

JOB SEARCH WORKBOOK



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INTRODUCTION

Everyone has skills, but not everyone knows how to market those skills to enhance their career. This workbook will assist you in defining and marketing your skills, as well as provide helpful information to assist you in your job search.

If you need additional assistance, contact us at a **KANSASWORKS** Workforce Center near you, visit us at kansasworks.com, or call (877) 509-6757.



Identify Your Skills and Talents

What sets you apart from the competition?



Document Your Work and Educational Experience

A good resume should include dates of employment and demonstrate how you have helped your employers make money, save money, or improve their bottom lines. Focus on the company to which you are applying, not your wants. And remember to customize each resume for the job you are applying for.



Define Your Career Goals and How You Plan to Accomplish Them

Identify a mentor in the field you are interested in. If unsure about an industry, sign up for a temporary job to see what you think. Temp jobs can lead to full-time employment.



Identify Occupations Matching Your Experience and Talents



Prepare Your Materials

Visit with a **KANSASWORKS** Workforce Professional to review for grammar, layout, and other suggestions.



Take Assessments

Take the National Career Readiness Certificate (NCRC,) My Next Move, mySkills myFuture assessments and others recommended in this workbook.



Contact Employers

Network with everyone you meet! Get involved with activities that align with your interests and the job that you want.



Prepare For Interviews

KANSASWORKS Workforce Professionals can do mock interviews and coach you to help ease anxiety.



Attend Interviews

Arrive early, come prepared with questions, resumes, and anything else that demonstrates you have the skills necessary to do the job. Always come prepared with quality questions for the end of the interview, about the position and the culture of the company.



Make Sure to Thank The Interviewer

Following up with a thank you card or an email can go a long way with an employer.



Evaluate Your Interview

What could you have improved from your interview experience?



Follow Up On the Job

Negotiate wages after an offer has been received and discuss any other further benefits.

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The Kansas Department of Commerce administers the **KANSASWORKS** workforce system, which links businesses, jobseekers and educational institutions to ensure that Kansas employers can find skilled workers. This system includes various workforce centers, which are located statewide to connect businesses with jobseekers in their area.

This system integrates Kansas universities, community colleges, and technical schools, to allow them to tailor their curriculum to the needs of Kansas businesses. The result is a seamless network in which Kansas workers receive job-specific training and Kansas businesses can find well trained employees.

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Job Search Basics

To be successful, you should consider your job search a full-time job.

- Wake up each day with the plan of spending 40 hours a week searching and applying for positions. Create a plan for each day and determine what needs to be accomplished.
- Start your journey early in the day. This will give you plenty of time throughout the day to complete applications, interviews, or assessments. Generally, avoid submitting applications on Monday or Friday. While most companies have transitioned to an online application, some companies still accept or want a paper application. These companies may only accept applications during specific hours or on specific days.
- Leave your phone in the car when picking up an application or arriving for an interview. This will set a good first impression with the interviewer.
- Fill out applications completely. If something does not apply, put "N/A" in the space, rather than leaving it blank. Do not write "See resume." This is a poor reflection of work ethic and shows that you are unable to follow directions.
- Keep a record of the applications you submit and the employers you contact.
- Use your network to find out who is hiring in your area. There could be potential opportunities available that are not listed online.
- Make yourself prepared by printing out extra copies of your resume and experiences. You never know when a lead will come your way.
- Follow up on leads within 24 hours! If you hear about an opportunity, make sure to research and apply for the position the same day.



Using Technology to Get Hired

Employers can receive hundreds of applications for each position. Only the most qualified and proactive job seekers will attract the attention of hiring managers and HR professionals, to get their foot in the door for an interview.

Job Search tactics now require embracing technology by creating a strong online presence, networking, and using new strategies to market your personal brand.

The following strategies will help you kick start your job search and find your next opportunity. But first, you must have a basic understanding of the internet. This will help you search for jobs, research companies, and send emails. You must also be able to communicate effectively online.

- Create an online presence. A common practice for hiring managers is to Google candidates before calling them for interviews. They will check the candidates Twitter, Facebook and most importantly LinkedIn. Make sure you are not posting anything that could drive away a potential employer.
- Post your resume on career sites such as kansasworks.com so you can be found by employers by your skills and talents.
- Network with professional organizations or alumni associations. Informational interviews are acceptable in today's market. Look for a mentor in the desired field.
- Develop your own personal brand to help you during the application process. Create a website or portfolio to showcase your work.
- Staff at our **KANSASWORKS** Workforce Centers can help you with additional support. Contact a Workforce Professional for assistance at (877) 509-6757.

Email Etiquette

Communication via electronic means is the new normal. Here are some tips to assist you when communicating via email:

Responding to Employers - If an employer emails you, it is permissible to respond via email. Be careful to read the email for instructions. For example, you may be asked to do some follow-up. Always follow cues from the employer regarding preferred method of contact. Make sure to not initiate communication by email unless first invited to by website, job ad, verbal conversation, or an initial email from the employer.

Thank You Notes After Interviews - An email thank you is acceptable, especially if the hiring decision is happening quickly after the interview. An email will most likely be seen before a hard copy.

Keep it Professional - Your email address, subject line and content need to be clear and appropriate for the recipient. Make sure to utilize spell check and refrain from using abbreviations.

Email Address - When using email, make sure your email address is appropriate. Without a professional email address, employers might not take you seriously.

Subject Line - Make it clear and meaningful to the recipient. A great option is to use the job title in the subject line. Do not use the the words "Read This" or "Information." These terms can be interpreted as containing a virus.

Greeting - Always double check the spelling of a person's name. Make sure to address the person by Mr., Ms., or Dr. when appropriate. Unless you know who will be receiving it, make sure to use "Dear Hiring Manager of XYZ Company." when writing cover letters. Avoid using "To Whom It May Concern" when addressing the hiring managers.

Content - Use professional language in your writing, making sure to use spell check. Be clear, concise and to the point. Explain why you are writing. "I am reaching out in regards to *insert position* at XYZ company." Provide brief information about yourself, such as if you are close to completing a degree or relevant information about your experience.



Skills, Interests and Values

If you have previously been a homemaker, student, volunteer, or participated in other activities, your experiences can translate to skills in the workforce. Important skills, including communication and organization, are traits that employers seek.

Soft Skills:

Soft skills are skills all employees must have in order to succeed in the workplace, regardless of the type of job. Employers place great importance on these skills, and employees who display these skills are considered valuable. These skills are separate from the technical knowledge you may need to complete your job.

- Attendance - Coming to work every day and on time is important to employers. Addition to having good communication skills when it comes to calling in sick and running late to work.
- Communication/Interpersonal Skills - Having the ability to communicate with your co-workers, managers, and customers in a pleasant and professional manner is important. Seek advice when needed and practice your listening skills. Be polite, not argumentative, in accepting criticism in the workplace.
- Teamwork - Work with others in a cooperative manner to achieve goals and identify needs.
- Initiative/Motivation - Complete your job duties or tasks without being prompted to.
- Responsibility - Hold yourself responsible in your job by completing required and expected duties. Be aware of time schedules, and work effectively with little to no supervision.
- Appearance/Hygiene - Understand and adhere to the dress code. Wear appropriate clothing, as well as demonstrate good personal hygiene and grooming.
- Flexibility - Be willing to accept special projects, fill in for absent co-workers, and accept changes in the middle of a project.
- Problem Solving/Conflict Resolution - Have the ability to identify problems, evaluate possible solutions, select a course of action, and evaluate the outcomes. Be the person who is willing to negotiate, while also respecting others' opinions.

