personal information, military service, etc. One way to assemble and organize this data is by creating a Career Catalog. It is an up-to-date summary of your qualifications. You may want to collect copies of documents in a loose-leaf notebook with pockets so that you can add to the materials over time.

Among the types of records you should collect in your Career Catalog are:

Personal Identification

- Birth Certificate
- Social Security or personal identification Card
- Passport
- Photo ID

Work Experience

- Work History (job titles, dates, duties, accomplishments, employers)
- Work Samples
- Honors and Citations
- Community Activities
- Salary History
- References

Military Service

- Separation Papers,
- Training Record
- Honors & Awards
- Service Record

Education & Training

- Transcripts
- Diplomas/Certificates
- Honors
- Activities List
- Licenses
- Certifications

Work Experience		
<i>Start with your most recent job and work back. Unpaid positions can be considered work experience.</i>		
NOTE: Use additional pages as needed.		
1. Job title:		
Company name and address:		
Supervisor's name:		
Dates:	from	to
Salary:	starting	ending
Describe what you did on this job:		
Accomplishments/awards/honors:		
What did you dislike about this job?		
What did you like about this job?		
2. Job title:		
Company name and address:		
Dates:	from	to
Supervisor's name:		
Salary:	starting	ending
Describe what you did on this job:		
Accomplishments/awards/honors:		
What did you dislike about this job?		
What did you like about this job?		

Education and Training
High School
Name and address:
Year graduated or number of years completed:
In what subjects did you do best?
What subjects did you like most?
What subjects did you like least?
Honors/awards/accomplishments:
Clubs/organizations (offices held, duties, accomplishments):
College
Name and address:
Year graduated or number of years completed:
Degrees/certificates earned:
Degree major:
Degree minor(s):
In what subjects did you do best?
What subjects did you like most?
What subjects did you like least?
Honors/awards/accomplishments:
Clubs/organizations/activities (offices held, duties, accomplishments, etc.):
Graduate/Higher Education
Name and address of educational institution:
Year graduated or number of years completed:
Degrees, Certificates, Licenses earned:
Degree major:
Degree minor(s):
In what subjects did you do best?
What subjects did you like most?
What subjects did you like least?
Honors/awards/accomplishments:
Clubs/organizations/activities (list offices held, duties and accomplishments):

Training (professional, technical, clerical, management, license, certificate, etc., training programs)
NOTE: Make a separate entry for each training program that you completed.
1. Name and address of educational or technical institute or location of training:
Course name:
Description of course:
Date attended:
Hours/credits completed:
Certificate/license earned:
Honors/awards:
2. Name and address or location of training:
Course name:
Description of course:
Date attended:
Hours/credits completed:
Certificate/license earned:
Honors/awards:

Special Skills
Foreign Languages/Sign language
Fluent in:
Knowledge of:
Computer Languages
Fluent in:
Knowledgeable of:
Computer Hardware
Expert in:
Knowledge of:
Computer Software
Expert of:
Knowledge of:
Machines/Equipment
Operate:
Repair:
Clerical Skills:
Other:
Other Information:
Hobbies/interests:
Memberships in organizations:
Offices held/duties/accomplishments:
Volunteer/community activities (duties and accomplishments):

1.3 ANALYZE YOUR SKILLS

What to Know

People are hired based on their qualifications—a mix of experience, skills, education, training, knowledge, attitudes and abilities—how well their qualifications match what is needed on the job. In the Master Application Worksheet you just completed, you listed your experience.

It is also important for you to look at all the skills you have learned through education, previous jobs, hobbies/interests, and participation in professional organizations and community activities. Basically, your skills are what you use to do your job, to complete tasks and solve problems.

Assessing your skills will help you determine:

- Your strongest skills;
- The skills you most enjoy using; and
- The jobs you might enjoy doing and which ones you would do well.

Making a list of your skills will:

- Point out skills you may need to learn for a given job;
- Save you time when you write your resume; and
- Help you develop answers to interview questions.

What to Do

The exercises that follow will help you identify transferable skills. These are skills you have already learned and can use in new work settings.

TRANSFERABLE SKILLS INVENTORY WORKSHEET

All job skills are transferable. As you analyze your skills, do not just think about the job titles you have held, think about the specific things you did on each job. Consider the skills you possess, the skills you do not possess and the skills you want to develop or refine.

When you are done, compare your skills with the skills required in the jobs that interest you. This will enable you to understand how well you qualify for a position. Also, you will have an idea of how well you are qualified or what additional training or experience you need.

Instructions

Step 1: Read the Skills Area column and circle all the skills that you possess.

Step 2: Use the Competency Rating to rate each of the skills in the Rating column.

Step 3: Make a check mark in the Interest column next to the skills that you want to use or develop in the future.

Step 4: If you have skills that are not listed, add them to the inventory.

Example:

Skill Area	Rating	Interest
Advised	3	
Invented		
Supervised	1	x
Wrote		
<i>Competency Rating</i>		
<i>1 = Exposure, 2 = Experience, 3 = Expert</i>		
Skill Area (Example)	Rating	Interest
Adapted (teaching styles/special tools)		
Administered (programs)		
Advised (people/peers/job-seekers)		
Analyzed (data/blueprints/schematics/policies)		
Appraised (services/value)		
Arranged (meetings/events/training programs)		
Assembled (automobiles/computers/apparatus)		
Audited (financial records/accounts payable)		
Budgeted (expenses)		
Calculated (numerical data/annual costs/mileage)		
Cataloged (art collection/technical publications)		
Checked (accuracy/other's work)		
Classified (documents/plants/animals)		
Cleaned (houses/auto parts)		
Coached (teams/students/athletes)		
Collected (money/survey information/data/samples)		
Compiled (statistics/survey data)		
Confronted (people/difficult issues)		
Constructed (buildings)		
Consulted (on new designs/investment strategy)		
Coordinated (events/work schedules)		
Corresponded (with other departments/colleagues)		
Counseled (students/peers/job-seekers)		

Created (new programs/artwork/internet sites)
Cut (diamonds/concrete/fabric/glass/lumber)
Decided (which equipment to buy/priorities)
Delegated (authority)
Designed (data systems/greeting cards)
Directed (administrative staff/theatre productions)
Dispensed (medication/information)
Displayed (results/products/artifacts)
Distributed (products/mail)
Dramatized (ideas/problems/plays)
Edited (publications/video tape/film)
Entertained (people)
Established (objectives/guidelines/policies)
Estimated (physical space/costs/staffing needs)
Evaluated (programs/instructors/peers/students)
Exhibited (plans/public displays/evidence)
Expressed (interest in development projects)
Facilitated (multimedia exhibit/conflict resolution)
Found (missing persons/appropriate housing)
Framed (houses/pictures)
Generated (interest/support)
Grew (plants/vegetables/flowers)
Handled (detailed work/data/complaints/toxins)
Hosted (panel discussions/foreign students)
Implemented (registration system/new programs)
Improved (maintenance schedule/systems)
Initiated (production/changes/improvements)
Inspected (physical objects/repairs/electrical work)
Installed (software/bathrooms/electrical systems/parts)
Interpreted (languages/new laws/schematics/codes)
Interviewed (people/new employees)
Invented (new ideas/machine parts)
Investigated (problems/violations/fraud)
Landscaped (gardens/public parks/indoor gardens)
Led (foreign tours/campus tours)
Listened (to others/to conference calls)
Located (missing information/facilities)
Maintained (transportation fleet/aircraft/diesel engines)
Managed (an organization/a mail room/a retail store)
Measured (boundaries/property lines/bridge clearance)
Mediated (between people/civil settlements)
Met (with dignitaries/public/community groups)
Monitored (progress of others/water flow/electric usage)
Motivated (workers/trainees)

Negotiated (contracts/sales/labor disputes)
Operated (equipment/hydraulic test stand/robotics equipment)
Organized (tasks/library books/data bases)
Painted (houses/cars/aircraft/interiors)
Patrolled (runways/public places/property/buildings)
Persuaded (others/customers)
Planned (agendas/international conferences)
Predicted (future needs/stock market trends)
Presented (major selling points/new products)
Prepared (reports/meals/presentations)
Printed (books/reports/posters)
Processed (human interactions)
Programmed (computers)
Promoted (events/new products/new technology)
Proofread (news/reports/training materials)
Protected (property/people)
Published (reports/books/software)
Purchased (equipment/supplies/services)
Questioned (people/survey participants/suspects/witnesses)
Raised (performance standards/capital investments)
Read (volumes of material/news releases)
Recorded (data/sales totals/music/video)
Recruited (people for hire/executives/Marines)
Rehabilitated (people/old buildings)
Repaired (mechanical devices/exhaust systems)
Reported (findings/monthly activity)
Researched (library documents/cancer/diseases)
Renewed (programs/contracts/insurance policies)
Reviewed (program objectives/books and movies)
Revised (instructional materials)
Scheduled (social events/doctor's appointments)
Sold (advertising space/real estate/cars)
Served (individuals)
Sewed (parachutes/clothing/upholstery)
Sketched (charts and diagrams)
Spoke (in public)
Supervised (others)
Taught (classes/math/science)
Tailored (clothing/services)
Televised (conferences/training/events/shows)
Tested (new designs/students/employees)
Updated (files)
Verified (reports/identity)
Volunteered (services/time)

Wrote (reports/training manuals)
Weighed (trucks/patients/precious metals)
Welded (bike frames/airframes/alloys)
X-rayed (limbs/stressed equipment)

Notes:

ANALYZING TRANSFERABLE SKILLS			
In the blanks below, write the skills you circled and checked in the Transferable Skills Inventory. Circle your competence level. Write a detailed example of how you used that skill. Remember to consider your competence level as you identify specific jobs. You may want to use these examples when you write your resume.			
Example:			
Skill: <u>Recruited</u>	1	2	3
Example: Promoted and marketed the benefits of a work experience to high school students which assisted in consistently meeting company recruitment goals.			
<i>Competency Rating</i> 1 = Exposure, 2 = Experience, 3 = Expert			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			
Skill:	1	2	3
Example:			

1.4 DETERMINE YOUR WORK PREFERENCES

What to Know

In addition to your skills and experience, your personal preferences about what you want to do are critical in your job search. If you think about what kind of work you prefer before beginning your job search, you will have a better idea of which jobs to pursue. You will also be better prepared for interviews, filling out applications, and developing your resume.

This section, once completed, will give you an idea of your interests and personal style. This relates to occupational job titles and the temperament required by those jobs.

When you begin to research jobs and companies, refer back to this section to ensure that your work preferences are consistent with job descriptions.

What to Do

The following questions will help you identify your work preferences. Read each question, circle your choice, and follow the directions at the end.

1. **I enjoy working with:**
 - data (information, ideas, words, numbers)
 - people
 - things (machines, equipment)

2. **I prefer working:**
 - indoors
 - outdoors
 - some inside and some outside

3. **I want to work for a company:**
 - with less than 100 employees
 - with 100 to 500 employees
 - with 500 or more employees
 - that I own

4. **I would like to work in a:**
 - large city
 - medium size city
 - town or suburban area
 - small town or rural area

5. **I prefer a job that involves:**
 - a lot of travel
 - some travel
 - no travel

6. **I want a job that requires:**
 - interacting with a lot of people
 - some interaction with people
 - very little interaction with people

- no interaction with people
7. **I would like work duties that:**
- frequently change
 - vary from day to day
 - are fairly routine
 - never change
8. **I am willing to work overtime:**
- as much as possible
 - frequently
 - occasionally
 - never
9. **For the right job I am:**
- not willing to relocate
 - not able to relocate
 - willing to relocate
 - eager to relocate
10. **I want to work:**
- full-time
 - part-time
 - temporary
11. **What are some things you like to do in your spare time?**
12. **What are your hobbies?**
13. **Are you more comfortable as a team member or a team leader?**
14. **Where do you want your career to be in 5 years?**
15. **Which of your past jobs did you like least? Why?**

16. Which jobs did you like best? Why?

17. What kind of job would you do if you could choose any job you wanted?

18. What kind of training would you like to have, if any?

19. Why did you choose your previous field of work?

20. Do you prefer to work day shift or night shift?

Look over your responses on this survey. Write your priority work preferences below. This summary will help you clarify which work preferences are most important to you.

For Example: I prefer a job where I: work with people, inside and outside, full-time, day shift, in a small city, and do some traveling. I am willing to relocate, but not out of the Region/Martz.

I prefer a job where I;

1.5 ANALYZE WORK-RELATED VALUES

What to Know

Your work-related values influence how you feel about your job. You need to know your values as you begin to look for a job. To be satisfied with your work, you should choose a job that matches your work values as closely as possible.

What to Do

Following is a list of work values for you to consider as you begin your job search. Rate each item on a scale of; not important to very important. Then review your list to see which items you feel most strongly about. Pay close attention to the list as you set your goals. Your values relate directly to the working conditions in each company or occupation you research.

Competency Rating

*1 = Not important, 2 = Somewhat important, 3 = Moderately important,
4 = Very important*

Work Value	Rating			
	1	2	3	4
Being Around Interesting People				
Benefits				
Blending of Family and Career				
Clear Expectations				
Clear Rules				
Competition				
Cultural Diversity in the Workplace				
Flexible Work Schedule				
Freedom from Pressure/Stress				
Independence				
Involvement in Decision-Making				
Leisure Time				
Mental Challenge				
Power and Influence				
Public Contact				
Quality of Product				
Recognition				
Regular 40-Hour Work Week				
Salary				
Security				
Status and Prestige				
Travel Opportunities				
Variety and Change in Work				

II. CAREER EXPLORATION

OBJECTIVES: *The lessons in this chapter prepare you to:*

- Identify and research career possibilities
- Determine your financial needs as a way of estimating your salary requirements

2.1 CAREER RESEARCH

What to Know

The closer the match between a job and your work preferences, financial needs and transferable skills, the more likely you will be successful and happy in that job. Remember to search for that perfect position, but keep in mind; it is rare to find a perfect match.

The following is a list of ways you can conduct career exploration.

- Business magazines
- Business section of newspapers
- Chamber of commerce
- Colleges and universities
- Employment Office
- Employment agencies/services (temporary or full-time)
- Informational interviews
- Internet
- Internships
- Job fairs
- Job share
- Library research
- Occupational handbooks
- Small Business Development Centers (entrepreneurship)
- Talk to family, friends, teachers, professors and acquaintances about work and careers
- Trade shows
- Training or apprenticeship programs
- Volunteer

As you begin to explore, refer to the following networking and telephone techniques.

Using the Phone

The telephone may be your most important occupational exploration tool. Using it effectively can bring you more information and job leads than any other method.

Calling employers can lead to valuable information that you can use in various stages of gathering information, making decisions and tapping into the hidden job market. Employees hold the most current information regarding their industry and the future of specific occupations. **DO NOT ASK FOR A JOB.** You are looking for:

- information
- possible informational interview
- review of/advice for your resume
- referrals or names of other employers

Preparation and practice will make you a lot more successful. Practice making calls with a friend who will play the part of the contact person. Tape record the practice calls and think of ways to improve your performance when you listen to the tape.

General Telephone Tips

- Smile when you talk on the phone! Use a friendly and conversational tone of voice. Your mood and physical condition show in your voice.
- Try to speak at the same rate as the person you are talking to. This will help you avoid letting your nervousness show by talking too fast or too slow.
- “If you don’t know where you’re going, you will probably wind up somewhere else” is an adage that applies to phone calls. There is no substitute for preparation! Know what information you want to gather before you make the call. Being prepared will give you confidence.
- Keep good records. Make notes about every call you make . . . you never know when you will have to refer back to a conversation.
- Write an outline of what you are going to say on the phone. This will help you to be less nervous and to assure you get all the information you need. Additionally, you will come across as organized and professional.

Cold Calling

Tap into the hidden job market by using the telephone to make cold calls. Use the Internet and Yellow Pages to identify companies where you might like to work. Make a list of places to call, including the company name, address, phone number and any facts about the company you may obtain from your contacts. Don’t worry if your list is long. A longer list is better because your chances of finding a job increase as your list gets longer. You could create this company list by researching in a specific geographic area or a certain industry. When you make cold calls to the companies on your list, keep the following tips in mind:

- Research a company before you call. Refer to section 3.4, Research Companies, for more information on this topic.
- Ask the receptionist for the name of the person you should contact; that may be the head of a department, shop manager or foreman, etc. Write down the person’s name! Then ask to speak to that person.
- If you are calling as a result of a referral, begin the conversation using the name of the person who referred you (i.e., “Hello, Ms. Hovhannisyan, Mr. Kirakosyan suggested I call.”)
- Mention you need only a few minutes of the person’s time.
- Find out the position of the person you are talking to. Giving your speech to the wrong person can be a waste of time to both parties.
- Don’t give too much information. If your purpose is to get an informational interview, tell enough to interest the person in your skills, get an appointment and get off the phone.
- Ask the employer how your skills can benefit the company and what additional skills would make you more employable.
- Persist. Make new contacts every day and follow up on every lead you get! This is not easy. You will hear “No” more often than you hear “Yes.” Don’t give up! Send a thank you note!

Try to obtain some sort of information from everyone you contact. Such as:

- Informational interview
- Referral to another source
- Job lead
- Experience/qualification required for field
- Review and/or advice on your resume

What To Say On The Phone

Talking to the Receptionist/Secretary:

YOU: Hello. My name is _____. May I speak with Mr./Ms. _____? (if you do not know the person's name, ask for: your production, marketing, design, construction, etc. manager)

RECEPTIONIST: What is the purpose of the call?

YOU: I'm looking for some information that pertains to their department, and I was referred by Mr./Ms. _____.

- If they offer to put you through to the person's voice mail, do it. You may or may not want to leave a message, but chances are you will find out the person's name from their voice mail recording.

When You Get Through

- Have an outline or script prepared.
- Introduce yourself. Mention who referred you.
- Give a brief description of your background.
- Have a list of topics and questions you want to discuss.

