



Welcome to Employment Ontario

Job Search Guide
Integrated Employment Services

**EMPLOYMENT
ONTARIO**

In Partnership With  WCG

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Employment Ontario

Employment Ontario commits to giving you the assistance and support you need to find and keep a job!



Need Help?

At any point during your job search, if you require help, have questions, or need an extra push— reach out to us for assistance! We are committed to providing the best quality service to our clients that we can. We want you to find and keep a job because we believe in the power of work to change lives for the better.

Getting You Ready

We will support you to become job ready by helping you write a resume, work on interview skills with you, and help you access any other support services you may need.

Working Around Your Availability

If you can't make a scheduled appointment, let us know as soon as you can. And if something in your life changes that may affect your job search, tell us so that we can provide the support that you need.

Continued Support

Our support will continue after you find a job to make sure you keep that job. We will work with you and your employer to help you settle in, to provide on-the-job training and/or modifications for your work area, if required.

Here For You

You can connect with us Monday to Friday from 8:30 AM to 5:00 PM. If we miss your call, we promise to get back to you within 24 hours and will respond to your e-mail within two business days.

- phone 1-888-353-8140
- e-mail ServiceCentre@eoworks.ca or
- our website eoworks.ca. You will find more information about our program.

Privacy and Data

Your privacy is important to us. We will only collect information that will help you find and keep a job. We can only share information about you and your program with your written consent. Our funder also needs this consent to join the program and track your progress for funding purposes.

Commitment to Quality Services

Our services are regularly checked and audited to be sure we are meeting the highest standards.

Welcome to Employment Ontario's Job Search Guide!

This handbook is a step-by-step guide on how to find work in a field of your interest, from start to finish. This guide will show you how to assess your current skills, research relevant labour market information, focus your work search, write an effective cover letter/resume, prepare for an interview, and monitor your progress.

We recognize that everyone is in different places in their job search, so if certain chapters of this handbook do not apply to you, *feel free to skip over to relevant sections.*



Please note: This handbook is designed by WCG Services and is solely for use of EOP clients and may not be reproduced or circulated without WCG Services prior written consent.

Job Search Completion Checklist

Job search can be extremely difficult - particularly right now. Use this proven, step-by-step checklist to help you stay organized and focused through every phase of your search. Please note that this handbook will help you complete all of the tasks mentioned below, with templates, resources, tips, and other helpful information!

Make a list of your interests, strengths and skills along with your academic, volunteer and work experience.

Know what kind of job you want/ what industry you want to work in/ what job you're qualified for (entry-level, management, skilled work, etc), through research and self reflection.

If you identify a gap in your skillsets, sharpen your skills. This can be done through online learning, formal education or skills training program, or volunteering.

Carefully read through job advertisements to identify common requirements among the companies/positions that interest you.

Make/ update your resume and cover letter – Make sure your resume has the necessary keywords and skills that hiring managers are looking for in your field.

Update your LinkedIn profile – Have plenty of endorsements from colleagues and review your online reputation and your social media accounts.

Know your limits: salary requirements, geographic location, hours, etc.

Configure job alerts and register with job sites, so all your preferred labour market information and job postings come directly to you, via email!

Make a list of desired companies you want to work for.

Seek out career fairs and company recruiters.

Use your friends or network of contacts to search for employment.

Apply to 5-10 jobs a day (But always remember, quality over quantity).

Once you land an interview, plan answers to common interview questions.

Track your networking/ job interviews by writing them down and follow-up on every interaction, as soon as possible.

Find three references.

Once employed, validate with your employer that you have everything you need to start work on your first day!

Step 1: Self Assessment

Self-assessment provides the opportunity to discover where a person's true interests, talents, values and abilities lie.

How is this relevant to job search?

Having this information can be essential to determining a satisfying career path. It is also helpful when creating goals and understanding one's personality.



In this section, you will have the chance to think about things you may not have thought about before. This section includes worksheets and resources that will help you evaluate and understand yourself.

Step 1

RESOURCES

Self-Assessment

In addition to using this guide, you can visit websites with quizzes that will help you identify your values, personal characteristics, abilities, and interests and provide lists of occupations that match your answers.

Here are some recommended sites to get started:

Holland Code Career Test	https://www.truity.com/test/holland-code-career-test
The MAPP (Motivational Appraisal Personal Potential) career assessment	https://www.assessment.com/
Career Cluster Interest Survey	https://careerwise.minnstate.edu/careers/clusterSurvey
16Personalities (Free Personality Test)	https://www.16personalities.com/free-personality-test
Career Assessment & Questionnaire	https://charityvillage.com/career-assessment-questionnaire-2/
Values Assessment	https://www.myplan.com/assess/values.php
The Myers-Briggs Type Indicator	https://www.mbtionline.com/
Keirsey Temperament Sorter	https://profile.keirsey.com/#/b2c/assessment/start
Entrepreneurial potential self-assessment	https://www.bdc.ca/en/articles-tools/entrepreneur-toolkit/business-assessments/pages/self-assessment-test-your-entrepreneurial-potential.aspx
Career Explorer by sokanu	https://www.careerexplorer.com/
Career Interests Profiler	https://www.testingroom.com/logon.jsp
InSight™ Values / Work Characteristics Inventory	https://www.careerperfect.com/services/free/insight-work-values/
Leadership ability quiz	https://core.tonyrobbins.com/leadership-campaign-quiz
Learning Style Assessment	https://www.how-to-study.com/learning-style-assessment/

Self Assessment: **Values** Worksheet

Most people are happiest doing work that allows them to live according to their values. Here are some examples of values. Select any that apply to you. If some important values are missing, write them in the blank boxes.

Love/Friendship	Harmony	Prestige/Recognition	Money
Honesty/Sincerity	Progress/Innovation	Independence	Humour
Promoting Peace	Beauty	Integrity	Human Relations
Competition	Justice	Respect of self	Physical comfort
Freedom (to act and express views)	Personal achievement	Contributing to society	Leisure/Having fun
Health	Creativity	Loyalty	Personal satisfaction
Culture/Language	Modesty	Career security	Reaching full potential
Optimism	Belonging	Education/Knowledge	Order
Social status	Cooperation	Openness	The Environment
Perseverance	Variety/Change	Excellence	Punctuality
Family	Power		

If you were allowed to have only 3, which ones would you keep? Put these 3 values on your **Overall Personal Profile Worksheet on Page 7.**

Self Assessment: **Personal** **Characteristics** Worksheet

You have specific characteristics that make you unique – and especially well-suited for certain jobs. Here are some examples of personal characteristics. Select any that describe you. If some important characteristics are missing, write them in the blank boxes.

Precise	Curious	Intuitive	Realistic
Down to Earth	Determined	Cheerful	Reflective/Thoughtful
Ambitious	Disciplined	Loyal	Reserved/Shy
Likable	Discrete	Methodical	Respectful
Attentive	Dynamic	Careful	Responsible
Independent	Emotional	Optimistic	Imaginative
Innovative	Energetic/Enthusiastic	Organized	Sensible
Adventurous	Reliable	Original	Serious
Persistent	Demanding	Open	Helpful
Calm	Expressive	Passionate	Sociable
Holistic	Entrepreneurial	Persevering	Analytical
Competitive	Flexible	Perceptive	Spontaneous
Confident	Generous	A Perfectionist	Sympathetic
Convincing	Honest	Patient	Tolerant
Courageous	Innovative	Positive	Brave
Creative	Practical	Critical	Tactful

If you were allowed to have only 3, which ones would you keep? Put these 3 on your **Overall Personal Profile Worksheet on Page 7.**

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Self Assessment: Abilities

Worksheet

You can develop abilities at home, school and work and in your leisure and volunteer activities. You can do some things better than others. It is important to recognize what you do well and bring to a job. Here are some examples of abilities. Select any that you have. If some important abilities are missing, write them in the blank boxes.

Helping Others	Giving instructions	Operating heavy equipment	Learning new things
Negotiating	Public speaking	Working with others	Developing strategies
Making decisions	Assembling things	Writing (grammar, spelling)	Singing
Explaining or teaching	Predicting consequences	Researching	Selling
Speaking other languages	Planning	Repairing (computers/things)	Composing (text, music)
Improvising	Summarizing	Driving	Manual labour
Problem-solving	Editing/Correcting	Managing stress	Working with numbers
Analyzing data	Establishing systems/processes	Using camera equipment	Working independently
Interviewing people	Using different software	Consulting with people	Playing a musical instrument
Using laboratory apparatus	Drawing/Reproduction	Reading comprehension	Using tools (saw, hammer)
Leading a group discussion	Navigating online	Training animals	Giving good advice

If you were allowed to have only 3, which ones would you keep? Put these 3 abilities on your **Overall Personal Profile Worksheet on Page 7.**

Overall Personal Profile

Now that you have transferred the results of the work you have done with the 4 worksheets, you can have a look at your personal profile. This profile will be very useful when you are researching occupations. It will serve as a reference for choosing an occupation that fits you.

My Top Values

- 1.
- 2.
- 3.

My Top Characteristics

- 1.
- 2.
- 3.

My Top Abilities

- 1.
- 2.
- 3.

Use your top values, characteristics, and abilities as a **foundation** for your job/career search, resume/cover letter preparation, and interview preparation. One of the *hardest things in life* is knowing what you want and asking for it.

This is a basic precept of being successful in all forms of relationships – from friendships, family, romance to work. Fostering self-awareness in the context of a job search will always work in your favor.

Know your strengths and weaknesses. Be authentic in describing yourself, your accomplishments, and your goals. Try not to focus your time on a position that you know you won't enjoy in the long-term, and that may result in burn out/ quitting!

Step 2: Career Exploration

Since so much of our time is spent either at work, traveling to and from work, or thinking about work, it inevitably plays a huge role in our lives. If you feel bored or unsatisfied with how you spend large parts of the day, it can take a serious toll on your physical and mental health.

