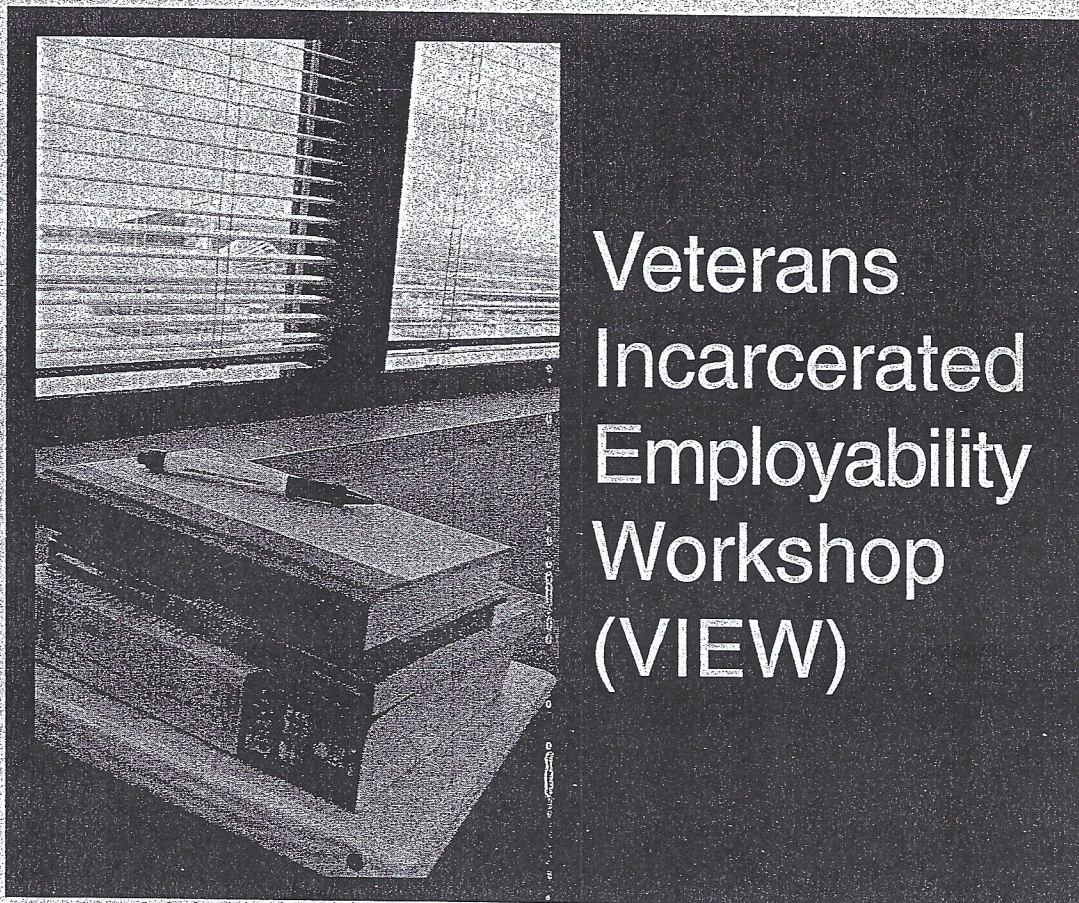




Veterans Incarcerated Employability Workshop (VIEW)

U.S. Department of Labor
Veterans' Employment & Training Service
National Learning Center



Veterans Incarcerated Employability Workshop (VIEW)

*"Change is the law of life.
And those who look only to the past or present are certain to miss the future."*

John F. Kennedy

"They say that time changes things, but you actually have to change them yourself."

Anonymous

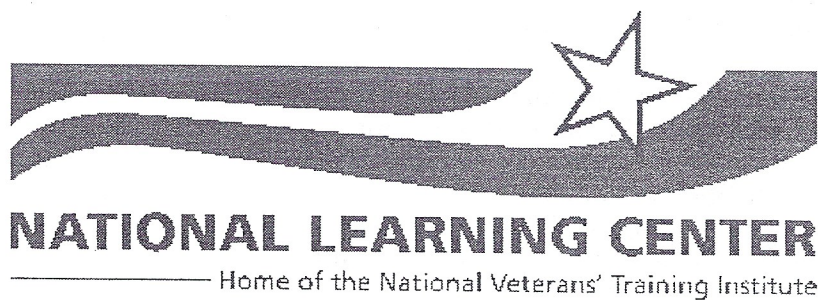
— Acknowledgments —

The National Learning Center (NLC) at the University of Colorado at Denver was established to meet the training requirements of professional employment service providers, job developers and career transition specialists. NLC and the University count among its client agencies the U.S. Department of Labor, Defense, Veterans Affairs, Education and Health & Human Services, as well as the Disabled American Veterans, the National Congress of American Indians and various state and local agencies.

NLC is pleased to publish *The Veterans Incarcerated Employability Workbook*. For further information on NLC Training and services, please contact.

University of Colorado at Denver
P.O. Box 173364
Denver, CO 80217-3364

(303) 352-3701

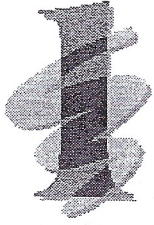


© University of Colorado at Denver

Note: The University of Colorado at Denver retains ownership and copyright of all training modules, curricula and materials produced under this contract, and provides the government with a royalty fee, non-inclusive right to use the materials and to distribute them to federal, state and local government agencies.

TABLE OF CONTENTS — PARTICIPANT

1: STARTING THE JOB SEARCH	1
Stress Management	2
Determining your Work Preferences	3
Transferable Skills Inventory	4
Analyzing Transferable Skills	8
Career Exploration	9
Putting It All Together — Goal Setting	11
Career Catalog — Getting Organized	12
2: EFFECTIVE JOB SEARCH TECHNIQUES	13
Job Search Methods	14
Network of Contacts	16
Telephones Skills	18
Want Ads	22
Applications	23
Sample Letter of Explanation	24
Master Application	25
3: WRITING RESUMES & COVER LETTERS	29
Resume Comparison Chart	30
Resume Guidelines	31
Sample Resumes — Target, Combination, Chronological, Functional	33
Action Words	37
Sample Reference Sheet	39
Sample Salary History Sheet	40
Writing a Cover Letter	41
General Outline for a Cover Letter	42
Sample Cover Letters	43
Electrical Scanner/Optically Scannable Resumes	46
Federal Employment	47
4: INTERVIEWING WITH CONFIDENCE	51
Job Interview Tips	52
Interview Appearance Checklist	53
Questions You Might Be Asked At a Job Interview	54
Interview Questions Regarding Criminal History	56
Incarceration Speech	58
Strategy for Answering the Felony Question	59
Questions You Might Want to Ask at a Job Interview	61
Sample Interview Thank You Note	62
5: ADDITIONAL RESOURCES	63
Self Assessment and Career Exploration	64
Job Search	65
Unemployment and Job Transition	65
Internet and Job Search Software	65
Specific Occupations, Disabled, Age Groups	66
Job Leads	66
Researching Companies	67
Cover Letters and Resumes (electronic resumes)	68
Interviewing	68
Incarceration	69
Resources	69



Starting the Job Search

This section is designed to help you with the following areas:

1. Stress Management

The guidelines will help you manage your time and cope with job search stress.

2. Work preferences

Use this survey to identify your vocational interests, personal style and work values.

3. Transferable Skills

This checklist enables you to identify skills you can offer employers. It also helps determine the skills you prefer to use, the ones you do not want to use and the ones you want to develop further.

4. Career Exploration

Use this worksheet and the references found in the Additional Resources section to identify key elements of jobs that interest you.

5. Goal Setting

Once you complete the above assessments, you are ready to set goals. Finding the right job and then turning it into a career requires short-, medium- and long-term goal setting.

6. Career Catalog

A list of items associated with prior jobs, education and training that you should have on hand.

Stress Management

Being unemployed and looking for work can be extremely stressful. Some stress is normal and there are things you can do to counteract negative stress.

Below are some ways to help you cope with job search stress.

- (1) **Get organized!** Use a datebook, personal phone book, computer, paper, files, spiral notebook, etc.
- (2) **Set a schedule.** Structure your time. Use a calendar to schedule your daily and weekly job search activities. Write down your appointments. Make a list of things to do.
- (3) **Take time out for yourself.** Schedule time to do things you enjoy. Take a walk around the block, make time for family.
- (4) **Join a support group.** Contact community placement organizations, job clubs, programs that serve adult offenders, church groups.
- (5) **Treat your job search like a real job.** Do not allow others to waste your time. Take your job search seriously.
- (6) **Exercise regularly and eat a balanced diet.** Even a 15 minute walk will be energizing. Eat regularly, don't skip meals. Stay away from drugs and alcohol.
- (7) **Review your accomplishments each day.** Go over your list of what you've done for the day.
- (8) **Expect rejection, and do not take it personally.** The job search is full of rejection. Expect rejection from several employers before you get hired.
- (9) **Prioritize your daily activities.** Make a list of important things to do.
- (10) **Maintain important relationships.** Let family and friends know what you feel, but do not take your stress out on them.
- (11) **Learn and use relaxation techniques.** Simple breathing exercises, meditation, visualizing yourself in a job, and visualizing yourself as a successful person.

Determining your Work Preferences

Assume that it is an ideal day at work. On that day, which of the following would you prefer to do if you can have only one activity or the other?

Circle the preferred activity.

- | | | |
|-----------------------------------|-----------|---|
| Work inside | or | Work outside |
| Work alone | or | Work with at least one person |
| Work with ideas | or | Work with information |
| Work directly with people | or | Work with machines or tools |
| Make a lot of money | or | Do something you believe to be worthwhile |
| Have a lot of variety | or | Follow the same routine |
| Be told how to do your work | or | Have freedom about how you do your work |
| Create a tangible product | or | Develop an idea or plan |
| Work in logical, step-by-step way | or | Work in a spontaneous way |
| Make a good living | or | make a good life |

Note which characteristics you selected. I prefer a job where I:

Transferable Skills Inventory

All job skills are transferable. As you analyze your skills do not just think about the job titles you have held, think about the specifics you did on each job. Consider the skills you possess, the skills you do not possess, and the skills you want to develop or refine. When you are done compare your skills with the skills required in the jobs that interest you. This will enable you to understand how well you qualify for a position. Also, you will know what additional training or experience you need.