Using A Script

When making your phone calls, use a script. It helps to get the conversation going smoothly and will make you more comfortable. There are three primary reasons why you would call an employer and each one requires different questions.

A. Career Exploration

When you are not sure what career you want to pursue and are in the initial stages of exploration, you want to speak with individuals who can look at long-range projections and understand your field of interest.

"I am seeking information about the (medical, aviation, electronics) field and I would like your advice. I know you are very busy, but I only need a few minutes of your time."

- What do you see as a growth area for this industry?
- What problems/issues do you see that will affect this area in the future?
- What job titles do you see as hard to fill in the future and why?

B. Specific Occupations

Once you have narrowed down specific occupations, you will want to research them and speak to people who understand those jobs (managers, supervisors, trade journals and schools).

"I am very interested in the occupation of _____ and I would like to ask your expert advice on this area."

- What qualifications do people who work in _____ position have?
- Do you have difficulty finding qualified applicants when you have a job opening for a _____?
- How many people work in your company who have this title?

- What do you see in the future for this occupation?
- How many people have you hired in the last six months?
- How many positions do you plan to hire in the next year?
- What do you see as an entry-level salary? What salary after two years?

C. Company Information

Once you begin your actual job search you need to focus on companies where you can target your resume and maximize your interview time. Try to speak with managers and supervisors. Human resources can supply you with reports and brochures and employees themselves can be a good resource. This is where your network contacts and library research can be of great help. **Obtain as much information as possible prior to contacting the company directly.**

The telephone is one method of researching the company. Section 3.4 will give you additional methods.

2.2 ASSESS FINANCIAL NEEDS

What to Know

One of the issues you must consider when looking for possible jobs and careers is money. If you look back at the work-related values you identified in section one, you may find salary at the top of the list, the bottom or anywhere in between. There is a bottom line. You need a certain amount of money to support yourself and to reach your goals.

What to Do

Benefits such as retirement plans, health care, day care, etc. may be deducted from your pay. It is important to consider the benefits offered by an employer. Some provide no benefits while others pay for a wide variety of benefits.

Practice

Before looking for employment, you should determine the amount of money you will need to earn in order to meet your expenses and your goals. Use the following budget worksheets to help you figure out your needs. Work on this exercise with your spouse and/or other significant members of your household and family.

Financial Planning

If you have personal financial concerns, you need to seek appropriate counseling. Your employment center is a great resource to help you find the right consultant. See your employment center for more resources and information.

Transition Budget Worksheet Instructions

1. Complete the transition budget worksheets.
2. When completing the worksheets make sure your estimates are realistic. Contact your employment center, real estate agencies and/or local information resource centers in the general area you anticipate moving to. Ask them for detailed estimates on the cost of living in that area. Also, look over your checkbook register for the past several months to get an idea of how much and where you spend your money.
3. This worksheet will be instrumental in helping you determine a target salary for your employment search. Keep in mind sources of income such as retirement and spouse's income.
4. Consider part-time employment to help until you find a permanent position.
5. Be certain you evaluate where you can save money (i.e., grocery store, insurance, number of times you eat out, etc.). Also, remember the benefits you currently receive will change and you need to see these as a future expense.

Remember: Employment searches may take longer than you anticipate.

When you prepare your household budget, be conservative and thrifty. Plan for all of your necessary expenses and add a "cushion" amount. Spend carefully based on what you need during this time of transition. Wait until you are employed to commit to new or extravagant purchases.

MONTHLY TRANSITION BUDGET WORKSHEET

Month of: _____

1. Housing	_____	7. Sundries	_____
Rent or mortgage	_____	Entertainment	_____
Heating and electricity	_____	Newspapers	_____
Telephone	_____	Job Search supplies	_____
Other (cable, etc.)	_____	Other	_____
SUBTOTAL	_____	SUBTOTAL	_____
2. Food	_____	8. Insurance	_____
Groceries	_____	Medical/Dental	_____
Restaurant meals	_____	Personal/Life	_____
Other	_____	Car	_____
SUBTOTAL	_____	House/Household	_____
		Other	_____
		SUBTOTAL	_____
3. Transportation	_____	9. Medical	_____
Gas/Maintenance	_____	Doctor/Dentist	_____
Public transportation	_____	Drugs	_____
Other	_____	Other	_____
SUBTOTAL	_____	SUBTOTAL	_____
4. Personal	_____	10. Taxes	_____
Haircuts/Cosmetics	_____	Property Tax	_____
Laundry/Dry-cleaning	_____	Income Tax	_____
Other	_____	Other	_____
SUBTOTAL	_____	SUBTOTAL	_____
5. Clothing	_____	11. Miscellaneous	_____
Work/Job search clothes	_____	Education	_____
Family/Personal clothing	_____	Savings/Retirement	_____
Other	_____	Other	_____
SUBTOTAL	_____	SUBTOTAL	_____
6. Child Care	_____	12. Debts	_____
Daycare and babysitters	_____	Charge accounts/Credit cards	_____
School expenses/Fees	_____	Loan payments	_____
Allowances	_____	Other	_____
Other	_____	SUBTOTAL	_____
SUBTOTAL	_____		
		TOTAL	_____

TRANSITION BUDGET FINANCIAL PLANNING WORKSHEET

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1. Total amount of savings on hand. | AMD |
| 2. Total amount of last paycheck | AMD |
| 3. Total amount of leave cash | AMD |
| 4. Total amount of additions to savings based on sale of property, house, car, garage sale, etc. | AMD |
| 5. Add up lines 1, 2, 3, and 4 and enter the total here | AMD |
| 6. Total amount of money you will remove from savings to pay outstanding debts | AMD |
| 7. Total amount of money you will remove from savings to pay moving costs. | AMD |
| 8. Total amount of money you will take from savings to secure housing (deposit, down payment, closing costs). | AMD |
| 9. Add up lines 6, 7 and 8 and enter the total here | AMD |
| 10. Subtract line 10 from line 6 and enter the sum here. This final sum is what you will have available to live on after you leave military service. | |
| 11. Look on your monthly budget expense worksheet (previous page). Enter the total monthly expense amount here. | AMD |
| 13. Divide the amount on line 10 by the amount on line 11. Enter the answer here. | AMD |

This is an estimate of the number of months you can go without income. You can increase this number of months by generating income from part-time work, spouse's income, unemployment benefit, etc

III. STRATEGIES FOR AN EFFECTIVE JOB SEARCH

OBJECTIVES: *The lessons in this chapter prepare you to:*

- Set personal goals
- Get organized
- Plan an effective job search
- Analyze job announcements and ads for critical information to better match your qualifications with the employers' needs
- Fill out job application forms and take employment tests
- Understand how to research potential employers
- Write effective resumes
- Write effective cover letters

3.1 SET GOALS

What to Do

On the next page you will identify specific jobs you are interested in researching and pursuing. Once you know more about a particular field or you want to explore career options, use the form on the following page to help you explore your options.

Step 1: Identify jobs that interest you and write the titles on the following page.

Step 2: Find out the salary range and necessary skills. Compare these to your financial needs and transferable skills.

Step 3: Identify the training experience you need to qualify for the positions you find interesting.

Step 4: Include your family members in your decisions.

PROFESSIONAL GOALS WORKSHEET

Job Title	Salary Range	Necessary Skills	Your Skills	Training/ Experience Needed
1. _____	AMD _____	_____ _____ _____ _____	_____ _____ _____ _____	_____ _____ _____ _____
2. _____	AMD _____	_____ _____ _____ _____	_____ _____ _____ _____	_____ _____ _____ _____
3. _____	AMD _____	_____ _____ _____ _____	_____ _____ _____ _____	_____ _____ _____ _____
4. _____	AMD _____	_____ _____ _____ _____	_____ _____ _____ _____	_____ _____ _____ _____
5. _____	AMD _____	_____ _____ _____ _____	_____ _____ _____ _____	_____ _____ _____ _____

What to Know

Now that you have done a personal appraisal and some career exploration, you need to make some career decisions to provide direction for your job search. You need to establish realistic goals, and then figure out the best way to achieve them.

There are three types of goals:

- Short-range (6 months to 1 year)
- Intermediate-range (1 to 5 years)
- Long-range (5 to 10 years)

You may need to make realistic career goals for each time range. What you want to be doing in five years may not be feasible now, but you can work toward that goal. You may need to find a short-term, stopgap job before you can obtain the appropriate, long-term position you really want. You may need to obtain a position or training in the short-term in order to qualify for the long-term position you would like to pursue.

You need to have some consistency between your short-term and long-term goals. Each job along the way should be a step toward your long-term goal. You have already started the process of personal appraisal. This is an important step in goal setting.

You might also want to refer to your individual transition plan.

What to Do

It is difficult to make decisions about which goals to pursue if you do not know what your goals are or how you want your career to progress. Your goals must be SMART:

Specific
Measurable
Adaptable
Realistic
Trackable

1. Specific

If your goal is not specific you may not have a firm idea of how to get that job.

EXAMPLE: I want a good paying, daytime job so I can continue my education.

This job goal is not specific enough to suggest where to start looking for this kind of employment. Your job search will not be focused. You may find a job, but it will probably not be the most appropriate one.

EXAMPLE: I want a job in warehousing because I already have experience doing this type of work. It needs to be part-time and at night so I can use my education fund to attend school during the day which will enable me to change my career. The position must pay at least 2000 per day and have a minimum of pressure so I can concentrate on my studies

This employment goal is specific enough to suggest where to start looking for this kind of employment.

2. Measurable

Make a realistic, daily/weekly time table. This allows you to measure whether or not you are consistent in your employment search efforts.

EXAMPLE: *I will contact 3 employers per day on Tuesday, Wednesday and Thursday. On Monday and Friday, I will answer newspaper ads and send resumes.*

Setting up a time table avoids procrastination.

3. Adaptable

Setting an employment goal is like using a road map with optional routes. If your search is not getting results, try an alternative route to your destination.

EXAMPLE: *I have been looking for a 3000 AMD per day part-time, evening warehouse job so I can go to school during the daytime.*

I have not had any results. I will begin looking for an 2500AMD per day, daytime warehouse job and will go to school during the evening.

Change your search method if it is not working. If your search method is working stick with it. Remember: You can stick with your employment search method but change your employment preference, the wage you want, or the hours you will be available to work.

4. Realistic

Make sure your employment goals are realistic for your personal needs, the local economy and the job market. Your goals may be appropriate for your current needs, but not realistic for the current economic situation. You may have to settle for a position with less pay, less benefits and less advancement because the position you need and want is not available in your local employment market. You may have to consider other work until you can move to an area that has the employment opportunities you want and need.

5. Trackable

You need to be able to trace your steps in your search for appropriate employment. Keeping track of where you go, with whom you speak and the results of each contact is extremely important. If your search is not getting results, you need to be able to look specifically at your efforts in order to see if there is some element that is missing or needs to be added. You cannot improve what you cannot track.

Now that we have demonstrated the **SMART** technique, write your own short-, intermediate- and long-range goals. Make them employment related. It is easiest to start with long-range goals and work backwards to short-range goals.

3.2 GET ORGANIZED

Schedule Your Time

Think of looking for a job as a job. It requires planning and follow-through. At the beginning of each week, prepare a schedule with blocks of time for each type of activity (phone calls, reading ads, writing letters, etc.). Then, as the week progresses, make changes to allow time for interviews. Below is an example of a weekly schedule.

NOTE: Set time aside to enjoy your family and friends, and relax. The sample schedule below shows Friday afternoon and Saturday as time off. The advantage of a schedule is it allows you to plan and use your time most effectively. It helps you avoid saying things like: “I really wanted to, but...” “I just couldn’t find the time...” or “I wish I had...” At the beginning of each week, plan for each type of activity. Then, when an employer gives you a time for an interview, you can rearrange your schedule to use your time efficiently.

Looking for work is a full-time job. **Keep good records.** Use computer software to organize company and interview notes, schedules, resumes, etc. Get a calendar and keep it current. Your time is valuable and there is much to be done in finding the right job for you. Schedule carefully, balancing your needs. The Company Information Record and Job Search Log further in this section will help you record your job search efforts and your progress in pursuing specific jobs. Be sure to prioritize your time. Some tasks are more important than others.

The method you use to keep track of your job search is not important, but keeping track of it is very important! The chart shown below is designed for a job seeker doing full-time job searching. You may want to use the sample chart provided, or you may want to develop your own system. However make sure you do it well!

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday
8:00	Search internet and want ads	Make personal visits or interviews	Search internet and want ads	Telephone calls, applications or inquiries	Telephone calls, applications or inquiries	Search internet and want ads
9:00			Letters, applications			
10:00	Networking calls		Phone calls	Letters, applications	Letters, applications	
11:00	Letters, applications		Follow-up activities	Follow-up activities	Admin. tasks	
12:00	Lunch					
1:00	Letters, phone calls, or interviews	Letters, applications	Search for new prospects, read professional magazines, directories, etc.	Make personal visits to employment office and agencies	Time Off	Prepare weekly schedule
2:00		Phone calls				
3:00		Follow-up				
4:00	Administrative tasks					

3.3 APPROACH THE JOB SEARCH PROCESS

What to Know

Finding a job is hard work. It is a job in itself. You should treat it just like a job, and use every resource available, including friends, acquaintances, relatives, teachers and professors. When you speak with these contacts, ask them about where they work.

Job Search Methods

Check with:

- State Employment Services
- Private employment agencies
- Internet
- School career centers
- Trade Unions
- Chambers of commerce
- Employers

Answer ads in:

- Local, state, national newspapers
- Professional or trade journals

Apply directly:

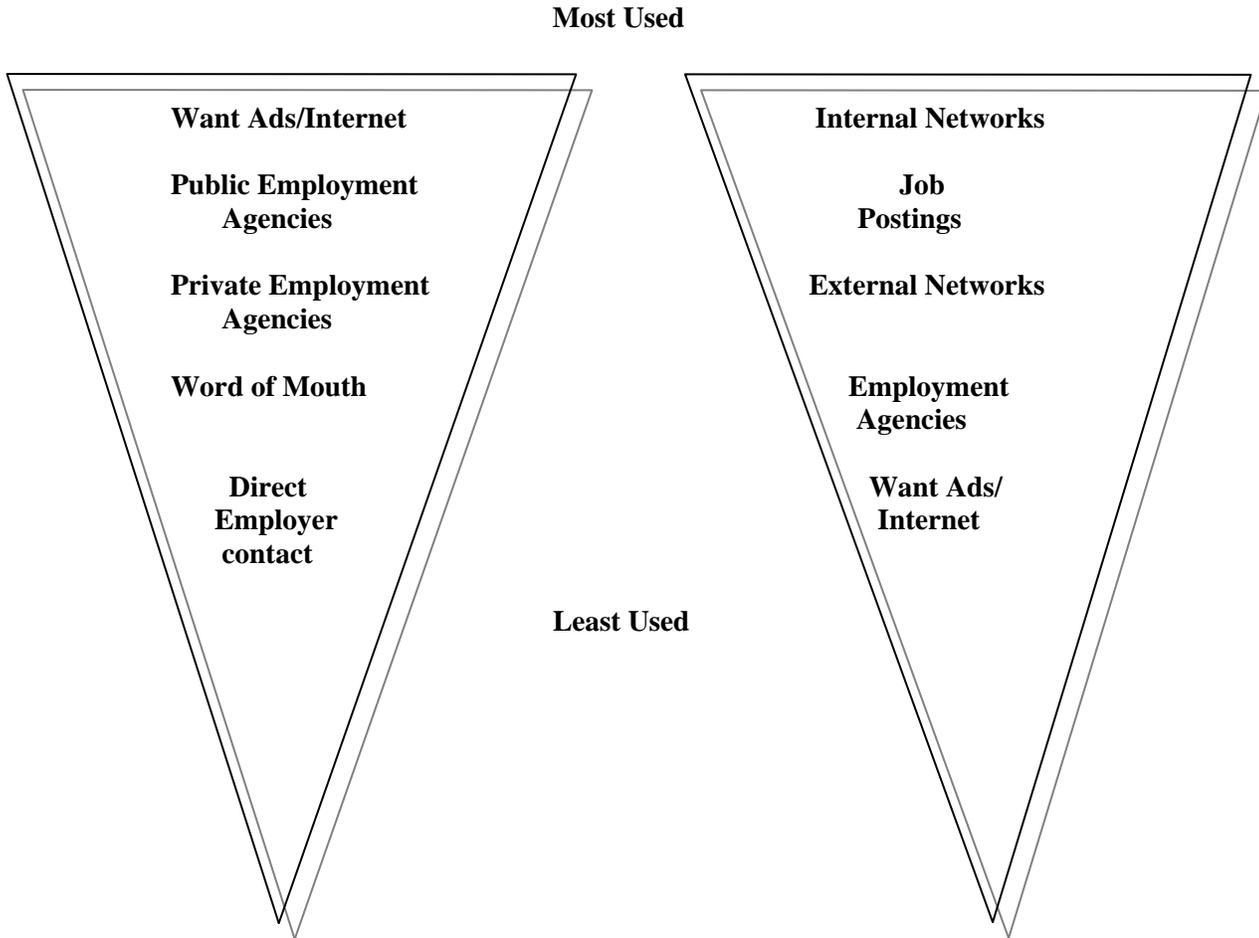
- Job fairs
-
- Employers

Contact local organizations

Hidden Job Market/ Unannounced Job Market

The *hidden job market* simply refers to the fact that **most** jobs are not advertised. Eighty percent of all positions are filled **without** employer advertising. These positions are filled by, or created for, candidates who come to an employer's attention through recommendations from employees, referrals from trusted associates, recruiters, or direct contact with the candidate. Effective networking—using your contacts to connect with the employer's contacts—is the key to the hidden job market. You need to become skilled at finding the hidden job market in order to have access to as many jobs as possible. Employers are constantly on the lookout for suitable candidates to replace departing, retiring, or inefficient workers; to work on new projects or to add expertise in a particular area. Employers often have an immediate need to fill a position (someone resigns, a contract is awarded, etc.). Employers review resumes on hand or interview a prospective employee before advertising. Making these connections requires diligence and hard work.