Technical Skills and Talents

Technical skills and talents are the skills you possess to accomplish a job (computer skills, operating equipment, understanding procedures, research, etc.) These are hard skills employers review to determine if you are able to perform the work.

To develop your skills further, we have resources available free of charge. Please visit with our Workforce Professionals about the right one for you.

Determine Your Skills

To determine your skills and talents, list your hobbies, club memberships, sporting activities, church and school involvement and areas of interest. List tasks you perform well or strong skills you possess, even if you have not been paid for these skills.

Your list may look like it has nothing to do with job skills or experience, but that is alright. The purpose of creating this list is to help you determine the skills you already have that are useful in the workforce.

All hobbies, sports, and activities involve transferable skills, knowledge and abilities. Look at each item on your list. On the next page think about the skills or talents it takes to perform that activity. List your activities and skills as demonstrated in the example chart on the next page.



Hobbies, Sports, Activities Things I Do Well	Skills, Knowledge and Talents Involved
Playing Basketball	<ul style="list-style-type: none"> • Positive interaction with others (team player) • Utilize math (keep track of scores) • Reach, lift, jump, stoop and run
Homemaking	<ul style="list-style-type: none"> • Manage budgets • Ability to handle multiple tasks • Knowledge of human development • Skills in teaching and training
Fixing Cars	<ul style="list-style-type: none"> • Ability to diagnose mechanical problems • Knowledge of electronics • Skill in using tools
St. Patrick's Day Parade Coordinator	<ul style="list-style-type: none"> • Capacity to create printed materials • Skills in advertising • Organizational skills • Competence to lead others • Knowledge of fundraising • Professional communication

Complete the table below. Use action verbs to describe your soft and technical skills. See the resume section for a list of action verbs.

Hobbies, Sports, Activities Things I Do Well	Skills, Knowledge and Talents Involved

Assess Your Skills, Values and Interests

Another means of determining your talents is to complete a formal assessment of your skills, values and interests. This will help determine which careers are suitable for you and which are not. You may also find that your skills and abilities match an occupation you never considered. There are many career assessment tools to help you gather this information and generate a list of occupations best suited for you.

For example:

- O*NET Interest Profiler can help you match your skills to desired occupations. This tool includes a Skills Search designed to help identify occupations you may want to explore. This is done by selecting a set of skills from six broad groups of skills to create your customized skill set.
- The National Career Readiness Certificate (NCRC) is a nationally recognized certificate informing employers of your skills before you even walk into the interview room. It measures your skills in three areas - Workplace Documents, Graphic Literacy and Applied Math - and certifies you as a Platinum, Gold, Silver or Bronze Candidate. If you are interested in taking this assessment, contact your local **KANSASWORKS** Workforce Center at (877) 509-6757.
- The WORKTalent! Assessment is utilized to provide insight into your personal characteristics and work-related behaviors. This will help you learn to rely on your personal strengths and adopt some different behaviors to make you even more employable and successful in the workplace. If you are interested in taking this assessment, contact your local **KANSASWORKS** Workforce Center at (877) 509-6757.

More information on testing can be found later in this workbook.

Work Experience

Now that you know your skills and interests, it is time to review your work experience. Write down your previous employment history. Concentrate on the details of the positions within the last seven years, including all part-time, military, volunteer, apprenticeship/internship and self-employment work. Make sure all dates, job titles and applicable contact information are accurate. Write down your accomplishments and how they relate to the position for which you are applying. Each resume should be tailored to the position for maximum credibility. Past experience determines future performance. What did you like best about your previous roles? These details will usually show where your strengths are to help market your talents. Be prepared to discuss with a potential employer in an interview any periods of time where you were unemployed.

Think about the skills, knowledge or abilities it took to perform each work duty and write them down. In addition, list the kind of work characteristics involved with the duties (organization, self-management, etc.) Below are examples:

Job	Work Duties	Skills or Talents	Work Characteristics
Farm Worker Smith and Sons May 2021 - April 2022	<ul style="list-style-type: none">• Picked fruits and vegetables• Inspected fruit for damage• Used equipment like a shovel to plant, cultivate and prune	<ul style="list-style-type: none">• Worked quickly, skillfully, and safely• Labored outside and alone for long periods of time	Ability to work quickly, skillfully, and safely
Customer Service Representative Jones Financial Group April 2022-Present	<ul style="list-style-type: none">• Answer phones• Update accounts• Answer customer questions or complaints	<ul style="list-style-type: none">• Display proper phone etiquette• Comprehend stock market• Experience with computer skills	<ul style="list-style-type: none">• Polite and Accommodating• Organized• Problem Solving• Attention to detail• Time Management

Complete your work experience list below.

A list of action verbs is available in the resume section.

Job	Work Duties	Skills or Talents	Work Characteristics

Educational Experience

Now it is time to examine your educational history. List schools you attended with dates and major studies or courses completed. List most recent history first. List all honors, accomplishments, skills, and expertise (ex. computer software applications, machinery operation, etc.)

Also list activities you have participated in to increase your overall knowledge (ex. training or certification, military services, relevant community or volunteer work.) Then ask yourself what classes or training you enjoyed and why you liked them, as shown below.

Degree, Certificates, Awards and Honors	Class or Training I Enjoyed and Why
BA Biology Microsoft Office Training Gold Star Sales Award Employee of the Month Outstanding Attendance Award	<u>Web Page Design</u> - Enjoyed creativity and starting something from scratch <u>Scuba Diving</u> - Enjoyed contact with nature and adventure

Complete your educational history in the table below.

Degree, Certificates, Awards and Honors	Class or Training I Enjoyed and Why



Career Exploration

What career would you be happy doing every day if money was not an obstacle? This is usually an indicator of your passion and will help you be successful and attentive. At this point, you have completed your self-assessments and know your values, interests and skills.

You may also have a list of careers that align with assessment results. You now need to narrow your list of careers so you can pursue the one that you find most desirable. There are hundreds of career options out there. Think hard about your choice of occupations and you will find a fulfilling and successful career. It could take some time to make a decision.

Gather information in career fields you are thinking about and research labor market information for availability in your area. Gather basic information about each career on your list, such as job descriptions, employment statistics, earnings and educational and training requirements.

For basic information about career fields, use Career One Stop. You will find occupational, demographic and labor market information at the local, state and national levels. This site is constantly updated. Other helpful sites are kansasworks.com and dol.ks.gov.

Once you have enough information to decide what career(s) you would like to pursue, it is time to dig deeper. You need to learn as much as possible about your list of occupations. Once this is complete, you should be able to narrow your list to one. You can always continue your research and change your mind. Remember, nothing is set in stone!