*Exploring careers and finding something that is meaningful to you is **important**.*



*In this section, you will be provided with some resources to start looking at different job descriptions and occupations. A job description is an **overview of the requirements of the job**. The job description provides a high level of detail so that a misunderstanding with the employee about their responsibilities is never in doubt.*

Step 2



Career Exploration Websites

Now that you have a clearer idea of your values, personal characteristics, abilities and interests and you took the time to look at your personal profile, you are now in a good position to start looking at occupations that might suit your profile. To connect your profile to specific occupations, you can consult any of the following sources:

Name of Resource	Link	Description
Government of Canada Job Bank	www.jobbank.gc.ca	Includes information on occupations in Canada by occupational code, educational program or by wages and outlook or skills and knowledge.
Monster.ca	www.monster.ca	Provides access a wealth of job descriptions as well as self-assessment quizzes.
Careers That Work	www.careersthathwork.ca	Provides career resources to help with career planning, job search strategies and labour market information.
Youth Employment Information	www.youth.gc.ca	Shows how to plan your career, learn about your interests and skills, and much more.
Essential Skills Profiles	http://www.esdc.gc.ca/eng/jobs/les/index.shtml	Find hundreds of Essential Skills profiles under "Access the Profiles".

Job Boards:

Name of Resource	Link
Zip Recruiter	https://www.ziprecruiter.com
Indeed	https://ca.indeed.com/?from=gnav-homepage
Charity Village	https://charityvillage.com/
Eluta	https://www.eluta.ca/
Simply Hired	https://www.simplyhired.ca/
Workopolis	https://www.workopolis.com/en/
LinkedIn	https://www.linkedin.com
Ontario Public Service Careers	https://www.gojobs.gov.on.ca/Search.aspx
Jobs and Employment	https://www.ontario.ca/page/jobs-and-employment

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Career Exploration

As you look at occupations, keep a record of the ones that seem to be a good match for you. Don't get discouraged by the size of the lists. Try to stay connected to yourself and your personal profile. Be aware of your reactions to the occupations.

Narrow your list of occupations using your knowledge of yourself and your best judgment with the information you have. *To narrow your choices, start by choosing 10 occupations that interest you and could be a match for your personal profile. Remember, nothing is perfect. You want to get as close as possible to your profile given the information you have right now.*

Write down these 10 occupations:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

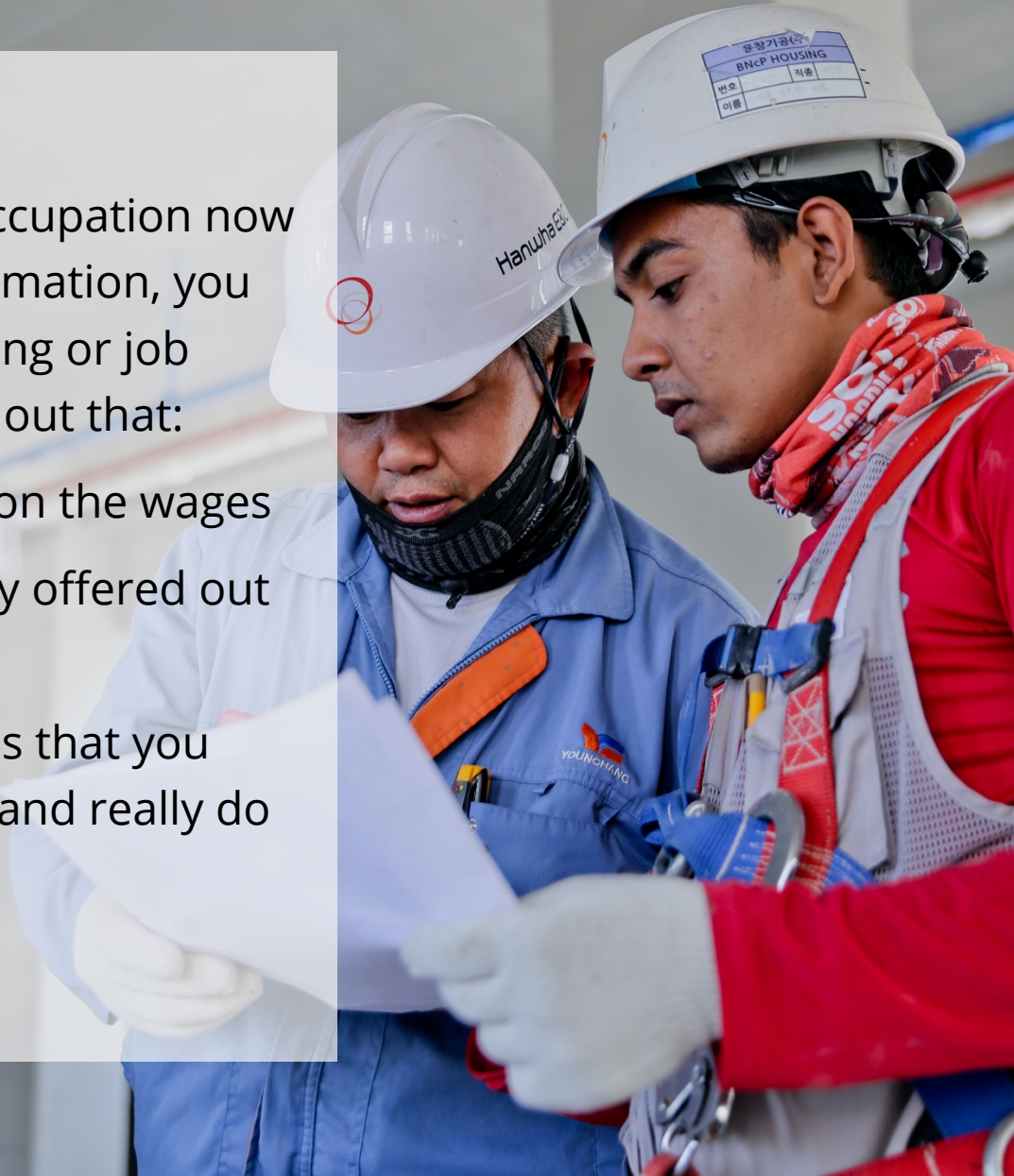
Now, cut down the list to the 3 occupations that you think would interest you the most. Write them in the numbered spaces below.

- 1.
- 2.
- 3.
- 4.

Step 3: Labour Market Information

If you choose an occupation now without more information, you may invest in training or job search only to find out that:

- you can't survive on the wages
- the training is only offered out of province
- or there are duties that you were not aware of and really do not like



In this section, you will practice using your research skills to find occupational information. This section also includes resources and activities that will help you gather the information you need to make good decisions.

Labour Market Research: Introduction

What is 'Labour Market Information'?

Labour Market information covers the principal elements of the labour market and its operations. For example, if you are a machinist and you move to a town with no factories, you will have a hard time finding a job. Looking at Labour Market information before you make a choice related to a career, can help you make a good decision.

If you are in the exploration phase of the career planning process, labor market information is invaluable. You can use it to help you find answers to many questions, including:

- Which industries employ people in this occupation?
- Where, geographically, will they be able to find a job?
- Will there be opportunities in the field they are considering after they complete the required training or education?
- How much will they earn?
- Is it realistic?

Types of Labour Market Information Available

There are many ways you can collect labour market information! They can be separated into two 'types': real-time labour market and tradition labour market sources. *Read more below:*

1. Real-Time Labour Market Sources	2. Traditional Labour Market Sources
<p>Researching real-time labour market sources is a good place to start. They include things like websites, newspapers, government bulletins, radio, TV, and informational interviews- meaning it is 'current' data.</p> <p><i>Some sources have more information on occupations than others. In most cases, the information is organized so it is easy to find.</i></p>	<p>Traditional labour market sources are great sources of information but they are often hard to find and comprehend. Sometimes it is good to use these resources to <i>validate your research</i>. Traditional labour market sources include: Canadian government/government-funded reports, guides, and projections based on historical data.</p>



You've probably conducted labour market research before, without even realizing it!

- Maybe you've spoken to someone about what education or training would help you further your career?
- Maybe you've looked at a job board to look at what jobs were in demand?
- Maybe you looked at the highly sought-after skills that employers wanted, in a certain industry?
- Maybe you've kept up with the news and made notes of trends that impacted the economy/job creation?

Guess what? All of these things are considered labour market research and they can be VERY useful to you during job search!