INSTRUCTIONS

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

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

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

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

EXAMPLE

Skill Area	Rating	Interest
Advised	3	
Invented		
Supervised	1	X
Wrote		

Competency Rating

1 = Very competent 2 = Moderately competent 3 = Somewhat competent

Skill Area	Rating	Interest
Adapted teaching style/special tools	_____	_____
Administered programs	_____	_____
Advised people/peers/job seekers	_____	_____
Analyzed data/blueprints/schematics/policies	_____	_____
Appraised services/value	_____	_____
Arranged meetings/events/training programs	_____	_____
Assembled automobiles/computers/apparatus	_____	_____
Audited financial records/accounts payable	_____	_____
Budgeted expenses	_____	_____
Calculated numerical data/annual costs/mileage	_____	_____
Cataloged art collection/technical publications	_____	_____

Competency Rating

1 = Very competent 2 = Moderately competent 3 = Somewhat competent

Skill Area	Rating	Interest
Checked accuracy/other's work	_____	_____
Classified documents/plants/animals	_____	_____
Cleaned houses/auto parts	_____	_____
Coached teams/students/athletes	_____	_____
Collected money/survey information/data/samples	_____	_____
Compiled statistics/survey data	_____	_____
Confronted people/difficult issues	_____	_____
Constructed buildings	_____	_____
Consulted on a design figuration	_____	_____
Coordinated events/work schedules	_____	_____
Corresponded with other departments/colleagues	_____	_____
Counseled students/peers/job seekers	_____	_____
Created new programs/artwork/internet sites	_____	_____
Cut diamonds/concrete/fabric/glass/lumber	_____	_____
Decided which equipment to buy/priorities	_____	_____
Delegated authority	_____	_____
Designed data systems/greeting cards	_____	_____
Directed administrative staff/theatre productions	_____	_____
Dispensed medication/information	_____	_____
Displayed results/products/artifacts	_____	_____
Distributed products/mail	_____	_____
Dramatized ideas/problems/plays	_____	_____
Edited publications/video tape/film	_____	_____
Entertained people	_____	_____
Established objectives/guidelines/policies	_____	_____
Estimated physical space/costs/staffing needs	_____	_____
Evaluated programs/instructors/peers/students	_____	_____
Exhibited plans/public displays/evidence	_____	_____
Expressed interest in development projects	_____	_____
Facilitated multimedia exhibit/conflict resolution	_____	_____
Found missing persons/appropriate housing	_____	_____
Framed houses/pictures	_____	_____
Generated interest/support	_____	_____
Grew plants/vegetables/flowers	_____	_____
Handled detailed work/data/complaints/toxins	_____	_____
Hosted panel discussions/foreign students	_____	_____
Implemented registration system/new programs	_____	_____
Improved maintenance schedule/systems	_____	_____
Initiated production/changes/improvements	_____	_____
Inspected physical objects/repairs/electrical work	_____	_____

Competency Rating

1 = Very competent 2 = Moderately competent 3 = Somewhat competent

Skill Area	Rating	Interest
Installed software/bathrooms/electrical systems		
/parts	_____	_____
Interpreted languages/new laws/schematics/codes ..	_____	_____
Interviewed people/new employees	_____	_____
Invented new ideas/machine parts	_____	_____
Investigated problems/violations/fraud	_____	_____
Landscaped gardens/public parks/indoor gardens ...	_____	_____
Led foreign tours/campus tours	_____	_____
Listened to others/to conference calls	_____	_____
Located missing information/facilities	_____	_____
Maintained transportation fleet/aircraft/diesel engines	_____	_____
Managed an organization/a mail room/a retail store ..	_____	_____
Measured boundaries/property lines/bridge clearance	_____	_____
Mediated between people/civil settlements	_____	_____
Met with dignitaries/public/community groups	_____	_____
Monitored progress of others/water flow/electric usage	_____	_____
Motivated workers/trainees	_____	_____
Negotiated contracts/sales/labor disputes	_____	_____
Operated equipment/hydraulic test stand/robotics equipment	_____	_____
Organized tasks/library books/data bases	_____	_____
Painted houses/cars/aircraft/interiors	_____	_____
Patrolled runways/public places/property/buildings ..	_____	_____
Persuaded others/customers	_____	_____
Planned agendas/international conferences	_____	_____
Predicted future needs/stock market trends	_____	_____
Presented major selling points/new products	_____	_____
Prepared reports/meals/presentations	_____	_____
Printed books/reports/posters	_____	_____
Processed human interactions	_____	_____
Programmed computers	_____	_____
Promoted events/new products/new technology	_____	_____
Proofread news/reports/training materials	_____	_____
Protected property/people	_____	_____
Published reports/books/software	_____	_____
Purchased equipment/supplies/services	_____	_____
Questioned people/survey participants/suspect /witnesses	_____	_____

Competency Rating

1 = Very competent 2 = Moderately competent 3 = Somewhat competent

Skill Area	Rating	Interest
Raised performance standards/capital investments	_____	_____
Read volumes of material/news releases	_____	_____
Recorded data/sales totals/music/video	_____	_____
Recruited people for hire/executives/Marines	_____	_____
Rehabilitated people/old buildings	_____	_____
Repaired mechanical devices/exhaust systems	_____	_____
Reported findings/monthly activity	_____	_____
Researched library documents/cancer/diseases	_____	_____
Renewed programs/contracts/insurance policies	_____	_____
Reviewed program objectives/books and movies	_____	_____
Revised instructional materials	_____	_____
Scheduled social events/doctor's appointments	_____	_____
Sold advertising space/real estate/cars	_____	_____
Served individuals	_____	_____
Sewed parachutes/clothing/upholstery	_____	_____
Signed for the hearing impaired	_____	_____
Sketched charts and diagrams	_____	_____
Spoke in public	_____	_____
Supervised others	_____	_____
Taught classes/math/science	_____	_____
Tailored clothing/services	_____	_____
Televised conferences/training/events/shows	_____	_____
Tested new designs/students/employees	_____	_____
Updated files	_____	_____
Verified reports/identity	_____	_____
Volunteered services/time	_____	_____
Wrote reports/training manuals	_____	_____
Weighed trucks/patients/precious metals	_____	_____
Welded bike frames/airframes/alloys	_____	_____
X-rayed limbs/stressed equipment	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Analyzing Transferable Skills

On the blanks below write the skills you circled and checked in the *Transferable Skills Inventory*. Circle your competence level. Write a detailed example of how you used that skill. Remember to consider your competence level as you identify specific jobs.

EXAMPLE

Skill: Supervised ① 2 3

Example: Hired, trained and evaluated a team of 10 retail sales people for 5 years.

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Skill: _____ 1 2 3

Example: _____

Career Exploration

The closer the match between a job and your Work Preferences the more likely you will be successful and happy in that job. Search for the best job but keep in mind, it is rare to find a perfect match in a job. If you are successful finding the right job for you, chances are you will be less likely to re-offend.

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

- ⇒ Job counselor
- ⇒ Read business magazines
- ⇒ Read business section of newspapers
- ⇒ Attend training or apprenticeship programs
- ⇒ Talk to friends and relatives about work and careers
- ⇒ Informational interviews
- ⇒ Job shadow
- ⇒ Enroll in programs that serve adult offenders

INSTRUCTIONS

On the next page you will identify specific jobs you are interested in pursuing. Use materials provided to you by your employment specialist and your work preferences worksheet.

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

Step 2: Research the salary range and necessary skills. Compare these to your transferable skills.

CAREER EXPLORATION FORM

JOB TITLE	SALARY RANGE	NECESSARY SKILLS	YOUR SKILLS (TRANSFERABLE)	TRAINING/EXPERIENCE NEEDED
1. _____	\$ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
2. _____	\$ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
3. _____	\$ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
4. _____	\$ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
5. _____	\$ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____

Putting It All Together

Look at the information you put on the Career Exploration Form.

Ask yourself: Am I overqualified, just right, or under-qualified? Do the jobs pay too little, just enough or more than I need to survive? You may be ready to approach employers or want to explore other careers and jobs. You may want to look into training or education. Be sure to consider your work preferences, your financial needs and your transferable skills as you proceed with Goal Setting.

GOAL SETTING

Deciding what you want to do and how to do it is an important part of goal setting. Goals will vary in scope depending upon where you are in the job search process. When goal setting consider not only what you want, but also what you have to do today, next week, next month, next year and five years from now. The job search goals you set today will solidify into a career plan.

Putting it all together means setting goals. Keep in mind, a short term goal for one person may be a long term goal for someone else. You might consider "getting hired" a short term goal, someone else may go to school and consider "getting hired" an intermediate or long term goal.

EXAMPLE OF JOB SEARCH GOALS:

Short Term Goals:

- Identify a job title and financial needs
- Identify your transferable skills
- Compare the skills you have with those required for the job
- Decide if you will further your education or training
- Begin your job search

Intermediate Goals:

- Schedule and structure your job search
- Develop resumes, cover letters, find job leads, get interviews
- Begin education or training
- Get hired

Long Term Goals:

- ↓ Complete long term education or training
- ↓ Keep that job, improve your skills, move up

Career Catalog

GETTING ORGANIZED

Collect the following information in each area.

1. Personal Records

Resume, master job application, drivers license, DMV printout (if driving is required), appropriate state or union licenses or certifications, social security card (the number is not enough, you need the card itself), a list of references (name, address, phone number), birth certificate.

2. Work Experience

Previous employers' names, addresses, phone numbers, dates of employment/experience, supervisors' names, job titles, responsibilities, accomplishments, awards, work samples, letters of recognition and appreciation, references, and salary history. Also, volunteer work, civic activity, hobbies, and interests.

3. Education and Training

Names, addresses, and dates attended high schools, colleges, technical schools and any courses or seminars you attended. Include transcripts, honors, certificates and diplomas, noting areas studied.

4. Military Records

Separation papers (DD214 and DD2586), your training and medical records. List all honors, awards and veterans' benefits you earned. Did you contribute to the Montgomery GI Bill or Veterans' Educational Assistance Program? If so, get the paperwork to verify your contributions and eligibility.

TIME MANAGEMENT

During the job search you have to manage your time. Remember your schedule will change week to week, and sometimes daily as your job search progresses. Also, remember that you must be flexible in your scheduling and allow for interviews with prospective employers at any time.



Effective Job Search Techniques

This section is designed to help you tap into the job market, including the **Hidden Job Market**. In order to do this think about the hiring process from the employer's point of view. It often looks like this:

1. A job comes open.
2. A person in a position to hire goes first to their **internal network**. They may hire or promote from within. They may encourage professional associates to apply and/or look at recently received resumes or applications. In large companies the hiring authority can go to human resources to look for qualified applicants. Jobs are often filled at this point.
3. Large companies and government agencies usually **post job openings** and announce jobs through **external networks**, which could be professional groups, job service, job hot lines, job boards, etc. Some companies use a **placement agency** if they do not have a human resources department.
4. Employers usually place a **want ad** if they can not fill a job through the above methods.

Your job as a job hunter is to get yourself, your resume and your job applications into the internal network of the employers you want to work for. You should still contact friends, relatives and check with placement agencies and scour the want ads. But an employer's internal network, otherwise known as the Hidden Job Market, is where a lot of the hiring really happens.