Career Goals

With a few career options in mind, it is time to figure out how to reach your goal of actually working in that field. Perhaps you lack a few skills for the career or there are no jobs currently open. Identify what steps will help you gain experience for your career choice. Maybe you will need to take some classes, get a degree or find an employer offering on-the-job training. To help determine what to do, list your career choice in one column (the type of work you want to do five or ten years from now.) In the opposite column, list what jobs, education or experience you can get to reach your goal as demonstrated below.

Career I Would Like to Have	Jobs/Education/Experience To Help Reach Goal
Police Officer	Security Guard, Correctional Officer, Administrative Assistant at the Police Department, Court Clerk, Police Academy
Welder	General Labor, Position in Manufacturing Environment, Metalworking, Welding and Fabrication Courses

Complete your career goals in the following table.

Career I Would Like to Have	Jobs/Education/Experience To Help Reach Goal

Today's workplace is very competitive. You need to have a variety of skills to give you a competitive edge. You may be choosing a career, deciding to change careers, re-entering the workforce or recovering from job loss. Staff at your local **KANSASWORKS** Workforce Center are ready to help at no cost. Visit us at kansasworks.com or call (877) 509-6757.

Where to Find Job Information

If you know what job skills you have and what you like to do, you are ready to look for a job. You can look for job openings through the following sources:

KANSASWORKS Workforce Centers

provide assistance in finding jobs and offer an office to work from until you find your next position. We offer a variety of other services at no cost. For a list of workforce centers, visit kansasworks.com/contact or call us at (877) 509-6757.

Networking

is the key to a successful job search and the number one way people get jobs. Networking consists of building on personal contacts and making yourself known to potential employers. Talk with anyone who may know of an opportunity that would be right for you, including colleagues, recruiters, other job seekers, career professionals, etc.

Social Networking

provides a great way to make connections with potential job opportunities and promote yourself across the internet. This can help you describe yourself, your strengths, and the benefits of hiring you. Check into LinkedIn, Twitter and Facebook. These are great tools, but be cautious. Do not post anything you do not want potential employers to see or read. Employers will check these sites. They want employees who can respect their companies and customers.

Company Websites

are used more than ever to direct applicant flow. Many companies accept resumes and/or have resume builders directly on their sites. Review the employment or career section of the site for job opening information and the application process. You may also contact employers directly (even if there are no advertised openings) and speak to their personnel offices. When an update posts (ex. new jobs), some websites automatically alert you. Follow the company on their Facebook page as it will typically post new openings there.

Federal, State, and Local Government Offices

list a wide range of job opportunities. Phone numbers may be found under government listings. The State of Kansas has a Civil Service Job site at www.jobs.ks.gov. To find federal openings, use www.usajobs.gov.



Local Radio or Television Stations

often announce available jobs.

Community or Technical Colleges

offer counseling and job information to students and alumni.

Public Libraries

have books and other materials on occupations and often post local job announcements. Some also have networking events or free computer classes.

KANSASWORKS.com

has thousands of career listings readily available to browse through in your search for the right career. Our Workforce Professionals can assist you in your search, or you can conduct one on your own. You are able to filter by location, keywords, education level, wage, and more.

Veterans' Placement Centers or Organizations

often have job listings for members. Contact the Veterans Employment Representative at a Kansas Workforce Center near you, visit kansasworks.com or call (877) 509-6757.

Unions and Apprenticeship Programs

provide job opportunities, information and training. Contact the Kansas Apprenticeship Council at (785) 296-4161, a relevant labor union, or your local Workforce Center for information. You may also visit kansasworks.com or call (877) 509-6757.

Professional Associations

often have websites and publications that post job opportunities. There are numerous professional organizations for a variety of industries and career specialties. Many national conferences and local chapter meetings are great networking venues.

*Under the Civil Rights Act of 1964, all sources listed above serve persons of any race, color, religion, sex, or national origin. The Age Employment Act of 1967 forbids discrimination of older workers. Both laws forbid employers to discriminate in hiring.

Applications

A job application is often an employer's first impression of you. Employers often ask job seekers to fill out an application before an interview. The manner in which you complete your application often tells an employer how well you will perform your job. Since the product you are selling is yourself, it is worth the time and effort to complete the application as best as you can.

Tips For Completing an Application

- Read the entire application before answering any questions. If applying by hand, make sure to write legibly and in either black or blue pen.
- Fill in all of the blanks, even if the questions do not apply. Fill in these questions with N/A (not applicable.) Do not fill in "see resume" anywhere on the application.
- If you are completing an application online, do not use auto-fill. This can cause errors, generating information in incorrect places.
- Double-check spelling on names and addresses. Other items that might be requested are military records, social security information, and license/certification identification. Use your best judgement when asked for your Social Security Number. It is acceptable to put "will provide at interview or upon hire" when asked for your social security number.
- For an online application, have all of your information ready when starting, including a copy of your resume to upload. Some applications will have a time limit.
- Have your work experience list with you so you can correctly enter titles, dates, addresses and full names of supervisors.
- Use appropriate job titles for your previous positions and the positions you are seeking. Have a specific job(s) in mind. Do not request "just anything."
- If you are not sure of the wages or salary for the position you are applying, you may fill in "negotiable" until you have an opportunity to discuss the job responsibilities with the employer and research labor market trends in your area.
- Having a telephone is the best way to get calls from employers requesting an interview. If you do not have a telephone, ask a family member or friend for permission to use their number. Indicate on the application this is a number the employer may leave a message. Make sure to touch base often, to guarantee there is little time delay. Make sure the family member or friend is someone that you trust to answer professionally and take a detailed message for you.



- Professional References: The typical rule of thumb is three people who can account for your work ethic and character. These should not be related to you and should be contacts who will give you a positive reference. Ask if they would like to be a reference for you and what they will say when someone calls. Ask for their correct name spelling, which number and email to provide employers, current address and occupation. Some employers ask for business references or names of previous supervisors. If you have not held a job before, it is permissible to use a teacher, family friend, or someone else that can provide feedback on your work ethic and character.
- If there has been a special situation in your past, such as a criminal conviction, it may be best to write "May I explain in person" in the appropriate blank. This will give the employer a chance to ask questions and for you to disclose information. However, some employers may require this information in advance of an interview. We have trained staff in our centers to help coach this. If you would like additional assistance in preparing answers regarding criminal backgrounds, visit with a Workforce Professional at your local **KANSASWORKS** Workforce Center, visit kansasworks.com or call (877) 509-6757.
- After completing the application, double check your work to make sure the information is thorough and accurate. If you have any questions about the application, ask the person in charge to explain it to you. Usually you will be asked to sign a statement that the information you provided is true. False statements or intentional omissions are grounds for dismissal after being hired.
- If asked, agree to sign a statement giving the employer permission to contact your past employers and check your school and work records. Not giving permission gives a potential employer the impression you have something to hide.