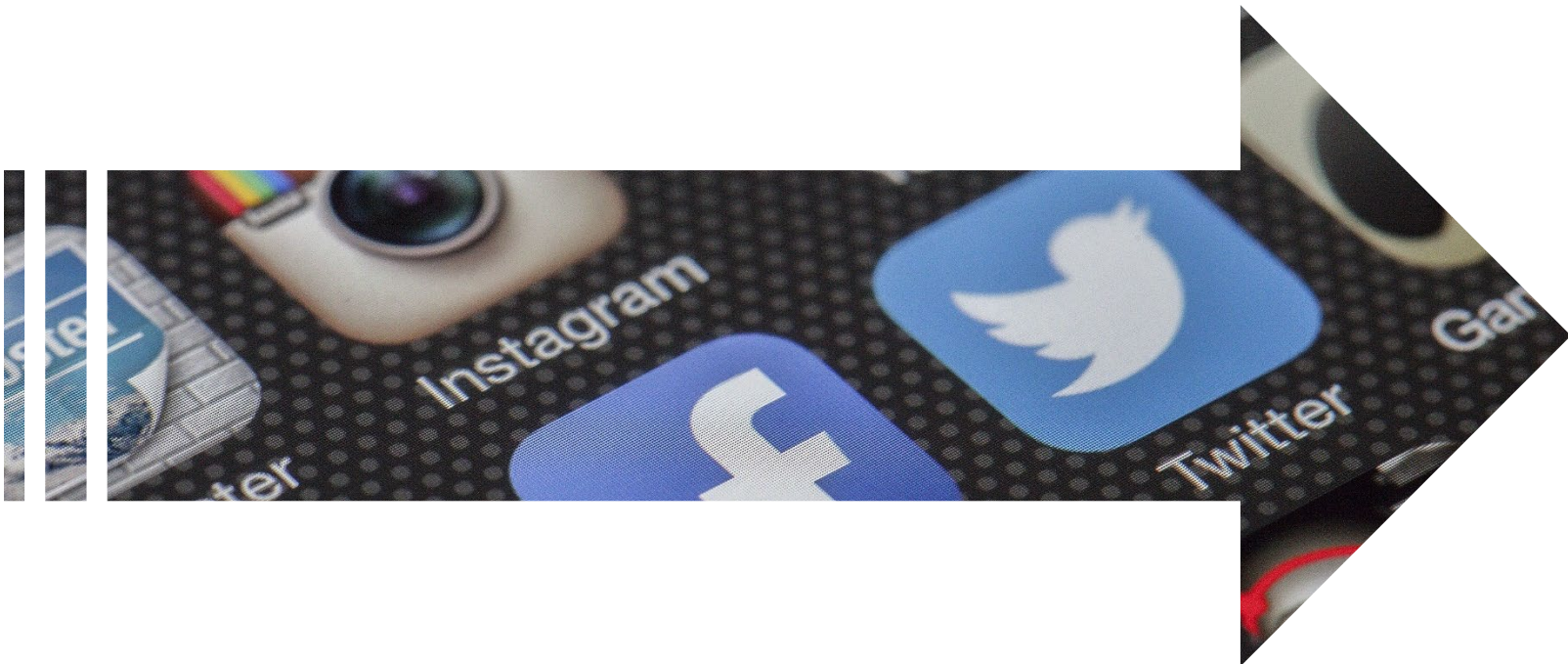
Real-Time Labour Market Information

RESOURCES

Websites	
Government of Canada: Current LMI News	Search Labour Market News by Economic Region.
LinkedIn News	LinkedIn News brings you the business and professional insights you need to stay informed while adding your voice to the conversation.
Career Wise by Ceric	The latest reports, studies, and statistics on career development, and employment.
Mississauga Board of Trade	MBOT News provides latest business trends in Mississauga.
Community Data Program: News	Enabling communities across Canada to measure and track local well-being. Provides local news updates/LMI.
Skills Ontario	Skills Ontario is building Ontario's skilled trades and technologies workforce. They enable and empower all youth, including women and Indigenous youth, to consider a career in the skilled trades and technologies. Check out more information on their website!
SkillsZone - Ontario Skills Passport (OSP)	Information about the essential skills associated with occupations.
Canadian Online Job Posting Dashboard - LMIC-CIMT	The Labour Market Information Council is committed to improving the timeliness, reliability and accessibility of Canadian labour market information.
Complimentary Career Guides and Resources To Help You With Your Career Journey (careerjoy.com)	CareerJoy aspires to help every Canadian find a work situation that inspires them to reach their full professional potential.
Ontario Workinfontet (OnWIN) - Employment	Ontario workinfontet (OnWIN) is dedicated to providing employment and career information over the Internet. The OnWIN web site (www.onwin.ca) specializes in providing links to work- and career-related web sites in Ontario.

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Social Media	
Ontario Ministry of Labour, Training and Skills Development: Overview LinkedIn	The Ministry of Labour, Training, and Skills Development’s LinkedIn is a great way to keep up to date on occupational health and safety, employment rights and responsibilities, labour relations, and any new government initiatives that will help job seekers like yourself!
CareerWise Facebook	Your source for career development news and views. CareerWise is a program of @cericca.
Working in Peel Halton Facebook	Facebook pages are a great way to find relevant Labour Market insight and job postings in your region!
Ontario Disability Employment Network (ODEN) Facebook	ODEN is a professional body of employment service providers united to increase employment opportunities for people who have a disability.
CharityVillage Facebook	You'll find pages of news, jobs, resources, how-to articles, volunteer and event listings, educational opportunities, and much more. If philanthropy and volunteerism are part of your world, this is your place.



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Traditional Labour Market Information

RESOURCES

Websites	
2016 National Household Survey (Census)	Survey of approximately 4.5 million households, conducted <i>every five years</i> . <ul style="list-style-type: none"> • Data: Demographic, income, labour, and housing information. • Geographic Divisions: Census Division, Subdivision, Census Metropolitan Area (CMA), Federal Electoral Districts, Health Regions, Local Health Integration Networks.
Labour Market Reports	Monthly summary of the current state of the Canadian labour market. Includes information on employment and unemployment, hours and arrangements of work, industries, labour, occupations, unionization and industrial relations, wages, salaries and other earnings.
National Occupational Classification (NOC)	Full set of occupation categories along with background information about National Occupation Classification (NOC).
Industry Canada (IC)	Industry Profiles, Individual Businesses, business registry searches.
The Canadian Apprenticeship Forum	Find links to all Provincial/Territorial apprenticeship branches and key industry partners.
Job Bank	Federal Government employment services. <ul style="list-style-type: none"> • Labour supply, job postings, labour market trends, labour market insights.
Ministry of Education Ontario.ca	Information about graduation rates and education options.
Prepare for apprenticeship Ontario.ca	Ontario job futures, Employment Services LMI, Ontario Youth Apprenticeship Program (OYAP), Literacy & Basic Skills.
Peel Halton Workforce Hub York Workforce Planning Board	Explore these interactive toolkits designed for job seekers, employers, employment services providers, educators as well as training and skills development practitioners to better understand the labour market.
Ontario's labour market Ontario.ca	This is the "Find an Occupation" section of Ontario Job Futures. You can find an occupational description by quick search or title, by category, or by alphabetical listing. There is limited local information at the end of each profile.

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Websites (cont'd)	
Immigration and citizenship - Canada.ca	Jobs and working information for job seekers.
Ontario College of Trades	Regulator for all 156 skilled trades named under the Ontario College of Trades and Apprenticeship Act (OCTAA). <ul style="list-style-type: none">• Self-governing, independent regulator responsible for regulating skilled trades in the public interest.• Supply data on registered apprentices and Journeypersons in compulsory trades.




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Labour Market Research Tips: Making it Easy

Researching online can be overwhelming. Here are some best practices to keep in mind when you're reading through heaps of information:

Tip #1: Analyze Job Postings

By analyzing job postings from various sources, you will get a general sense of what the most 'sought-after' skills employers are looking for. Job postings can provide insights into the skills, experience, and other selection criteria that an employer considers most important for a specific job vacancy. This can help identify the need for skill-based training, or an opportunity to revamp the resume.



LAW CLERK

City of Toronto ★★★★★ 731 reviews - Toronto, ON

\$37.43 - \$41.00 an hour - Full-time, Permanent - Remote

✕

Apply On Company Site

♡

- Proficiency in utilizing a variety of software programs including Word, Excel and databases.
- Must be willing to work overtime as necessary.
- Must be willing to work out of various POA Court locations and work remotely when necessary.
- Excellent written and oral communication skills and the ability to communicate with all levels of staff, the public and external agencies.
- Ability to handle confidential and sensitive information with discretion and tact
- Ability to handle large volume of different files in an organized, efficient and accurate manner.
- Ability to deal courteously and tactfully with the public, staff and private sector lawyers.
- Ability to plan, organize and manage work independently with minimal supervision

Law Clerk

Grossman Family Law - Toronto, ON

\$45,000 - \$65,000 a year - Full-time, Permanent

✕

Apply Now

♡

- Organized with the ability to be proactive and follow through;
- Possess time management skills, multi-task and able to adopt to changing priorities/ deadlines;
- Able to work with minimal supervision;
- Able to communicate proficiently both verbal and written;
- Knowledge of the Family Law Rules and caselines;
- Working knowledge of Microsoft Word, Excel and Adobe;

Experience: m

Education: Hig

Job Types: Full

Salary: \$45,000

Family Law Clerk

Nanda and Associate Lawyers PC - Mississauga, ON

✕

Apply Now

♡

All candidates must have the following proficiencies:

- Broad knowledge of the *Family Law Act*, the *Family Law Rules*, the *Divorce Act*, *Child Support Guidelines*, and the *Rules of Civil Procedure*;
- Ability to draft pleadings, correspondences, Financial Statements & Disclosure Briefs, Affidavits of Service, etc.;
- Excellent knowledge of MS Office, PC Law, DivorceMate, and legal billings / invoicing;
- Excellent written and verbal communication skills;
- Ability to interact with clients and correspond with them directly;
- Ability to diarize and stay on top of upcoming deadlines.

We appreciate all applications. However, only those candidates selected for an interview will be contacted.

Example: Here we see 3 different employers looking for a Family Law Clerk for their organization, through a job board. Although they are different organizations, with varying job titles (Family Law Clerk vs. Law Clerk), they are looking for similar baseline skills and qualities (ie. Proficient in Microsoft Office programs, excellent verbal and written communication, and ability to meet deadlines and multi-task. By looking at enough job postings for the same role, you can see what the top 3- 5 most sought-out skills are, for that role)

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Tip #2: Conduct searches for skills, not job titles

Job titles may be industry-specific, but employers across many different industries employ people in the same roles. For example, “Administrative Assistant” can also be called an “Office Coordinator”, in varying industries/companies. By focusing your search on *skills* instead of *job titles*, you get more variety in your results. If your search leads you to an industry you are unfamiliar with, go back and get more information about that industry and understand if it fits your employment goal.

Tip #3: Read multiple job descriptions

When you run across jobs that meet your criteria, read the entire job description so you know exactly what the employer is expecting of the person who fulfills that role. Compare each job description to others in the same industry.

