



The
CAREER
WORKSHOP

LDS
EMPLOYMENT
RESOURCE
SERVICES

The
CAREER
WORKSHOP
PARTICIPANT'S WORKBOOK

Published by
The Church of Jesus Christ of Latter-day Saints
Salt Lake City, Utah

The CAREER WORKSHOP

The goal of the Career Workshop is to help you develop the skills you need to achieve your career objectives. The workshop takes 8 to 12 hours to complete and is taught in four units:

MY GOALS 5

This unit helps you evaluate your talents, interests, and values; set goals; and develop a plan to achieve those goals. Your individual plan can include goals for employment, education, or self-employment.

MY RESOURCES 15

This unit helps you learn how to identify and develop the resources you need to reach your goals. It teaches you how to find employment leads, educational and self-employment funding, and other community services.

MY INTERACTION WITH RESOURCES 25

This unit helps you learn how to communicate with the resources you identified. It teaches you how to make powerful impressions in interviews and present yourself well in writing.

MY CONTINUED SUCCESS 39

This unit teaches you how to negotiate, grow in your new position, and advance in your career.

Please contact your stake or ward leaders to find out where and when the Career Workshop is being taught. If the workshop is not being taught in your stake, you can contact the local Church employment center (see page 2 for a list of employment centers).

LDS Employment Resource Services Regional Employment Centers

In addition to the Career Workshop, your stake or ward employment specialists may also hold weekly support meetings, called network groups. Network groups provide hope and encouragement, additional skill development, and networking opportunities for people seeking employment. Ask your stake employment specialist or local Employment Resource Services office for more information (refer to the chart at right to find an employment center near you).

You may want to refer to the following books and Web sites for more information:

BOOKS

Debra L. Angel and Elisabeth E. Harney, *No One Is Unemployable: Creative Solutions for Overcoming Barriers to Employment* (1997)

Richard Nelson Bolles, *What Color Is Your Parachute?*

Jack Chapman, *Negotiating Your Salary: How to Make \$1000 a Minute* (2001)

John Lucht, *Rites of Passage at \$100,000 to \$1 Million+: Your Insider's Lifetime Guide to Executive Job-Changing and Faster Career Progress in the 21st Century* (2000)

Daniel Porot, *101 Salary Secrets: How to Negotiate like a Pro* (2001)