COVER LETTER FORMAT

Your Name

Your Street

Your Primary Phone

Your City, State, Zip

Your Email

Date

Company Name

Company Address

Company City, State, Zip

Dear Name or Title:

Introduction Paragraph - Specify the position for which you are applying, how you became aware of the open position (ex. newspaper ad, kansasworks.com, radio, etc.). You want to capture the reader's attention. Show you have done some research on the company by talking about new projects the company has taken on or citing something you read about them.

Body - In this paragraph, talk about your responsibilities, actions accomplished and results achieved in past jobs. Use descriptive and concise action statements. Indicate how your experience would benefit the company. Do not repeat your entire resume, but mention the items most appealing to the employer.

Concluding Information - This is the section where you close your letter. Express your interest in an interview for a position or in learning more about the company's opportunities and hiring plans. Indicate what your follow-up plan will be (ex. I will contact you next week to schedule a mutually agreeable meeting time.) Be sure to mention how you may be reached. Finally, thank the employer for their time and consideration.

Respectfully,

Leave space here for a handwritten signature

Your Name (Typed)

Enclosure: Resume

COVER LETTER EXAMPLE

John A Smith

**1234 NW 1st Street
Topeka, KS 66601**

**(123) 456-7890
johnsmith@email.com**

04/01/2023

**WIBW
1234 SW Topeka Blvd
Topeka, KS 66601**

Dear Hiring Manager at WIBW,

I am writing in regard to the Reporter position open at your television station. I recently learned about this position from your career listing on kansasworks.com. I believe that I am the perfect candidate to work for Station 13 News, having the ability to report on any topic, from Politics to Crime.

From my experience working for the Washburn University paper, The Washburn Review, I was able to gain useful reporting experience. I had the opportunity while writing for the paper to cover large scale events like the Governor visiting and The International Mashed Potato Festival. I additionally was given the opportunity to cover smaller local events on Washburn's campus such as the dedication of the new Law Building and the University's pickleball invitational. My article on the International Mashed Potato Festival was the highest viewed article on washburnreview.org. In addition, coverage of this event required me to learn to work on a deadline and work outside my comfort zone.

The combination of my reporting experience and my education makes me the perfect fit for this position. I am highly interested in learning more about WIBW and its opportunities, and I look forward to meeting with you in regard to this position. Thank you for your time and consideration.

Respectfully,



John A Smith

Enclosure: Resume

Resume Preparation

Today there are very few jobs where a resume is not required. The average employer spends seven seconds reviewing a resume. To be most effective, you need to grab their attention quickly! If you do not, the next person will!

What is a Resume?

The resume is your marketing tool and summarizes your background. It provides an employer with an outline of your abilities, education, work experience, special knowledge and training. It is your opportunity to attract an employer's attention and separate yourself from all of the other candidates competing for the position.

Effective Resumess

When preparing a cover letter or resume, remember to visit your local Workforce Center or kansasworks.com to utilize resource materials or seek assistance. To find a location near you, visit kansasworks.com/contact or call (877) 509-6757.

Resume Tips:

- Type your resume. Use standard-sized white paper or resume-specific paper.
- Print on only one side of the paper. Do not fold, staple, or bend your resume.
- Use common fonts like Arial, Calibri, Cambria, Courier New, Didot, Helvetica, Garamond, Georgia or Times New Roman.
- For your text size, use 10-12 points for the body and 12-14 points for the headings.
- Keep your resume simple and professional. Keep it neat and clean.
- Do not use graphics or boxes. Limit use of underline, italics, or vertical lines.
- Do not use abbreviations. Do not include graduation dates on education if you are over the age of 40.
- The layout of your resume should make reading or scanning easy. Keeping white space can be effective.
- Be specific. Use clear and concise sentences. One page is standard, but if you have more than 15 years of experience, two pages are acceptable.
- Use a header with your name and contact information on the top of each page.
- Make sure your contact information is correct. Include a phone number and email address. Do not include your full address, just the city and state.



- Use bulleted or highlighted statements beginning with action verbs to describe your accomplishments and duties. Try not to repeat the same words. Use the same number of bullets for each work experience.
 - Watch the verb tense. For current employment, use present tense. For previous experience, use past tense.
 - Since duties on a functional resume are arranged by category and not past/present jobs, you may use either present or past tense. Choose one or the other.
 - Do not use "ing" verbs (managing, acting, etc.) Use keywords to match your skills and abilities to the requirements of the job.
- Make sure there are not spelling, grammar, or punctuation errors. Proofread carefully and have someone else review it as well.
- Add numbers or hard data to your resume. In a document full of letters, numbers stand out. Numbers draw attention and show results achieved. Be positive and focus on benefits and results. Bolding words can also bring attention to them.
- Do not use "I," "Me," or "My." Your resume is not a personal correspondence and should not include details about your personal life.
- Never lie or exaggerate on your resume.
- Ensure that language is consistent. Construct each description or summary in a similar manner, including grammar, punctuation and length.
- Do not include salary or wages. You will have the chance to communicate and negotiate in the interview process.
- Always include a cover letter with your resume.
- References are no longer necessary on your resume. Employers will request references if and when they need them.

Four Types of Resumess

There are numerous ways to format a resume. Four primary types are discussed in this workbook. Review all of them and find a format that works for your situation and career experience. Then use the information you have gathered from this workbook to develop your resume.

Chronological Resume Format

Advantages

- Widely used format
- Logical flow, easy to read and prepare
- Showcases career progression and growth

Disadvantages

- Emphasizes gaps in employment
- Do not use if you have no employment
- Highlights frequent jobs changes

Best Used By

- Individuals with steady work record
- Individuals whose employers or job titles are impressive

Functional Resume Format

Advantages

- Emphasizes skills rather than employment
- Organizes a variety of experience
- Disguises gaps in work record or a series of short-term jobs

Disadvantages

- Viewed as a suspicion by employers due to lack of information about specific employers and dates

Best Used By

- Individuals who have:
 - developed skills other than from employment
 - no previous employment or gaps in employment
 - frequent job changes

Combination Resume Format

Advantages

- Highlights most relevant skills/accomplishments
- De-emphasizes employment history
- Combines skills from several previous positions
- Minimizes employment gaps

Disadvantages

- Can be confusing if not well organized
- De-emphasizes job tasks and responsibilities
- Requires more effort and creativity to prepare

Best Used By

- Career changers or those in transition
- Individuals re-entering the job market after an absence
- Individuals who have new skills
- Individuals pursuing the same or similar work as in the past

Targeted Resume Format

Advantages

- Personalized to company or position
- Shows research
- More impressive to employer
- Written specifically to the employer's needs

Disadvantages

- Time-consuming to prepare
- Can be confusing if not well organized
- Must be edited and revised for each employer

Best Used By

- Everyone - any of the above resumess can be edited into a targeted resume

Action Verbs

Action verbs give your resume power and direction. Begin all skill statements with an action verb. If you cannot find the word you are looking for, try looking up synonyms for that word. Make sure to use the same grammatical structure, punctuation, and verb tense. Do not use "ing" verbs.