Tip #4: Use Google Alerts

Google Alerts is an application that allows you to monitor the web and find the pages that contain specific keywords you set. Whenever someone mentions the subject of the notice you entered, or rather the query, the service sends an alert to your e-mail address. This way you can stay up to date on employment opportunities. Or be notified when an organization is mentioned on the net (brand monitoring).

Tip #5: Use the Canada Job Bank

Canada’s Job Bank also has a new way of viewing Labour Market Information by any region in Canada. You can view information on occupations, wages, job outlooks, news updates (new businesses, new jobs, businesses closing, etc) and more. You can try the Beta version of this open-source platform today (Under the “Trend Analysis” tab): <https://www.jobbank.gc.ca/trend-analysis>

Tip #6: News Subscriptions

You can gather more information about labour markets simply by paying attention to current events. To make it easy for yourself, subscribe to reliable local newsletters and updates. Some examples include:

1. **LinkedIn News:** LinkedIn has a team of international editors who deliver the news, trends, and insights which can help you make informed decisions in your professional life.
2. **Subscribe** to newsletters from Canadian News Outlets such as:
 - ✓ CTV News
 - ✓ CBC News
 - ✓ Global News
 - ✓ Toronto Star
 - ✓ Huffington Post Canada
 - ✓ National Post
 - ✓ Financial Post

Tip #7: Job Alerts

A job alert is a notification that comes your way when a job with specific criteria (that you determine) opens up. Whether you're searching for certain types of jobs (For example, any job with the title "Financial Analyst" – or searching at a specific company – for example, any job that opens up at Apple), job alerts will have you covered!

You can set up job alerts from almost any Job Board online. To get started, you can start setting up job alerts using the job boards listed on Step 2 of this handbook.

'What I Found Out' Worksheet

Photocopy or print enough blank worksheets for each occupation you plan to research.

Use real-time labour market sources and traditional labour market sources.

Occupation name (*From your options list*):

Questions to answer during research:	Answers: <i>(List all that you found out – from as many sources as you want)</i>	Source: <i>(Write down your sources here)</i>
What does a typical day look like? (job description/duties)		
Work conditions: Is it outdoors, indoors, standing, sitting, lifting, writing, hands-on, driving, etc.?		

Questions to answer during research:	Answers: <i>(List all that you found out – from as many sources as you want)</i>	Source: <i>(Write down your sources here)</i>
What types of companies/ sectors is this occupation found?		
What kind of education/training do I need, to get this type of work?		
What are my earning potentials – (Both entry level and experienced)		
Work prospects – Is there actually job openings for this occupation near where I live?		
Mobility – in what locations are the most opportunities for this type of job? Can I work in different industries with this kind of job?		
Are there related opportunities in the industry or occupation that I can consider?		

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Step 4: Skills Training



Skills training helps create scope and opportunities for a jobseeker, by developing their talent and enhancing their skills and know-how.

The emphasis of skill training is to provide proper training that will support and guide the jobseeker in their chosen field.

In this section, you will be provided a compiled list of skills training resources that you can review, if needed/required.

Remember that the skills, training, and preferred educational background that employers/industries look for can vary. During your Labour Market Research, if you've identified an opportunity for you to enhance/develop your skills, this is the section for you!

Step 4

RESOURCES

Skills Training

Need help finding out where you can get the skills training and job experience you need to succeed in your career? Look no further! Here are some great resources that can help you get the information you need:

<i>Skills Training Information</i>	
Name	Link
Prepare for Apprenticeship	https://www.ontario.ca/page/prepare-apprenticeship
Second Career	https://www.ontario.ca/page/second-career
Literacy and Basic Skills Program	https://www.ontario.ca/page/adult-learning-literacy-and-basic-skills
Adult Learning: Ontario high school diploma	https://www.ontario.ca/page/adult-learning-ontario-high-school-diploma
General Education Development (GED) certificate	https://www.ontario.ca/page/adult-learning-general-education-development-ged-certificate
English as a second language	https://www.ontario.ca/page/adult-learning-english-second-language
French as a second language	https://www.ontario.ca/page/adult-learning-french-second-language
Ontario Bridge Training Program	https://www.ontario.ca/page/adult-learning-ontario-bridge-training-program
Go to college or university in Ontario	https://www.ontario.ca/page/go-college-or-university-ontario
OSAP: Ontario Student Assistance Program	https://www.ontario.ca/page/osap-ontario-student-assistance-program
Work in your profession or trade (newcomers)	https://www.ontario.ca/page/work-your-profession-or-trade
Ontario's Labour Market	https://www.ontario.ca/page/labour-market

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Online Skills Development

There is a misconception that developing job-ready skills, building confidence, & earning valuable career credentials cost a lot of money and take a lot of time. **It's not true!** Now that we live in the digital age, there are so many free and cost-effective resources available for you to develop these skills — and they're right at your fingertips! Some online skills courses also lead to a certificate/micro-credential that you can showcase on your resume.

Here is a shortlist of some online resources:



Online Skills Development Information

Name	Description	Cost
LinkedIn Learning	LinkedIn Learning is an American website offering video courses taught by industry experts in software, creative, and business skills. It is a subsidiary of LinkedIn.	Try LinkedIn Learning free for one month. Starting at CA\$34.99* / month after free trial. Cancel anytime, for any reason.
Coursera	Join Coursera for free and learn online. Build skills with courses from top universities like Yale, Michigan, Stanford, and leading companies like Google and IBM. Advance your career with degrees, certificates, Specializations, & MOOCs in data science, computer science, business, and dozens of other topics.	Explore hundreds of free courses or get started with a free trial. Certificates (and assignments) are only offered to paying users (from \$29 to \$100 a course). There are bundles of courses (Specializations) available via subscription (\$39 to \$89 a month).
Udemy	Join Over 30 million Students From Around The World Already Learning On Udemy! Find the right instructor for you. Any topic, skill level, or language.	In UdemyFreeCourses.org you will find always updated all the online courses that Udemy offers free of charge. You can also purchase a course package for as low as \$19.99.
Khan Academy	Khan Academy is one of the best place like Coursera online. It allows you to benefit from tons of free courses ranging from math, coding and even science.	Learning at Khan Academy is always free! All of Khan Academy's library of trusted, standards-aligned videos, articles, practice questions, and lessons are completely free for anyone who wants to use them.
edX	Your edX learning experience is grounded in cutting edge cognitive science. It has more than two dozen distinct learning features to help you achieve your goals	Except for professional education courses, there is no cost for taking edX courses when you enroll in the audit track, which does not offer certificates or provide graded assignments. However, if you want to be able to earn a certificate for a course and complete assignments, there is a fee that will vary depending on the course.

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Step 5: Managing Job Search Expectations



Job Searching can be a long and unrewarding process. Before you set goals and expectations for yourself, take a closer look at what you're trying to achieve and ask yourself the following questions:

- Is this goal something you truly want?
- Are you willing to pour hours of time and effort into it?
- Are you going to stay consistent?
- Is your timeline realistic?
- Is there a related job you can consider working in first, on your pathway to finding your 'dream job'?

In this section, you will be given things to consider to manage your expectations during your search. These tips will touch upon the consistency and time put into job search, as well keeping an open mind and positive attitude towards perceived 'failure.'

Step 5


Job Search Expectations

Now that you have a general idea of what type of job/career you want to pursue, it's important to manage your expectations when job searching and not expect success in a few weeks. In section 6, you will get the opportunity to write down a career goal and plan action to accomplish this. Before you do that, here are some things to keep in mind before setting goals/beginning your job search:

- Regardless of whether you're working and want to leave the company you're with, or you've been unemployed for weeks or months or years, looking for a job can be exhausting. Maybe you don't see positions that interest you, or you do, but your efforts at connecting with someone at the organization fail. Grant yourself some grace and take a step back to acknowledge that this is not a reflection of your self worth.
- Job search is not about speed, it's about consistency. Establish your routine, but make sure you are doing it at your own speed that feels manageable. (Set aside 1-2 hours a day, if you are already working another job, treat your job search as a full-time job if you don't have other major priorities, etc.)
- If you're losing steam during job search, perhaps it is because you aren't really that excited about the jobs you're applying to? Or maybe you are physically tired because you have to search for a job, after a day in the office? Perhaps you are discouraged because you haven't heard back on your applications?
Identify the issue(s) that is holding you back. Once you've isolated the cause, you can start to think about strategies to help you push forward.

- Maybe your ultimate career job is to hold a top leadership position in a company, or to manage a large department. But you have to be sure that you possess the right qualifications and experience for any position to which you apply. Be realistic about your capabilities, and make **logical progressions**. If you feel like you don't have enough career experience/education to get that 'dream job' just yet, start job searching for related jobs in the same industry/field, that you are qualified for. Working in a 'related' job is an important part of building experience. Consider the ABC's of employment and figure out what is your goal at the moment:
 - Get **A** job.
 - Get a **Better** job.
 - Get a **Career** Job.
- Don't limit yourself to applying for the jobs you find posted online. Companies may be hiring, but don't normally post job listings, other than internally, on their company website. Expanding your job search will help you find unadvertised openings and enable you to proactively seek employment at companies of interest. See Step 7- Networking, of this handbook for more details.
- Job seekers should apply for 5 to 10 jobs per day when beginning their job search. However, the quality of the job application is most important, and some days you'll send fewer applications if you're networking, messaging hiring managers directly, etc. Understand that job searching can be unrewarding and a daunting process at first. (100 applications/marketing calls might lead to 10 interviews... which will lead to one job. Sometimes it is about the number of applications and quantity of attempts, as well as quality). If you are expecting to find full time work, you must spend at least half of this time job searching or building skills. Treat your job search like a real job with set hours and tasks you have to do every day.

Step 6: Setting a Career Goal and Planning Action



"You cannot change your destination overnight, but you can change your direction overnight." – Jim Rohn

Goal setting is the first step of successful goal achievement. It marks your first point towards success.

It's when you switch from living passively to being an active creator of your life.