COMPARE HOW EMPLOYERS LOOK FOR APPLICANTS WITH HOW PEOPLE LOOK FOR WORK



How People Look for Work

How Employers Look for Applicants

The Problem: Most job-seekers spend their time checking and responding to want ads, yet employees hire the least number of people through want ads.

The Solution: Identify companies you want to work for, try to get informational interviews, ask for a job, leave a resume, fill out the job application, check back periodically. Show enthusiasm but do not be a pest.

Networking

Getting people involved in your search is called networking. It means using personal contacts to get information about job leads and contacts. Regardless of the type of job you are looking for, building a network will help you tap into the hidden job market. You never know where the best job lead will come from. The figure below will help you to consider those people you should involve in your effort to find work.

Start building your network by making a list of all the people you know. Do not limit the list to people who know the work you do. The people on this list are your primary contacts. They do not have to be people who know about possible job leads they just might be people who know other people that have knowledge of job leads, occupational information, specific employer contacts, etc.

Before you begin contacting the people on your list, decide what type of information you want from the contact. You may be looking for:

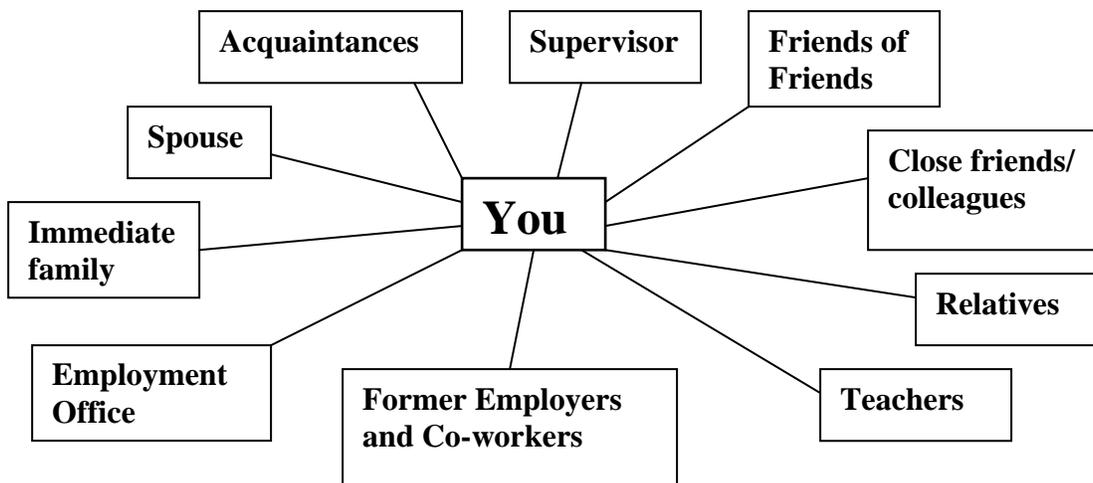
- information about a particular company, industry or line of work;
- a referral to someone who might be able to help you; or
- advice on conducting your job search.

In many cases, you will want to ask to set up a brief meeting with the person. It is not a job interview . . . but it may bring you a job lead. Always have plenty of resumes available.

If you feel awkward or embarrassed contacting people to ask for something, remember:

- most people like helping other people;
- many people have been in your shoes and remember how hard it was; and
- some people will have a job opening, or know of one, and feel that fate brought you to them!

Begin your networking by calling the people on your list you can talk to most easily and work up to making the calls that are more stressful. You may have to force yourself to make the first few calls, but it does get easier with each call!



3.4 RESEARCH COMPANIES

What to Know

One of the most critical elements but least used job search “tools” is researching companies. Most applicants think it is difficult to get information, or simply fail to see the value of the effort.

Research is a good idea because:

1. You may get to know someone in the organization, and therefore have a personal contact.
2. If you have information about the company, you can do a better job of identifying transferable skills and matching those to the organization and the job.
3. You can ask questions in a job interview that are based on information few other applicants have.

Researching a company can make you “look better” when compared to other candidates, because so few applicants do their homework.

What to Do

The Internet is a critical element of successful job searching. Items you might want to research: company growth, city’s average salaries for field, annual reports, cost of living.

For example, if you wanted to find the ABC Company’s annual report for last year, you’d go to a search engine and do a “key word” search by typing in “ABC Company Annual Report.” The search engine will then generate a list of links to webpage’s that contain the key words you specified. The list of webpage’s is usually sorted by relevance, meaning that the ones at the top of the list are probably most closely related to what you’re looking for.

There are plenty of reference materials available in libraries to give you information on a company. You can do the research yourself or ask the librarian for help. A professional librarian is trained to find information from a variety of sources, or to direct you to other resources available in the community. Your local public library may also have a special Business Reference Section, which collects additional information on businesses in the local area. This information generally tends to be more current than annual publications. In any case, the Reference Desk at any library is a good starting point for your research.

After you have done research, you may then call the company to get additional information. You should call to ask for information for two reasons. First, to request printed material about the organization such as an annual report or brochure. Second, try to speak with someone about the job you want. Refer to section 2.1, “What to Say on the Phone.”

Practice

The Company Information Record on the following page has space for information you might be able to find on a given company.

Create and prioritize a list of companies that interest you in order to research them.

As you research companies, keep a record of important information on the Company Information Record form. Use one page for each company. Keep this information organized and easily accessible. Copy one worksheet for each company you are researching. Refer to “What to Say on the Phone” in section 2.1.

Things to research before contacting a company:

1. Number of employees;
2. What the company does (service and/or products);
3. Business volume, net worth, profit and loss, company stability, etc. (see company's annual report if available);
4. Company competitors;
5. Company history and future plans;
6. Company locations (headquarters, branch offices, international offices, retail outlets, etc.);
7. Salary range or hourly rates paid for various positions;
8. Contact names (department heads, human resource manager, people you know who work there, former employees, etc.);
9. Employment activity (recent hiring, firing, layoffs, etc.); and
10. Titles of positions that interest you.

COMPANY INFORMATION RECORD	
Date:	
Company Name:	
Contact Person's Name:	
Contact Person's Title or Position:	
Contact Person's E-mail Address:	
Company Webpage:	
Address:	
Phone #:	
Position or Department of Interest:	
Required Skills, Credentials, Education, Work Experience:	
Remarks:	

3.5 JOB SEARCH ASSISTANCE

What to Know

One of the first steps in finding a job is to identify where you can get job information and help. Where you go will depend on the type of job you want, where you want to live and work, and the available jobs in your field. Some sources of job information are:

1. Internet

There is information available for virtually all interests: graduate or professional schooling, full or part-time employment, internships, company profiles, summer jobs, or relocation assistance. The number of webpage's available grows daily. Another advantage of the Internet is that you can access current information at all hours of the day or night. You can access information about your local area as well as take your search far beyond your regular boundaries. This is especially helpful if you want to relocate to another area. Another advantage is that using the Internet in your search demonstrates your leading-edge skills to potential employers. Not only do you know how to use a computer but you also know how to navigate online. The Internet can help you explore career alternatives and options that you maybe haven't considered. You can find some self-assessment tools online, and loads of occupations and disciplines to explore. No one website will meet all of your needs. The transition website has many useful links to a variety of job search related sources.

2. State Workforce Agency (Employment Office)

Assistance in finding jobs is offered through employment offices throughout the country. The local employment office offers services both to job-seekers and employers at no charge. The employment office staff will evaluate your interests, skills, aptitudes and abilities and match them with employers' job requirements. Qualified applicants are referred to employers for job interviews.

3. Private Employment Services

Private employment agencies are not all the same. The applicant (you) might have to pay for the agency to market you to local employers. They will counsel on how to dress, prepare your resume, interviewing assistance; but, will not get the job for you. Most employment agencies do not charge for their services. Employment agencies can also be employer fee paid. This means the employer will pay the hiring fee.

Other possibilities might be the fee would be split between you and the employer, or the employer might make an agreement to reimburse the fee once you have completed a probation period. Carefully read any contract you sign, and understand the terms. Get a copy for your records.

4. Temporary services put you on their payroll.

As their employee, you are then sent out "on assignment" to other employers. You are paid by the temporary service, not by the company in whose office or plant you are working. Most temporary services do not have any benefits for their employees. Many temporary services will offer you training free of charge to update or to expand your skills. Many will allow you to come into the office on your own time and learn computer software. It makes you more marketable. There is usually no fee charged at a temporary service.

5. College/School Career Centers

Most institutions of higher education provide some kind of placement service, but this service is usually only available to students and alumni of the school. Some school/college placement agencies also provide instruction in job-hunting skills.

6. Professional Associations and Organizations

Professional associations are useful for specialized occupations. They can provide information on areas where the demand for a particular occupation is higher, as well as information on employers hiring individuals in a particular field. Some of the organizations even provide specific job search and career instruction assistance.

7. Telephone Directory Yellow Pages, Industry Directory

These are useful sources of information if you already know the type of job you want. These sources provide lists of companies employing individuals in various types of jobs.

8. Trade Unions

Trade Unions tend to deal with a limited number of occupations. They are advantageous because they have exclusive hiring authority for some firms. If you have appropriate skills and/or aptitude and interests, this could be of value to you.

9. Job Fairs

A useful tool in meeting employers and delivering resumes is attendance at job fairs. Contact your employment office, local chambers of commerce, and other business organizations which provide services to the community for further information about these events.

10. Chambers of Commerce

Chambers of commerce offer rich resources about the businesses in their area and offer contact information for many of them. Their services are usually free for job-searchers. Publications are available, but only list member companies. Some have meetings that are open to the public.

3.6 JOB SEARCH ONLINE

What to Know

Searching for jobs online is becoming increasingly significant in the job search process. There are some occupations that lend themselves to this process more than others. You first must first determine what job search sites would be best for you to find the particular occupations that interest you. Some sites specialize in certain types of jobs. Use the resources provided by your employment office to research these. With thousands of job sites online, advertising millions of jobs, where do you begin? It can get confusing and frustrating if you don't know where to look.

What to Do

Once you get into the site, it will ask you several questions. First, in which area and locations you are willing to work. Identify these, and then look under job families, which are broken down into many different job fields, depending on the site, and then individual job titles under each one. When typing in keywords, it is important to try and keep your search as broad as possible in the beginning. Once you have identified a variety of job titles, try and narrow it down. For example, if you wanted to be a “camera operator for television,” but do not have the experience to obtain that job right now, type in the word “television.” This will give you a deeper variety of job titles relating to jobs that may help you work up to the position you ultimately want. For example, a “camera utility” worker is a job title that is more entry level than television camera person. Type in a variety of keywords separated by commas to get in even broader perspective. Understand that how you type in keywords will dictate your results, because “construction, project manager” will give you an entirely different list of jobs than “construction project manager.”

As you look at specific titles that interest you, it will narrow your search. Employers often list jobs in a wide variety of titles for the same occupation. Finding these jobs is part of the challenge. If you stay with just one job title, you may miss out on a variety of jobs in related areas. You need to understand how each site is organized, as each is different. Experimentation is important in locating all of the jobs that interest you. Look at both the big sites and also the specialty sites catering to the specific occupations that interest you. There are some Armenian job search sites that provide extensive lists of jobs: www.careercenter.am, www.jobs.am, etc.

When you identify a job opening, try to research the company to find out all you can about the company and the job. You can also go directly to specific company web sites to locate job openings they may have and apply for them online.

3.7 ANALYZE WANT ADS

In addition to using online search techniques, reviewing want ads in the classified section of newspapers and specific industry publications is also helpful. A small percentage of job-seekers find employment by responding to want ads. While want ads are not the only way to find a job, looking through want ads can give you a good idea of the availability of jobs in certain industries. You may be able to find out what kind of experience, qualifications, salary and skills are needed for certain jobs. If certain jobs do not appear in the want ads, it does not necessarily mean that there are no job openings in that field.

You need to pay attention to the newspapers on the days that the want ads are first listed in order to respond to them quickly. Read the want ads cover to cover, because jobs that interest you may be listed in unexpected places. For example, want ads for drywallers might be listed under construction, painters, laborers, home builders, carpenters, etc.

When reading and responding to want ads be aware of the following:

- Ads that promise a big paycheck with little experience required usually indicate sales positions that work on commission.
- If the contact for the ad is an employment agency, find out if they will charge you a fee. Some agencies charge the employer a fee; some charge the job-seeker a fee.
- Multiple position ads usually indicate a new or expanding company. Competition is often fierce for these positions.
- Some ads use the word “preferred” (degree preferred, two years experience preferred, etc.). This usually means you can apply if you do not have that particular skill or ability as long as you have the other qualifications.
- When sending a resume in response to a want ad make sure you meet the minimum requirements. If the ad says certification, license, degree, experience, etc. required, you might be wasting your time if you do not have those qualifications. If it says “no phone calls,” do not call.

3.8 COMPLETE APPLICATION FORMS

What to Know

Using the **Master Application Worksheet** (refers to section 1.2, Create a Career Catalog) makes filling out application forms much easier. Almost every employer will require you to fill out an application form, even though the company may already have your resume and cover letter. Applications may be used to make the first “cut” in screening applicants for interviews. The form may be a test to see how well you follow directions. It is always a good idea to take your time and do it well.

When possible get two copies of the form. Use one as a draft copy before completing the final form.

What to Do

Use the following suggestions to complete application forms:

1. Be prepared when you fill out the form.
2. Read and follow all directions **before** beginning to fill out the form.
3. Make your application neat and easy to read—it will be judged on appearance and content. If possible, type the form. If you can't type the form, print neatly.
4. Do not write “see resume,” even if the application repeats information.
5. Read each question and decide how you will answer before you begin to write. This will help you fit the answer into the available space, as well as write the best answer.
6. Answer all questions. If a question does not apply or you feel the question invades your privacy, write N/A for “not applicable.” **Do not leave blank spaces.**
7. Do not scratch out or write over mistakes. If you must correct over a mistake, cross out the error completely with a single line (—).
8. Take your time, but work steadily. If you take too long filling out an application at the company, the employer may think you are not prepared.
9. Answer questions honestly—never lie, and do not use sarcastic answers.
10. Ask questions if you do not understand something about the form.
11. After you complete the form, check it for accuracy, correct grammar, and spelling. Make sure it is neat, and make a copy for your records.
12. Follow up on the application at regular intervals (about every week) until you hear from the employer.
13. **Work Experience:** Make sure you have all the information you will need with you. Work on describing your duties before you fill out an application, so you can be brief and clear in your descriptions. If you prefer not to give your salary history, write “will discuss in interview” in the space provided. However, keep in mind some employers will screen you out. When giving your reason for leaving, never give a negative answer. “moved,” and “seasonal,” are all very acceptable answers. Do not write “fired.” If you were fired, write “will discuss in interview.”

14. Position Desired: Always fill in this space! Never write “any” or “will do anything!” Do some research first so you know what jobs you qualify for and are available in the company.

15. Salary Desired: Before filling out an application, be sure you know the lowest salary you would accept and the wage range for the position you want. Call a few companies in the area and ask the pay range for the type of job for which you are applying. It is okay to write “open” or “negotiable” rather than putting a figure on the application to identify the salary.

16. Availability: Unless you cannot start a job right away, write “immediately” in this space. Otherwise, write the date you will be available to start work. If asked what hours or shifts you will work, write “open” unless you have specific requirements.

17. Special Skills, Abilities and Training: You are often asked to list any special skills, abilities, experiences and/or training you have that relates to the position you want. This is an opportunity for you to highlight anything that may possibly set you apart from other applicants.

3.9 CREATE AN EFFECTIVE RESUME

What to Know

Many people think that a resume is only for white collar jobs. On the contrary, in our changing job market almost everyone will need a resume, including most blue collar workers.

The resume is a selling tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to the employer's workplace. More to the point, what we are actually doing is applying for an interview. Only in the rarest of cases will a resume in and of itself directly secure a job offer. The goal of an effective resume is to highlight and summarize a person's qualifications.

What to Do

The first step in creating your resume is to determine which jobs you are both qualified for and interested in. In today's job market it is crucial to be as specific as possible. Your experience has probably given you a wide variety of skills that you can apply in several career fields. **Make a determination of what you want to do.** To clarify your skills selections refer back to transferable skills, section 1.4. Use the statements you wrote to help you decide.

Once you have identified the types of positions you want to pursue, you need to select the resume format that best introduces you to the job market. This is a marketing decision based on the message you want to send to a potential employer. Target your skills to fit the job you are applying for.

Many people think that a resume is only for white collar jobs. On the contrary, in our changing job market almost everyone will need a resume, including most blue collar workers.