achieve	classify	determine	fabricate	investigate	persuade	resolve	utilize
address	collect	diagnose	facilitate	improve	plan	review	validate
administer	communicate	direct	forecast	judge	prepare	schedule	verify
advise	compile	dispatch	formulate	lecture	present	screen	visualize
allocate	compose	document	generate	maintain	prioritize	select	write
analyze	conduct	draft	guide	manage	process	solve	
approve	consolidate	edit	hire	mediate	produce	specify	
arbitrate	contract	enlist	implement	moderate	promote	spoke	
arrange	control	establish	increase	motivate	purchase	strengthen	
assemble	correspond	evaluate	initiate	negotiate	reconcile	summarize	
assign	create	examine	inspect	observe	record	supervise	
attain	critique	execute	instruct	operate	recruit	tabulate	
audit	delegate	expedite	integrate	organize	reduce	train	
catalogue	deliver	explain	interpret	oversee	represent	translate	
chair	design	extract	interview	participate	report	troubleshoot	

CHRONOLOGICAL RESUME FORMAT

Sample Name

(785) 555-5556 • samplename@outlook.com
Topeka, KS 66601

SUMMARY OF QUALIFICATIONS:

Review the job description and pick the top characteristics they are looking for and how you meet or exceed those. Put them in this section. From research, this is the section that grabs the reader's attention and keeps them reading on.

Ex. 10+ years experience with SOLIDWORKS programming, AutoCAD and similar programs.

WORK HISTORY:

INDUSTRIAL ENGINEER

2015-PRESENT

Tool Incorporated, Topeka, KS

- Researched the current shipping department and worked with a team to design a more productive operating process by utilizing the latest techniques. This led to a turn-around time of less than 24 hours and overall produced 50+ products shipped out to customers each day.
- Developed a multi-step shipping process improvement plan to cross train all team members on quality control, resulting in increasing production numbers and helping the company grow 20% in one quarter alone while exceeding customer satisfaction as reported by the sales team.
- Earned Employee of the Year Award for personal and team accomplishments.

Design Engineer

2013-2015

Mechanical Systems, Paradise, KS

- Introduced a complete safety package for a robot loader to increase efficiency on the floor.
- Trained and mentored 5 intern engineers on SOLIDWORKS for a semester. Successfully assisted in the retainment of 4 of these interns.
- Evaluated and recommended machine components to fiscal, saving over \$5,000 when negotiating.

HVAC Engineer Assistant

2012-2013

Engineering Consultants, Kansas City, KS

- Prepared building and equipment bid specifications.
- Evaluated HVAC equipment options.
- Incorporated EPA and OSHA regulations into safety procedures.

EDUCATION

Currently studying for the Professional Engineering License Exam

Bachelor of Science Degree - Mechanical Engineering

Minor: Engineering Management
Sample University, City, KS

FUNCTIONAL RESUME FORMAT

Sample Name

(785) 555-5556

samplename@outlook.com

Topeka, KS 66601

SUMMARY OF QUALIFICATIONS:

10+ years as the line supervisor of highly competitive distribution center; leading and developing a team of 25+ members at a given time to ensure product is quality assured prior to leaving the facility with a 10% error rating in the past year.

Proven skills include:

- | | | |
|-----------------------|--------------------|--------------|
| ➤ Onboarding | ➤ Cross Training | ➤ Motivation |
| ➤ Staffing/Scheduling | ➤ Safety Protocols | ➤ Retention |

- Member of the National Management Association.
- Served as the liaison of upper management and staffing company.
- Held the record of highest production with lowest overhead cost of departments.
- Trained 100+ employees, with a track record of 90% retention of talent.
- Increased safety training and ensured cross-training resulting in 60 less accident reports in a calendar year.
- Facilitated hands-on leadership, forklift operation and in-house certifications.
- Certified with OSHA 10.
- CPR Certified and EMT coursework (no certification.)

PROFESSIONAL EXPERIENCE:

Line Supervisor

2015-PRESENT

Assistant Line Supervisor (1.5 years)

Team Member (1.5 years)

Company Name, Topeka, KS

EDUCATION :

High School Diploma

School Name, City, KS

COMBINATION RESUME FORMAT

Sample Name

Customer Service Professional

(785) 555-5556 • samplename@outlook.com • Topeka, KS 66601

SUMMARY OF QUALIFICATIONS:

Self-starter who takes initiative, responsibility, ownership and reputation for removing obstacles and making things happen. Passionately involved in coaching new hires and mentoring interns. One who is committed to researching trends and providing suggestions to stay ahead of competitors. Works closely with all levels of managements and departments for recruitment needs. One who is passionate for providing quality customer care.

Professional Experience:

General Office

- Organized and implemented weekly group activities for collaboration and innovation.
- Scheduled appointments for General Manager
- Maintained accurate financial records and timely invoice payments.
- Prepared reports and created documents using Microsoft Office products.

Customer Service

- Welcomed customers and visitors in a professional and courteous manner.
- Provided customers with desired information in a timely manner.
- Assisted customers with concerns.
- Received exceptional rating from company's secret shoppers.

Communication

- Introduced Instant Messaging as a solution for responding to needs quickly.
- Developed social media platform for company to have an online presence.
- Established rapport with diverse individuals and groups in the community.
- Suggested ideas to management team and influenced action for employee morale.

PROFESSIONAL EXPERIENCE:

Line Supervisor

2015-PRESENT

Assistant Line Supervisor (1.5 years)

Team Member (1.5 years)

Company Name, Topeka, KS

EDUCATION :

High School Diploma

School Name, City, KS

TARGETED RESUME FORMAT

Sample Name
Topeka, KS 66601

(785) 555-5556
samplename@outlook.com

SUMMARY OF PROFESSIONAL QUALIFICATIONS:

- Experienced manager with expertise in human relations and project management.
- Extensive background in staff recruitment and retention, staff training and development.
- Superb written and oral communication skills.
- Organizational and strategic planning.
- Contract negotiation and compliance.
- Knowledge of federal and state employment law.

PROFESSIONAL AFFILIATIONS

- Society of Human Resources Management
- Portland Human Resources Management Association

PROFESSIONAL EXPERIENCE

Clinical Director

Company Name, Chicago, IL

2015-Present

- Senior management of a Joint Commission of Accreditation of Healthcare Organizations (JCAHO) accredited treatment facility. Responsible for all aspects of program management including clinical, administrative and fiscal.
- Responsible for recruiting, orienting, training, and supervising 50 staff. Reduced staff turnover from 38% to 14% by improving staff orientation and training, professional development and mid-level management coaching.
- Provided oversight of all aspects of staff performance - performance evaluation, progressive discipline, mediation of staff disputes and grievance procedures in accordance with state and federal laws.
- Increased annual revenue by 38% through program marketing.

Program Director

Company Name, Chicago, IL

2012-2015

Administrative, clinical and human resources management of an outpatient health center - 60 full-time employees and 45 contracted employees.