WEB SITES

www.providentliving.org

www.jobhuntersbible.com/index.html

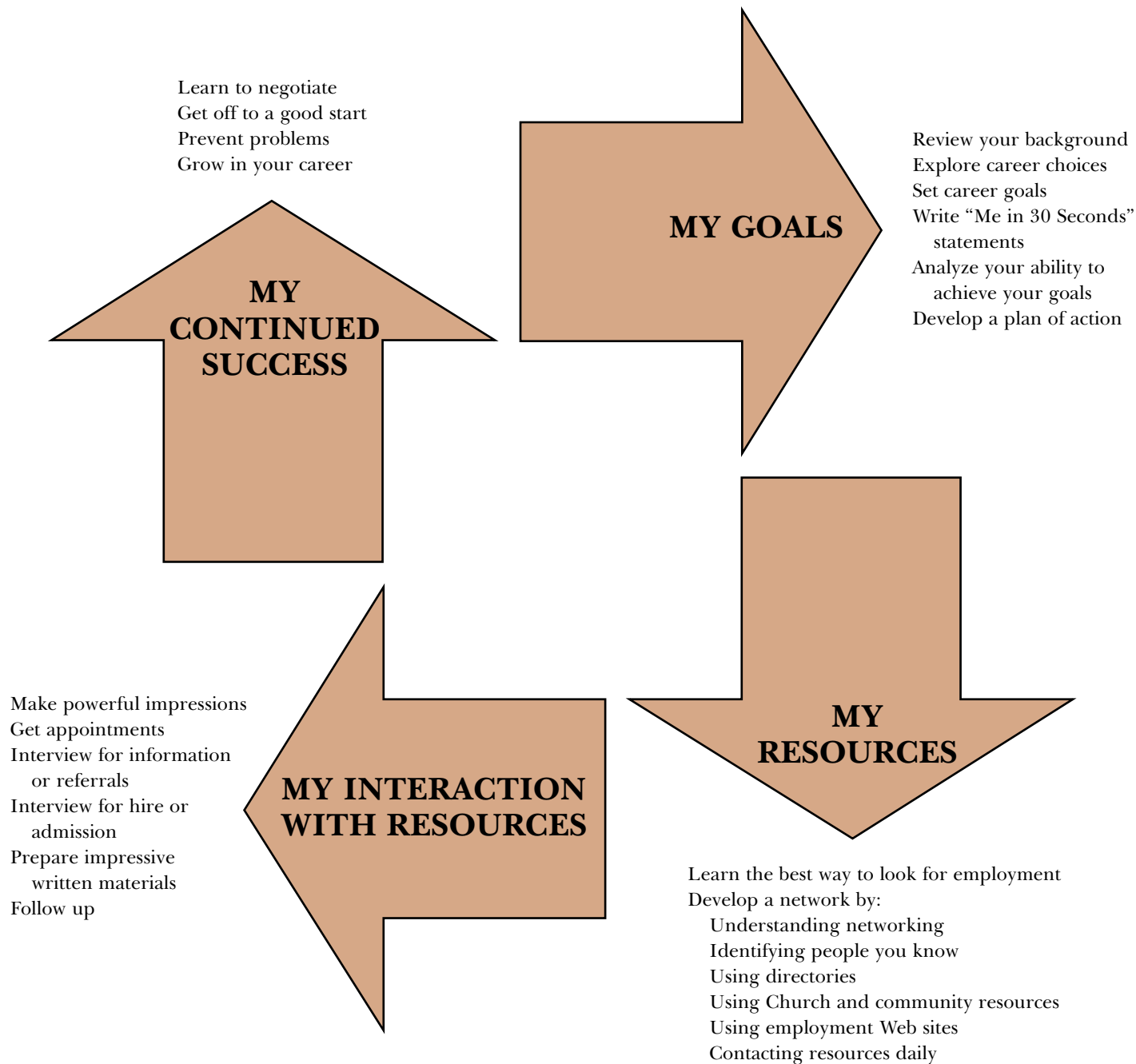
In the United States

AZ	Mesa	1-480-829-8999	MI	Detroit	1-248-553-0405
	Window Rock	1-928-871-2017	NV	Las Vegas	1-702-649-1012
CA	Colton	1-909-824-3860	NY	New York	1-212-255-0579
	Concord	1-925-827-4692	OR	Portland	1-503-777-4576
	Fountain Valley	1-714-754-1501	TX	Dallas	1-972-446-3733
	Fresno	1-559-255-1515		Houston	1-281-580-2564
	Los Angeles	1-323-264-1964	UT	American Fork	1-801-756-6079
	Sacramento	1-916-482-1462		Centerville	1-801-298-4700
	San Diego	1-858-279-2338		Logan	1-435-752-7911
	San Fernando	1-818-833-6670		Magna	1-801-250-3600
CO	Denver	1-303-371-9180		Ogden	1-801-394-8801
GA	Atlanta	1-770-493-7423		Provo	1-801-818-6161
HI	Honolulu	1-808-943-8725		Sandy	1-801-561-9555
FL	Orlando	1-407-826-9375		Salt Lake City	1-801-240-7240
ID	Boise	1-208-375-9171		Spanish Fork	1-801-798-5566
	Idaho Falls	1-208-523-4880	WA	Seattle	1-425-687-6942
	Pocatello	1-208-232-2862		Spokane	1-509-928-2534
IL	Chicago	1-630-369-0785		Washington, DC	1-301-736-9550

Outside the United States

Argentina	Buenos Aires	54-11-5556-9232
	Córdoba	54-351-428-1710
Brazil	Recife	81-2122-6700
	Rio de Janeiro	55-21-2240-6075
	São Paulo	55-11-3262-2104
Bolivia	La Paz	591-2-244-0665
Canada	Lethbridge, AB	403-320-0400
Chile	Santiago	56-2-236-5323
Colombia	Bogotá	57-1-347-8227
Dominican Republic	Santo Domingo	1-809-686-1471
El Salvador	San Salvador	503-2237030 al 33
England	Birmingham	44-780-168-5256
Ecuador	Guayaquil	596-4-238-5997
Ghana	Accra	233-21-251-690
Guatemala	Guatemala City	502-2-385-9800
Honduras	Tegucigalpa	504-220-4821
Mexico	Guadalajara	52-333-615-6506
	Mexico City—Polanco	52-555-531-9294
	Monterrey	52-818-342-4901
	Puebla	52-222-249-1459
New Zealand	Auckland	00649-279-6350
Paraguay	Asunción	595-21-220912
Peru	Lima—San Isidro	511-212-4142
Philippines	Manila	632-841-0185
South Africa	Johannesburg	27-11-645-1494
Uruguay	Montevideo	598-2-901-0660
Venezuela	Caracas	58-212-9852257