Resume Comparison Chart

<i>Resume Format</i>	<i>Advantages</i>	<i>Disadvantages</i>	<i>Best Used By</i>
<i>Chronological</i>	<ul style="list-style-type: none"> • Widely used format • Logical flow, easy to read • Showcases growth in skills and responsibility • <i>Easy to prepare</i> 	<ul style="list-style-type: none"> • Emphasizes gaps in employment • Not suitable if you have no work history • Highlights frequent job changes • Emphasizes employment but not skill development • Emphasizes lack of related experience and career changes 	<ul style="list-style-type: none"> • Individuals with steady work record
<i>Functional</i>	<ul style="list-style-type: none"> • Emphasizes skills rather than employment • Organizes a variety of experience (paid and unpaid work, other activities) • Disguises gaps in work record or a series of short-term jobs 	<ul style="list-style-type: none"> • <i>Viewed with suspicion by employers due to lack of information about specific employers and dates</i> 	<ul style="list-style-type: none"> • Individuals who have developed skills from other than documented employment and who may be changing careers • Individuals with no previous employment • Individuals with gaps in employment • Frequent job changers
<i>Combination</i>	<ul style="list-style-type: none"> • Highlights most relevant skills and accomplishments • De-emphasizes employment history in less relevant jobs • Combines skills developed in a variety of jobs or other activities • <i>Minimizes drawbacks such as employment gaps and absence of directly related experience</i> 	<ul style="list-style-type: none"> • Confusing if not well organized • De-emphasizes job tasks, responsibilities • <i>Requires more effort and creativity to prepare</i> 	<ul style="list-style-type: none"> • Career changers or those in transition • Individuals reentering the job market after some absence • Individuals who have grown in skills and responsibility • Individuals pursuing the same or similar work as they've had in the past
<i>Targeted (should be used in all resumes)</i>	<ul style="list-style-type: none"> • Personalized to company/position • Shows research • More impressive to employer • <i>Written specifically to employer's needs</i> 	<ul style="list-style-type: none"> • Time-consuming to prepare • Confusing if not well organized • Should be revised for each employer 	<ul style="list-style-type: none"> • Everyone – because any of the other formats can be made into a targeted resume

Follow These Resume Guidelines

1. Write your resume to show employers three things:
 - The amount and kind of **responsibility** you have handled.
 - The **results** you have achieved.
 - The **relevancy** of your past responsibilities and accomplishments.
2. List your **achievements** and **how you solve problems**, not simply your responsibilities. In other words, explain how you increased operational efficiency, the amount of money you saved or raised, the number of people who used the service or product, the action that came about as a result of your efforts, etc. Write these items in phrases that identify the problem, note the solution, and describe the result.
3. Use **statistics or numbers** when you can, to show the results of what you did (i.e., size of organization, number of people supervised, length of report, time involved, size of budget, amount of money raised, etc.). Identify types of people, services, products, and programs with which you worked.
4. **Write your own resume.** Seek all the advice you can, but since you'll be the one at the interview, you'll make the best author. If you decide to use a resume writing service, work closely with the writer to make sure that the resume reflects your experience and personality.
5. Keep your resume **brief, clean** and **easy to read** with lots of white space on the page. Use the minimum number of words to convey what you wish to say. Be able to **defend every word**.
6. **Be specific** about your job and accomplishments; leave nothing to the imagination.
7. **Be selective** in the information that you include in your resume. Choose only information that relates to the jobs you seek.
8. Include **volunteer** experience **relevant** to the position sought. Also, include data on travel, languages, hobbies, certificates, if relevant to the target job.
9. Match the style of your resume to the style of the company. Avoid the slick look that many resume services offer. Print your resume and cover letter on matching bond paper (white, bone, or ivory). Do not print on the back side of your resume. Use a standard typeface and black ink.
10. Avoid gimmicks. **Be creative, but always professional.**
11. If possible, keep an electronic copy of your resume so you can easily make changes. Check with your employment office, public library, or community college career center to see if they have computers available that you can use. Alternatively, you can write your resume by hand and pay a service to type it and save it electronically.
12. Be impressive in describing your experiences, but always be **100% honest**. Never exaggerate or misrepresent yourself.
13. Make several **drafts** of your resume—boil it down to essential information and have it critiqued before it is copied. Recognize that you may need to write several different resumes in order to customize it for specific jobs.
14. **Always** send a cover letter to accompany your resume.
15. **Do not include names of references** on your resume.
16. **Do not mention salary** on your resume.
17. **Keep everything positive** in what you say about yourself—stress your strengths, not your weaknesses.
18. **Use feedback** from friends, relatives, and interviewers as to how your resume is coming across and modify where necessary.
19. Your resume should not be longer than two pages. One page is usually enough, especially if you have limited work experience. When mailing resumes, do not staple any documents together.
20. Include a **Special Skills** section where you can note languages you speak, read or write; computer hardware and software you can use; and machinery or equipment you can operate, build or repair
21. Emphasize credentials (licenses or certifications) obtained if they relate to the job that you are seeking. They can either be included in the “Highlights of Qualifications” section or in the “Education and Training” section.
22. Information you **should not include** on your resume:
 - marital status
 - names, ages, and number of children
 - spouse's job

- age
- race
- photograph of yourself
- religious and political affiliations
- height and weight
- salary for each previous job

23. **Be Dynamic.** Use the **action verbs** on page 57 to begin each sentence in your resume. Avoid using the phrase “responsible for....” Most employers interpret that phrase to mean you did not complete the action yourself. It is recommended that you use present tense for current jobs and past tense for jobs you have previously held.

Resume Worksheet

Building a good resume takes a lot of time and thought. You will not be able to do this quickly or in one sitting. Try to see it as a process taking one step at a time, so that it will not seem so overwhelming. You will discover just how well the time was spent when you have a good resume.

As you prepare your resume for each application, make sure you know how the employer wants to receive it. Do they want it mailed via Postal Service? Do they want it e-mailed? Submitted online? If a resume is submitted in a form that does not meet their expectations, it may not even be considered.

Once you feel the resume looks and reads well, have a professional review it for ease of reading, spelling and grammar. Make sure you use terminology that is common to the industry in which you are applying. Do not use acronyms. Your responsibility is to interpret for the employer the skills you have to match their needs.

Format has to do with organization of information. This manual provides you with examples of how to organize the same information using the three resume format styles. Refer to the example resumes further along in this section to see which best fits you and the position you seek.

Name: Use your complete name, not a nickname, as it appears in your normal signature.

Address: Make certain it is complete and spell out Street, Avenue, etc.

E-mail: Make sure that it is a professional address i.e. MarySmith@email.com versus MaryLovesBubbleGum@email.com

Phone: Include area codes and use numbers where you can be reached personally, by voice mail, or by a professional message on an answering machine. Never leave a number for a machine that has something “cute” or “funny” as a greeting.

Sections of a Resume:

1. Career Objective Statement

The most effective, well-written career objective is targeted for a specific job (diesel mechanic, bookkeeper, credit specialist,, etc.) with a specific company (General Motors, Converse Bank, etc.). Since you may need a different resume for each opening you locate, you will also need to change the job objective and especially the specific company for each resume. Be sure that you know the actual title of the job when you apply. If your resume targets a position that is not open, then you may not be considered. For example, if a line position is open and you are asking for a management job, then you may never get the interview that you want. Your objective can also be repeated in the body of the cover letter. Make the objective short and to the point. Consider this the title of your resume. The rest of the resume must convince the hiring authority that you have the background and skills to do the job and are well worth an interview.

Do not assume that any career objective is better than no objective. If your objective is vague and unfocused, you appear indecisive and unable to make decisions and set goals. This is not a description of duties or a vague description of a job. Avoid statements such as “a position that will utilize my broad talents and allow me to grow.” If this is your objective, leave it off your resume.

Using a career objective has been an optional issue on a resume in the past, but in recent years it has become more important. There are times when you absolutely need a job objective, such as:

- When applying online. Often jobs are sorted by objectives and directed to the correct department for review.
- When applying to large companies, to avoid the human resources department deciding the position you should fill.
- Posting resumes on job search sites, such as www.jobs.am
- Resumes for scanning. The objective becomes a key word in the screening process.

Employers decide whether to review your resume based on the job objective.

Career Objectives should:

- Be concise, short and to the point
- Be targeted. Don't make the employer guess
- Be specific – don't write: “Seeking a challenging position with a large company that will provide an opportunity for growth and advancement.”
- Answer the question “What can you do for the employer?”

Targeted Objective (preferred):

- Lists the specific job and company you are applying for

Examples of Good Targeted Career Objectives

- Seeking a position as a Licensed Nurse for Margaryan Hospital
- A position as a Bookkeeper for “Aregak” Universal Credit Organization
- Position as a Security Guard for US Embassy in Armenia

General Job Objective:

Occasionally you do not know the actual company you are sending your resume to and a general job objective is most effective in these circumstances. When you do not know the name of the actual company or are going to a job fair and will hand out resumes to several companies, then the objective needs to be more generic. Often jobs that are posted on the Internet are blinds ads from head hunters and you will not be able to find the company name.

Examples of General Objectives

- Entry level position in multi-image production company
- Position as a Health Educator
- Project management position in Marketing

2. Summary of Qualifications:

Write a summary that highlights your professional background as it relates to the needs of the company. This normally appears at the top of your resume and is intended to draw attention to specific personal qualities and skills you possess that make you a unique and qualified candidate. Hiring managers need to see immediately you have the skills and experience they need. If an employer has to figure out what you can do for him, the odds are you won't get an interview. Do not repeat the same statements used in your resume, but you may summarize some information. Your company research will be invaluable here to help you relate your qualifications to the needs of the company. This can be in the form of a paragraph or a short list, with 4-5 one line bullet statements. Remember a resume is a sales tool and this is a good place to catch someone's interest and to “brag” about your best qualities.

If, for example, you are applying for a position as an Administrative Assistant, you might want to list things such as:

- Five years experience in customer service
- Organized and efficient
- Ability to relate detailed information to the overall project for improved customer service

Some other examples include:

- Over 15 years of diverse and challenging experience, combined with powerful presentation skills, a disciplined approach to the task at hand and the innate ability to anticipate potential obstacles are attributes that contribute to a strong record of excellence and acknowledgment for “getting the job done.”
- Over three years experience ordering and maintaining a complex four million dollar inventory of parts. Filled orders in a timely fashion with 100% accuracy. Skilled at operating inventory control software.
- Five years experience in heavy equipment operation. Knowledgeable of related OSHA regulations with a perfect safety record. Experience in both commercial building and road construction.
- Over 12 years of technical sales and marketing experience including:
 - electronic component sales
 - knowledge of Unix, Pascal, Sun work station, Fortran
 - new software business start-up and market presentation
 - international marketing penetration

3. Employment History:

This portion of the resume is probably the most important.

- Depending on the style you select, it will dictate where and how you will organize the information. To make this process easier to understand, there are several examples of each format in the manual.
- There are many books that provide example resumes.
- To begin exploring your employment history, write down everything you can about what you did in a specific job. Include:
 - skills
 - accomplishments
 - machines you can operate;
 - computer software you can run
 - Improvements you suggested or made in a process or system.
- Try to include specific and quantifiable data. Refer back to section 1.4 and look at the skill statements you made and incorporate them.

Once you have written a paragraph or pages of information, find qualifications relating to the job you are seeking. If the job you are seeking is an entirely new field, but uses a lot of the specific skills from your past experience, consider putting information into categories. An example would be if you have been a Police Officer and want to go into private investigation, you could group bullet statements under categories such as investigation, case management, and security to create a combination resume. Or, if you were an electronics technician for the past four years plus worked in the same field for two years prior to that, and want to go into the same field of work, then you would write a chronological resume to show stability and progressive job responsibilities.

Quantify your Experience, Responsibilities and Accomplishments: The next step is the basics of every resume. List all results/achievements you have produced that relate to the position desired. Results sell, job descriptions don't! Refer back to the skills section and expand on these to use when writing your resume. Employers need to see accomplishments they can relate to with regard to the open position. The question that must be answered is, “What is this individual going to do for me?” Achievements that relate to the specific position will answer that question.

Describe what you accomplished with numbers, percentages, etc. Explain how many times annually, what percentage of increase or decrease you produced, how large a group you supervised or trained, etc.:

- Supervised 14 member staff to complete 16.2 million AMD project three months ahead of estimated date.
- Produced 150 percent of quota for eight consecutive months resulting in 1.2 million AMD additional savings for the department.
- Administered travel budget of 45 million AMD.
- Reduced inventory loss by 20 percent over six month time period resulting in first ever decrease in inventory loss.
- Developed training program for a 600 person organization.

4. Education:

Make sure you include education that is relevant to the job you are applying and start with the most recent.

- List colleges, trade schools, military training schools (if you are applying for a job as a security guard, then your specific firearms training would apply, but if you want to work as a supervisor in a pre-school, this would not fit), correspondence courses, etc.
- List the location of the school but you do not need to include dates attended, especially if your knowledge of the technology is not current. Normally you do not list grades or specific classes; however, if you want a job where you have little experience and have a specific course that would directly relate, then you may want to point this out somewhere in the education section.

If you have recently graduated and took classes at night while working full-time, then the fact you graduated Magna cum Laude might be important to some employers. Always relate the information on the resume to the job.

Resume writing takes a blend of creativity and skill. If you create a resume on a computer you can tailor it to the requirements of the different jobs you apply for.

ACTION VERBS TO DESCRIBE ACCOMPLISHMENTS

The following verbs can be used to help you describe your skills and experience.

PEOPLE	THINGS	IDEAS
<input type="checkbox"/> Accomplished	<input type="checkbox"/> Built	<input type="checkbox"/> Adapted
<input type="checkbox"/> Activated	<input type="checkbox"/> Calculated	<input type="checkbox"/> Analyzed
<input type="checkbox"/> Adapted	<input type="checkbox"/> Changed	<input type="checkbox"/> Coordinated
<input type="checkbox"/> Adjusted	<input type="checkbox"/> Compiled	<input type="checkbox"/> Created
<input type="checkbox"/> Administered	<input type="checkbox"/> Completed	<input type="checkbox"/> Defined
<input type="checkbox"/> Advertised	<input type="checkbox"/> Constructed	<input type="checkbox"/> Devised
<input type="checkbox"/> Advised	<input type="checkbox"/> Created	<input type="checkbox"/> Educated
<input type="checkbox"/> Analyzed	<input type="checkbox"/> Designed	<input type="checkbox"/> Established
<input type="checkbox"/> Arranged	<input type="checkbox"/> Drafted	<input type="checkbox"/> Executed
<input type="checkbox"/> Assembled	<input type="checkbox"/> Edited	<input type="checkbox"/> Explained
<input type="checkbox"/> Assisted	<input type="checkbox"/> Enlarged	<input type="checkbox"/> Illustrated
<input type="checkbox"/> Calculated	<input type="checkbox"/> Established	<input type="checkbox"/> Implemented
<input type="checkbox"/> Catalogued	<input type="checkbox"/> Evaluated	<input type="checkbox"/> Initiated
<input type="checkbox"/> Chaired	<input type="checkbox"/> Examined	<input type="checkbox"/> Innovated
<input type="checkbox"/> Coached	<input type="checkbox"/> Expanded	<input type="checkbox"/> Integrated
<input type="checkbox"/> Conceptualized	<input type="checkbox"/> Expedited	<input type="checkbox"/> Interviewed
<input type="checkbox"/> Conciliated	<input type="checkbox"/> Facilitated	<input type="checkbox"/> Investigated
<input type="checkbox"/> Conducted	<input type="checkbox"/> Familiarized	<input type="checkbox"/> Maintained
<input type="checkbox"/> Consulted	<input type="checkbox"/> Formulated	<input type="checkbox"/> Marketed
<input type="checkbox"/> Contracted	<input type="checkbox"/> Generated	<input type="checkbox"/> Modified
<input type="checkbox"/> Coordinated	<input type="checkbox"/> Governed	<input type="checkbox"/> Monitored
<input type="checkbox"/> Delegated	<input type="checkbox"/> Guided	<input type="checkbox"/> Negotiated
<input type="checkbox"/> Demonstrated	<input type="checkbox"/> Hired	<input type="checkbox"/> Obtained
<input type="checkbox"/> Devised	<input type="checkbox"/> Identified	<input type="checkbox"/> Organized
<input type="checkbox"/> Directed	<input type="checkbox"/> Improved	<input type="checkbox"/> Presented
<input type="checkbox"/> Distributed	<input type="checkbox"/> Increased	<input type="checkbox"/> Presided
<input type="checkbox"/> Effected	<input type="checkbox"/> Indexed	<input type="checkbox"/> Processed
<input type="checkbox"/> Explained	<input type="checkbox"/> Informed	<input type="checkbox"/> Proposed
<input type="checkbox"/> Indoctrinated	<input type="checkbox"/> Inspected	<input type="checkbox"/> Publicized
<input type="checkbox"/> Managed	<input type="checkbox"/> Installed	<input type="checkbox"/> Recommended
<input type="checkbox"/> Motivated	<input type="checkbox"/> Invented	<input type="checkbox"/> Recorded
<input type="checkbox"/> Organized	<input type="checkbox"/> Prepared	<input type="checkbox"/> Recruited
<input type="checkbox"/> Programmed	<input type="checkbox"/> Programmed	<input type="checkbox"/> Related
<input type="checkbox"/> Promoted	<input type="checkbox"/> Revised	<input type="checkbox"/> Surveyed
<input type="checkbox"/> Stimulated	<input type="checkbox"/> Specified	<input type="checkbox"/> Synthesized
<input type="checkbox"/> Supervised	<input type="checkbox"/> Used	<input type="checkbox"/> Transmitted
<input type="checkbox"/> Taught	<input type="checkbox"/> Wrote	

Resume Writing

The purpose of including **accomplishment** statements in a resume is to create a visual value statement in the mind of the reader. This statement is a snapshot which enables the employer to SEE you in action. It is important that you describe yourself with effective statements that create that picture. Accomplishment statements become the basis for answers to questions in the interview. This will be discussed later in the interview portion of the manual.

An accomplishment can be described in a series of actions (skills) that you took to complete the task or project, overcome the challenge, solve the problem or meet/exceed the goal you set and that ended in a positive, measurable result.

Creating Accomplishment Statements

Step 1: Think of this as a story with a title.

Identify the **Scenario**. Some topics (titles) may include:

- A task you performed alone.
- A project you worked on as a team member/team leader.
- A challenge you overcame in the job setting.
- A problem you solved.
- A goal you set.

Step 2: Identify the **action** you performed to tell the story.

Use the skills you identified on pages 17-21.

- Planned, organized and directed a 4 day training exercise. . .
- Troubleshoot, disassembled and repaired mobile over 300 pieces communications equipment. . .
- Recorded, documented and tracked daily, weekly and monthly reports.
- Formed, created and lead special security force.

Step 3: Which **resulted** in:

End with a **positive** and **measurable** conclusion.

- Which reduced accidents from 30% to under 2% in two weeks.
- Which enabled constant communication in 4 different states.
- Which increased the training rate of employees by 45%.
- Which provided search and recovery support for disaster victims.