- Responsible for the recruitment, supervision and performance evaluation of medical and administrative staff.
- Provided training to enhance workplace performance at all levels of staffing

EDUCATION

University Name, Chicago, IL

Doctor of Psychology in Clinical Psychology • 3.8 GPA

Interviewing

Interviews can be a little overwhelming, but with the proper preparation, you will be ready. Below are some general tips to get you focused. After a few interviews, you will feel more confident!

Before the Interview:

- **Plan Ahead** - Research the company, the position and if possible, the people you will meet in the interview. Review your work experience. Be ready to support past career accomplishments with specific information targeted toward the company's needs. Have your facts ready. There are lists upon lists of sample questions out there. If you journal out the questions with your answers, you will be able to review for the next interview if this one does not work out.
- **Be Prepared** - Take the following items with you to your interview: copies of your resume, driver's license, union card, military records and a list of references, both work and professional. You will also need to be prepared with these items once hired to prepare your I-9 documentation. Bring any supporting documents, such as a portfolio, that will help you to be successful and get hired.
- **Role Play** - Once you have finished studying, begin role-playing. Use the general questions provided below. Write down answers if it helps make your presentation more concise. Try to keep your answers to the information your new employer will want to know. Staff at your local Workforce Center may also be able to assist you with mock interviews.
- **Create and Rehearse** - You have a limited amount of time to make an impression on someone. Create and rehearse a 30-second statement, also called an elevator speech. By writing this information out and rehearsing it, it will flow more easily. Be prepared with the following information:
 - Who you are
 - What business/field you are in
 - What is your unique selling proposition and what makes you different from the competition
 - What benefits will employers derive from your services

Example: "Hi, my name is John Smith. I have five years experience as a Marketing Manager in a fast-paced advertising agency. I love to build relationships with people, and working in the community building alliances and partnerships. My passion is working on projects with other people as a team."

How to Answer Interviewing Questions

Interviewers often begin an interview by asking you to tell them about yourself. It is helpful to think about your response before going to the interview so you do not stumble with your response. Be sure to keep your answer tailored to the position and the company you are interviewing with.

Questions asking "what if" are difficult to answer. For example, "what would you do if your supervisor told you something illegal?" These questions should be answered based on your knowledge, experience, and personal values. Remember your solution is not as important as your attitude. A calm approach is best - do not rush into an answer.

Traditional vs. Behavioral Interview Questions

In a traditional interview, you will be asked a series of questions that typically have straightforward answers like "What are your strengths and weaknesses?" or "What major challenges and problems did you face?"

In a behavioral interview, an employer has decided what skills are needed in the person they hire and will ask questions to find out if the candidate has those skills. Instead of asking how you would behave, they will ask how you behaved in the past (what you did, what you said, how you reacted or how you felt.) The interviewer will want to know how you handled a situation, instead of what you might do in the future. Behavioral interview questions will be more pointed, more probing and more specific than traditional interview questions. Follow-up questions will also be detailed.



Examples of Traditional Interview Q&As

1. Can you tell me a little about yourself?

- Prepare ahead of time by developing your own 30-second personal branding statement to tell clearly who you are, your major strengths and the clear benefits your employer received. The advantages of this approach are quickly getting their attention and interest in knowing more.
 - Sample Answer: "I am a seasoned retail manager who developed training programs and loss prevention techniques resulting in revenue savings of over \$2.3 million for XYZ Company during the last 11 years."

2. What is your greatest weakness?

- Be careful with this one. When you are asked what your greatest weakness is, try to turn a negative into a positive.
 - Sample Answer: "Being organized hasn't always been my strongest point, but I implemented a time management system that has really improved my organizational skills" or "I like to make sure my work is perfect, so I tend to spend a little too much time checking it. However, I have created a good balance by setting up a system to ensure everything is done correctly the first time."

3. What is your greatest strength?

- This is an easier question that will be asked during your interview. When you are asked about your strengths, it is important to discuss attributes that qualify you for the job. The best way to respond is to describe the skills and and experience directly correlated with the job.
 - Sample Answer: "When I am working on a project, I do not want to just meet deadlines. Rather, I prefer to complete the project ahead of schedule" or "I pride myself on my customer service skills and my ability to resolve conflict."

4. Do you prefer to work independently or on a team?

- When the interviewer asks this question, they want to know if you are a team player or would rather work on your own.
 - Sample Answer: "I am equally comfortable working as a member of a team or independently. In researching XYZ Company, your mission statement, and the job description, I recognized similarities to my previous position. Some assignments required a great deal of independent work, where others required more of a team effort to be most effective. Because of this experience, I feel comfortable working both ways."

5. How do you handle stressful situations?

- Give some examples of stressful situations that you have dealt with in the workplace. Explain how you use time management, problem-solving or decision-making skills to reduce stress.
 - Sample Answer: "I react to situations, rather than to stress. That way, the situation is handled and doesn't become stressful" or "I work better under pressure and I have found I enjoy working in a challenging environment."

6. What major challenges and problems have you faced before?

- How did you handle the situation? Be sure to include specific examples of how you handled a particular difficult situation. Discuss how you contributed to finding a solution.
 - Sample Answer: "During a difficult financial period, I was able to satisfactorily negotiate payment schedules with multiple vendors" or "When the software development of our new project stalled, I coordinated the team that managed to get the schedule back on track. We were able to successfully troubleshoot the issues and solve the problems within a short period of time."

7. Why are you the best person for this job?

- The best way to respond is to give concrete examples of why your skills and accomplishments make you the best candidate for the job. Take a few moments to compare the job description with your abilities, as well as mention what you have accomplished in other positions. Be positive and reiterate your interest in the company and the position.
 - Sample Answer:
 - "I have extensive experience in [insert name of field] and have the specific skills you are looking for."
 - "I am a fast learner. I adapt quickly to change and will hit the ground running."
 - "I am dedicated and enthusiastic about helping this company meet its goals and will provide top-quality results with minimal oversight. I am an outstanding performer who takes pride in my work. You will not have any regrets when you bring me on board."

Preparation for the Behavioral Interview

The best way to prepare for a behavioral interview is to refresh your memory and consider some special situations you have dealt with or projects on which you have worked. Prepare stories to illustrate times when you have successfully solved problems or performed memorably. The stories will be useful to help you respond meaningfully in a behavioral interview. Remember, your answer is not as important as your attitude. A calm approach is best - do not rush your answers!

Examples of Behavioral Interview Q&As

1. Give me an example of a problem you faced on the job and tell me how you solved it.

- This is a great question to showcase your ability to be creative and problem solve. Choose a problem you might face in the job you are interviewing for.
 - Sample Answer: "I think it is important to get information and clarify the problem first before coming up with possible solutions. If you skip this step, other people's time can be wasted. For example, at my last job we had a problem where the situation was X, the action I took was Y, and the positive outcome was Z. I was commended by Keith in accounting for solving the problem and getting the project back on track."

2. What do you like about your previous employment? What do you dislike?

- This question reveals a lot about you. You want to be sure to include the things you like, especially those that will appeal to the hiring manager. Give specific examples of how your last job allowed you to show your skills. Steer clear of statements like "I like my previous company because they gave me a lot of vacation days." When answering what you liked the least, keep it short and do not be negative.
 - Sample Answer: "What I liked about my previous job was getting to work with a wide variety of people. This really allowed me to learn how to be patient, handle different situations and provide excellent customer service. What I disliked was that there was never enough time to complete all of the paperwork required. I know that paperwork is necessary, but I really prefer to utilize my time and talents to provide service to customers."