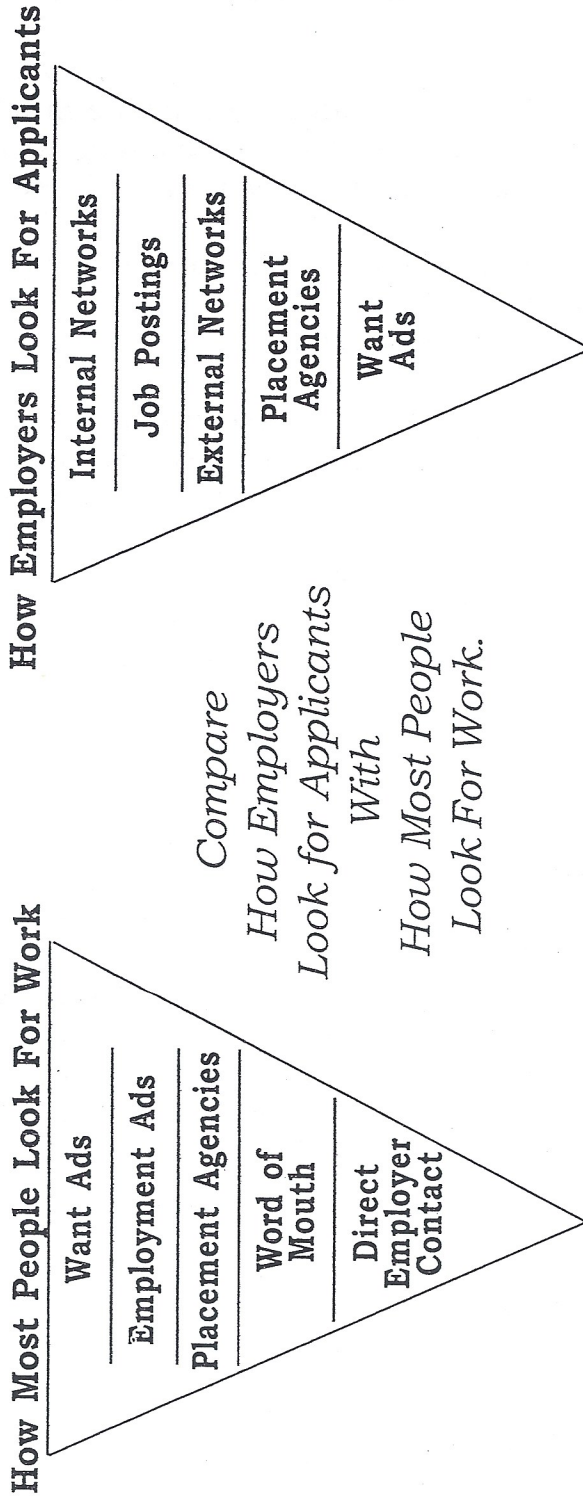
Even if a job opening appears in the want ads, those in the employer's internal network often get hired. People in the employer's internal network have the inside track on job openings. Also, many employers place want ads to satisfy legal requirements or to build up a pool of qualified applicants, yet still hire those in their internal network. This may be frustrating from the job seekers perspective, but it is often how things happen.

Job Search Methods

People use a variety of methods to find information about job openings. Some may read the want ads, others ask friends or relatives, and still others may contact employers directly. Successful job seekers use a wide variety of methods but focus most of their time and energy on the more effective methods.

Consider the advantages and disadvantages of some of the more common methods used by job seekers.

METHOD	ADVANTAGES	DISADVANTAGES
Internet	Excellent research tool. Easy access to time and place.	Posting resumes has less than a 4% return to get a job interview. Job opening may not exist.
Want Ads	Easily accessed.	Contains only 15% of job openings. Employers use as a last resort.
U.S. Employment Service	In some areas of the country, 30% of job seekers get job leads. No fee.	Average of 5% get jobs here. Staff sees many people each week.
Private Employment Agencies	Employer may pay fee.	Job Seeker may pay a fee (up to 15% of 1st year's wages). Only one of 20 people get jobs from using an agency.
Mass mailing resumes	You may get lucky.	5% or lower response rate to resumes sent blind to a company or personnel department.
Targeted Resume	Sending a resume to a specific person will increase your chances of an interview. Contacting an employer and then sending a resume is most effective.	This is time consuming and takes a lot of research.
Personal Contacts & Cold Calling	75% of all jobs are found through these two methods of networking.	Takes good telephone skills, excellent communication and is time consuming.
Job Fairs	Success rate as high as 15 - 20%.	Vendors that attend may require a personal financial investment.



THE PROBLEM:

Most job seekers spend their time checking and responding to want ads, yet employers hire the least number of people through want ads.

THE SOLUTION:

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

Juddith M. Hoppin at the Oakland University in Rochester, Michigan developed the information on this page.

Network Of Contacts

Make a list of all the individuals you could possibly contact to research companies and obtain job leads.

On the next page, in the left column, write the names and phone numbers of individuals and associations you will contact. In the right column, write the names of people, companies and organizations where you are referred.

The list below will help you think of people and organizations you may want to include.

INDIVIDUALS

- Friends
- Former Co-Workers
- Clients/Customers
- Former Employers
- Friends of Friends
- Merchants
- Military Contacts
- Neighbors
- Other Job Seekers
- Personnel Departments
- Professionals
- Recruiters
- Relatives
- School Contacts

ASSOCIATIONS

- Alumni Association
- Professional Associations
- Chamber of Commerce Lists
- Church
- Sport Leagues
- Veteran Groups
- Trade Associations

A lot of people do not like this activity because they see it as advertising the fact that they are unemployed. If this activity bothers you, remember, you are not asking these people for a job. Tell them you are looking for work, and you need information. Most people will not have a job to offer, but they will have valuable information to offer.

- ⇒ What do they know?
- ⇒ Who do they know?
- ⇒ Who can they introduce or refer you to?
- ⇒ Who's hiring?
- ⇒ What does the future look like for this occupation?
- ⇒ Who's expanding?

Try to get at least one piece of useful information from every person you contact. This way you keep building your network of contacts and gathering information.

Contact Network Sheet

PERSONAL CONTACT
(FRIEND, RELATIVE, ASSOCIATE, ETC.)

EXAMPLE:

Jim Johnson at Elks Club referred
me to

**COMPANIES, CONTACT PERSONS I HAVE
BEEN REFERRED TO**

Sue Peterson at Kacy Electrical
Contractors (808) 123-4567

Telephone Skills

The telephone is a great tool for obtaining job leads and information about jobs and companies. Many people feel uncomfortable calling strangers because they fear rejection and dread the idea of getting tongue tied when they have a potential employer on the line.

This section will help you become more effective in using the telephone to improve your chances of finding a good job.

COLD CALLING FOR INFORMATION

Treat the person you call as if they are an expert in their field, and do so in a friendly manner. They will probably be pleasant or even flattered that you are seeking their advice. Be brief and specific about the purpose of your call. You can get information about a particular occupation, a specific company, or details about what it takes to qualify for a job that holds your interest. Additionally, as you talk to more and more people, you will develop a sense of the labor market for the industry you are researching.

A cold call may lead to a visit to the company and an informational interview. These can be valuable experiences and in some instances may lead to a job.

MAKING PRACTICE CALLS

If you are worried about getting tongue tied on the phone with someone you really want to work for, try calling someone at a company where you do not want to work. Practice asking them about their industry, the equipment and technology they use, job qualifications, hiring practices, trends in the industry, etc. Write things down as you speak with them so you can get use to taking notes while talking on the phone. Practice calls will familiarize you with industry terminology. You might be surprised at how much people are willing to speak with you about their work.

Getting Your Call Through

Getting through to the right person is sometimes difficult. Therefore remember:

- ⇒ Be courteous and businesslike with everyone.
- ⇒ Be confident, as if you have no doubt that your call will reach its goal.
- ⇒ Receptionists generally want to know who you are, what and who you want.
- ⇒ If you do not know the name of the person you want, ask for the appropriate manager. Try to get the person's name before you are transferred.
- ⇒ If your contact is not available, ask when is a good time to call back.
- ⇒ If you absolutely can not get through, leave a message.
- ⇒ Prepare an outline or a script. For example:

"Good afternoon. My name is _____. May I speak with your _____ (production, construction, etc.) manager.

"What is the purpose of the call?"

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

WHEN YOU GET THROUGH

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

"I'm looking for work in the _____ field and I'd like your advice. I know you're busy, but I will only need about 10 minutes of your time."

- If the person indicates a willingness to talk, have your questions ready:

"What qualifications do people who work in _____ position have?"

"What qualifications do entry level people have?"

"I am planning to attend _____ school (or training), have you ever hired anyone who attended that school?"

"How many _____ (job title) work in your department?"

"When you have an opening for _____ (job title), how tough is the competition?"

"How many people have you hired in the last six months?"

"What type of growth do you project for the industry?"

- ⇒ Ask for the name and number of someone else who works in the field.
- ⇒ Ask if you can stop by to ask a few more questions (i.e., informational interview).
- ⇒ Take notes during the call. Afterward, update your contact sheet.

Example Contact Sheet

On a contact sheet write the company information, date, key points, and follow-up information. Be specific. Here is an example. There is a blank contact sheet on the next page that you can copy and use for your company contacts.

Company: Air Quality Inc.
 Address: 1122 S. Broadway, Denver, Colorado
 Telephone #: (303) 893-2126
 Contact person/Title: John Jamison, Air Quality Manager

DATE	ACTIVITY/RESULTS	FOLLOW-UP
4/1/xx	Cold call at 10 a.m., receptionist said company has 300 employees. Spoke with Human Resources, they told me to speak to Mr. Jamison, Design Department Supervisor.	call back to Mr. Jamison on 4/3/xx
4/3/xx	Spoke with Mr. Jamison. Set up informational interview for 4/10/xx. Personable, but very busy. Spoke for only 5 minutes.	4/10/xx 7:30 a.m.
4/10/xx	Met with Mr. Jamison. He said that in the next 3 months the industry will need many smog-certified mechanics due to new laws. Must be certified! Recommends I call Carol Dey, installation supervisor at Air Quality Inc.	Call Carol Dey
4/15/xx	Spoke to Carol Dey. She said to send her a resume. Sent resume and cover letter today.	Check back with Carol Dey on 4/20/xx

Example Contact Sheet

Company:

Address:

Telephone #:

Contact person/Title:

DATE	ACTIVITY/RESULTS	FOLLOW-UP

Want Ads

Want ads announce job openings in the classified section of newspapers and specific industry publications. A small percentage of job seekers find employment by responding to want ads. Looking through want ads can give you a good idea of the availability of jobs in certain industries. You may be able to find out what kind of experience, qualifications, salary and skills are needed for certain jobs. If specific positions do not appear in the want ads, it does not necessarily mean there are no job openings in that field.