In this section, you will have the chance to take the self reflection and research you've collected, and turn them into goals. This section includes worksheets on career goal setting, action planning, and staying motivated.

Step 6

Setting a Career Goal and Planning Action

Career goals are goals that you create to help guide the development of your career. And they're important to have. This is because career goals help you establish milestones that keep track of any progress you make on the journey of getting from where you are now and where you hope to be in the future. Setting a goal will help you define what you want to achieve in a more specific way.

Here are a few examples of career goals:

- 1) I want to be a Plumber and have my own business.
- 2) I want to be an Early Childhood Educator and work in a school.
- 3) I want to be an Administrative Assistant and work in the healthcare industry.

Based on the research and thinking you have done previously, think of your career goal. It could be short term, anywhere from tomorrow to six months from now, longer term 2 - 5 years, or a lifetime goal. Then, the action plan will define some steppingstones to get where you want to go.

An action plan starts with the goal statement. Write your goal statement below:

Regardless of the kind of goal, developing an action plan will often make the difference between moving forward and stalling. There are a lot of examples showing that those who develop and record a concrete plan for reaching a goal are much more likely to attain it.

Creating an Action Plan

Now that you have a goal... what do you need to do to reach that goal? List all the action steps that you will have to take to reach your goal. Be attentive to timing here: some actions may need to happen before others (like getting formal training before looking for a job).

	Action Steps	Do this by (enter a date)	Result	Completed (Yes or no)
1				
2				
3				
4				
5				
6				
7				
8				

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Identifying Roadblocks

While you are developing your action plan, do you anticipate any challenges or barriers that you may have to overcome in implementing your action plan? It is important to be aware of the possible difficulties ahead of you so you can be prepared and overcome them faster. List the possible challenges/barriers you may encounter and how you plan to overcome them.

Possible barriers to overcome: <i>(e.g. Don't have a car, don't know how to write a 'good' resume, not sure of how to find job opportunities, can't afford the required education, etc.)</i>	Plan to overcome the barriers: <i>(I will put \$100 aside every week to put towards a new car, I will attend a resume building workshop, I will reach out to Employment Ontario for help, etc.)</i>

Staying Motivated

While you may start your plan with a lot of enthusiasm, for many reasons, you may experience a decrease of motivation over time. Is there anything that would help you stay motivated along the way? It could be a periodic reminder of your goal, a reward for a successful step, a friend who could encourage you, etc.

List ways that you think may help you to keep motivated and moving forward to reach your goal:

Look back at this list when you sense that your motivation is depleting!

Step 7: Networking

Sometimes, it isn't *what* you know, but *who* you know that gets you where you want to be.

Did you know that estimates say 80-90% of all jobs are filled through networking? *That means you only have access to 10-20% of jobs if you only stick to responding to job ads alone.*

Most people are missing out on one of the best strategies to land their next job: Networking!



In this section, you will review best practices when engaging your network. This section includes worksheets and resources that will help you track your networking progress and follow-up with your connections accordingly.

Step 7

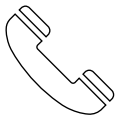
Networking Tips



1. Consider attending events where you can make new connections. If you're searching for a new job in your current field, attend a convention, business social or job fair so that you can meet others outside your current company who have shared interests.



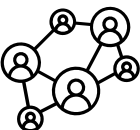
2. Listen to your connections and look for opportunities to help regardless of whether they are guaranteeing you a position in their company. They may remember your assistance and recommend you for a position in the future.



3. It can also be helpful to call a company you're interested in working for and ask for an informational meeting. Go with the intent of getting to know the company and potential hiring managers, instead of planning to ask for a job. Taking that time can help build new relationships and familiarize yourself with your potential employers.



4. Even though it is tempting to focus on selling yourself and sharing your resume with everyone who will take it, focusing on relationships may make a more powerful impression than your previous work experience. Present yourself as a likable person before showing your professional worth.



5. Sites like LinkedIn, Facebook, and a variety of other online networking websites can help you get in touch with other networkers at specific companies, with college affiliations or in a certain geographic area.



6. Post on social networks when you are seeking employment and message friends and followers that you think can help you in your search. Also, use discussion boards like Indeed's Job Forums to connect with other professionals and job seekers.



7. If you're a high school, college, or university graduate, your institute may have an alumni career network you can access. When networking with people you don't know, make sure you know what you want. Are you looking for company information? Do you want to know about job opportunities? Be specific in what you ask for.



8. Attend networking events — networking in person works. If you belong to a professional association, attend a meeting or a mixer. You'll find that many of the participants have the same goals you do.



9. You may be hesitant to network for fear of rejection. Try to be proud of your efforts regardless of the outcome and remember that you will have more opportunities to create connections that may lead to the job you want.



10. The last tip is that when networking, keep track of who you've emailed/messaged and where you have posted, so you can follow up. Below is a tracker that will help you keep track of your conversations:

Networking Tracking Worksheet

Use this tracking worksheet to track your conversations with your network!

Name/Title at Company	Company	Date of Contact	Notes

Name/Title at Company	Company	Date of Contact	Notes

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Informational Interviews

Networking is the process of discovering and making use of connections between people. It is about building relationships with people who can provide information and advice, and may lead to future opportunities.

Why use informational interviewing?

- You get first-hand, realistic information and can observe the work site if you go there for the interview.
- You can build more contacts. The person being interviewed may refer you to others who could help you.
- You can practice your interviewing skills without the stress of “the real thing” (a job interview).
- You can hear how others developed their career paths. You can gain important information such as:
 - what kind of personality style is best for this type of work?
 - what about the work is most rewarding?

Who can you ask?

People in general are eager to help others, especially if they have information to share. You can get valuable information from:

- People who work in the occupation or a similar occupation
- People who hire the people in the occupation
- Union members or association members
- Teachers or trainers in your occupational field of interest
- Student graduates in your field of interest

Where do you find people to interview?

You can find the names of people who work in this field or companies who hire this occupation from:

- Go to job fairs – If your dream company is participating in a job fair, this is your chance! Know more about the company by talking to the people manning the booth. You can also ask them to connect you to a contact person if you have questions that they can't answer
- Connect with people in your desired industry on LinkedIn whom you could see yourself working with in the future, or who could provide you with valuable insights regarding your business or career
- Always include a personalized note when you send a connection request, as opposed to a generic LinkedIn invitation
- Your yellow pages or local business directory
- The local education institutions could connect you with graduates in this field
- Your local union, association or apprenticeship office (found on your labour market site or yellow pages).
- If you want to get noticed and make meaningful connections with industry contacts on social media (Facebook, LinkedIn, etc.), a great strategy is to join groups/forums related to your industry
- Your network of friends, family or acquaintances

! *Don't forget that family and friends often know someone who knows someone who can connect you with someone to interview. It is a nice way to get started with your research task.*



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Setting up an Informational Interview

- 1. How to ask for help:** *If you are going to ask on the phone, online, or in person, try using one of the following lines. Make sure you practice a few times so you feel comfortable.*
 - "I am interested in finding out more about _____ and I thought you would be a good person to ask because _____."
 - "I'm looking for ideas about _____ and I thought of you as someone who might know _____."
 - "I know you might be able to give me some good advice about _____ because you _____."
- 2. Arrange a time:** Set up a time and place for the interview. Some interviews will be face-to-face, but others may be conducted over the phone. Ask to meet with the person for 15 to 30 minutes at the person's convenience.
- 3. Conduct the Interview:** Dress suitably and arrive 10 to 15 minutes before the set time. In short, prepare the same as you would for an actual job interview. Refer to your list of questions, but don't be afraid to let the conversation flow or to ask follow-up questions. Use your "Interview Notes" Worksheet (next page) to make notes either during or immediately after each interview. You may ask the person to suggest the names of others who might be able to provide you with more information. Keep your meeting to the amount of time that you requested.
- 4. Record what you've learned:** Immediately after the interview record any relevant information to your "What I Found Out" Worksheet (page 37- 38) for that occupation.
- 5. Follow-up:** Send a thank you message to each person you interviewed

Questions to ask During an Informational Interview

Occupation-specific questions

- On a typical day in this position, what do you do?
- What training or education is required for this type of work?
- What personal qualities or abilities are important to being successful in this job?
- What are the ideal qualifications for someone in this job?
- What kind of education/training is needed for this position?
- What part of this job do you find most satisfying? Most challenging?
- How did you get your job?
- How do you see jobs in this field changing in the future?
- Is there a demand for people in this occupation?
- With the information you have about my education, skills, and experience, what other fields or jobs would you suggest I research further before I make a final decision?

Career Questions

- What opportunities for advancement are there in this field?
- What are the salary ranges for various levels in this field?
- What are the basic education/training/experience prerequisites for jobs in this field?
- What special advice would you give a person entering this field?
- Which professional journals and organizations would help me learn more about this field?
- What do you think of the experience I've had so far in terms of entering this field?
- From your perspective, what are the problems you see working in this field?
- If you could do things all over again, would you choose the same path for yourself? Why?

Informational Interview Notes

Photocopy or print enough blank worksheets for each occupation you research directly.

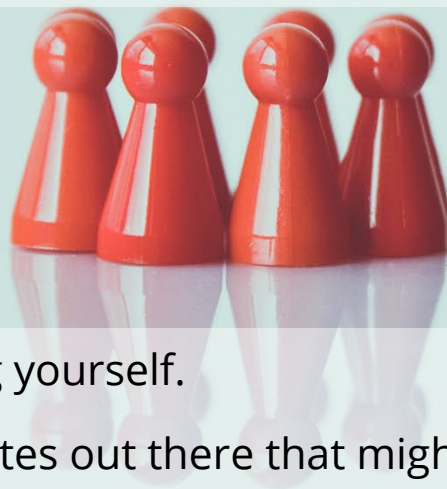
Who I Interviewed:	
Occupation Name:	
Contact Information:	
Relation to me or the occupation:	
In the space below, write down things you found out about the occupation such as:	
<ul style="list-style-type: none">• Wages• Benefits• Are people hiring?• What do employers want for training/education?• Is the occupation changing, how?• What are the best skills and characteristics to win a job like this?• Will there be a need for this occupation in 3-5 years?	