At the Interview

- Dress appropriately for the interview and the job. Dress at a level above the position you are interested in obtaining. For men and women, a nice conservative suit is appropriate. While many companies are becoming welcoming of tattoos, consider covering them for your interview. The same goes for piercings. Consider wearing clear studs. Try not to smoke prior to the interview.
- Always arrive to your interview alone. Make sure to arrange for childcare and transportation.
- Plan to arrive 10-15 minutes early and be relaxed before the interview.
- Remember to put your best foot forward the moment you walk through the door. Introduce yourself and shake hands firmly. Be friendly to everyone you meet, as you never know who will be involved in the hiring decision. First impressions are always important.
- Maintain eye contact with your interviewers, making sure to include everyone in the room.
- Listen and adapt. Be sensitive to the style of the interviewer. Pay attention to those details of dress, office furniture and décor, as this can help you to gain clues and assist you in tailoring your presentation.
- Try to relate your answers to the interviewer and their company. Focus on achievements relevant to the position.
- Be positive, making sure to avoid negative comments about previous employers. Answer questions in a clear and concise manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.
- Make sure to thank your interviewer! This will leave a lasting impression. Sending a follow up email or thank you card can go a long way.

**Virtual interviews are just as important as in person interviews. Many of these suggestions above also apply to virtual interviews, so make sure to put your best foot forward even over video chat.*

Questions to Ask Your Interviewer

- How would I be trained or introduced to this position?
- Will you please describe the department's goals for this year?
- What are the opportunities for growth and advancement?
- What does a typical day look like for this position?
- What does the timeline look like in your hiring process?
- What do you love about working for this company?
- Tell me about the culture of the team that I would be working with.

Closing the Interview

- If the employer does not offer you a position the same day or give you a timeline of when you will hear back, it is acceptable to ask the employer when would be a good time to follow-up about the decision.
- Make sure to take note of any follow up actions that the employer requests from you.
- Thank the employer and reaffirm your interest. Ask them for their business card. If there are multiple people in your interview, ask for one from everyone.
- Send a thank you note immediately. An email can be fine, but a handwritten thank you card can go a long way.

After the Interview

Make each an interview a learning experience. After it is over, ask yourself these questions:

- What points did I make that seemed to interest the employer?
- What questions did I have the most difficulty answering?
- Did I present my qualifications well?
- Did I overlook important qualifications for the position?
- Did I learn all that I needed to know about the position?
- Did I ask all of the questions that I had about the position?
- Did I talk too much? Or talk too little?
- Was I tense or relaxed?
- Was I dressed appropriately?
- Did I effectively close the interview?
- What did my non-verbal communication say?

Make a list of specific ways you can improve at your next interview. Remember, practice makes perfect. The more that you interview, the better you will become. If you plan carefully and stay motivated, you can market your job talents just right.



Thank You Letters

You should plan to send a thank you letter within 24 hours of your interview. An email thank you will work in most situations, but a hand-written card could be just the thing to put you above the competition.

Tips on Writing Thank You Cards

- Use the same type of paper you used for your cover letter and resume.
- Write clearly and concisely.
- Be sincere - most people can tell when you are not being honest.
- Proofread your letter and make corrections. Check for spelling, grammar, typos, etc.
- Keep a copy for your records.
- Mention the date of the interview and the job title.
- Restate your interest in the company and the position you interviewed for. Be specific on what interests you and how you would be a good fit.
- Address any unanswered questions.
- There will probably be several candidates, so set yourself apart from the candidates so you will be remembered. Highlight something that they will recall and therefore remember you.
- If you interview with several people, send all of them thank you cards.
- If the company communicated its specific needs, issues, or challenges, use your thank you letter to address how you would meet those needs.
- If the company communicated its ideal qualifications for a candidate, use your thank you letter to outline how you meet or exceed those qualifications.

Testing/Assessments

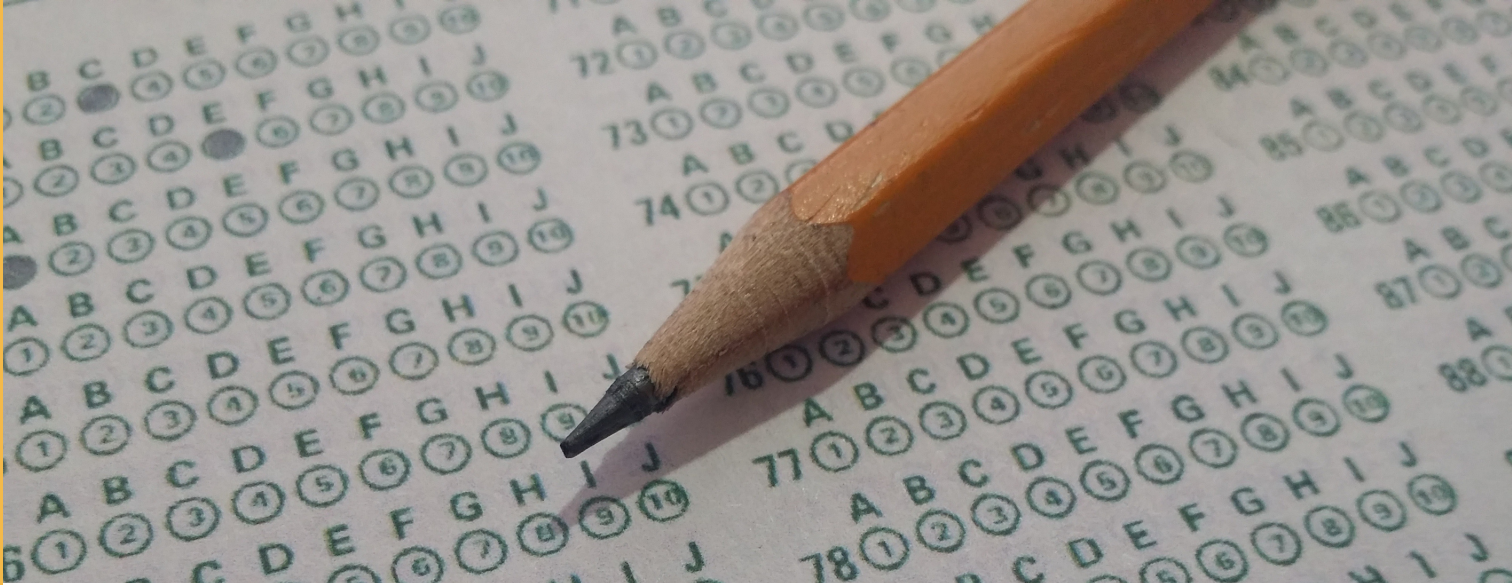
Some jobs may require testing or assessments. Usually, the job announcement or ad will mention required assessments. Tests that may be given:

- Assessment Tests - Predict your ability to learn and perform job tasks.
- Practical Tests - Measure what you know and what you can do in a job (ex. word processing speed for a secretarial job or knowledge of street names and routes for a firefighter position.)