Most new ads go in on Wednesdays and Sundays, so pay attention to those days. Read the want ads cover to cover, because jobs that interest you may be listed in unexpected places. For example want ads for drywallers might be listed under construction, painters, laborers, home builders, carpenters, etc.

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

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

Applications

When filling out an application be careful of the words you use to describe your situation. If the employer needs more information, be prepared to answer related questions in the interview.

SOCIAL SECURITY NUMBER: Memorize your Social Security number. Put your Social Security card in a safe place. You will have to present it to an employer when you are hired. You cannot legally work without it. It is the law.

If you need a free replacement Social Security card, or have any questions, call toll-free: 1-800-722-1213

ADDRESS AND PHONE NUMBERS: Provide a permanent address that can be used on job applications and resumes. Having a good phone number is important to your job search. Make sure to use a number with an answering machine and/or a phone where a person is always available to answer in a courteous and professional manner.

FAXES: Office supply stores, quick print shops, and package-mailing businesses often have fax machines that may be used by the public for a small fee (usually \$1-\$3 per page). You may send and receive faxes this way.

E-MAIL: Most public libraries have free computer Internet access.

Explaining your criminal record: Questions about your criminal record on an application may include the following.

- Have you ever been convicted of a felony?
- Have you ever been convicted of a felony in the past 7 years?
- Have you ever spent time in prison?

If you answered **YES** to any of the above, be **VERY CAREFUL** what you write on a job application. Do not lie and check **NO** you will probably be found out and fired. Plus, you will live in fear of being found out until then.

NEVER LEAVE THE QUESTION BLANK. Instead, write the following: "I will be happy to explain in person", or "See Letter of Explanation" (see the sample letter provided and attach it to your application) or put a dash in the space provided. These responses indicate you have a history you would like to discuss. This gives you a chance to explain to your benefit. Don't blow the chance. Be prepared.

If you can't explain your record in a positive way (what you have learned, how you have changed), you probably won't get the job. **PRACTICE YOUR ANSWERS.**

Sample Letter of Explanation

Date

Name

Employer Name

Dear (Prospective Employer):

Please accept this letter of explanation regarding the lack of information on the Employment Application about my felony conviction(s) of _____ that occurred on _____. I certainly do not want to mislead you nor lie to you by not providing more detailed information on the application; however, due to the confidentiality of this information and the embarrassment I feel over my past mistake(s), I very much want the opportunity to explain this to you in person.

I'm sure you have reservations considering hiring an ex-felon, and rightfully so. If the positions were reversed I would probably feel the same way. I can only hope to try to explain the specifics, my true regret for what I have done in the past, why that will never happen again in the future, and now that I have the opportunity to turn my life around, why I will be an outstanding employee. To back that up, the U.S. Labor Department is willing, at no cost to you, to post a \$5,000 Fidelity Bond with you on my behalf. Additionally, the I.R.S. offers a one-time \$2400 tax credit to employers who hire ex-felons.

Whatever your decision, I thank you for your time and consideration.

Respectfully,

Joe James

Joe James

Use the form on the following pages as a master when filling out employment applications.

NEVER WRITE:

INSTEAD WRITE:

Fired Will discuss during interview

Personality conflict Company restructuring (if true)

Personal/family problems Growth opportunity

Burn out Career shift

Injured Career change

Hospitalization

Travel Raise family
Further education (if this is true before
you returned to work)
Seek employment with more career
opportunity

Arrested/In prison See letter of explanation

ACCEPTABLE REASONS FOR LEAVING A JOB:

- Military service
- Further education (one time in a work history)
- Raise family (one time in a work history)
- Work force reduction - lay off
- Seasonal work - lay off
- Temporary employment
- Relocated
- Self-employment (one time in a work history)
- Seek salaried employment (when leaving self-employment)
- Career change
- Better growth opportunity

MASTER APPLICATION FOR EMPLOYMENT

(PLEASE PRINT CLEARLY)

PERSONAL

Name _____ Date _____
 Last First Middle Social Security No. _____

Present address _____ Telephone No. _____
 No. Street City State Zip

Are you legally eligible for employment in the USA? _____ Driver's License No. _____

What method of transportation will you use to get to work? _____

Position(s) applied for _____ Rate of pay expected \$ _____ per week

Would you work Full-Time _____ Part-Time _____ Specify days and hours if part-time _____

Were you previously employed by us? _____ If yes, when? _____

Have you ever been convicted of a felony? _____ If yes, when? _____

If your application is considered favorably, on what date will you be available for work? _____ 20____

Are there any other experiences, skills, or qualifications you possess that would benefit our organization?
 (i.e., special interests, hobbies, clubs or activities)

RECORD OF EDUCATION

School	Name and Address of School	Course of Study	Check Last Year Completed				Did You Graduate?	List Diploma or Degree
High School			1	2	3	4	Yes	
							No	
College			1	2	3	4	Yes	
							No	
Other (Specify)			1	2	3	4	Yes	
							No	

List below present and past employment, beginning with your most recent

Name and Address of Company	From		To		Describe the work	Weekly Starting	Weekly Ending	Reason for	Name of
	Mo.	Yr.	Mo.	Yr.					

Name and Address of Company	From		To		Describe the work	Weekly Starting	Weekly Ending	Reason for	Name of
	Mo.	Yr.	Mo.	Yr.					

Name and Address of Company	From		To		Describe the work	Weekly Starting	Weekly Ending	Reason for	Name of
	Mo.	Yr.	Mo.	Yr.					

May we contact the employers listed above? _____ If not, indicate which one(s) you do not wish us to contact.

PERSONAL REFERENCES (Not former Employers or Relatives)

Name and Occupation	Address	Phone Number

MILITARY SERVICE RECORD

Were you in the U.S. Armed Forces? Yes _____ No _____ If yes, what Branch? _____
 Dates of Duty: From _____ To _____ Rank of Discharge _____
 List duties in the service including special training _____

Have you taken any training under the G.I. Bill of Rights? _____ If yes, what training did you take? _____

Sara LouAnne Parker
page 3

Training

- Legalities of EEO, 1999
- EEO Grievance Process Training, 1998
- Total Quality Management Techniques, 1997
- Managing Diversity, 1996
- Personnel management for Business Management, 1990

Additional Skills

- Fluent in Spanish, French and English
- Proficient in Macintosh and IBM Hardware
- Efficient in the use of MS Word, Wordperfect and Harvard Graphics
- Typing Speed: 85 words per minute

Memberships

- Member of the Air Force Reserve
- Member of the Rockville Chamber of Commerce
- Elected treasurer of local Civic Association 3-year term
- Voted to Board of Directors for Rockville Methodist Church 1-year term
- President of PTA 2-years consecutively

Certificate/Licenses

- Certificate of Qualification for EEO Operations, 1999

Honors, Awards and Special Accomplishments

- Air Force Achievement Medal, 1998
- Published Management Technique in Personnel Today Magazine, 1997
- Letter of Appreciation for Outstanding Performance, 1994



Writing Resumes & Cover Letters

*This section will provide helpful hints when creating your resume or cover letter.
Topics covered include:*

- Format
- Content
- Writing Guidelines
- Sample Resumes and Cover Letters
- Action Words

*A resume comparison chart is included to help you decide which
resume format to use.*

Resume Formats -- Which one is Best?

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

Resume Guidelines

A resume is an essential tool in a job search. This tool is used to market or sell yourself to an employer. It should only be a short summary, not the whole story. The following are general guidelines for writing different types of resumes. This information changes geographically and varies according to the person and the profession.

RESUME FORMAT:

- Length should be one page, but not exceed two pages
- Make margins (top, bottom, left and right) approx. 1-inch
- There should be plenty of white space and it should be easy to read
- Font size should be 10 or 12 using conservative, easy to read font styles
- Layout should be easy to follow and information easy to locate
- Appearance should be neat and clean, no errors or corrections
- Paper should be 20-25 weight bond, rag or linen and of neutral color
- Envelope and cover letter paper should match resume paper
- Left justified with dates on the left
- Use black ink

RESUME CONTENT:

- Show responsibility and results that relate to the needs of the company
- Give examples of accomplishments and the ability to solve problems
- Show statistics and numbers
- Be honest, positive and specific
- Use category headings: objective, professional highlights, education, training, skills, professional associations and organizations, honors and awards, references
- Avoid jargon and abbreviations. Don't use sentence format, instead use action verbs and a few words with lots of impact.
- Include volunteer experience, languages, internships, and certificates that relate to the position.
- Research the company and know what information would impress them
- If you attach a reference sheet take off the statement, "provided upon request."
- Use industry terminology

GENERAL TIPS:

- Write your own. Start by writing down a list of everything you've done, your work record, education and all your accomplishments. Do not use a resume writing service. They usually appear to be too slick. (Use completed worksheets in section 1 and 2 for input.)

- Leave off salary information and only provide it when requested.
- Do not mass mail resumes. It is the worst thing you can do.
- Do not include post cards for employers to return.
- Use a computer or type your resume. Try copy centers, libraries, schools, or check with local job service centers to find out who has equipment to type your resumes.
- Some occupations don't need resumes, but it is always good to have one!
- Never provide names of references on the resume. Either attach a reference sheet or provide references when requested.

The purpose of the resume is to secure a job interview. Therefore, for the resume to work, it must highlight your top qualifications for the position and demonstrate that you would be an excellent employee. It is important to be honest, however, revealing information about a criminal background is best handled in a face-to-face interview.

The resume is typically written in a chronological fashion. If you chose to compose a chronological resume you need to be aware of how you identify your employment history. As an ex-offender, you may want to consider a functional model resume depending on your length of sentence. The functional style resume will hide gaps in work history. You can use prison-related work or training if you are trying to disguise the gap in employment. When completing the employment history or work experience section of a functional resume insert an employer name in place of your prison sentence. **Do not put the Department of Corrections.** You can use the name of the facility where you were incarcerated, (i.e. Seymore Johnson), State Department, or State of _____ (name of your state), or Mayor's/Governor's Office of Workforce Development. You can name your last occupation, prior to incarceration, or the position you held in the facility, (i.e. Commissary Cook).

However, if your work experience in prison is not directly related to your career goal, you don't want that work experience to be a predominant part of your resume. For example, if you were a welder prior to incarceration and a cook in the prison facility for the year you were incarcerated, and you are seeking a position as a welder, you may put welder and the name of the institution.

2002-2003 Welder	Seymore Johnson
1999-2002 Welder	Tyson Construction

See the following examples...