Step 8: Resume and Cover Letter

You find a perfect job opportunity. You start reading the description...

- ✓ Required skills? **Check. You have them.**
- ✓ Required credentials? **Check. You have them.**
- ✓ Job duties? **Check. You've done similar tasks in the past.**

You get excited. This could be the career break! You know you can do the job!



But then... you start doubting yourself.

There's a lot of other candidates out there that might have the same qualifications. Although in some cases, this may be true, a great way to make yourself stand out from the crowd is to create an amazing cover letter and resume.

In this section, we will discuss how to create a cover letter and resume, and provide you with tips and samples that you can use when writing your own.

Cover Letter Tips

Another way to market yourself is through your cover letter. A cover letter is a businesslike way to introduce your resume or application form. It creates an important first impression of your qualifications. Some employers automatically discard any applications they receive, that do not include a cover letter. To be most effective, your cover letter must:

1

Not be just another version of your resume. Instead, this letter should provide specific evidence of what you will bring to the company. In your cover letter, center it around two to three skills or abilities you want to highlight. Then offer examples of times you demonstrated those traits.

For example, if you want to highlight your experience and skill as an Early Childhood Educator, provide an example of how you successfully taught an individual. You can include a teaching moment when you were particularly successful. *These examples are what will make your cover letter different from your resume.*

2

A hiring manager can quickly tell if you have written a generic cover letter that you use for every job. Take the time to customize your cover letter so it reflects your interest in the specific position and company you're applying to.

The best way to do this is to match your qualifications to the job:

- First, look carefully at the job listing.
- Second, select two or three skills, abilities, or experiences that the job requires that you know you have. In your letter, provide examples of times that you demonstrated each of those skills.
- Include keywords from the job listing in your cover letter as well. For example, if the listing says the ideal candidate has experience with "data-driven decision making," you might include an example of a time you used data to make a decision or solve a problem.

3

It's not always easy to find a contact person to address your cover letter to, but it's worth spending some time trying. When it comes to cover letters, taking the time to get personal is really important. Find out as much as you can about the company and the hiring manager.

Be sure to address your cover letter to the specific hiring manager who will be reading your letter. If you don't know who that person is, check out the company website, or even call the company and ask.

If you can't figure out who will be reading the letter, address your letter with the greeting, "Dear Hiring Manager."

4

Take the time to review cover letter examples and templates, before you start writing your own letter to apply for a job. Examples can give you an idea of how to structure your letter, and what information to include.

RESOURCES**Cover Letter Examples**

- [250+ Job-Winning Cover Letter Examples in 2021 | LiveCareer](#)
- [Free Cover Letter Templates \(Try now\) · Resume.io](#)
- <https://www.thebalancecareers.com/cover-letters-examples-listed-by-type-of-job-2060173>
- <https://resumegenius.com/cover-letter-examples>
- <https://www.monster.com/career-advice/article/cover-letters>

Cover Letter Templates

- [Free-To-Use Cover Letter Builder | Create Your Own | LiveCareer](#)
- [Perfect Resume Builder and more \(myperfectresume.com\)](#)
- [Resume Builder · Resume.io](#)
- <https://app.resumegenius.com/letter-v2/>

Resume Tips

Most employers will expect you to have a resume (a one or two-page summary of your qualifications). Some employers may ask you to fill out an application form as well. When that happens, all you have to do is copy information from your resume onto the form. The purpose of a resume is to quickly draw an employer's attention to your most relevant skills and accomplishments. It is a marketing tool designed to get you invited for an interview. It should be short, interesting to look at, and easy to read.

1

Compile the facts: The first step is to gather facts about your employment and education history and do some work on identifying your skills and accomplishments. If you have already completed the exercise in Step 1, you are well on your way.

Create a fact sheet by listing the following information:

- Work History including dates of employment, job titles and descriptions, names, addresses, and telephone numbers of formal employers, name of supervisors, your skills and situations in which you have demonstrated those skills
- Education/training history including names and addresses of education/training institutions, programs completed, dates, major areas of study or training, and any awards or recognitions you have received
- Volunteer experience, hobbies, other activities and memberships that show you have knowledge or experience related to the type of work you want, or show you have positive characteristics (eg. You are honest, positive, responsible, adaptable, willing to learn, safety conscious, etc.)
- The names, addresses, and telephone number of your references, preferably people who have supervised your activities in the past, whether on the job, at school, or for volunteer activities. Make sure their contact information is up to date!

2

Decide what to include:

The second step is to sort through the facts you have gathered and compare your qualifications to the requirement of the work you want. Decide which are your strongest qualifications and list them near the beginning of your resume, so employers see them first.

- If you have lots of work experience that is related to the type of work you are applying for, information about your work history should appear before your education/training history

- If you have more related education than work experience, information about your education/training should be near the beginning
- If you have strong qualifications in several categories, briefly list them in a 'Qualifications Summary' section at the beginning, and provide more information later in your resume.

3

Make a 'Scannable' Resume: Organizations receive hundreds of resumes each year which is why it is important to use a 'scannable' resume format. More and more organizations are using electronic resume tracking systems to select resumes for consideration. Managers list keywords related to the skills and knowledge required for the position, and a computer selects resumes that contain those keywords. The safest way to ensure that your resume will be read is to submit it in a.doc or.docx file from Microsoft Word. Even though many of the systems are now advanced enough to read a PDF, you should still send a.doc file to be on the safe side. A PDF may preserve your formatting, but it is not as easy for older applicant tracking systems to parse.

4**Choose a format:**

The fourth step is to decide how to organize and present your information. Different resume formats are appropriate in different circumstances.

a) Chronological Resume (see an example on next page):

- If you have has a series of work assignments with increasing levels of responsibility and your experience is directly related to your work search target, use a chronological format. In other words, list your work and education/training history in chronological order from most recent to least recent.
- Chronological resumes highlight a steady employment record and emphasize career growth and development. Employers are most familiar with this format, and a chronological resume is easier to write than other types of resumes.

EXAMPLE:
**CHRONOLOGICAL
RESUME**

James Applicant

17017 Home Blvd. • Edmond, OR 00222 • (555) 555-1212 • james.applicant@email.com

OVERVIEW

Energetic and motivated leader with a proven ability to effectively manage both staff and long and short-term projects. A self-starter and strong independent worker who excels at analyzing products and procedures in order to generate new ideas that improve efficiency and production quality.

PROFESSIONAL EXPERIENCE

COMFORT, INC., *Edmond, OR*

MANAGER (2014-Present)

Manage daily operations of a \$1 million foam insulation company.

- Train and supervise work crews in more efficient product installation techniques resulting in reduced material waste by 20 percent and labor hours by 43 percent.
- Instrumental in developing sales team's knowledge in the areas of building science and energy conservation in order to provide customers with the information to successfully plan for, and utilize, spray foam insulation.

MILITARY BASE. *Edmond, OR*

DATA NETWORK MANAGER (2008-2014)

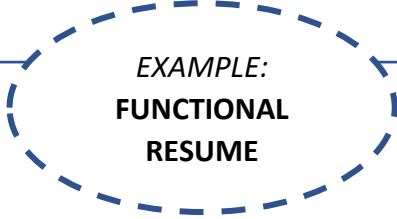
Managed command and control data network used to generate video representation of geographic area surrounding the ship. The team consisted of 38 individuals from four departments.

- Production Control Officer - Coordinated the efforts of 135 personnel utilizing 37,000 man hours. Completed 520 jobs totaling over \$4 million during a 13-month refurbishment period.
- Assistant Command Duty Officer - Directed daily routine utilizing a duty section of 600 personnel from 12 different departments.

EDUCATION

UNIVERSITY OF COSTA RICA, Bachelor of Arts in Business Economics, 2004

b) **Functional Resume:** If you don't have directly related work experience or you have changed jobs frequently or been unemployed for long periods of time, you can use a functional resume format to minimize these drawbacks. Organize information about things you have done (on the job, at school, as a volunteer), in skills categories that are directly related to the requirements of the work you want.



John A. Doe

999 Main Street, Ann Arbor, MI 99999/ (123) 555-1234/ johndoe@email.com

CAREER OBJECTIVE

Experienced and versatile professional with strong urban planning as well as people, management, and research skills, seeking a position in urban planning and environmental impact analysis with a major city or Fortune 500 company.

CORE QUALIFICATIONS

- Background managing direct transportation planning and programs
- Adept at managing programs and people
- Able to anticipate and project organizational change
- Background as administrator of office operations

EXPERIENCE AND SKILLS

Skilled in: Quality Control • Urban Planning • Environmental Impact Mitigation and Research • Urban Planning • Geology/Hydrology • Site Evaluations • Computer Software Tools • Grant Writing

Administrative: Lead coordinator for the daily processing of thousands of checks for payment and the mailing of confidential reports, meeting strict deadlines, and avoiding late fees.

Problem Solving: Designed a waste-management program involving Recycle Ann Arbor and a major book company, intended for the efficient handling of tons of paper, cardboard, plastic, metal, and glass, achieving net savings of \$20,000 per building annually and reducing company disposal obligations.

Management: Oversaw operations of an expanding research lab, providing expertise, commitment, and quality control during a time of significant transition.

EMPLOYMENT HISTORY

Senior Process Engineer, September 2016-Present, Zezee Corp., Ann Arbor, Mich.

Process Engineer: Technical Support, September 2012-September 2016, Zezee Corp., Ann Arbor, Mich.