Below are some online resources available to improve your basic computer skills:

- ACT WorkKeys National Career Readiness Certificate (NCRC) - Please enroll with your local Workforce Professional.
- Microsoft Word Tutorial - This site will take you through a tutorial on the functions and tools available in Microsoft Word.
- Learn Free - This site offers courses about everyday life, math and money, computers, Microsoft Office, email, Internet and online courses.

If you are interested in taking these assessments, please contact your **KANSASWORKS** Workforce Center, visit kansasworks.com or call us at (877) 509-6757.



How to Prepare for Assessments

Brush up on job skills related to your job field. For example, if you are taking a typing test, practice typing. If you are taking a construction test, review books and blueprints. If you are taking WorkKeys, ask a Workforce Professional to enroll you in the refresher course - ACT WorkKeys Curriculum.

Here are some tips to help you with taking most tests:

- It is natural to be nervous or have anxiety about test taking.
- Make a list of what you need for the test (pencil, eyeglasses, ID, etc.) Double check you have everything before leaving the house.
- Get a good night's rest before taking the tests.
- If you are sick, call to reschedule.
- Arrive early at the testing site.
- If you need any special accommodations, tell the administrator prior to the test.
- If you do not understand the test instructions, ask for help before the test begins.
- Work as fast as you can. Do not linger over difficult questions.
- Find out if guessing is penalized. If it is not, select the answer that you feel most confident about.
- After the test, meet with your Workforce Professional to gain a better understanding of what your scores actually mean.

For many jobs, your work talents and other capabilities will count more than your test scores.

FOR MORE INFORMATION

Employment and Training Resources

- **Kansas Department of Commerce - kansascommerce.gov**
- **State of Kansas Employment - jobs.ks.gov**
- **Career One Stop - careeronestop.org**
- **O*Net Online: onetonline.org**
- **Federal Bureau of Labor Statistics - bls.gov**
- **Federal Employment - usajobs.gov**
- **US DOL Employment and Training - doleta.gov**
- **Job Corps - jobcorps.gov**
- **Kansas HRePartners - hrepartners.com**

More Resources

- **Kansas Commission on Veteran Affairs - kcva.ks.gov/kanvet**
- **Kansas Department of Labor - klic.dol.ks.gov**
- **Kansas Department for Children and Families - dcf.ks.gov**
- **Kansas Department of Corrections - doc.ks.gov**
- **Kansas Board of Regents (Colleges and Universities) - kansasregents.org**
- **Kansas Commission on Disability Concerns - kcdinfo.ks.gov**
- **Kansas Office of Registered Apprenticeship - ksapprenticeship.org**

Other Useful Websites:

- **Kansas Realtor Association - kansasrealtor.com**
- **Kansas Department of Motor Vehicles Relocation Guide - dmv.org**
- **Relocation Calculator - homefair.com**

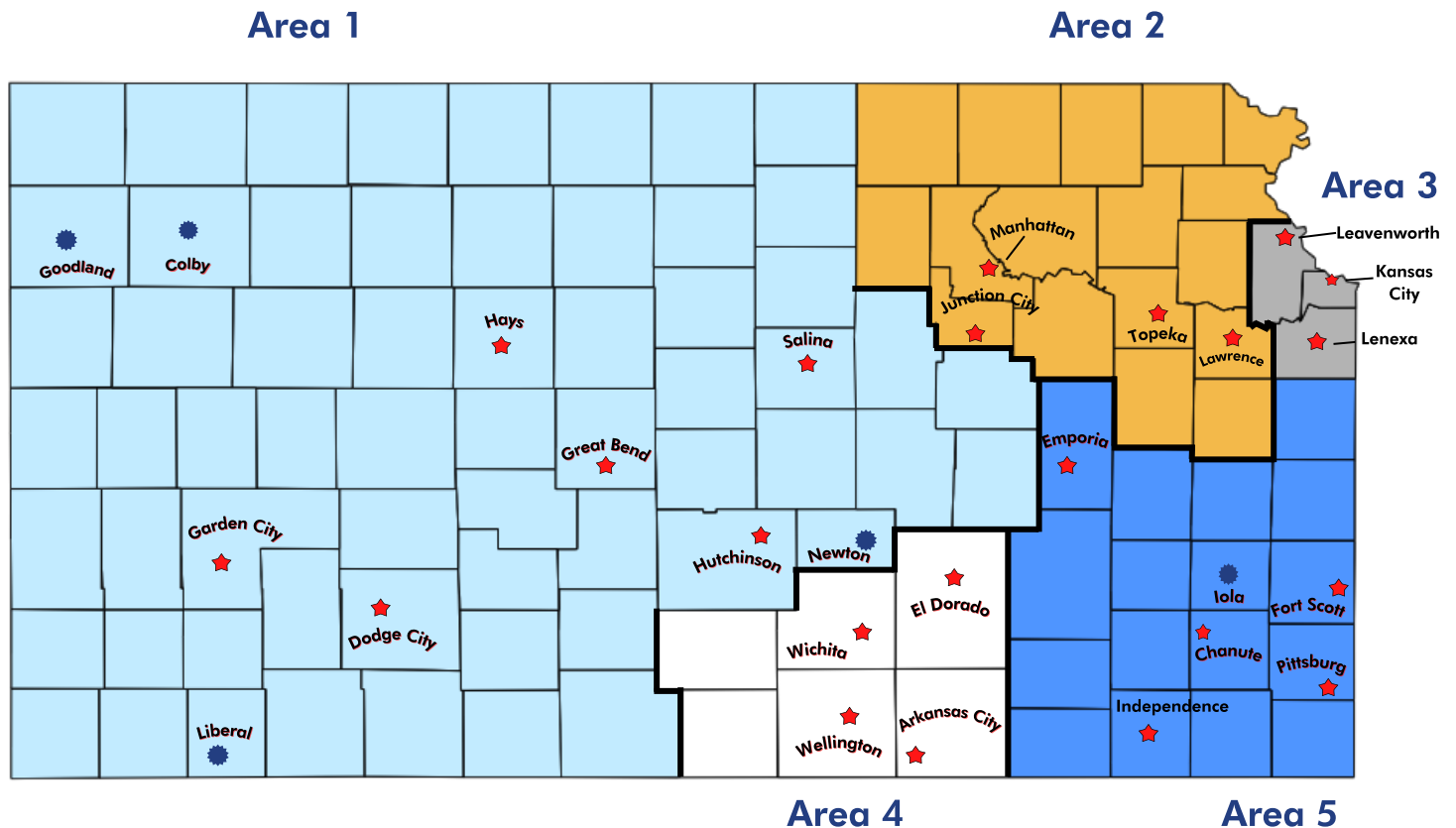
The Kansas Department of Commerce is an equal opportunity employer/program. Auxiliary aids services are available upon request to individuals with disabilities and other barriers to employment.

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