Resume Review

The next few pages contain example resumes showing the format styles:

- Chronological
 - Focuses on your work history with most recent position first
 - Easy for employers to follow your career history and career progression
- Functional
 - Focuses on your skills and experience. Skills are grouped into functional areas
 - Used most often when changing careers or if there are employment gaps
- Combination
 - Combination of the Chronological and Functional Resume formats
 - Highlights skills and provides the chronological work history that some employers prefer
- Targeted
 - Customized to a specific Job
 - Written specifically to the employer's needs
 - The Objective Statement is important and must specifically refer to the open position.

Take the time to review these resumes to help assist you in the writing of your own. These resumes are not to be used for you personally. That is to say, you can not just put your name on one of these and say it is yours. Everyone's resume is unique and different containing skills and education that you alone possess.

Sample Chronological Resume

Bagrat Tonoyan

20 Mashtots, Apt. 44, Yerevan, RA, 0001

(37410) 45-67-89

btonoyan@email.com

OBJECTIVE: Seeking a position as a security guard for Uniprotect Security Services

SUMMARY OF QUALIFICATIONS

- Bilingual-fluent in both English and Russian
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

19XX-20XX **Security Specialist** Grand Candy Co., Yerevan, RA

- Supervised 300 million AMD of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased lockdown protection for security personnel.
- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Expertly managed investigative reports – recognized as Employee of the Quarter for efficiency and accuracy of written instructions and documents.
- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and security personnel resulting in a 10% decrease in staff turnover.

19XX-19XX **Warehouse Supervisor** Alfa-Pharm, Inc., Yerevan, RA

- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.
- Monitored complex cataloging and ordering systems – Implemented a fast-track procurement system for office supplies resulting in a 20% decrease in supply turn-around.
- Helped develop and implement an effective security system – efforts led to 7.5 million AMD savings annually by reducing pilferage and damage.
- Proficient at using Windows, Microsoft Office, and PeopleSoft Databases

19XX-19XX **Security Guard** Star Divide, Yerevan, RA

- Coordinated work assignments, evaluated performance and disciplined a four-member security team – recognized as “Security Supervisor of the Quarter” for boosting morale and encouraging an innovative and safe working environment.
- Investigated security and safety violations and wrote detailed incident reports – led to Star Divide being recognized as the “Safest Shopping Facility in the country”
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.

EDUCATION

- **Armenia Police Academy**
- **Yerevan State College of Legal Studies**

Sample Functional Resume

Bagrat Tonoyan

20 Mashtots, Apt. 44, Yerevan, RA 0001

(37410) 45-67-89

htonoyan@email.com

OBJECTIVE: Seeking a position as a security guard for Uniprotect Security Services

SUMMARY OF QUALIFICATIONS

- Bilingual-fluent in both English and Russian
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

Security

- Supervised 300 million AMD of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased security protection for staff personnel.
- Monitored restricted personnel and staff in a highly secure facility ensuring the grounds remained secure.
- Helped develop and implement an effective security system – efforts led to 7,5mln AMD savings annually by reducing pilferage and damage.

Investigation

- Investigated security and safety violations and wrote detailed incident reports – led to Star Divide being recognized as the “Safest Shopping Facility in the Country”
- Expertly managed investigative reports – recognized as Employee of the Quarter for efficiency and accuracy of written instructions and documents.

Communication

- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and staffing population resulting in a 10% decrease in staff turnover.
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.
- Proficient at using Windows, Microsoft Office, and PeopleSoft Databases

Supervision

- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.

EMPLOYMENT HISTORY

- **Security Specialist:** Grand Candy Co., Yerevan, RA
- **Warehouseman Supervisor:** Alfa-Pharm, Inc., Yerevan, RA
- **Security Guard:** Star Divide, Yerevan, RA

EDUCATION

- **Armenia Police Academy:**
- **Yerevan State College of Legal Studies:**

Sample Combination Resume

Bagrat Tonoyan

20 Mashtots, Apt. 44 Yerevan, RA 0001

(37410) 45-67-89

htonoyan@email.com

OBJECTIVE: Seeking a position as a security guard for Uniprotect Security Services

SUMMARY OF QUALIFICATIONS

- Bilingual-fluent in both English and Russian
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

Security

- Supervised 300 million AMD of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased protection for staff personnel.
- Monitored staff personnel in a highly secure facility ensuring it remained in secure.
- Helped develop and implement an effective security system – efforts led to 7.5mln AMD savings annually by reducing pilferage and damage.

Investigation

- Investigated security and safety violations and wrote detailed incident reports – led to Star Divide being recognized as the “Safest Shopping Facility in the Country”
- Expertly managed investigative reports – recognized as Employee of the Quarter for efficiency and accuracy of written instructions and documents.

Communication

- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and staff population resulting in a 10% decrease in staff turnover.
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.
- Proficient at using Windows, Microsoft Office, and PeopleSoft Databases

Supervision

- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.

EMPLOYMENT HISTORY

- 19XX-20XX **Security Specialist** Grand Candy, Co., Yerevan, RA
- 19XX-19XX **Warehouseman Supervisor** Alfa-Pharm, Inc., Yerevan, RA
- 19XX-19XX **Security Guard** Star Divide, Yerevan, RA

EDUCATION

- **Armenia Police Academy:**
- **Yerevan State College of Legal Services:**

What to Do

Create a draft resume to provide you with a working draft of your resume to continue to enhance after leaving the workshop.

You will need the following for this exercise:

- Job Announcement(s) for a position(s) that you would like to apply for
- Exercises: Career Objective, Summary of Qualifications, Accomplishment Statements, and Education and Training

Today we are going to develop a draft Chronological Resume. You can use this later to develop a Functional, Chronological or Combination Resume that best meets your needs. Instructions include:

- Write in your contact information at the top of the page to include: Name, Address, Home and Cell Phone numbers and professional email address
- Write a targeted Objective Statement to the Objective Statement section
- Put down 3 or 4 qualification statements to the Summary of Qualifications section.
- List your three previous jobs with the most current one first and working back into the Experience section. Enter the dates and title.
- Complete the accomplishment statements for each appropriate job under the Experience section. Remember to keep these in bullet format. You can complete the remainder of the statements after the workshop.
- Complete the Education and Training section. List all degrees and any additional education, specialized training and certifications that apply to the job you are applying for.

Name:

Address:

Phone Number(s):

Email Address:

OBJECTIVE STATEMENT

SUMMARY OF QUALIFICATIONS

•

•

•

EXPERIENCE

Dates

Job Title (most current)

•

•

•

Dates

Job Title (2nd)

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Dates

Job Title (3rd)

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EDUCATION AND TRAINING
Degree, Major, Names of School, etc. or training, licenses and certifications

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Salary History

The purpose of a salary history when required by the employer is to determine a salary and compensation fit. This information **SHOULD** be given if the employer asks for it specifically in a job announcement or on an application. **DO NOT** give this information unless asked, as current career managers agree that providing prospective employers with your salary history can work against you.

When a salary history sheet is required you should calculate your actual salary by factoring in your Base Pay, and any other special pay allowances. Remember to calculate the rate for the non-taxable value of the tax-free portions of your pay, and any other money added to your pay. Although you are creating this sum based on different items, only write one total sum on the salary history sheet or application that you give to the employer.

Resume Review

Before you start using your resume for job search, have someone familiar with resumes review yours. Possible resources could be:

- Employment offices
- Human Resource Personnel
- Employers: you can ask for feedback as to how your resume could be improved
- College Career Centers

Resume Checklist:

An employer-ready resume must be OK in every category.

CONTENT	OK?
Order of Information	
Does the most important category come first?	
Is the organization logical and clear?	
Completeness	
Are all major topics emphasized by the employer covered?	
Is each area concise yet complete?	
Are duties <i>and</i> achievements described in specific terms?	
Relevance	
Is there a clear reason for each piece of information?	
Has the information been tailored to a targeted field and job?	
LANGUAGE	OK ?
Word Choice	
Are action verbs or nouns (key words for scannable resumes) used?	
Are inappropriate jargon and abbreviations avoided?	
Is the language clear and straightforward?	
Mechanics	
Are there any errors in spelling, grammar or punctuation?	
Are there any typographical errors?	
APPEARANCE	OK ?
Layout	
Is the resume appealing and easy to read?	
Does it use headings effectively?	
Does it use white space, indentation, underlining, capitals effectively?	
Does it have a professional look?	
Consistency	
Are layout features—headings, spacing, font—consistent throughout?	
Is the wording consistent throughout?	

References

A reference is someone who can attest to your ability to perform a task, substantiate your training, document your measurable results and/or confirm your qualifications. Some employers prefer to contact references by phone rather than by letter.

List 6-8 people who would agree to be a reference for you. Use previous supervisors, professional acquaintances, teachers, etc. You may be asked to include both personal and professional references. If you use a personal reference, make sure they are employed, and preferably in a responsible position. Personal references should not be members of your family. Supervisors, coworkers and teachers are persons to consider when assembling references.

For people who will not be physically available (moving to another location, overseas, retired) ask them to write a letter of reference for you. Make certain letters are written on letterhead from a company.

Never relinquish an original letter of reference, always supply a copy.

Always ask permission to use a person as a reference. Give a copy of your resume to each reference. Make sure you know how each person wants to be contacted. Have current phone numbers. Recycle the list if you send it out several times.

Remember to add your list of references to your career catalog. Type your list in advance so you can mail it out upon request.

Different Ways To Send A Resume

Once the resume content has been determined, the next important step is to determine which method of delivery will be required. It is the goal and responsibility of the applicant to meet the employer's expectations. The procedure may be stated in the job announcement. A quick call to the employer may answer the question.

The following information will describe the different ways in which resumes and cover letters can be sent in to an employer. This will enhance the speed in which you can deliver the resume to the employer in the most 'appropriate' and preferred form.

The most traditional ways in which resumes are sent are by post office or express mail delivery. The electronic methods include:

- Fax
- E-mail as an attachment or inserted as text
- Electronically generated forms supplied by the company

Each has advantages and disadvantages.

E-mailing Resumes

Pay close attention when submitting a resume online. Applying for job openings online is a great way to find a wider base of job openings, but there are several techniques and tips for doing this effectively.

- You can search a company directly. They will often have you fill out an application online and then have you submit a resume. Most large companies even have a resume builder on their web site. For this information look under "employment," "occupations," "jobs" or "careers."
- You can create a resume with a word processing program and then cut and paste it into the body of an email to submit. Realize that it will often not look the same after you have pasted it into the site. Try to use basic fonts such as Times Roman that are somewhat universal to all systems. Bullets frequently create random spacing, so it is best to leave them out. Text can automatically be left justified and make the beautiful resume you created look unorganized and messy. Bold rarely transfers. You need to look at the text after it is pasted and correct it carefully before submission. Companies may ask that you submit a resume directly through email. Some job search sites will not accept attachments. Be sure that you are submitting your resume in the format preferred by the employer.
- Recognize that many postings on the Web are from headhunters who will contact you if they feel your resume is significant in terms of placement potential. In this situation, it will be impossible to determine the company to which you are applying.
- Keep in mind that submitting resumes online requires the same concentrated effort in terms of targeting information, researching the company and focusing on the specific job description. A well-written resume is just as important here as when faxing or sending through the mail.

Scannable Resumes (For Informational Purposes since most Armenian Employers do not request this type of Resume)

Some larger companies may have a scanner system to read resumes. Its function is to change the resume printed on paper into an electronic format. The information or 'data' can then be processed, compared, assessed or extracted as needed to determine if the applicants are qualified. This is primarily used as a screening technique. Special formatting and keyword or skill sets are required for maximum success.

Scannable resumes are used by companies as a method to determine qualifications compared to their database. The format allows the employer to search for key words contained in your resume. The resume writer needs to research and gather information from sources that use specific job descriptors, personal traits and experiences. Use job announcements, industry publications and other profiles which would meet the companies standards, jargon and criteria for that position.

7 Points To Keep In Mind When Creating Scannable Resumes

1. Your name should be the first item on a scannable resume. Scanners will file resumes under first line information.
2. Use nouns: production scheduling, network management, etc., more than verbs: organized, scheduled, maintained, etc.
3. Minimize the use of abbreviations and jargon.
4. Always send originals. Use a laser printer whenever possible. Do not use dot matrix.
5. Do not fold a scannable resume, do not use staples, and avoid compressed space between letters. Use standard sized business paper, no legal or other odd sizes.
6. Use “fine mode” when faxing instead of “regular.”
7. Some employers will ask that you send your resume as a text file, or inserted into the body of an e-mail message. To accomplish this, save your resume in ASCII text format.

Sample of Scannable Resume;

Bagrat Tonoyan
20 Mashtots Str. Apt. 44
Yerevan, RA 0001
(37410) 45-67-89

OBJECTIVE

Position as an elementary education teacher in Nor Nork District
Secondary School

SKILLS

Over 12 years of teaching experience
Curriculum designer and teacher for a large organization
Proficient in teaching culturally diverse populations
Bi-lingual: Spanish and Russian
Teaching Certificate
Team-teacher orientation

EXPERIENCE

Lead Trainer
Armenia Army
19XX-20XX

Trained 1200 military personnel
Handled personnel inquiries and complaints
Served as mediator between conflicting parties
Maintained personnel relations
Assisted with adjustment, benefit, health, and personnel
issues

Assistant Teacher
Ijevan Elementary School
19XX-19XX

Assisted in the design of curriculum and lesson plans
Taught math, science, english/spelling and geography
Instructed typically developing and special needs children
Consulted with students' parents

CONDUCTED SPECIALIZED TRAINING TO INCLUDE

Adult/Child CPR Certified Stress Management
Management and Leadership
Cultural Diversity and Awareness

EDUCATION

19XX Yeervan State Pedagogical University Diploma of a Secondary School Teacher

PROFESSIONAL ORGANIZATIONS

Parent Teacher Association Member for Ijevan
National Association for the Education of Young Children

Ways to Market Your Resume

Once you complete your resume, you can start sending out your marketing document. There are many ways to look for jobs and market yourself. Use AS MANY as are appropriate for you.

Remember you have a product to sell - yourself! The best way to do that is to use every available method that is right for you to distribute your resume. What methods will be best for you will be based on your

career objectives, the position you want, the industry you're targeting, the geographic location and your salary requirements.

- **Networking:** Networking is the key to a successful job search and the number one method that people get jobs. Talk with anyone who may know of an opportunity that would be right for you: friends, colleagues, neighbors, relatives, etc. You may also want to join a professional association that is related to the career field you wish to work in. Many times these associations have regional meetings specifically for networking.
- **Personal Referrals:** Personal referrals are another great marketing strategy. Personal referrals open doors that may not be accessible to everyone. So, if you know an individual who is employed in a company that you wish to work for, ask them to talk to the appropriate hiring manager and submit your resume.
- **Job Fairs:** Job Fairs are a great way to meet potential employers. Instead of cold calling or surfing the Internet, job fairs offer the chance to chat with hiring managers in person and pass around your resume.
- **Targeted job search campaigns:** This is where you send your resume directly to recruiters or hiring managers working in the industry or company you want to work for. You must be careful to select the right recruiters, which can be done through networking or research online.
- **Professional Associations:** There are hundreds of professional associations for a variety of industries and career specialties. Do your research and find out the professional associations in your field. Many have websites and publications that post available jobs. Many hold national conferences and local “chapter” meetings which are great networking venues.
- **Newspaper Ads:** Responding to job ads in print advertisements is another method. If you see a job ad in a newspaper, professional association journal or other job announcement publications that you are qualified for, send them your resume. These ads are usually time sensitive so don't wait.
- **Posting your Resume Online:** Many sites such as monster.com and careerbuilder.com (there are a multitude) allow you to post your resume on their sites for free. Employers then search for suitable candidates who meet their job qualifications. Many jobs sites give you several options how to post your resume. You will either be able to develop an online resume using their system, upload it in a Word Document or cut and paste it into the website.
- **Responding to Online Job Postings:** Responding to online job postings is another option, especially with the explosion of online job posting sites such as monster.com and careerbuilder.com. Remember that networking and personal referrals are the number one way that most people find jobs, so only use this as one of your job search methods.
- **Corporate Web Sites:** Employers are using the internet more than ever to direct applicant flow. Many companies accept resumes and/or have resume builders directly on their own employment sites.
- **In Person Cold Calls:** This is where you go door to door to companies to look for work. This method depends mainly on luck and being in the right place at the right time. Very time consuming, it is not considered a very effective or productive method, but it does work from time to time.

In Summary, Resumes:

- Speak for you when you're not there
- Serve as a marketing tool
- Must highlight your ability to do the job
- Should result in you getting an interview

3.10 WRITE COVER LETTERS

What to Know

The purpose of a cover letter is to introduce yourself and sell the employer on how well your specific skills, abilities and attributes match the organization's needs. It is critical that you take the time to prepare a creative, hard-hitting cover letter that gets the attention of the reader immediately. This is the first document a potential employer will see about you and it has to do much of your initial marketing. The cover letter is a chance to "speak" to the reader or the interviewer. By developing skills- and achievement-oriented letters, you will give yourself a competitive edge. Each letter needs to be individually developed for each position.

What to Do

All effective cover letters have three main parts.

- They identify the specific job and how you learned about it.
- They match your skills, training, and experience with those required for the job, using your specific knowledge of the company.
- The last line should emphasize your interest in the job and indicate your plan for follow-up.

Cover Letter Guidelines:

1. The cover letter should not repeat your resume.
2. Use standard business letter format.
3. Type the letter on bond paper that matches your resume.
4. Proofread carefully. Make sure that there are no typographical errors (typos) and that the proper grammar was used.
5. Sell yourself! Make the reader want to speak with you. Be formal, polite, honest, and assertive.
6. Keep the letter to a page or less.
7. Sign and send the original. Keep a copy.
8. Address the letter to the hiring authority and include their title. If you are answering an ad that does not give a person's name, call the company and find out to whom it should be addressed. If you cannot get a specific name, start the letter with "Dear _____(manager of department/title of position)."
9. Do your homework on the company. (Refer to the section 3.4, Research Companies).