EDUCATION

Bachelor of Business Administration (2015); GPA 3.9
Southern Nazarene University, Bethany, Okla. (Online Program)

c) **Combination Resume (see an example on next page):**

If you want to highlight your skills but do not want to take the risk making employers suspicious, use a combination resume. Organize information about things you have done in skill categories and briefly outline your work history near the end of your resume.

Combination resumes draw attention to what you can do and provide “where and when” information as well. They minimize drawbacks such as gaps in employment and lack of directly related experience, but must be well written to be effective.



EXAMPLE:
**COMBINATION
RESUME**

Joe Applicant

123 Main Street • Oakland, CA 12345 • (123) 456-7890 • joe.applicant@email.com

SUMMARY OF QUALIFICATIONS

Results-oriented, high-energy, hands-on professional with 10+ years' experience and a successful record of accomplishments in the blood banking, training, and communication transmission industries.

Key skills include:

- Experience in Quality Assurance and Customer Service in Two Industries.
- Excellent Communication Skills
- Team Building & Leadership
- Internal & External Communications
- Experience in Training and Payroll

PROFESSIONAL EXPERIENCE

CORE COMMUNICATION INC., *Sunnyvale, Calif.*

CABLE TELEVISION SUPERVISOR (May 2008 – Present)

Supervised contract support for six AT&T Broadband systems located in the Bay Area.

Notable Accomplishments:

- Provided customer support/resolution, training in telephony and customer care.
- Handled quality control, payroll, special projects/plant extensions, and staff evaluations.

EDUCATION & CREDENTIALS

SAN JOSE STATE UNIVERSITY, San Jose, Calif.

Bachelor of Science (GPA; 3.8; Major: Administration of Justice; Graduated Cum Laude), May 2008

Certifications

NCCT Phlebotomy Technician Certification • NCCT Certified • CATV System Technician

Information Technology Skills

Microsoft Office Suite • ADP / Workforce Now • Proficient in Various Payroll Software Systems

5

Write a Draft: The fifth step is to write a draft.

- Keep it simple and clear (two pages at most)
- List a telephone number where you can be reached during the day. Or, list two telephone numbers (one where messages can be left during the day and an evening number)
- Emphasize your accomplishments and achievements. Wherever possible, describe how your work helped employers solve problems and achieve their goals
- Use active, expressive words to describe what you have done. You can use a thesaurus to find descriptive words.
- Be honest. Don't exaggerate or misrepresent yourself- most employers check. On the other hand, don't sell yourself short by being humble
- Make sure there are no errors in spelling, grammar, or typing. Check and double check!
- Don't sign or date your resume, put the title "Resume" at the title, attach a photograph of yourself, or include personal information such as age, sex, height, weight, or ethnic background.
- Use a standard font type (Times New Roman, Arial, Sans Serif) and a font size anywhere from 11 point to 14 point size.

6

Edit: The final step is get feedback on your draft and edit until your skills are presented as concisely and impressively as possible. Before you send your resume to employers, ask as many people as possible to give you feedback on your most recent draft(s).

Here are some resume examples (by industry/profession), and resume templates you can use to format your draft!

RESOURCES

Resume Examples

- [Resume Examples and Sample Resumes for 2021 | Indeed.com](#)
- [Resume Examples That'll Get You Hired in 2021 | Resume Genius](#)
- [Resume Examples | Monster.com](#)
- [80+ Resume Examples for 2020 \[Free Downloads\] \(resumecompanion.com\)](#)
- [The Best Resume Examples for 2021 | MyPerfectResume](#)

Resume Templates

- [Create Your Job-winning Resume - \(Free\) Resume maker · Resume.io](#)
- [Free Resume Builder | Job Seeker Tools | Resume-Now](#)
- [Free Resume Templates for 2021 \[Download Now\] \(novoresume.com\)](#)
- [Resume Templates \(office.com\)](#)

Step 9: Interview Preparation



Preparing for an interview might seem intimidating, but there are several steps you can take to prepare yourself for a successful interview.

In this section, you will explore best practices on how to feel confident about your upcoming interview. From strategizing on how to tackle the toughest questions, to packing your briefcase, we've got you covered!

Step 9

Interview Preparation Worksheet/ Checklist

With consistent job search, you will land that job interview! This is an opportunity for you to shine, and highlight why you are the best candidate for the job.

Photocopy these pages for each interview you prepare for.

1) Research the company and your interviewers:

Some of the questions you can answer, while researching the company are:

- How does the company differ from its competitors?
- Why do customers choose this company?
- What is the company's relationship with its customers?
- Is there a basic philosophy of the company or organization and, if so, what is it? (Is it a people-, service- or product-oriented business?)
- What is the company's mission/purpose/values?
- What is your interviewer's previous work experiences? How can you relate more and make a connection to them?

Detail your findings below:

2) Practice your answers to common interview questions:

You can search online and find common interview questions. Make sure you also research common ‘industry-specific’ and ‘role-specific’ questions as well, to ensure you’re ready! Here are a few resources to get you started:

Common Interview Questions (General):	Common <i>Industry/Job Specific</i> Interview Questions
<ul style="list-style-type: none"> • Top 10 Job Interview Questions and Best Answers (thebalancecareers.com) • 50 Common Interview Questions and Answers The Muse • Job Interview Questions, Answers, and Tips to Prepare (thebalancecareers.com) 	<ul style="list-style-type: none"> • Job Interview Questions and Answers by Industry and Profession (job-interview-site.com) • Job Specific Interview Questions and Answer Tips (thebalancecareers.com)



Write your notes below:

Need help? At any point during your job search, if you require help, have questions, or need an extra push- reach out to us for assistance!
Our contact information is on Page 1.

3) Study the job description and note down the required skills, qualities, and experiences:

THE JOB DESCRIPTION

HOW YOU MATCH

<i>List three traits sought in a candidate (e.g., Strong presentation skills)</i>	<i>List three phrases describing your personality (e.g. Confident public speaker)</i>
1.	1.
2.	2.
3.	3.

THE JOB DESCRIPTION

HOW YOU MATCH

<i>List three job duties/responsibilities (e.g., Source newsworthy items from media outlets)</i>	<i>List an achievement related to each duty (e.g., Curated hundreds of news clippings weekly)</i>
1.	1.
2.	2.
3.	3.

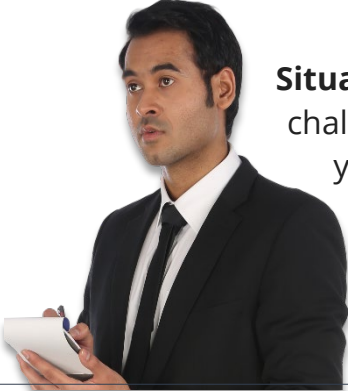
THE JOB DESCRIPTION

HOW YOU MATCH

<i>List three facts about the organization (e.g., Leading aircraft manufacturing firm)</i>	<i>List why you find that fact appealing (e.g., Firm uses tech to prototype new planes)</i>
1.	1.
2.	2.
3.	3.


4) Revisit the 'commonly asked questions' and answer them using the STAR method:

STAR is an acronym for four key concepts (Situation, Task, Action, and Result). Each concept is a step the job candidate can utilize to answer a behavioral interview question. By employing all four steps, the job candidate thereby provides a comprehensive answer. The concepts in the acronym comprise the following:




Situation: Describe the context within which you performed a job or faced a challenge at work. For example, perhaps you were working on a group project, or you had a conflict with a coworker. This situation can be drawn from a work experience, a volunteer position, or any other relevant event. Be as specific as possible.

Task: Next, describe your responsibility in that situation. Perhaps you had to help your group complete a project within a tight deadline, resolve a conflict with a coworker, or hit a sales target.



Action: You then describe how you completed the task or endeavored to meet the challenge. Focus on what you did, rather than what your team, boss, or coworker did. (Tip: Instead of saying, "We did xyz," say "I did xyz.")



Result: Finally, explain the outcomes or results generated by the action taken. It may be helpful to emphasize what you accomplished, or what you learned.

5) **Prepare good questions for your interviewers, for the end of an interview.**

They should reflect your interest in being successful in the role and fitting into the organization:

Examples:

- Can you explain some of the day-to-day responsibilities this job entails?
- How would you describe the characteristics of someone who would succeed in this role?
- If I were in this position, how would my performance be measured? How often?
- What departments does this teamwork with regularly?

Write your questions below:

Getting Ready for your Interview

Day:

Interview Attire: When preparing for an interview, think of selecting your interview attire as the icing on the cake — that final detail that pulls all your efforts together.

Business Casual Workplace



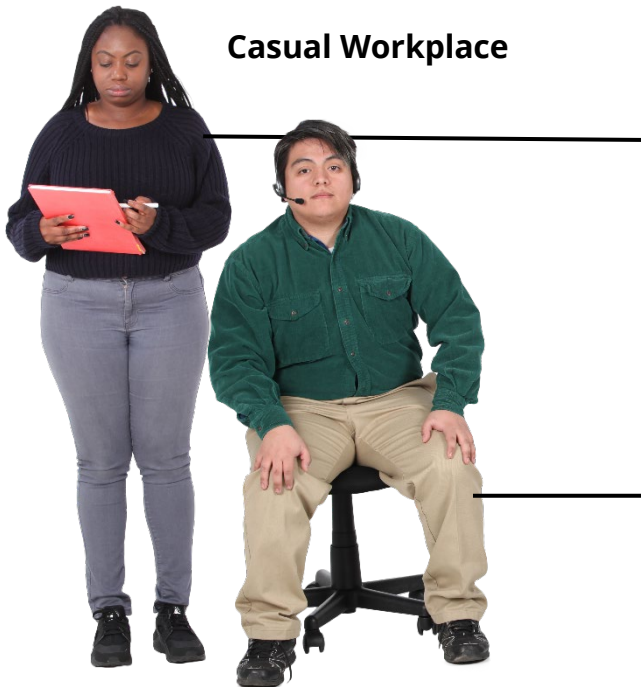
For men, this could mean:

- Black, grey, or navy dress slacks with a belt, button-down shirt and tie
- A blazer is optional
- Oxfords or loafers

For women, this could mean:

- Black or navy dress pants or pencil skirt
- Button-down shirt and cardigan or jacket
- Flats or heels are appropriate

Casual Workplace



For women, this could mean:

- Dark jeans, a blouse and/or cardigan
- A knee-length skirt and button-down shirt or blouse
- Both options can be worn with flats or heels, avoid open-toe shoes

For men, this could mean:

- Dark/creme jeans or slacks and a button-down shirt or polo
- Any closed-toe shoes that are neat and clean

Need help? At any point during your job search, if you require help, have questions, or need an extra push- reach out to us for assistance! Our contact information is on Page 1.