Sidney James
10 Emerson Drive
Norfolk, Virginia 33333
(101) 555-1234

**Objective: Service representative for Accounting Software International,
specializing in conversions.**

HIGHLIGHTS OF QUALIFICATIONS

- Patient and effective when working with a wide range of personalities
- Successful in identifying and solving computer related problems
- Project oriented, sticking to a task until completed
- Successful in learning and comprehending new systems and methods

RELEVANT EXPERIENCE

Bookkeeping

- Reconciled loan payment records between servicing company and 150 lending institutions.
- Reconciled cash records to computer records for over 200 accounts on a monthly basis.
- Prepared monthly payroll, paid bills and processed tuition payments for private preschool.

Teaching/Supervising

- Trained nine people in investor accounting, most of whom had no previous experience.
- Wrote an Investor Reports Instruction Manual minimizing training time for new employees.
- Maintained cordial working relations, while explaining and clarifying others' errors.
- Interviewed and hired four staff members.

Computer Usage

- Worked with computer analyst in development of computerized specialty reports.
- Assisted in implementation of new program on a PC, for accounts payable.
- Input monthly account records on a PC and generated trial balance.

Problem Solving

- Balanced seven months of critical reports for a large Federal agency involving \$350,000 of equipment for six major divisions which had been neglected for five months.
- Designed an account coding system to eliminate dual coding and time wasted correlating reports.
- Reviewed company procedures, identifying sources of high error frequency, and submitted recommendations to supervisors.

WORK HISTORY

1997-02	Bookkeeper	RICHMOND DEVELOPMENT CENTER, VA
1995-97	Account Reconciliation	DONZALL & ASSOCIATES, Monton, VA

EDUCATION

B.A. in Accounting & Business - NORWEST COLLEGE, Santa Rosa, VA

Jeffery Miller

XXX St. George Ave. #XX

Alameda, CA XXXXX

(111) 111-1111

**SAMPLE
COMBINATION
RESUME****Objective: Sales/Marketing Position****Highlights of Qualifications**

- Over 5 years professional experience with the public.
- Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
- Proven skill in persevering to solve customers problems.
- Self-motivated and confident in making independent decisions.
- Very well organized and able to meet deadlines.

Relevant Experience**Sales & Marketing**

- Made direct presentations to retail store owners and buyers, marketing Christmas ornaments and gift items imported from the Philippines.
- Co-hosted sales seminars for potential investors.
- Oriented customers by answering questions.
- Problem solved issues or requests by customers.
- Followed up by phone to verify their commitment to invest in the partnership.
- Canvassed by cold calling for contributions to a nonprofit organization.
- Consistently surpassed sales quotas in retail clothing and houseware.

Organization & Customer Service

- Resolved wide range of customer problems, applying from delivery delays, fee and budget problems, airline emergencies and problems, and culture/communication barriers.
- Organized the logistics of seminars and meetings: location, catering, seating, literature, speakers and travel.
- Maintained extensive records regarding individual and corporate clients.
- Successfully collected overdue or unbilled fees by thoroughly auditing billing records and persevering in telephone collection follow-ups.

Work History

2001-present **Customer Service Representative** Karo-Johnson Center, CA
1997-2001 **Office Manager/Bookkeeper** Grothe & Associates, San Francisco
1993-1996 **Philippine Import Sales** Self-employed, selling to Bay Area stores
1989-1993 **United States Navy** Honorable Discharge

Education**Customer Service Training** - California

**SAMPLE
CHRONOLOGICAL
RESUME**

Peter Johnson
XXX South Taylor Street
Lima, Massachusetts XXXXX

Home: (000) 111-1111

Office: (000) 555-5555

OBJECTIVE: Electrician with full range of responsibilities from maintenance to installation.

SUMMARY: More than 12 years experience in all phases of the electrical field. Expertise in troubleshooting electrical circuits and providing necessary maintenance. Effective supervisor of tradespeople.

EXPERIENCE:

1998 - PRESENT

ELECTRICIAN

- Total electrical renovation of residential units for new tenants; replaced fixtures, switches, receptacles and wiring.
- Work on wiring of office buildings in the Virginia area.

1996 - 1998

ELECTRICIAN

- Repaired, installed, adjusted, modified, and tested electrical systems and devices for 300,000 square feet of office and classroom space; including:
 - Electrical panels — Fluorescent — Magnetic Starters
 - Conduit — Computer — Switches, Receptacles
 - Motors — Breakers — Incandescent Lights
 - Ballasts — Wire — Telephone Lines
- Purchased material for over 1,000 electrical items.
- Trained two apprentices on electrical maintenance procedures.
- Supervised from 1-4 tradespeople
- Read blueprints and schematics for wiring of new equipment, new additions, and new buildings.
- Worked with voltages up to 480-volt 3-phase systems.

1995

RETAIL CLERK

EDUCATION:

Best Community College, Lima, Massachusetts
Courses focused on technical mathematics

Training Community College, Old Harbor, Massachusetts
Electrical Construction, 1,920 hours of study, certificate awarded 1996

Mark Newman
XXX Pearl Street
Rockville, New Jersey XXXXX
Telephone: (000) 555-1111

Professional Objective

Administrative Assistant position where my coordinating, analyzing, planning and budgeting skills would be utilized.

Coordinating Skills

Coordinated fund-raising activities of twenty members of the local Parent Teachers Association (PTA) successfully raising \$6,000 for playground facilities. As member of the League of Rockville Methodist Church, initiated a relief center to meet clothing needs for the community. Also developed a schedule to meet demands of five busy household members, including carpools, cleaning, cooking, and general house management.

Budgeting Skills

As Treasurer of our local Civic Association, managed \$10,000 budget for two years. Organized and managed family budget for 17 years. During this period, have accumulated savings necessary for four years of college for a daughter. In addition to financial matters, have learned to budget time through well-organized scheduling of community activities and family responsibilities.

Communication Skills

Developed interpersonal skills during ten years experience with PTA. Have learned the subtleties of persuading adults to contribute time and money to community projects. Have invested considerable time and effort in developing open communication between family members. Possess ability to retain a sense of humor in tense situations.

Memberships

Elected treasurer of local Civic Association, 3-year term.
Voted to Board of Directors for Rockville Methodist Church, 1-year term.
President of PTA 2 years consecutively.

Action Words

Look over these words and find the ones that best describe your knowledge and skills. Use them on your resume, job applications, cover letters and in the Master Job Application in section 2. If words that describe your accomplishments are missing, add them.

achieved	advocated	appraised	assigned
adapted	allocated	arbitrated	assisted
addressed	analyzed	arranged	attended
administered	applied	assembled	audited
advised	appointed	assessed	
balanced	budgeted	built	
calculated	collated	composed	contributed
changed	collected	computed	controlled
clarified	communicated	conceptualized	coordinated
classified	compared	conducted	corrected
coded	complied	consolidated	counseled
collaborated	completed	consulted	created
debated	designated	developed	dispersed
decreased	designed	diagnosed	displayed
defined	detailed	directed	distributed
delegated	determined	discovered	drafted
demonstrated			
edited	engaged	examined	expanded
educated	ensured	exceeded	expedited
effected	equipped	executed	
experimented			
enabled	established	exercised	explained
encouraged	estimated	exhibited	expressed
enforced			
facilitated	fixed	formulated	funded
filed	focused	founded	
gathered	generated	guided	
helped	hired		
identified	increased	installed	interviewed
illustrated	influenced	instituted	introduced
implemented	informed	instructed	invented
improved	initiated	integrated	
investigated			
improvised	inspected	interpreted	involved
incorporated	inspired		

Action Words Continued

justified

learned
lectured

led

lobbied

located

maintained
managed
mappedmarketed
mediated
mobilizedmoderated
modifiedmonitored
motivated

negotiated

nominated

observed
obtainedoperated
ordered

organized

originated

packaged
participated
perceived
performed
persuaded
photographedplanned
prepared
presented
prioritized
processed
procuredproduced
programmed
projected
promoted
proofreadproposed
provided
publicized
published
purchased

qualified

raided
reasoned
received
restructured
recognized
recommended
recorded
reconciledrecruited
redesigned
reduced
reevaluated
referred
refined
renegotiatedreorganized
repaired
replacedresearched
restoredreported
represented
reproducedreviewed
revitalized
rewrotescheduled
screened
selected
separated
served
serviced
summarized
systematizedshaped
simplified
sold
solicited
solved
staffed
stagedstarted
stocked
structured
studied
submitted
succeeded
suggestedset
supervised
supported
surpassed
surveyed
synthesizedtabulated
tailored
taughtterminated
testifiedtrained
translatedtransported
traveledupdated
utilizedvalidated
verified
visualized

wrote

x-rayed

**Bruce Roberts
123 Treefront Street
Des Moines, Iowa 12345
(123) 456-7899**

Sample

REFERENCE SHEET

PROFESSIONAL REFERENCES

Silvia Smothers, Administrative Manager
Kent Products Inc.
123 West 32nd Street
San Antonio, TX 12345
(111) 111-2222

William Morrow, Department Manager
Spruce Electronics
1234 Jefferson Avenue
St. Paul, Minnesota 12345
(123) 456-7899

Mitchell Bass, Director of Marketing
Jones Imports
12 Wheeling Circle
Idaho Falls, Idaho 12345
(111) 111-2222

PERSONAL REFERENCES

Jean Mason
1234 East Park
San Francisco, California 12345
(123) 456-7899

Dave Wells
11 Market Street
Nashville, Tennessee 12345
(123) 456-7899

NOTE: References should be on a Reference Sheet. Select people who can testify to your present-day character in a positive light. If you do not know anyone, and/or your sentence was lengthy, you may have trouble listing personal references. Maybe you can use the prison chaplain, a counselor, or teacher. Make sure you check with references before using them in your job search.

Bruce Roberts
123 Treefront Street
Des Moines, Iowa 12345
(123) 456-7899

sample

SALARY HISTORY

United States Air Force

123 Alameda Avenue
Lowry Air Force Base, Colorado 12345
20XX-20XX
Position Range - \$21,500 - \$24,000/annum/plus excellent
benefits

Balvin Corporation

123 Westcliff Street
Council Bluffs, Iowa 12345
20XX-20XX
Position Range - \$20,000 - \$21,000/plus health & vacation
benefits

Computer Resources Inc.

1234 Jenson Avenue
Council Bluffs, Iowa 12345
20XX-20XX
\$20,000 per annum

NOTE:

**Only provide
a salary
history when
requested.**

Writing A Cover Letter

Read and follow these guidelines when preparing a cover letter and keep a copy for your records.