NOTE: As you work on your own cover letters, use the sample letters on the following pages as a guide.

General Outline For A Cover Letter

Your Name
Your Street Address
City, State, Zip Code
Your Phone Number
Your E-mail Address

Date of Letter

Employer's Name
Employer's Title
Company Name
Street Address
City, State, Zip Code

Dear [Employer's Name]:

INTRODUCTION PARAGRAPH: You want to tell the reader why you are writing and name the position or department for which you are applying. You also want to capture the reader's attention. Mention how you heard about the organization or the opening. Name someone you and the reader know in common or someone in the company that knows you. Show you have done some research on the company by talking about new projects the company has taken on, the particular management philosophy they use, or citing something you have read about them.

BODY: In this section you want to build a connection between your background and the company's needs. If you have any directly related experience or education, summarize it here so the reader can look for it in your resume. If you have skills or accomplishments that relate to the job, mention them here. You are effectively summarizing your skills as they relate to the company research you have done. Be sure to do this in a confident and positive manner.

CONCLUDING INFORMATION: Indicate your interest in the job. Tell the reader you will be calling to follow up. State you look forward to being able to discuss your background in an interview. Thank the reader for his/her time and consideration. Do not mention your unavailability—if you will not be available until three months from now, the cover letter is not the appropriate time to convey that information.

Sincerely,

Signature

Sample Cover Letter

Rima Petrosyan

23 Ulnetsi Str.
Yerevan, RA 0001
(3710) 26-11-11

September 15, 20XX

Mr. Simonyan
Human Resources Manager
Grand Candy Company.
48 Arshakunyats Str.
Yerevan, RA

Dear Mr. Simonyan:

I am applying for the position of translator in response to your ad in the *Gind Newspaper* on September 14.

I was particularly attracted to this position because of my interest in international affairs, travel, and the opportunity to use my language skills. This seems a perfect opening to combine my twenty-year career in the military with a possibility for an exciting future with Grand Candy Company.

I have an excellent command of both the Russian and English languages, as well as international exposure through my career travels and self-education.

I believe I would be a good candidate for your position as translator and as we agreed upon, I will call you Thursday to follow-up. Thank you for your consideration.

Sincerely,

Rima Petrosyan

Enclosure

Sample Cover Letter

Petros Duryan

9 Charents Str. Apt. 15
Armavir, RA
+374-23-6-14-49

September 15, 20XX

Mr. Adamyan
Chief Executive Officer
Armavir Hospital
1 Shahumyan Str..
Armavir, RA

Dear Mr. Adamyan

It was a pleasure to attend the Armavir Hospital Shareholders meeting last week.

After the meeting, I introduced myself to you and expressed my excitement following the company as a shareholder and now my desire to work directly for Armavir Hospital.

During the question period, I asked if the company had any plans for the treatment of breast cancer. The treatment of this disease and others by the activation and restoration of the immune system with the immune or regulatory drugs created at Armavir Hospital is of particular interest to me.

I would be thrilled for the opportunity to contribute to the work your hospital is doing in this field.

Enclosed is my resume which you kindly requested. Thank you very much for your interest and I look forward to hearing from you soon.

Sincerely,

Petros Duryan

Enclosure

Sample Job Fair Follow-up

Tigran Badalyan
123 Khanjyan Str.
Yerevan, RA
Tbadalyan@email.com

April 10, 20XX

Mr. Vardanyan
Human Resources Specialist
“Armenia Diamond” CSC
12 Saryan Str.
Yerevan, RA

Dear Mr. Vardanyan:

I was so pleased at the opportunity to meet you this past Thursday at the Chamber of Commerce Job Fair. Your remarks to the group were memorable and rich with implications for area businesses.

As we discussed on Thursday afternoon, I have just relocated to the Yerevan area and seek a management position in the diamond industry. Your firm’s expansion sounds like a great opportunity for me to contribute to the growth of a successful diamond company. I have twenty-two years of experience in management and supervision with a variety of jewelry companies doing business internationally. Furthermore, I have specialized computer training that will be useful in tracking your company’s production, budget, and performance. I feel my skills and experience are a perfect match for the management position you described to me during our conversation.

I look forward to talking more about opportunities at “Armenia Diamond” CSC. I will call on Wednesday to set up an appointment with you to discuss these items further.

Most Sincerely,

Tigran Badalyan

Enclosure

IV. INTERVIEWS

OBJECTIVES: *The lessons in this chapter prepare you to:*

- Interview
- Take employment tests
- Present your 30-second commercial
- Prepare for interviews
- Dress appropriately for interviews
- Sharpen listening skills
- Interpret body language
- Answer questions
- Ask questions of the employer
- Evaluate the interviews
- Analyze a rejection subsequent to an interview

4.1 UNDERSTAND THE INTERVIEW PROCESS

What to Know

The purpose of all interviews is to find the best person for the job. However, interviews can be conducted in different ways. Interviewing is a two-way process.

The Interview

1. An individual interview is like an in-depth conversation. The interviewer may be the person who will be your supervisor. Hiring decisions are often made based on this type of interview. Count on discussing your skills, experience, training and how they all relate to the duties and opportunities of the job. There will usually be time for you to ask questions. You must sell your:
 - skills; interest; and
 - enthusiasm, as well as understanding of the job.
2. A panel interview is frequently used by government agencies and companies filling a professional or managerial position. Usually three or more people sit on the board, and all candidates are asked the same questions. A selection board interview usually involves more structured questions than an individual interview, and generally does not include a discussion of salary and benefits. The process can be stressful because you have to answer questions from several people. Be sure to make eye contact with everyone on the panel. When answering a question, it is especially important to make eye contact with the person who asked the question.
3. The phone interview is another strategy that some employers use. In this situation, the hiring manager or selection committee interviews job applicants over the telephone as a screening technique. Phone interviews are used to take a first round of cuts to the applicant pool. If the employers are interested in candidates they will then schedule face-to-face interviews. Remember, as soon as you pick up the telephone you are making an impression.
4. Stress interviews are another format that some employers, frequently law enforcement organizations, use to evaluate candidates. The interviewers' job is to intimidate you. They want to find out how you handle stress. The rationale behind the tactic is that if you're unable or unwilling to handle conditions of imposed stress, it's unlikely you'll have the ability to maintain your composure under conditions of real stress. In response to this tactic, it's important that you don't react defensively, but instead remain calm and respond appropriately.
5. The observational interview format may be used by an employer. In this format, the candidate is asked to demonstrate his/her abilities with some of the skills required for the position. This may include giving a demonstration of public speaking ability, answering telephone calls, or operating a piece of equipment while the interviewer observes your performance.

Interview Stages

Most interviews break into four stages. The better you understand each stage, and what is expected of you, the better your chances of being selected.

- 1. Introductory Stage:** The interviewer forms an initial impression that can contribute to acceptance or rejection. The decision to hire is not made at this stage, but it begins here. Remember, you never get a second chance to make a first impression!
- 2. Employer Questions:** The interviewer tries to determine how well your attitude and skills fit with the company image and work culture. The interviewer is trying to match your specific skills and abilities to the job.
- 3. Applicant Questions:** The interviewer is trying to determine your level of interest in the job and your degree of knowledge about the company. This is the time to clear up uncertainties.
- 4. Closing Stage:** The interviewer will draw the session to a close. If you are sure you want the job, make your intentions clear at this time.

Following are some examples of how you may conclude an interview. As you read the examples, remember, assertive is okay, aggressive is not!

“Mr. Baroyan, is there anything that I didn’t cover that you’d like me to?”

“After meeting with you, I’m even more convinced that I’d be a good fit for this position.”

“Ms. Danielyan, when do you plan to fill the position?”

They will usually tell you. If so, you can politely suggest you will call that day.

“If you don’t mind, I’d like to call you on that day to find out what my status is.”

“Would it be OK if I called then to check the status of the position?”

Usually the hiring authorities for the position will confer before anyone is offered a job. So, do not expect a decision to be made about the position immediately.

What to Do

Remember, interviews are about sharing information. Your responsibility is to focus the interview on a match between your skills, knowledge, and experience and the company’s needs.

4.2 TAKE EMPLOYMENT TESTS

What to Know

Some companies give employment tests as part of the interview process. The tests usually are related to aptitude, basic skills, or attention to detail. Usually they have been normed against people who work in similar positions and have taken the test. The tests help the employer determine if you are likely to be a good fit with the company and the job.

Usually your test scores will be in points that are added into a total rating score that is based on your resume, cover letter, references and your interview. Examples are:

- Keyboarding
- Work Samples
- Physical Agility
- Personality

What to Do

The following is a set of suggestions to use as you take employment tests. Read and consider each suggestion.

1. Read and/or listen to directions carefully.
2. Take the tests seriously.
3. Try to relax while taking the test.
4. Skim the entire test before you start to be sure you know what it is about.
5. Read each question carefully and completely before you begin to answer it.
6. Ask if there is a penalty for guessing answers you are not certain about. In general, if there is a penalty, do not guess unless you can narrow the answer to one of two possible choices.
7. If the test is timed—and many are—ask how the test is being scored to know if accuracy or completion is more important.
8. Write your answers clearly. You cannot get credit for anything that is not readable.
9. Use your time wisely. Do not linger too long on any one question. If you do not know the answer, skip to the next item.

Don't get screened out! Employers generally use applications to make the first cut in screening applicants.

4.3 YOUR 30-SECOND COMMERCIAL

What to Know

The 30-second commercial is a statement to describe the skills and services that you have to offer an employer. It is essentially a brief monologue that sells your professional abilities and reflects your ideal job profile.

What to Do

Choose a combination of the following components that will comprise your pitch:

- Greeting**include your first and your last name
- Experience**accumulated experience in your specific industry and jobs
- Areas of Expertise**.....your major job functions and skill categories
- Strengths**specific skills that you possess
- Accomplishments**specific accomplishments that emphasize your strengths
- Professional Style**traits and characteristics that describe how you perform your job
- Job Search Strategy**...what you want to do with your experience

Examples of these components:

- Greeting** *Hello, my name is _____.*
- Experience** *I'm an experienced _____.*
- Areas of Expertise** *Or I have ___ years of experience in the _____ industry with expertise in _____, _____ and _____.*
- Strengths** *My strengths are _____, _____ and _____.*
- Accomplishments** *I have been recognized for _____.*
- Professional Style** *I'm _____, _____ and _____.*
- Job Search Strategy** *I am interested in expanding my experience into _____.*

My 30-second commercial:

4.4 PREPARE FOR INTERVIEWS

What to Know

- A successful interview begins with homework and preparation.
- Your responsibility is to know as much about yourself and the company before you walk into the interview.
- Research the company as much as you can before your interview. Some ways that you can get information about the company include the Internet, asking family and friends who are familiar with the company, asking someone who works there, and researching trade publications.
- Planning and preparation makes you confident and will help you perform in the interview.
- Practice, practice, practice your answers to common interview questions.
- Some questions that you may be asked include:

What are your strengths as an employee?

Why did you leave your last job?

Where do you see yourself in 5 years?

What are you looking for in a job?

Why are you interested in our company?

What to Do

Your chances of getting the job are zero if you don't know what you want. You must also know a few things about the company before the interview. Use the guidelines on the following page to prepare for the interview.

GUIDELINES FOR INTERVIEWS

Be Prepared

- Anticipate possible questions and practice answers to each of them.
- Research the company before the interview.
- Prepare questions to ask in the interview.
- Do a dry run going to the interview location before the day of your interview. Make sure you know how to get there, where to park, and how much time to allow for traffic.
- Get a good night's sleep before the interview.
- Review your research.
- Get up in time to shower and dress carefully.
- Know the name(s) of the interviewer(s) and how to pronounce them correctly.
- Leave for the interview with plenty of time to spare.

Look Good

- Go to the interview neat and clean.
- Dress conservatively and comfortably.
- Avoid heavy makeup and trendy or flashy clothes or jewelry.

Be Punctual

- Arrive 15 minutes ahead of schedule.

Be Aware of Body Language

- Turn off electronic devices (cell phone, pager, etc.).
- Offer a firm handshake.
- Stand or sit erect but comfortably.
- Sit down only after offered a chair.
- Lean forward in your chair and relax.
- Don't fidget.
- Use eye contact, but don't stare.

Carry A Portfolio

- Show the interviewer that you planned ahead.
- Bring all necessary information:
 - pad and pen
 - a calendar
 - a completed Master Application Worksheet
 - several copies of your resume
 - a copy of the application form
 - letters of recommendation
 - samples of work (if appropriate)
 - your notes on the company
 - your questions to ask the interviewer
 - correspondence from the company
 - reference list/letters of reference

Be Enthusiastic

- Have a positive attitude in the interview.
- Be friendly, but not casual.
- Be professional and courteous to everyone.
- Don't be negative about anything!
- Sell yourself—the difference between bragging and self-confidence is enthusiasm.
- Use eye contact and voice expression to your benefit.

Say Thank You

- At the end of the interview, thank the interviewer for the time.
- Follow-up with a brief thank you note that:
 - reviews points brought up in the interview, and
 - adds ideas you forgot to mention.

Smile

- Do not grin, but smile as you would in any conversation.

4.5 DRESS FOR SUCCESS

What to Know

You should look your best when you go to a job interview. Dress one step above the dress required for the job. You only get one chance to make a first impression, so make it a good one. Remember, first impressions are formed when the interviewer first sees and greets you. You need to look professional, confident, and competent.

To help you decide what to wear to an interview, visit the company and notice what people are wearing. Make sure your interview clothes are appropriate for the job you are applying for and for the location of the interview. Do not wear a suit to an interview at a construction site, and do not wear jeans and a sport shirt to an office setting. You will find differences in the way people dress depending on the industry they work in. It is always better to find yourself over-dressed than under-dressed for an interview.

Try to think ahead to the interview. If there is a possibility you will be required to perform a task, make sure you are prepared. For instance, if you are applying for a job as a welder, you may be asked to demonstrate your skills on the spot. You should have your work clothes and tools available at the interview.

Guidelines

Dress For Men

Use the following list to check yourself prior to an interview. You may want to seek an opinion from someone in the field in which you are interviewing.

- Hair should be trimmed, neat, and clean. Have a clean shave. If you wear a beard or a mustache, be sure to trim neatly.
- Wear glasses with up-to-date frames and clear lenses. Do not wear sunglasses with dark tints or mirrors.
- Wear no more than one ring on each hand and a watch. Cover or remove any body piercings.
- Depending on the position you are applying for wear:
 - A navy blue or gray suit, single breasted; white or pinstripe dress shirt and a matching silk tie; or
 - Navy blue or gray jacket; coordinated gray, tan, or charcoal slacks; white or pinstripe dress shirt and coordinating silk tie; or
 - White, pastel, or pinstripe dress shirt and conservative tie; coordinated navy blue, gray, charcoal, or brown dress pants; or
 - Plain sports shirt; coordinated navy blue, gray, charcoal, or brown slacks; or
 - Clean sports shirt and clean casual pants.
- Tip of the tie should come to the center of belt buckle.
- Belt should show no signs of wear or weight gain/loss; should match shoes.
- Nails should be cut short, filed and clean.
- Clean and polished conservative dress shoes with dark socks. Work boots may be appropriate for some job interviews. No loafers or tennis shoes.
- Minimal or no aftershave, perfume or cologne, no strong smelling deodorants, and no smoking.
- No gum, candy, or other objects in your mouth.
- Carry a good leather or leather-like portfolio or slim briefcase.

Guidelines

Dress For Women

Use the following list to check yourself prior to an interview. You may even want to seek an opinion from someone in the field in which you are interviewing.

- Clean hair, short or tied back and professional.
- Makeup should be simple. Avoid bright colors or too heavy an application.
- Wear glasses with up-to-date frames and clear lenses. Do not wear sunglasses with dark tints or mirrors.
- Simple earrings, not dangling; a pin or a necklace and a watch; no more than one ring per hand; no more than one bracelet.
- Job experts and employers are split on the notion of pantsuits, so a skirted suit is a safer choice.
- Depending on the position you are applying for, wear:
 - A seasonal business suit in solid color or conservative pattern with tailored or pleated skirt; blouse in a complimentary solid color such as white, cream or pastel; skirt should come to the knee; or
 - Jacket in solid color or conservative pattern; coordinating blouse and tailored or pleated skirt in appropriate length; or
 - Tailored blouse, preferably with long sleeves, in white, cream or pastel; coordinating tailored or pleated skirt in solid color or conservative print or pattern and appropriate length.
- Nails should be short to medium length; manicured with light or clear polish.
- Medium heel pumps, no open toes or backs; no scuffs or nicks in heels; do not wear flats.
- Stockings or pantyhose should be flawless (no runs) and conservative in color. Wear them even in the summer.
- Minimal perfume or cologne, no strong-smelling deodorant, and no smoking.
- No gum, candy, or other objects in your mouth.
- Carry either a good leather or leather-like portfolio or purse—not both.

4.6 SHARPEN LISTENING SKILLS

What to Know

Listening to the interviewer is as essential as talking honestly and openly about your skills and abilities. Concentrate on what is being said and how it is said, rather than on how you are doing. By listening to the interviewer's statements, comments, and questions, you can get a better understanding of the organization and what it would be like to work there. Moreover, in some interview situations, especially managerial interviews, you will be evaluated on your listening skills.

The phrase *listening skills* sometimes surprises people because most people view listening as a natural process rather than a skill. People with this opinion unfortunately have confused the word hearing (a passive activity) with listening (an intentional act that requires skill). Following are some techniques and guidelines that you can use to become a better listener.