What to bring/be mindful of:

1) **A clipboard, briefcase, or purse to carry your belongings:**

Instead of walking into your interview with several papers in your hand, bring something to carry it in. It adds an extra touch of professionalism!

2) **Copies of your resume:**

In case your interviewer does not have a copy on hand, it is always a good idea to bring several copies for them. It also shows your interviewer that you are prepared.

3) **Any additional accomplishments (certificates, employer emails, recommendation letters, notable work, or a portfolio):**

This is a great way to show your interviewer that you have gone above and beyond in your interview preparation and it will make you stand out as an applicant. Having tangible things for the interviewer to look at is a great way to provide proof of your accomplishments.!

Keep in mind that It's easy to get carried away and use 'props' as a crutch in an interview. Make sure you ask the interviewer if they are interested in seeing these additional accomplishments, before you show them. And don't spend too much time referencing these materials. They are only supposed to compliment your words!

4) **Pen and paper:**

In case you need to take notes.

5) **Breath mints/floss:**

Good hygiene is important. Just in case you drank some coffee before an interview, have a breath mint handy!

6) **Water:**

To ensure you don't have a dry throat from talking too much/nervousness, bring a water bottle.

7) **Directions:**

Have a good idea of how long it will take to get to the interview. Plan ahead of time to account for traffic/delays and aim to be 15-30 minutes early.

Virtual Interview Reminders:

Due to today's climate, employers have started to conduct virtual interviews with candidates more and more. If you are invited to a virtual interview, perhaps the information above will not be helpful to you. Instead, keep the following in mind:

- Test the conferencing platform you are using for the interview beforehand, so you do not have issues with it during the interview (example: If the interview is through Zoom, make sure you practice using the platform so there are no surprises)
- Have the interviewers phone number handy: Technology is great when it works but... what if it doesn't? In the case your computer stops working or your Wi-Fi drops during an interview, make sure you have a back up plan! Have your interviewer's phone number handy so you can call them to continue your conversation.
- Have your computer charger/phone charger near by (or charge it beforehand, so this isn't an issue)
- Test your computer audio an hour before the interview to ensure it is working and on the correct settings
- Interviewing at home can be overwhelming when you live with other people. Make sure you lock the door and advise everyone in your household of the interview, so you don't have any surprise visitors (roommates, parents, children, siblings, etc.) walking around in the background or talking over you in the interview!
- Having a clutter-free space will give your interviewer a good impression of you and will help you think clearly. If you are finding it is too difficult to clean your home or find a nice spot in your house, use a virtual filter on the platform your interview is on (Zoom, Microsoft Teams, etc.)



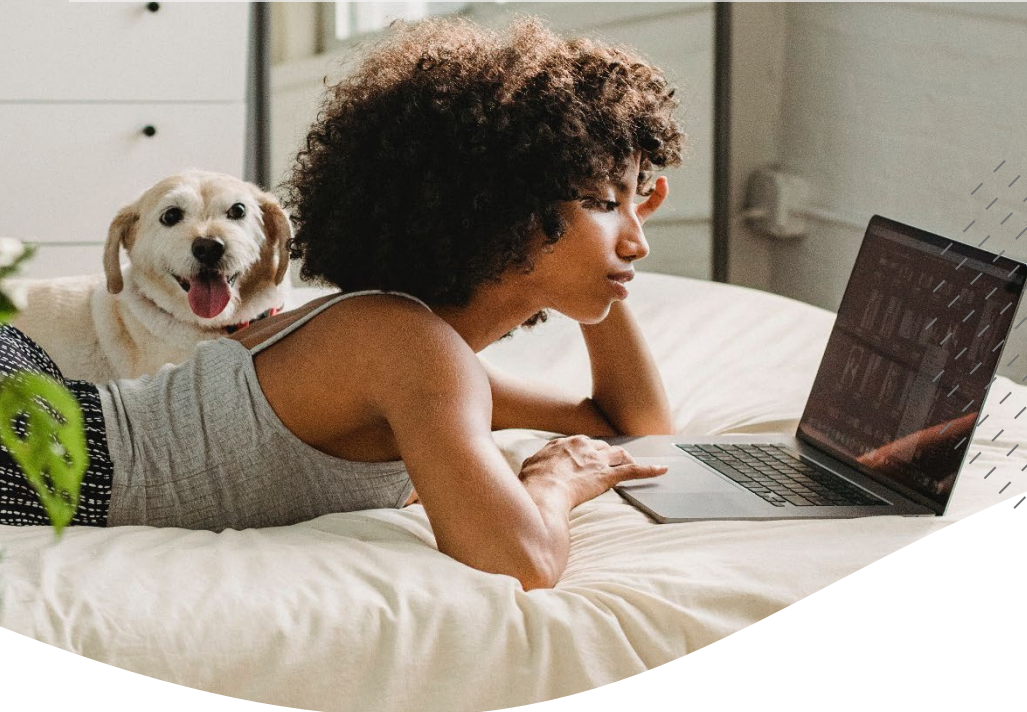
Step 10: Monitoring your Plan

Congratulations! Now that you've completed a job interview, it's time for the hard part... the anticipation.

This doesn't mean you stop your job search, while you wait for a response from an employer. Keep job searching!

Now is also a good time to monitor the progress of your goals.

In Step 5, you created an Action Plan for your job search. This employment plan needs to be monitored, followed-up (and adapted if needed).



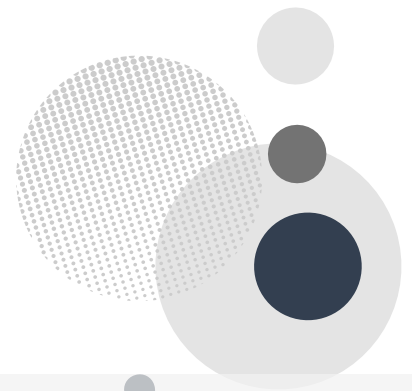
In this section, you will have the chance to reflect on your Action Plan that was created in Step 5, and complete a worksheet that will help you draw out next steps.

4. If I have reached my goal, do I have/do I need a new goal?

5. Who can I ask for help?

6. I will evaluate my progress again in (days, weeks, month and year):

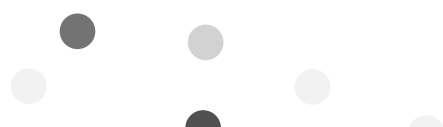
Step 11: Starting Work



Congratulations! All your hard work has paid off. Before you start at your new workplace, you should know the things to remember when starting a new job. From your clothes to your communication skills, all eyes will be on you for the next few weeks.



In this section, you will review a 'Start Work' checklist, to ensure you have everything you need to meet your employer's expectations in the first few weeks of work.



Step 11

Starting Work Checklist

Now that you've got the job, it's important to validate that you have everything you need to start work and meet all of your employer's expectations.

Use the checklist below to make sure you're all set!

Question	Factors to Consider
<p>Do you know how to get to work?</p>	<p>Transit/commute plan in place:</p> <p>Do you have transit fare/gas money?</p> <p>Do you have a back-up plan (bus is late, can't borrow car, etc.)?</p> <p>Aim to arrive 15 minutes early (reminder)</p>
<p>Do you know who you are meeting on Day 1?</p> <p><i>*If you have more questions, ensure you ask your company's HR department or your hiring manager.</i></p>	<p>No (follow-up required)</p> <p>Yes, Contact Name:</p>
<p>Do you know what to bring with you for Day 1?</p> <p><i>*If you questions, ensure you ask your company's HR department or your hiring manager.</i></p>	<p>Void cheque and/or banking information:</p> <p>Emergency contact information:</p> <p>Tax Forms/Other:</p>
<p>Have you been advised about a dress code or required equipment for Day 1?</p> <p><i>*If you have more questions, ensure you ask your company's HR department or your hiring manager.</i></p>	<p>Is it business casual? Or Casual?</p> <p>Uniform provided (or will be)?</p> <p>Safety equipment (steel-toed boots, hardhat, gloves, other PPE, etc.)?</p>

<p>Do you have to complete anything before Day 1?</p>	<p>Online learning/training Criminal record check/permission Personality/skill assessment (DISC, Prove It, etc.) Availability/schedule Review contract/employee handbook</p>
<p>Are you aware of the mandatory training for new employees in Ontario?</p> <p><i>*If you have more questions, ensure you ask your company's HR department or your hiring manager.</i></p>	<ol style="list-style-type: none"> 1. Workplace Health & Safety Awareness 2. Accessibility for Ontarians with Disabilities (AODA) 3. Workplace Hazardous Materials Information System (WHMIS) – if applicable 4. Workplace Violence & Harassment
<p>What support do you need with onboarding & training?</p> <p><i>*If something is required, ensure you advise your company's HR department or your hiring manager.</i></p>	
<p>Do you have strategies/plan to manage personal responsibilities (dependent care, etc.)?</p> <p><i>*If you do need support, please contact EO Peel for more information.</i></p>	<p>Yes: No:</p>
<p>Is there anything else you need to start work?</p> <p><i>*If you do need support or have questions, please contact EO for more information.</i></p>	<p>No: Yes:</p>