YOUR COVER LETTER:

- Is a sales pitch, and an attention getter. Identify the single most important reason why you should get further consideration for the job.
- Should enable the reader to make a connection between him/herself and your background.
- Identifies mutual acquaintances or company employees if any are known.
- Expresses your knowledge of the company.
- Is a personal communication between you and the employer.
- Does not repeat, but can highlight information in the resume.
- Is short and to the point - no more than half a page.
- Mentions why you would like to work for the company.
- Must have perfect grammar and spelling.
- Identifies relocation issues (willing to relocate).
- Uses the same bond paper as your resume.

General Outline For A Cover Letter

Your Name
Your Street Address
City, State, Zip Code

Date of Letter

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

Dear [Employer's Name];

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

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

CONCLUDING INFORMATION: Indicate your interest to work for the company and hearing from the reader. Thank the reader for his/her time and consideration.

Sincerely,

Signature

Your Name Typed

Enclosure



Sidney James
10 Emerson Drive
Capetown, Florida 33333
(101) 555-1234

July 12, 20xx

Ms. Mary Smith, Personnel Director
Accounting Software International
5678 East Doral Street, Suite #1200
Lockridge, Tennessee 77777

Dear Ms. Smith;

In response to your ad in the Lockridge Examiner, dated July 8, 20xx, I am enclosing my resume for consideration.

I was particularly attracted to your position because of my interest in accounting software and the opportunity to use my computer skills in a more specialized career.

I have extensive experience and skills that are relevant to this position. My particular expertise is in implementation and training conversions to new computer software systems and programs. I strongly feel that my talents could be valuable to Accounting Software International when achieving corporate goals.

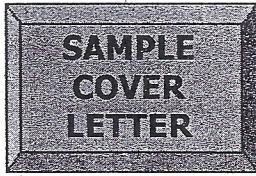
I believe I would be a good candidate for your position as a service representative and look forward to hearing from you soon.

Sincerely,

Sidney James

Sidney James

Enclosure



Nabil T. Rama
XXX Williams Lane
Chicago, IL XXXXX
(555) 111-1111

September 15, 20XX

Mr. R. L. Montrose, Department Manager
Glick, Schilling & Martin Co.
2476 Drawbridge Road
New York, NY XXXXX

Dear Mr. Montrose;

In response to your ad in the Chicago TRIBUNE dated September 14, I am enclosing my resume for your consideration.

I was particularly attracted to this position because of my interest in international affairs, also the opportunity to use my language skills and international working experience to develop a more broadly based career.

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

I believe I would be a good candidate for your position as translator and look forward to hearing from you soon.

Sincerely,

Nabil T. Rama

Nabil T. Rama

Enclosure

JOHN DOE

XX Foothill Lane
Berkeley, CA XXXXX
(555) 111-1111

**SAMPLE
COVER
LETTER**

September 15, 20XX

Mr. Dwight Smith
Chief Executive Officer
Genentech, Inc.
XXXX Point San Bruno Blvd.
South San Francisco, CA 00000

Dear Mr. Smith;

It was a pleasure to attend the Genentech Shareholders Meeting last week.

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

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

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

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

Sincerely,

John Doe

John Doe

Enclosure

Electrical Scanner/Optically Scannable Resumes

Some larger companies may have a scanner system to read resumes. They use this to quickly go over a large number of resumes in a short time. There are many different scanning systems. Classified ads for some positions state that resumes are electronically scanned. Some scanners require the following:

- Send originals; photocopies or faxed copies cause degraded text when scanned.
- Skill words/key words recognizable by scanning hardware and software.
- Use light-colored paper printed on one side only.
- Utilize popular sans serif fonts (i.e., Helvetica or Arial) in point sizes of 10-14.
- Avoid graphics, shading, script fonts, italics, underlining, bold-faced text and bullets.
- Avoid tabs and multiple column page-layout options.
- Avoid horizontal and vertical lines.
- Avoid parentheses and brackets.
- Use wide margins around the text.

6 Points To Keep In Mind When Creating Scannable Resumes

- ① Your name should be the first item on a scannable resume. Scanners will file resumes under first line information.
- ② Always send originals. Use a laser printer whenever possible. Avoid dot matrix printers.
- ③ Minimize the use of abbreviations and jargon.
- ④ Use nouns: production scheduling, network management, etc., more than verbs: organized, scheduled maintained, etc.
- ⑤ Do not fold a scannable resume, do not use staples, avoid compressed space between letters. Use standard sized business paper, not legal or other odd sizes.
- ⑥ Use "fine mode" when faxing instead of "regular."

Federal Employment

In the past the United States Federal Government required job applicants to submit a standardized application form known as the SF-171. Today you can apply for most federal jobs with a resume or an optional application for federal employment. The SF-171 may continue to be used internally and applicants may still submit an SF-171.

Resumes must be targeted and completely tailored to the job announcement. Resumes submitted for federal employment should contain all of the following information, and any other information requested in the job announcement:

- Job announcement number, title and grade
- Your full name, mailing address, day and evening phone number and area code
- Social Security number
- Country of citizenship
- Veteran's preference status (if applicable)
- Reinstatement eligibility (if applicable)
- Highest federal civilian grade held, series and dates (if applicable)
- High school name, complete address, dates of attendance and year of diploma or date of general equivalency diploma.
- College or university, complete address, dates of attendance and year of degree. If no degree awarded include credit hours by semester or quarter.
- Copy of college transcript if requested.
- Paid and nonpaid work experience
 - ➔ job title
 - ➔ duties and accomplishments
 - ➔ employers name and address
 - ➔ supervisor's name and phone number
 - ➔ starting and ending dates (month and year)
 - ➔ hours per week worked
 - ➔ salary or wage history
 - ➔ indicate if they may contact your current supervisor
- Job related training courses - course title and year attended
- Job related skills
- Job related certificates and licenses
- Job related honors, awards, accomplishments, publications and inventions

**Sara LouAnne Parker
123 Pearl Street
Rockville, New Jersey 12345**



Telephone: Daytime (111) 222-3333 / Evenings (444) 555-6666

Professional Objective

Equal Employment Specialist, GS-260-12, DD0028

Summary

- Over 15 years of professional experience with the public.
- Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
- Proven skill in persevering to solve customers problems.
- Self-motivated and confident in making independent decisions.
- Very well organized and able to meet deadlines.

Personal Information

Country of Citizenship: United States of America

Social Security Number: 123-45-6789

Veteran Status: 10 point veteran (see attached documentation)

Reinstatement Status: Not eligible

Civil Service Status: No prior civil service appointment

Work Experience

Equal Employment Opportunity (EEO) Counselor, October 1993 to present
United States Air Force

123 Alameda Avenue

Lowry Air Force Base, Colorado 12345

\$22,000 per annum/plus excellent benefits/40 hours per week

Supervisor: Doug Ridenour (999)989-9898

- Assisted employers with equal employment opportunity (EEO) complaints, questions and inquiries.
- Supervised a staff of five. Coordinated work schedules, organized work flow, trained new personnel, and served as office manager.
- Oriented new employees in personnel procedures and EEO guidelines.
- Instructed military training regarding EEO procedures and activities.
- Counseled military members in their rights and responsibilities concerning on-the job problems and issues.
- Organized administrative processing of EEO claims, increased the productivity of the EEO section by 45 percent.

Sara LouAnne Parker
page 2

Personnel Director, March 1988 to September 1993

Balvin Corporation

123 Westcliff Street

Council Bluffs, Iowa 12345

\$21,000 per annum/40 hours per week

Supervisor: Michelle Owens (123) 456-7890 (contact encouraged)

- Resolved wide range of customer problems, applying diplomacy and assertiveness to: personnel actions, salary and payment problems, management decisions, and culture/communication barriers.
- Organized the logistics for speaking engagements and investor seminars: location, catering, seating, brochures, speakers, travel.
- Maintained extensive financial records regarding individual and corporate clients.
- Supervised the personnel office operations. Reviewed personnel files, updated training records, recorded personnel actions and supervised the hiring/firing process.

Personnel Director, January 1984 to February 1988

ABC Corporation

1234 Jenson Avenue

Newton, South Carolina 14321

\$19,500 per annum/40 hours per week

Supervisor: Jerry Mcmond (333) 567-8900 (contact encouraged)

- Supervised 20 personnel clerks in the performance of their duties.
- Developed and administered a new filing system.
- Monitored the office budget and initiated all work orders and purchase requisitions.

Education

M.A., Public Relations - University of Maryland, College town, 12345, 1984

B.A., Humanities - University of Maryland, College town, 12345, 1981

A.A.S., Personal Management - Maryland Community College, Casey, 33543, 1979

High School Diploma - Bellview High School, Bellview, Maryland, 45565, 1977

- Additional course work in psychology and business management.

Elected to Phi Delta Kappa academic honor society. Graduated Magna Cum Laude.

Sara LouAnne Parker
page 3

Training

- Legalities of EEO, 1999
- EEO Grievance Process Training, 1998
- Total Quality Management Techniques, 1997
- Managing Diversity, 1996
- Personnel management for Business Management, 1990

Additional Skills

- Fluent in Spanish, French and English
- Proficient in Macintosh and IBM Hardware
- Efficient in the use of MS Word, Wordperfect and Harvard Graphics
- Typing Speed: 85 words per minute

Memberships

- Member of the Air Force Reserve
- Member of the Rockville Chamber of Commerce
- Elected treasurer of local Civic Association 3-year term
- Voted to Board of Directors for Rockville Methodist Church 1-year term
- President of PTA 2-years consecutively

Certificate/Licenses

- Certificate of Qualification for EEO Operations, 1999

Honors, Awards and Special Accomplishments

- Air Force Achievement Medal, 1998
- Published Management Technique in Personnel Today Magazine, 1997
- Letter of Appreciation for Outstanding Performance, 1994

4

Interviewing With Confidence

*This section is designed to help you handle job interviews.
It covers:*

1. Basic Tips
2. Grooming and Dress
3. Answering Questions
4. Asking Questions
5. Saying Thanks

In the *Additional Resources* Section under the heading Interviewing you will find a list of items that may be helpful when preparing for job interviews.

Job Interview Tips

- Bring only essential items to the interview (i.e., resume, references, portfolio, licenses, datebook, etc.) Do not bring anything unrelated to the job into the interview.
- Arrive 15 minutes early so you can relax and review what you want to say.
- Be pleasant and friendly but businesslike to everyone you meet.
- Shake hands firmly. Be yourself. Use natural gestures and movements.
- Stress your qualifications without exaggeration. Emphasize experience and training related to the job opening.
- If you know about the company's products and services, you should refer to them as you answer questions. It is impressive if you have positive knowledge about the company. If the company is involved in any kind of problem (i.e., lawsuits, layoffs, etc.) do not bring it up.
- After being asked a question, it is okay to pause and think about your answer. Answer questions with more than a "yes" or "no." On the other hand, do not ramble. A successful interview occurs if the interviewer talks fifty-percent of the time.
- Speak positively of past employers and avoid discussing personal, domestic or financial problems.
- Know your salary range from your research. When asked "What are your ideas on salary?" answer with a question of the interviewer. "What do you pay people with my skills and experience?"
- Ask probing questions about the company plans, nature of the job, etc. Questions indicate interest and motivation. Questions are also helpful in getting the interviewer to talk.
- Be prepared if the interviewer says, "You're perfect for this job. When can you start?" Preparing for this question can prevent a snap decision. Most employers will allow you time to make this decision. But — what if they ask, "Can you start tomorrow?" Know the answer and respond candidly.
- Thank the interviewer even if they indicate that you are not right for the job. Ask about other companies that might be hiring. Get a name of someone to see.
- Send a brief thank you note immediately after the interview.
- Call a few days after the interview to see if a hiring decision has been made.