What to Do

1. If distractions are a problem in an interview, you can control them in the following ways:
 - If the distraction is external, control it by focusing your concentration.
 - If the distraction is internal (inside your head), control it by reminding yourself to pay attention and try to relax.
2. Paraphrase the interviewer's comments by restating the main idea or content to:
 - check and clarify accuracy;
 - let the interviewer know you understand; and
 - encourage more discussion.
3. Focus on key words, main ideas, and examples to help you retain important points.
4. Ask questions if you do not understand what the interviewer is saying or asking. Do not pretend to understand if you do not understand.
5. Take notes only if it will not distract you from the conversation. Write them in a list or outline form. Always ask the interviewer's permission before taking notes.
6. Make sure you understand what you are being asked.

4.7 INTERPRET BODY LANGUAGE

What to Know

In a job interview, the interviewer will judge you on how you look and how you act, not just on what you say. Your actions, manner, and appearance add up to your body language. They give nonverbal information about your work-related skills, attitudes, and values. In fact, often nonverbal cues are just as important as verbal information in determining who gets hired. After all, everyone the company interviews will probably be qualified for the job. You want to appear to be more qualified than everyone else.

Below are a number of critical nonverbal issues. Familiarize yourself with the positive actions and appearances and use each to your best advantage.

What to Do

1. Dress for success by following the preceding guidelines. The way you look is the first nonverbal message you send.
2. Offer a firm, warm, whole-hand handshake. Shake hands with both men and women the same way. You wouldn't give men and women different salutes, so don't shake hands differently. Practice your handshake before the interview.
3. Make eye contact with the interviewer(s). Your eyes are your most powerful communication tool. Many interviewers use your eye contact to look for enthusiasm, sincerity, and for possible inconsistencies in your responses. If you use natural eye contact, the interview will become more like a conversation between acquaintances, and you will get over some of your nervousness.
4. Sit up straight, but not stiff, and lean forward toward the interviewer, ever-so slightly. Good posture will help you listen and make you look interested.
5. Use natural gestures. If you normally use your hands to gesture as you talk, do so in the interview. Gestures help you relax, convey enthusiasm and release nervous energy. One caution here: Avoid nervous gestures such as drumming your fingers, playing with a pencil or cup of coffee, jingling the change in your pocket, tapping your foot, swiveling in your chair, etc.
6. Speak clearly, and not too fast. Expression is a powerful way to show enthusiasm. Do not speak in a monotone voice. Allow your volume to rise and fall and pronounce words clearly. Use good grammar and think before you speak. The interviewer will assess your communication skills based on how clearly you express yourself.
7. Your face conveys your attitude, and reinforces what you say. Avoid frowning. Frowns are an intimidation factor—you don't want to intimidate the interviewer. Smile naturally.
8. Remain attentive and eager to listen. Reinforce the interviewer's comments with nods just as he or she does with you.
9. Notice the nonverbal cues of the interviewer. The interviewer's facial expressions will let you know how well they are listening. If the interviewer seems not to be paying attention, shorten your answers, use an example, or ask a question. If the interviewer gives indications that the interview is almost over, help bring the session to an end.

According to researchers, 65% of the meaning in an interaction is conveyed nonverbally. *Birdwhistell, R. (1955) Background to Kinesics. ETC., 13, 10-18.*

4.8 ANSWER QUESTIONS

What to Know

Most interviewers ask similar questions during job interviews. These questions relate to how your skills, knowledge, training, and work experience fit the job opening in the company. Unfortunately, many job hunters do not expect the questions, and do not practice their answers before an interview. As a result, applicants may not present their strongest assets. It is difficult to give good answers to questions on the spur of the moment. If unprepared, the simplest question can throw you off balance.

You can improve your chances for success if you practice answering questions. Read the following questions, write down your own personal answers, and practice your answers out loud. Then, when an interviewer asks one of the questions, you'll be ready.

As you read the questions and begin to develop your own answers, use the following ideas:

1. Keep your answers brief, but be certain you answer the questions thoroughly.
2. Use evidence, examples, data and anecdotes to illustrate your points.
3. Think about your answer before you start to speak. It is okay to pause and collect your thoughts, and then give your answer. Try to relate your response to the position for which you are applying.
4. Remember, most questions have more than one purpose. As you develop your answers, think about the match between your skills and the company's needs.
5. Every chance you get, explain how you would go about doing a job rather than just saying you can do it. Do not volunteer information you are not asked for—you might talk yourself out of a job.

TOUGH QUESTIONS AND TOUGH ANSWERS

The following list of questions and answers that may help you prepare for your interview.

- 1. Tell me about yourself;** Be thorough, but brief. Talk for no more than two minutes. Be logical. Be positive. Discuss your education and professional achievements and goals. Then briefly describe your qualifications for the job and the contributions you could make to the organization. Refer to the 30-second commercial in section 4.4.
- 2. Why are you leaving your current position?** This is a critical question. Do not bad-mouth previous employers. Don't sound too opportunistic. It is good to state after long personal consideration you wanted an opportunity to expand your background/knowledge. You feel your chance to make a contribution at this time is very low due to company restructuring. Use this as a chance to score points.
- 3. What do you consider your most significant accomplishment?** This can get you the job. Prepare extensively. Tell a brief story, which includes details and your professional involvement. The problem, action, resolution (PAR/SAR) organization works well here. Describe a situation that presented a problem, detail what actions you took to resolve it, and discuss what the resolution was. This should be an accomplishment that was truly worth achieving. Some aspects that you could discuss include: hard work, deadlines, overcoming obstacles, important company issues and relations with coworkers.
- 4. Why do you believe you are qualified for this position? Why should I hire you?** Pick two or three main factors about the job and about you that are most relevant. Discuss for two minutes, with specific details. Select a technical skill, a specific management skill (organizing, staffing, planning) and a personal success story.
- 5. Have you ever accomplished something you did not think you could?** Show you are goal-orientated, have a strong work ethic, personal commitment and integrity. Provide a good example where you overcame numerous difficulties to succeed. Prove you are not a quitter and you'll get going when the going gets tough.
- 6. What do you like/dislike about your current position?** Interviewer may be trying to determine your compatibility with the open position. Stating you dislike overtime or dislike specific details or that you dislike "management" can cost you the position. There is nothing wrong with liking challenges, pressure situations, opportunity to grow, or disliking bureaucracy.
- 7. How do you handle pressure? Do you like or dislike these situations?** High achievers tend to perform well in high pressure situations. Conversely, this question also could imply that the position is pressure-packed. If you perform well under stress, provide a good example with details, giving an overview of the stress situation. Try to relay the situation as a challenge rather than focusing on your ability to handle pressure. The interviewer will see you turn a negative into a positive situation
- 8. Good employees can take the initiative and get the job done. Can you describe yourself in terms of this statement?** A proactive, results-oriented person does not need constant supervision. To convince the interviewer you know how to take initiative you must describe a situation in which you were self-motivated. Try to discuss at least one example in depth. Demonstrate a strong work ethic and creativity.

- 9. What is the worst or most embarrassing aspect about your career? How would you have done things differently now with 20/20 hindsight?** This is a question to find out if you are introspective and if you learn from your mistakes. The right answer indicates an open, flexible personality. Do not be afraid to talk about negative results or problem issues, particularly if you have learned from them. Dynamic, high-performance individuals learn from mistakes. End your story on a positive note.
- 10. How have you grown or changed over the past few years?** To discuss this effectively is indicative of a well balanced, intelligent individual. Maturation, increased technical skills, or increased self-confidence are important aspects of human development. Overcoming personal obstacles or recognizing manageable weaknesses can make you an approachable and desirable employee.
- 11. What do you consider your most significant strengths?** Know four or five key strengths. Be able to discuss each with a specific example. Select those attributes that are most compatible with the job opening. Most people mention management ability or good interpersonal skills in response to this question. If you can not describe the specific characteristics of management, such as planning, organizing, budgeting, staffing, etc., do not say you have strong management skills. If you mention interpersonal skills you should be able to clearly explain what you mean.
- 12. What do you consider your most significant weakness?** Show by specific example how a weakness can be turned into strength. Balance any negative with a positive statement. Example: “I tend to be a too detail oriented which has resulted in deadlines being missed. I have learned to manage my time better so that the right amount of attention to details and deadlines is accomplished”
- 13. Deadlines, frustration, difficult people and silly rules can make a job difficult. How do you handle these types of things?** If you can't deal with petty frustrations you'll be seen as a problem. You certainly can state your displeasure at the petty side of these issues, but how you overcome them is more important. Diplomacy, perseverance and common sense can often prevail even in difficult circumstances. This is part of corporate environment and you must be able to deal with it on a regular basis.

ADDITIONAL QUESTIONS

14. **What kind of work are you looking for?**
15. **What do you know about our company?** (This is your opportunity to shine with the amount of research that you've done. If you have contacts in the company this is a good time to do some name dropping.)
16. **What can you do for us that someone else cannot?**
17. **What things about your previous jobs have you disliked?**
18. **What goals have you set recently?**
19. **Where do you expect to be in five years?**
20. **What do you think of your supervisor?**
21. **What does your supervisor think of you?**
22. **What do your subordinates think of you?**
23. **How did previous employers treat you?**
24. **What is your management style (democratic, team player, etc.)?**
25. **Would you describe a few situations in which your work was criticized?**
26. **What are your two biggest accomplishments in:**
 - a. your present or last job;
 - b. your career so far?
27. **How long would it take you to make a contribution to our company?**
28. **What do you expect as a starting salary?**
29. **Tell me about yourself:**
 - a. Are you creative? Give an example.
 - b. Are you analytical? Give an example.
 - c. Are you a good manager? Give an example.
 - d. Are you a leader? Give an example.
30. **I have interviewed several people with more experience. Why should I hire you instead of them?**
31. **What jobs have you held? How did you get them and why did you leave?**
32. **Why did you choose your field of work?**
33. **How do you spend your spare time?**
34. **What personal characteristics do you feel are necessary for success in your chosen field?**
35. **Do you prefer working with others or by yourself?**
36. **What kind of boss do you prefer?**
37. **Can you take criticism without getting upset?**

Situational Questions

You also need to think about “What if . . .” questions. These can be difficult to answer. For instance:

“What would you do if your supervisor told you to do something illegal?”

Use common sense. These types of questions need answers based on your knowledge, experience and personal values. Consider what the employer wants to hear. A calm approach is best. Don’t rush into an answer. It is better to cushion your answer. For example: *“One thing I might consider doing, would be . . .”* If the interviewer does not like your solution, you can consider a different approach.

Another situational question might ask for an example of how you had to deal with a difficult situation. The interviewer might ask you to describe a time when you had to deal with a difficult supervisor, co-worker, or customer. You should highlight your contributions and keep your answer relevant to the job you are interviewing for.

Another area of difficult questions may concern your family responsibilities, age, health or other personal information. They are not always fair questions and may be illegal, but you need to be prepared to deal with them. You may choose to deal with these type questions by refusing to answer, in which case you will probably not be hired. Another response could be: *“If you can tell me how that relates to the position, I would be happy to answer the question.”* You must make the decision about how to answer based on how much you want the job.

An interviewer will form opinions about whether you are:

- Mature
- An initiator
- Emotionally stable/even-tempered
- Thorough
- A team worker
- Self-confident
- Tactful
- Assertive
- Adaptable
- Conscientious
- Tough minded
- A hard worker
- Self-disciplined
- Honest and sincere

Guidelines for Salary Questions

1. Do not mention money or benefits until the interviewer brings it up, or until an offer has been made.
2. Give the amount as a range, for example 60.000AMD to 69.000AMD rather than saying 63.000 AMD. A range gives room to negotiate.
3. You can find out a realistic salary from researching the occupation. Check the Internet for salary information. Another resource for information might be the local state job service.
4. Sometimes an employer will bring up salary early in an interview. If you are not ready to discuss this question simply say:

“Before I can give an answer to the salary question, I would like to know more about the position.”

5. The best time to discuss the salary and benefits package is after you have a job offer, when you are in a much better bargaining position.
6. Remember, there are many benefits to a job besides salary, such as:
 - opportunities for advancement and training
 - benefits, i.e. parking, transportation, tuition reimbursement, childcare onsite, fitness center, health insurance, etc.
 - good working conditions
 - good hours, flexible scheduling, etc.
7. If possible, wait until you find out about the benefits and are offered the job before you answer questions about salary.
8. If an employer asks you about the minimum salary you will accept, don't give a figure you think will either be too high or too low.

If you are too high, they'll think that you won't take the job at a lower salary and might offer it to someone else.

If you are too low, you might get the job at a much lower salary than you could have gotten. This little mistake could cost you thousands of drams!

9. Here are some ways you can answer the question about minimum salary:

“I'm really interested in long-term growth and advancement. Right now, I'm willing to consider whatever your company pays people with my skills.”

“I don't have a particular amount in mind. I'm interested in a career with your company, not just a job.”

4.9 ASK QUESTIONS DURING INTERVIEWS

What to Know

During a job interview, you will be asked questions about your work experience, education, and goals. Your answers and the nonverbal messages you send determine the impression you make. However, interviewers also learn about you, and remember you, by the questions you ask. They often judge your thinking skills based on the kinds of questions you ask. Interviewers respect candidates who think about their choices carefully, and they appreciate knowing you have done your homework.

During the interview you will also be deciding if the company is a good place to work. Based on the answers to your questions, you will learn about the employer. Look for a match between the company and your goals, needs, and attitudes.

It is a good idea to write out five or six questions before the interview. Revise the questions for each interview based on your research. If a question gets answered before you ask it, choose another question from your list.

Your questions should do two things. They should get the information you want to know about the company. They should also reflect your knowledge of the company. Use the information you learned while doing research on the company to write your questions.

What to Do

Following is a list of suggested questions. Many of these questions could have been answered during research of the company. Do not bother to ask something you already know. Add some questions of your own.

1. I feel I have a clear picture of the job, but could you please give me a few more details?
2. How would you describe a typical day on the job?
3. What are the promotion possibilities?
4. Where does the job fit into the organization?
5. To whom would I report?
6. What other positions would I interface with while performing my duties?
7. How would you describe the work environment?
8. Do your employees work individually or as a team?
9. Where is the job located?
10. What career opportunities exist in the company?
11. What further education or training does the company consider important for my future progress?
12. How are performance reviews done?
13. What is the general management style with regard to customer service, products, or employees?
14. Is this a newly-created position or am I replacing someone?
15. How would I be trained or introduced to the job?
16. What are the department's goals for the year?
17. When will you make a decision?
18. Does the company have a promote-from-within policy?
19. What kind of work schedule does the company have?
20. Does the company require employees to relocate, and if so, how is that done?

21. Does the job require travel and, if so, how much?

The best questions show that you have done research about the company and, at the same time, get you information you really want to know. The following are three examples of this type of question. Of course, you will tailor each question to the company information and the job opening.

1. What opportunities might I have to work in the _____ area?
2. Your company literature indicated that the company actively encourages continuing education. What opportunities are there?
3. In your Annual Report, the company president talked about a new fiber optics division. What are the research goals of that division and how would it relate to the division where I am applying?

Good questions can use information the interviewer shared with you earlier in the interview. For example, if the interviewer mentioned that the company plans to develop new products, you might ask how those plans will affect the job you are seeking.

Some questions are not appropriate for the first interview. Salary and benefits are important, but save those questions until an offer has been made unless the interviewer brings them up.

Finally, pay attention to the time left in the interview. Usually, the interviewer will invite you to ask questions during the last five to eight minutes of a one hour interview. So, when you have an interview scheduled, write out at least six questions you want to ask to help you get the information you need. Ask only the most important questions. If time is short, say something like: I had hoped to ask you several things, but as our time is short, let me ask the two questions that are most important to me.

If you think that there are any questions on the interviewer's mind that might work against your being considered for the position, you can address these questions yourself. Remember, issues are situationally dependent. Some employer concerns might be commuting, relocation, disabilities, etc. You might say "I realize that my home is 40 kilometers from the office, but I enjoy the time I spend commuting, that wouldn't be a deterrent for me." "I realize that many people believe that someone with a military background might be rigid, but I pride myself on being innovative. I enjoy change" or "I realize that accepting this job would mean relocating to another state, but my family and I have already discussed it and agree that it would be a great opportunity for us." Another way that you can address these issues is by asking the interviewer if there are any questions that you haven't answered to his/her satisfaction. DON'T address limitations that the interviewers aren't already aware of or that won't interfere with your ability to do the job.

4.10 FOLLOW UP AFTER INTERVIEWS

What to Know

Every interview is an opportunity to improve your interviewing skills. You can also maximize your potential for success in every interview. To help you learn from your experience and to increase your chances for success, do two things at the end of each interview:

1. Send a thank you note or letter to the interviewer.
2. Take a few notes about how you did.

What to Do

Do these two things right after each interview. Your notes will be most useful if you make them while the interview is still fresh in your mind. Use the Post Interview Checklist on the following page. The notes will help you in two ways:

1. If you are called for a second interview, you can easily review what went on in the first. If you note what you wore you can dress appropriately for the second interview as well.
2. If you do not get the job, you can review your interview performance and improve it for the next time.

Only about 5% of those looking for jobs actually send thank you letters. Write a thank you letter soon after the interview, the same day is best. Be sure to check spelling, grammar, and punctuation. You can type or hand write this letter. You should tailor your letter to the culture of the company and the relationship you established with the interviewer. Send a formal business letter if you feel the interviewer and the company call for that. If you established a good rapport with the interviewer, send a handwritten note. As for e-mailing thank you notes, career experts and employers are not in total agreement, but the company's culture should guide you. If people in the company rely heavily on e-mail, your e-mailed thank you will seem appropriate. It is also a fast solution if you know the company will be making its hiring decision quickly. It is still a good idea to follow up your e-mailed thank you with a hard-copy version. The thank you letter is a good way to add anything you forgot, or wish you had said in the interview. You can reinforce important information that you provided in the interview. You can state your interest in the job, or you can let the employer know that you appreciate their time. If you were interviewed by a panel, it is best to send a thank you letter to each of the interviewers. Be sure to vary the letters by a few sentences in case they compare them.