Interview Appearance Checklist

Before my interview I need to:

- | | |
|--|---|
| <input type="checkbox"/> get a haircut | <input type="checkbox"/> shine shoes |
| <input type="checkbox"/> clean and press clothes | <input type="checkbox"/> trim or shave beard/mustache |
| <input type="checkbox"/> wash hands and cut nails | <input type="checkbox"/> brush teeth |
| <input type="checkbox"/> shower and use deodorant | |
| <input type="checkbox"/> use a minimum of perfume/after shave or not use any at all | |
| <input type="checkbox"/> buy a new _____ (i.e.: article of clothing, briefcase, portfolio, etc.) | |
| <input type="checkbox"/> _____ | |
| <input type="checkbox"/> _____ | |

I will wear my:

- | | |
|-------|--------------------------------|
| _____ | suit/dress |
| _____ | shirt/blouse |
| _____ | pants/slacks |
| _____ | tie |
| _____ | belt |
| _____ | socks/stockings |
| _____ | shoes/work boots |
| _____ | jacket/coat |
| _____ | jewelry (be very conservative) |
| _____ | purse or briefcase (not both) |
| _____ | make-up (be very conservative) |
| _____ | |
| _____ | |

I will bring:

- | | |
|-------|---|
| _____ | a note pad |
| _____ | two pens |
| _____ | extra copies of resume |
| _____ | a list of references |
| _____ | portfolio/work samples |
| _____ | necessary license (i.e., heavy equipment, limousine, bus, etc.) |
| _____ | date book or daily planner |
| _____ | application |
| _____ | research |
| _____ | questions |

Questions You Might Be Asked At a Job Interview

*Think about how you will answer these questions.
Then practice answering them aloud.*

1. What do you know about our company? (Use company research)
2. What qualifications do you have for this job? (Match what you know about the job and company to your experience)
3. What is your greatest strength? (Relate to job description)
4. What is your greatest weakness? (Turn into a positive i.e., perfectionist with high self-expectations. Admit a past problem and what you learned from it.)
5. Tell me about yourself. (Reveal something semi-personal but still professional)
6. Why did you leave your previous job(s)? (Turn into a positive)
7. If you were hired, what ideas/talents could you contribute to the position or our company?
8. What would you do if....? (Imagine situations that test your knowledge of the job)
9. Could you give me an example of how you have demonstrated _____ skill? (Think first, be specific, speak only long enough to answer the question)
10. Give me an example of how you handled a difficult situation on a previous job.

11. Why are you interested in working for this company? (Relate your skills to what you know about the company)
12. Tell me about your education. (Use examples that relate to the position)
13. Why have you chosen this particular field?
14. Describe your best/worst boss. (Keep it positive, don't be critical)
15. In a job, what interests you most/least? (Relate to position)
16. How do others describe you? (Keep it positive)
17. What do you consider the single most important idea you contributed or your most noteworthy accomplishment in your last job?
18. Where do you see yourself in three years? (Demonstrate ambition and flexibility)
19. How does this position fit into your future plans? (Demonstrate potential and ambition)
20. What could you have done better on your last job? (Keep it positive)
21. What have you done recently that shows your initiative and willingness to work?
22. How would you describe yourself to others? (Keep it positive and brief)

Interview Questions Regarding Criminal History

If the employer asks a question regarding your criminal history, briefly explain what happened, but keep it positive and don't dwell on the past. Explain that you have learned from your mistakes and are currently interested in making a positive contribution to the employer's operation. An example follows;

"I don't want to lie to you. I do want an interview and the chance to explain myself. I have a felony conviction. I'm sorry for the grief I caused other people and I'm embarrassed about having committed a crime. Since I wasn't sure about the confidentiality of this information, I just put a dash in that section of the application. I feel so bad about what I did that I didn't want anyone knowing about it, except those of you who need to know. What would you like to know about my situation?"

It is best if you bring up the topic yourself.

The following guidelines will assist you in addressing your conviction.

- Show no intention of lying
- Indicate wish for an interview
- Point out your need to explain the situation
- State that you have a conviction (not the type of conviction)
- Indicate sorrow for your victim
- Specify your own embarrassment
- Give reason for incomplete information on the application
- Restate your sorrow for committing the crime
- Designate desire for confidentiality
- Ask interviewer for next move

ANSWERING THE QUESTION... "What was your crime/conviction?"

- Indicate only last conviction
- Show remorse and accept responsibility
- Indicate sorrow for victim of crime
- State what you lost from the crime
- State you learned something
- Indicate what you learned
- Focus on most important thing learned
- State you made best of situation
- Related jail experiences to work
- Indicate need to earn way back in
- Indicate willingness to talk about things

If you tell the truth, the law and the State are essentially on your side. However, once you lie, you have effectively given up rights protecting you from discrimination or rewarding you damages in the event of being discriminated against. Having given your employer a valid pretext for firing you (dishonesty, supplying false information, etc.) you will no longer have the law in your favor.

Depending on the Laws within your State, you may be protected by laws that prohibit employers from rejecting you on the grounds of your incarceration (with some exceptions, such as for jobs in financial institutions or those that involve public safety). That doesn't mean, of course, that they won't find some objection to your candidacy that is a legally justifiable reason for rejecting you.

Employers cannot discriminate against you for being arrested, but they do have the right to question your employability if you have been convicted of a crime. They can't ask..."Have you ever been arrested?" They can ask..."Have you ever been convicted of (a specified crime)?" The type of crime specified must be related to the job for which you are applying. For example, a brokerage firm, might ask if you have ever been convicted of a Securities and Exchange Commission ethical violation.

As an offender you need to be prepared for the questions that may arise in the interview process regarding your criminal history. One way to prepare is to have an "incarceration speech" ready to address these questions. An incarceration speech is an explanation of the time, crime and identifying a new direction in your life. The next page gives you an example of an incarceration speech. Look it over and start developing your speech to use in your inter-

1. Improved education which will help in your job
2. A healthy respect for authority and rules
3. A genuine respect for other people's rights
4. A better understanding of why you do things
5. Increased ability to get along in hostile situations
6. Much more patience in handling problems
7. Job related skills training
8. Counseling which helped you change your behaviors
9. A desire to do what's right so you don't return
10. Improved self-discipline
11. Renewed respect for the value of hard work

What you lost while in jail:

1. Access to and respect from your children
2. Trust from you family and friends
3. Your own personal dignity and self-respect
4. Freedom to control your own life
5. Personal property (car, home, etc.)
6. Time you could have been advancing your career
7. Money you could have made working
8. Opportunity to enter certain type of careers
9. Ability to travel anywhere you want (if paroled)
10. Right to enter the job market on your own terms
11. Network of friends who could help you find work

EXAMPLE INCARCERATION SPEECH

I served 3 years in a State Correctional Facility for burglary, theft and a walk-away escape. I'm currently on parole and there are some conditions attached to that situation.

I guess if there's anything good to be gained from that experience is that I learned a lot about myself. I learned to make better decisions, to make healthier choices. I hurt a lot of people when I went to prison, I paid a very high price, I lost my home and my job. Most of all, I lost contact with the most important thing in my life, my children and family.

I spend a lot of time thinking about the things I've done to hurt people. I'm ready to start paying that back. I'm truly at a crossroads. I have a different sense of direction and a different sense of purpose in my life.

The Four-Step Strategy for Answering the Felony Question

The following questions may be asked in a job interview:

- ♦ I see you were convicted of a felony. What happened?
- ♦ Why should we hire you, an ex-felon?
- ♦ What makes me think you won't commit another felony?
- ♦ You marked on your application that you committed a crime, did you go to prison?

1. Own it.

2. How do I feel about what I did?

3. What have I learned and what have I accomplished from this?

4. What are my new goals?

An Example of Each Step:

1. Yes.
2. I am not proud of what I have done, in fact, I am ashamed to talk about it because I made a bad decision and hurt a lot of people. Since that decision, I have learned that there are no shortcuts in life, and I have earned my high school diploma. (Add any information that would be appropriate here.)
3. Today, I am a better person because of my experience. I value my family and want to be with them and provide for them the right way this time.
4. My goals are to secure an honest job, save my money, send my kids to college, and contribute to the community.

Overcoming the employers objections in the interview can be difficult. Practicing these statements and preparing to address the employers concerns can help you address your past in the best possible method.

In addition to interview questions, that can be difficult, you may want to also present two other reasons why an employer would want to hire you. These programs are a financial benefit to the employer, and should be presented when the employer is at a point of interest and acceptance in you as a candidate.

Presenting these programs first, before you have a chance to explain yourself, will make the employer more suspicious of you as a potential hazard to their corporation. Sell yourself, then provide the added benefits to hiring you!

WHY SHOULD I HIRE YOU?

- √ I am Bondable up to \$5000 at not cost to an employer.

The U.S. Department of Labor has a Fidelity Bonding Program available for returning ex-felons to aid us in finding meaningful, full-time employment and to protect employers against theft, fraud, forgery, larceny or similar events. The Bond is good for six months and renewable for another six months.

- √ A \$2400 Tax Credit could go right to your bottom line.

The Internal Revenue Service can authorize up to a \$2400 Tax credit for your business. This is an incentive to hire ex-felons and was formerly known as the Work Opportunity Tax Credit (WOTC).

...this can only be used for a new hire.

...the employer cannot have used the tax credit for the same person in the past.

...employment must be full-time (over thirty hours per week).

...I must be employed for six months.

...a "Letter of Incarceration" is required and will be provided.

Questions You Might Want To Ask At A Job Interview

(Add questions as you research careers and companies)

1. How do you feel about working in this organization?
2. Were there any questions I didn't provide an adequate answer?
3. As you think about the position, what aspects of this job could be performed better?
4. What are the key challenges or problems of this position?
5. Where can I go from here, assuming that I meet/exceed the job's responsibilities?
6. What are the company's short and long term objectives?
7. When will a decision be made about this position?
8. What do you see as my greatest strengths and weaknesses pertaining to this position?
9. What are the opportunities for personal growth?
10. What makes your firm different from its competitors?
11. What do you see as the company's strengths and weaknesses?
12. How would you describe your corporation's personality and management style?
13. What is the overall structure of the department where this position is located?
14. What characteristics does a successful person within your company possess?

Sample Interview Thank You Note

Immediately after the interview send either a handwritten or typed thank you note to the interviewer. Use the following sample as a guide. You can also mention a topic discussed, a problem you can help solve or something you may have forgotten to mention in the interview.

Ronald Morgan
123 Main Street Apt. C-3
St. Paul, MN 55050
(123)123-4567

January 19, 20xx

Mr. Vincent Kelger
Research and Development Manager
Computers International
11234 West Ivan Avenue
St. Paul, MN 55051

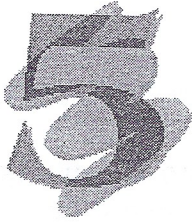
Dear Mr. Kelger:

I wanted to thank you for the time you spent reviewing and discussing my skills for the computer analyst position. I enjoyed learning more about your company and its plans for the future.

The position sounds very interesting, particularly since it would be an opportunity for me to use my skills and experience in computer programming and troubleshooting.

I will call you in a few days in the hope that you have reached a decision favorable to both of us.

Sincerely,
Ronald Morgan
Ronald Morgan



Additional Resources

This section provides a list of resources that can help you at various stages in your job search. Topics covered are as follows:

- Self Assessment and Career Exploration
- Job Search Unemployment and Job Transition
- Internet and Job Search Software
- Specific Occupations, Disabled, Age Groups
- Researching Companies
- Job Leads
- Cover letters and Resumes (including electronic resumes)
- Interviewing
- Incarceration

After release you can find these and other resources at your local library. Your phone book is another excellent resource. Look up your state department of labor and find out what type of job search assistance they offer.



Use this time now while you're incarcerated to sit down and read a book on career exploration or how to conduct a job search. Every job hunter will benefit from reading a few chapters, watching a video series, or attending a job search workshop, particularly if you are having trouble with something specific, such as; finding job leads,

SELF ASSESSMENT AND CAREER EXPLORATION

Your State Department of Labor probably offers free assistance to job seekers. This may include employment counseling, interest inventories, skills assessment, job search workshops, job leads, etc. Use the State Government section of your phone book to find the nearest employment service office.

Colleges, technical schools, professional organizations, etc. usually offer employment assistance to graduates, students and former students or members.

Computerized Career Information Delivery Systems (CIDS) may be available at state employment agencies or local colleges. These self paced computer programs help job seekers compare information about themselves with employment trends, job descriptions, etc. Use your phone book to find the state employment agency near you.

Career and employment counselors have access to a variety of surveys, assessments, software, inventories and tests that they can administer or give you. A few examples are: Career Occupational Preference Survey (COPS) - helps you identify a career; Self Directed Search (SDS) helps you consider information, skills and interests when making career decisions; Career Values Card Sort Kit - helps you prioritize work related values. These are only a few examples of the dozens of resources available that can help you make better career decisions.

Guide to Occupational Exploration "A detailed system for relating information about yourself to information about the world of work." Published by National Forum Foundation, US Government Printing Office.

Occupational Outlook Handbook "Contains almost 50 job descriptions, demographics on career fields from a national perspective." Published every 2 years by the U.S. Department of Labor.

Dictionary of Occupational Titles "Contains over 20,000 job descriptions." Published by the Department of Labor.

The O'Net Dictionary of Occupational Titles

What Color Is Your Parachute "A practical manual for job hunters and career changers." by Richard N. Bolles, Berkley, CA, Ten Speed Press

JOB SEARCH

Knock 'em Dead "The ultimate job seekers handbook" by Martin Yate, Holbrook, Mass., Adams Publishing

The Wizard of Work "A simple and straightforward job search book for people who would rather be working than reading a book." by Richard Gaither, Berkley, CA, Ten Speed Press

303 Off the Wall Ways to Get a Job "Cornering decision makers, working for free (at first), networking on the internet, the latest, innovative techniques from real people." by Brandon Toropov, Franklin Lakes, NJ, Career Press

UNEMPLOYMENT AND JOB TRANSITION

When You Lose Your Job "dealing with getting laid off, fired, early retired, relocated, unchallenged" by Cliff Hakim, San Francisco, Berrett-Koehler Publishing

The Unemployment Survival Handbook by Nina Schuyler, NY, Allworth Press

The Changing Outplacement Process "New methods and opportunities for transition management" by John L. Meyer and Carolyn C. Shadle, Westport, CT, Quorum Books

INTERNET AND JOB SEARCH SOFTWARE

Electronic Job Search Revolution "Win with new technology that's reshaping today's job market" by Joyce Lain Kennedy and Thomas J. Morrow, New York, J. Wiley Publishing

Hook Up, Get Hired! "The internet job search revolution by Joyce Lain Kennedy, New York, J. Wiley Publishers

Be Your Own Headhunter Online "Get the job you want using the information superhighway by Pam Dixon and Sylvia Tiersten, New York, Random House

The On-Line Job Search Companion "A complete guide to hundreds of career planning and job resources available via your computer, includes a computer disc." by James C. Gonyea, New York, McGraw-Hill

Educator's Job Search "The ultimate guide to finding positions in education by Martin Kimeldorf, Washington, D.C., NEA Professional Library Publishing

Making It Abroad — The International Job Hunting Guide by Howard Schuman, John Wiley Publishers, New York

Resumes for the Health Care Profession "Model resumes for nurses, therapists, technicians, dieticians and more." by Kim Marino, New York, J. Wiley Publishing

Great Jobs for Foreign Language Majors by Julie DeGalan and Stephen Lambert, Lincolnwood, IL, VGM Career Horizons

Teen Guide to Job Search "10 easy steps to your future" by Donald L. Wilkes and Viola Hamilton-Wilkes, Alhambra, CA, JEM/Job Educational Materials

Winning Resumes for Computer Personnel by Anne deSola Cardoza, Hauppauge, NY, Barron's

JOB LEADS

America's Job Bank links state employment service offices nationwide, and lists jobs. Your state employment service office can help you access this resource.

Job Fairs held by employment services, community groups, colleges, etc. are a great source of job leads. You have to call around and check periodicals to find out when and where job fairs occur.

Ask at your library and at the chamber of commerce about publications that list local and state companies. The yellow pages in the phone book is also a great source of area businesses.

Local Newspapers, Professional Publications: Read the classified ads for job announcements, but read the entire paper for articles on companies and events in the area that might lead to an opening in the *hidden job market*. Remember, some of the best companies to work for almost never have to advertise job openings. Develop a Personal Network through: church organizations, Job Accommodation Network, veterans outreach programs, disability organizations, college career centers, public library, community agencies, professional organizations.

National Business Employment Weekly "A tabloid newspaper that combines want ads from all regional editions of *Wall Street Journal*, articles on job search, for managers and executives in many fields."

Private employment agencies are in the phone book and the classified section of newspapers. Be careful, they may charge fees for their services, and read closely if they want you to sign a contract.

Job Hunter's Sourcebook "Where to find employment leads and other job search resources edited by Michelle LeCompte, Detroit, Gale Research

Peterson's Hidden Job Market, 1995 "2,000 fast growing high-technology companies that are hiring now, selected from the Corporate Technology database" compiled by CorpTech, Princeton, NJ, Peterson's Guides

RESEARCHING COMPANIES

When you identify a company you want to work for, or if you get a job interview, you should conduct some research into the company. Library resources for researching companies: Directory of Corporate Affiliations, Dun and Bradstreet's Middle Market Dictionary, Dun and Bradstreet's Reference Book of Corporate Management, Encyclopedia of Associations, Vol. I National Organizations, Encyclopedia of Business Information Sources, Foundation Directory, Hoover Handbook, local business magazines and newspapers, Moody's Industrial Manual, (State) Manufacturing Directory, Poor's Register of Corporations, Directors and Executives, Professional Careers Sourcebook, Chamber of Commerce Publications.

COVER LETTERS AND RESUMES (INCLUDING ELECTRONIC RESUMES)

Electronic Resumes for the New Job Market by Peter D. Weddle, Manassas Park, VA, Impact Publications

Electronic Resume Revolution "Create a winning resume for the new world of job seeking" by Joyce Lain Kennedy and Thomas J. Morrow, New York, J. Wiley Publishing

Dynamite Cover Letters and Other Great Job Search Letters by Ronald L. Krannich and Caryl Rae Krannich, Manassas Park, VA, Impact Publications

The Adams Cover Letter Almanac "Contains lots and lots of cover letters" edited by Bob Adams, Holbrook, Mass., Adams Publishing

101 Great Resumes "Unique, creative, but most important, resumes that work!" Career Press editors, Franklin Lakes

The Resume Catalog "200 damn good examples." by Yana Parker, 10 Speed Press

Cover Letters They Don't Forget by Eric R. Martin and Karyn E. Langhorne, Lincolnwood, IL, VGM Career Horizons

Resumes for Dummies "Excellent resource for up-to-date- resume information including electronic resumes." by Joyce Kennedy, John Wiley and Sons Publishing

INTERVIEWING

Interviewing 101 Great Answers to the Toughest Interview Questions "Provides proven answers that help you achieve success in the interview." by Ron Fry, Franklin Lakes, NJ, Career Press

Naked at the Interview "Tips and quizzes to prepare you for your first, real job." by Burton Jay Nadler, New York, J. Wiley Publishing

The Smart Woman's Guide to Interviewing and Salary Negotiation "Addresses sexual discrimination, salary and benefit negotiation and tough questions." by Julie Adair King, Franklin Lakes, NJ, Career Press

Job Interviews for Dummies "Proven strategies, surefire tips, and preparation techniques." by Joyce Kennedy, John Wiley and Sons Publishing

INCARCERATION

A Criminal Background and Your Resume by Kim Isaacs

Ex-Con Nation by David Plotz

Getting Back to Work by Buck, Maria

Preparing for the Job Search: What you Can Do Before Leaving Prison by New York Public Library

Special Considerations: Should You Tell the Truth About Your Conviction(s) When Applying for a Job? by M. Calderon

Tapping the Ex-Offender Labor Pool by Pamela M. Prah

The Unofficial Guide to Acing the Interview by Macmillan General Reference: A Simon & Schuster Macmillan Company ISBN 0-02-862924-8

Workforce; Agencies Struggle to Judge When an Ex-offender is Ready to be Employed. by Sally Gillen

RESOURCES

Benefits for Incarcerated Veterans (BIV)

Bureau of Justice Statistics: Special Report Veterans in Prison or Jail

Homeless Veterans' Treatment Programs (HVTP)