POST INTERVIEW CHECKLIST

Company Name:

Date of Interview:

Interviewer's Name:

Date to Call Back:

Date of Decision:

- 1. Was I on time? Yes___ No___
- 2. Did I dress appropriately? Yes___ No___
- 3. Do I need to send additional information?
 - resume or application Yes___ No___
 - reference list/letters of reference Yes___ No___
 - work samples Yes___ No___
- 4. Did I give a positive indication of my interest in the job? Yes___ No___
- 5. Did I mention who referred me? Yes___ No___
- 6. What was the interviewer's general impression of my resume?
- 7. What was discussed the most?
- 8. What did the employer seem particularly interested in?
- 9. What questions did I have the most difficulty answering?
- 10. What questions did I answer most effectively?
- 11. What further information did I obtain about the company by asking questions?
- 12. What can I do to improve my effort?
- 13. Did I send a thank you letter?

Thank You Letter

The reasons for sending a thank you letter are to remind the interviewer of your interest, to say thank you for the interview, and to add anything you forgot to mention.

February 2, 20XX

Mr. Tigran Sargsyan, President
RA Central Bank
5 V. Sargsyan Str.
Yerevan, RA

Dear Mr. Sargsyan:

Thank you for the opportunity to interview yesterday. The information you shared with me about the RA Central Bank was most interesting, and I am excited about the possibility of applying my education and experience in the position of loan officer for your bank. The expansion and public lending plans are especially intriguing, and I look forward to helping the bank enter the new market.

If I can provide you with any additional information, please let me know. I look forward to hearing from you soon.

Sincerely,

Carlos Hunanyan

Carlos Hunanyan
48 Tumaya Str. Apt. 56
Yerevan, RA
(37410) 45-67-89

Thank You

Front of Card

February 2, 20XX

Dear Ms. Andriasyan

Thank you for the interview this afternoon. I appreciated the time and consideration you gave me.

The Cable Installer position we discussed definitely sounds interesting to me. I feel that I could make a valuable contribution to your company.

*I look forward to hearing from you next Thursday.
Sincerely,*

Hermine Minasyan

Inside of Card

4.11 ANALYZE WHY YOU DID NOT GET A JOB

What to Know

There are many factors that can prevent you from getting a job, such as:

- Sometimes the company decides not to hire anyone, or hires someone with more experience;
- Sometimes they hire from within the company;
- Sometimes your style does not fit the style they want; or
- Sometimes you are overqualified and the interviewer believes you will not stay with the company.

Rejections are part of the process and you should not get discouraged. Don't take it personally—sometimes the company's decision has nothing to do with you. But you should learn from every interview how to improve your interview skills. In that way, you can keep your self-esteem and improve your chances for success.

Look at the following list of factors, and think about how many of them are in your control. Start now, and work on the ones that you can get under control as you prepare for your interview.

WHAT WENT WRONG	WAYS TO IMPROVE
Poor manner and self-presentation, ranging from being arrogant to a poor handshake.	Follow guidelines for verbal and nonverbal interaction and for listening.
Poor personal appearance and careless dress.	Follow appearance guidelines.
Lack of enthusiasm and interest or no evidence of initiative.	Use voice expression and nonverbal cues.
Lack of clear goals or ambition.	Link skills to position, emphasize your career.
Poor speech habits or inability to express self.	Practice answers so you use good grammar and improve your oral presentation.
Lack of preparation. Failure to research the company. Inability to ask intelligent questions or make intelligent comments.	Research the company, practice answering questions. Ask informed questions about the job and the company.
Failure to look at interviewer or demonstrate interest.	Use body language guidelines.
Unrealistic salary demands or more interest in salary than opportunity.	Research and emphasize a realistic salary.
Inability to relate skills and knowledge to job or indefinite responses to questions.	Prepare and practice answers to anticipated questions. Emphasize your transferable skills.
Negative comments about previous employers or exhibiting friction with various types of authority.	Consider and practice answers about work experience and your relationship to supervisors and organizations.
Lack of interest in company/industry.	Research company/industry.
Weak excuses or hedging about unfavorable information in background.	Better prepare yourself to deal with prior problems. Acknowledge mistakes, talk about learning from them, present a positive picture.
Unwillingness to start where needed and working your way up.	Emphasize that you want the job and are willing to make a commitment.
Lack of knowledge in specialized areas.	Practice answers to anticipated questions so you can reveal your specialized knowledge.
Poor attitude as illustrated by lack of courtesy, cynicism, strong prejudices or low moral standards.	Reconsider how you present yourself. Think before you speak.

V. REVIEWING JOB OFFERS

OBJECTIVES: *The lessons in this chapter prepare you to:*

- Evaluate job offers
- Effectively communicate a decision to an employer

5.1 EVALUATE JOB OFFERS

What to Know

You have had several interviews and have scheduled one or two more. The phone rings and it is the Human Resource Manager at the first company where you interviewed. It is a job offer! You think to yourself, finally! But, just when you begin to say “When can I start?” the words stick in your throat. Suddenly, you are not sure you are making the right decision. Do you accept the offer? Is this job your first choice? Is something else likely to come along? How can you make a decision?

There are several ways to evaluate job offers. Perhaps the simplest is to list all the pros and cons and see which list is longer.

As you evaluate the offer, keep in mind the things that are important to you about your lifestyle. Refer back to section 1 where you determined your Work Preferences and Work-Related Values. This may help you make a decision. Compare how well the job matches your preferences and values. A sample of how to conduct this comparison follows.

Remember that your family is affected by job decisions, so include them in the decision-making process.

What to Do

When considering a job offer, consider the major factors, such as:

- work environment;
- location and commute;
- potential/growth/job security;
- salary and benefits package; and
- type of work: full-time/part-time, temporary/permanent/contractor.

Talk to your family and close friends about the options you are considering. You will often get a new perspective on your decision by discussing it with someone else.

JOB EVALUATION FACTORS

The Industry

- Interest in the industry (Is this a field where I would like to build a career?)
- Potential for long-term growth (Is this an industry that is growing?)

The Position

- Work duties (Do the duties of the job interest me and use my skills?)
- Potential for advancement (What opportunities are available?)
- Position level (Where is the job in the organization? To whom do I report?)
- Wages/benefits (Do they meet my needs?) See following page.
- Hours (Do I consider them reasonable?)
- Working conditions (What are the company's expectations and work style?)
- Quality of job (How long has the position been open and why is it open?)
- Travel requirements (How much would I have to travel?)

The Company

- Growth potential (How has the company performed over the last several years?)
- Planned expansion (What plans exist and how do they fit with the economy?)
- Success (What are the company's debt/profit ratio and other indicators of success?)
- Reputation (What is the company's reputation in the industry and with its employees?)
- Management team (What is the tenure, growth, and origin of the management team?)

Your Supervisors

- Skills (What are the supervisors' training and previous work experience?)
- Organizational position (Who do the supervisors report to and how long have they been in their jobs?)
- Interaction/expectation (How well do I think I can work with the supervisor?)

Environmental Concerns

- Geographic location (Is the job someplace I would like to live?)
- Area factors (Am I comfortable with the traffic, growth, cost of living, crime rate, etc.?)
- Housing (Is affordable housing available and to my liking?)
- Recreation (Are recreation opportunities available and within reason?)
- Schools (Are good schools available for my children, spouse, and self?)

POSSIBLE BENEFITS COMPANIES MIGHT NEGOTIATE

Paid Vacations

- Annual minimum vacation (28 days) after 6 months of employment
- Annual prolonged vacation (35 days or up to 48 days in extreme cases)
- Annual additional vacation
- Payment for additional or special breaks

Health Insurance

- Full/partial employer contribution
- Dependent coverage fully paid by employer
- Coverage includes:
 - Vision care
 - Dental care
 - Counseling/Mental health care

Paid Sick Leave

- Provided
- Carry-over of unused days permitted

Savings and Profit Sharing

- Savings/thrift plans
- Cash profit sharing
- Deferred profit sharing
- Cash and deferred profit sharing

Other Benefits

- Full relocation allowance
- Full or partial reimbursement for education expenses
- Payment of vacation for training
- Financial or legal counseling
- Child care
- Long-term incentive plans (stock options)
- Paid phone bill, calling card
- Computer
- Expense account
- Credit card
- Flex time
- Telecommuting
- Flexible spending accounts
- Cellular phone
- Cars provided for executives, sales people or managers who must travel
- Bonuses

5.2 NEGOTIATE JOB OFFERS

What to Know

Sometimes you receive an offer you like in some ways but there are some things about it you do not like. Rather than turning down the offer, you may want to consider negotiating the terms of the offer with the employer. However, for the most part, employers will only enter into serious negotiations for upper level management and executive positions. Understand not all jobs will have flexibility in their salaries and that not all positions are negotiable depending on the type of job and organization.

Depending on the situation, money may be a negotiable issue. For example, say you are offered a position starting at 3600 AMD per day and you were hoping for 4500AMD per day. You may be able to negotiate the salary and reach a compromise of 4000 AMD.

Remember, if the position is at a level to negotiate, almost anything can be the subject for negotiations. There may be several items open for negotiation. Before you decide to negotiate, however, you have to make some decisions.

1. **Be sure that the issue is so serious you would not take the job unless it was changed.** Remember, when you ask to negotiate, the employer may withdraw the offer. The employer may have other candidates who would be willing to take the job as offered. In some cases the employer may not be able to change the offer due to contract or budget limitations.
2. **If money is the issue, be sure you know the salary range you will accept.** Having a range is better than an exact figure because it allows for compromise. For example, it may be easier for an employer to provide more in benefits than in salary by providing perks, like free parking or tuition assistance.

What to Do

Following are some general suggestions and guidelines on negotiating. Keep in mind the idea is to let the employer know you are very interested, but there are some things that make you uncomfortable. *Remember, always keep a positive attitude.*

1. **Salary can be an issue to negotiate.** Salary does not include benefits which are a large percentage of your annual earnings. Benefits may include health and/or life insurance, parking, flexible work hours, training/education opportunities, use of a company car, relocation assistance, administrative leave, sick leave, vacation, participation in professional associations, and so forth. Look at the total compensation package.
2. **Do your homework and find out the salary range for the job.** Also, find out what working conditions are like throughout the industry. Be sure you get the information for the state or region in which the job is located.
3. **Do not ignore job progression as a salary issue.** You can sometimes make a compromise by accepting the job at the salary offered and asking for a review sooner than company policy normally allows. Focus on what the job pays after two year's experience.

Negotiating in Person

An in-person discussion offers the advantage of allowing you to deal with the employer's objection on the spot. If the job you are applying for is one where an offer may be made at the end of the interview, you should be prepared to negotiate at that point. The following guidelines will be helpful in an in-person negotiation:

1. Be positive and polite. Thank the interviewer for the offer and express your interest in the position.
2. Mention the issues of concern and suggest compromises. If money is an issue, remember to suggest a range rather than a definite amount.
3. If you cannot reach agreement and you are uncertain about accepting the bottom-line offer, ask if you can think about it overnight and call the next day with your decision.

Negotiating in Writing

It is always preferable to negotiate in person, however, in some situations you may have no choice but to negotiate in writing. It can give you the opportunity to word your remarks carefully (without getting flustered). It gives the employer a chance to evaluate your ideas, talk them over with others, and to make a counter offer. It avoids instant refusal. If you decide to do this, ask for the employer's preference for delivery—via e-mail with attachment, in the text of an e-mail, USPS overnight, hand delivery, etc.

Remember to keep the letter positive and factual. Use the following rules to work your negotiation letter:

1. Express your appreciation for the offer.
2. Mention that you are interested but would like to suggest some changes before accepting the offer.
3. List the issues of concern and suggest specific changes.
4. Suggest you are confident a mutually satisfactory arrangement can be reached.
5. Request a personal meeting to discuss issues, and suggest a date.
6. Do this within 24 hours of the offer.

Sample E-mail Negotiation Letter

From: TBadalyan@email.com
To: Gvardanyan@Armenia.Diamond.com
cc:
Subject: Employment with "Armenia Diamond" CSC

Dear Mr. Vardanyan:

Thank you for offering me the position as Supervisor of the Diamond Cutting Division. I am pleased at the opportunity to work for your firm. I will be happy to accept your offer if we can agree on the following modification.

As we discussed, based on my qualifications, work experience and market value, I am looking for a starting salary in the 132,000 AMD to 144,000 AMD range. Please consider raising the salary offer to 139,500 AMD from your initial offer of 126,000 AMD after six months of successful performance in the position.

I am confident that we can reach a mutually satisfactory resolution. I will call on Tuesday morning and schedule an appointment to review the issue as well as the criteria for successful performance.

Again, thank you for the offer. I look forward to our meeting next week and to starting work.

Sincerely,
Tigran

Tigran Badalyan
123 Khanjyan Str.
Yerevan, RA

phone: (37410) 45-67-89
fax: (37410) 45-67-89

Sample Negotiation Letter

Robert Dalakyan
600 Sayat-Nova Str. Apt. 54
Yerevan, RA
RobertDalakyan@email.com

February 1, 20XX

Ms. Badalyan
Human Resource Manager
ABC Company
48 Sagat Nova
Yerevan, RA

Dear Ms. Badalyan:

Thank you for offering me the position as Manager of the Accounting Department. I am most interested in working for your company and look forward to making a contribution to ABC. I will be happy to accept your offer if we can agree on the following modification.

As we discussed, based on my qualifications, work experience and market value, I am looking for a starting salary in the 174,000 – 183,000 AMD range. Can we explore the possibility of raising the salary offer to 177,000 AMD from your initial offer of 170,400 AMD after six months of successful performance in the position?

I am confident that we can reach a mutually satisfactory resolution. I will call Friday morning and schedule an appointment to discuss the issue, and the criteria for successful performance.

Again, thank you for the offer. I look forward to our next meeting and to starting work.

Sincerely,
Robert Dalakyan

5.3 COMMUNICATE YOUR DECISION TO THE EMPLOYER

What to Know

There are several possible outcomes for your analysis of job offers. You can:

- accept the offer (as is or negotiated);
- reject the offer; or
- request extension of the decision.

Whatever your decision, communicate your decision immediately either verbally or in writing. If the offer was made verbally, a verbal response is sufficient. If the offer was made in writing, a written response is required. Usually the written offer from the employer will include a second copy for you to sign and send back. It is a good idea to request a written job offer, particularly if you are relocating for the job or if there is a time delay before actually starting work. If you are requesting to delay the decision, the request should be made verbally and then follow it up with a letter.

What to Do

Following are guidelines and samples of various types of letters that correspond with your decision about offers. Use the guidelines and examples to draft your own letters.

Note that all letters should conform to standard rules of letter writing. Pay particular attention to the tone of the letter and carefully proofread it before mailing.

Thirty-seven percent of the people who ask for something get it. One hundred percent of the people who don't ask, don't get what they want. (Richard Gaither; author, job search consultant)

Sample Acceptance Letter

Fred Stepanyan
18 Saryan Str. Apt. 21
Yerevan, RA

February 1, 20XX

Ms. Petrosyan, Human Resource Manager
ABC Company
Yerevan, RA

Dear Ms. Petrosyan:

Thank you for your offer for the position as accounting clerk. I accept the position with pleasure and look forward to making my contribution to ABC.

It is my understanding that the conditions of my employment are as follows:

- My initial salary will be 73,500 AMD per year, paid in equal increments every 2 weeks.
- Benefits include accident, health, and life insurance, effective upon starting work.
- My probationary period lasts 6 months, with an initial performance and salary review after that time.
- Salary reviews are scheduled for every 6 months after completing probation.
- Written performance reviews occur each year on the anniversary of my initial employment.
- The work day is 8 hours, workable between 7:00 a.m. and 7:00 p.m.
- Vacation and sick leave accrue at a rate of one day per month and are cumulative.

As we agreed, my starting date will be February 15, 20XX. I enjoyed meeting you and look forward to working at ABC. If there are materials I should read or complete prior to the 15th, please send them to me. I can be reached at (37410) 77-70-00 any evening for additional information.

Sincerely,

Fred Stepanyan

Mary Piloyan
25 Komitas Str. Apt. 68
Yerevan, RA

October 15, 20XX

Mr. Robert Simonyan, President
ABC Industries
48 Abovyan Blvd.
Yerevan, RA

Dear Mr. Simonyan:

Thank you for the confidence demonstrated in me as reflected in your offer as the Vice-President of Finance.

It is my understanding that the position reports directly to you and is responsible for legal, human resources, data processing, administrative services and long-range planning.

The employment package includes:

- Annual base salary of 315,000 AMD
- A bonus with a minimum range of 20% and a maximum of 50% of compensation
- Stock options (based on performance)
- Club membership at Golf International
- Company-funded pension plan
- All relocation costs including purchase and sales costs of housing and mortgage assistance
- A review at six months

I look forward to starting with you January 1, 20XX.

Sincerely,

Mary Piloyan

Sample Refusal Letter

Petros Duryan
9 Charents Str. Apt. 15
Armavir, RA

February 1, 20XX

Ms. Adamyan, Human Resource Manager
ABC Company
25 Shahymyan Str.
Armavir, RA

Dear Ms. Adamyan:

Thank you for your offer of the position, accounting clerk. Unfortunately, I must decline.

After serious consideration, I have concluded that the negotiated salary of 64,500 AMD per year does not adequately compensate me for my skills and qualifications. Therefore, I will continue looking for work which falls into my expected salary range.

Thank you for your time and consideration. I wish you success in finding a suitable employee.

Sincerely,
Petros Duryan

Petros Nubaryan
18 North Ave.
Yerevan, RA

February 1, 20XX

Ms. Katinyan, Human Resource Manager
ABC Company
55 ABC Str.
Yerevan, RA

Dear Ms. Katinyan:

Thank you for your offer of the accounting clerk position. I am very interested in the position. As I mentioned on the phone, I will need an additional five days to make my decision.

I will call to inform you of my decision by February 6. Thank you very much for your consideration.

Sincerely,

Petros Nubaryan