The following diagram shows what you will learn in each unit of the Career Workshop.



As you strive to develop these skills, ask a family member or friend to be your coach or mentor—someone who can help you generate ideas and give feedback on your plans, résumés, and so on.

My GOALS

“The learning process is endless. We must read, we must observe, we must assimilate, and we must ponder that to which we expose our minds. I believe in the evolution of the mind, the heart, and the soul of humanity. I believe in improvement. I believe in growth. There is nothing quite as invigorating as being able to evaluate and then solve a difficult problem, to grapple with something that seems almost unsolvable and then find a resolution.”

Gordon B. Hinckley

Standing for Something (2000), 62

MY GOALS

1. INTRODUCTION

The first step toward finding the kind of employment you want is setting goals, both short-term and long-term. Once you have firm goals in mind, you can then develop a plan that will help you achieve them. Remember, discussing your goals and your plan with a coach help you refine your plan and focus your efforts. The more focused your goals are, the more effort you can put into achieving them, and the more likely you are to gain the employment you want.

In this unit you will:

- Learn about your own skills.
- Find out about career options, including the skills and education required.
- Make a list of skills you have and a list of skills you need for your chosen career.
- Make a list of people who can help you find out more about your chosen career.
- Set long- and short-term career goals.
- Learn how to present yourself to potential employers in 30 seconds.
- Make specific plans to develop the skills you need to achieve your career goals.

2. REVIEW YOUR BACKGROUND

COAT OF ARMS

As part of the process of setting career goals, you should assess yourself—what are your strengths, talents, interests, and values?

Creating a coat of arms will help you answer these questions. Centuries ago a coat of arms consisted of a shield, crest, and motto that identified a knight in battle. Each symbol on the coat of arms commemorated an event in the knight's life or some exemplary quality. By creating your own coat of arms, you can identify the qualities you have to offer employers, schools, or customers. This activity will also help you communicate those qualities to others. Write (or draw a picture representing) what you think best describes each of the seven sections of your coat of arms.

1. Write five positive words that describe you.

2. Briefly describe your family.

3. List or draw three of your hobbies or interests.

4. List or draw three of your previous jobs or self-employment projects.

5. List or draw three accomplishments.

6. List or draw your educational achievements.

7. List some of your values in the banner.

Practice sharing your coat of arms with your coach, Church leaders, home teachers, or business friends. When sharing your coat of arms, use full sentences to describe the information you have selected to share. Try to limit your description to 60 seconds.

SKILLS LIST

At the top of the chart below, write the accomplishments you listed in section 5 of your coat of arms. Then list up to 10 talents, skills, or character traits required to achieve each

accomplishment (see the list below the chart for examples). If you are in a workshop, your teammates will help provide this information. If you are working from the Internet, use your own thoughts but get feedback from your coach.

Accomplishment 1:	Accomplishment 2:	Accomplishment 3:
Skills or traits needed for this accomplishment	Skills or traits needed for this accomplishment	Skills or traits needed for this accomplishment
1.	1.	1.
2.	2.	2.
3.	3.	3.
4.	4.	4.
5.	5.	5.
6.	6.	6.
7.	7.	7.
8.	8.	8.
9.	9.	9.
10.	10.	10.

Possible skills or traits

ability to work with others
 adaptability
 analytical ability
 artistic talent
 business sense
 caring nature
 cheerful attitude
 collaboration
 confidence
 courage
 creativity
 decisiveness
 dedication
 dependability
 determination
 endurance
 enthusiasm
 experience
 fairness
 faith
 fearlessness
 flexibility

forgiving nature
 friendliness
 generosity
 global expertise
 good character
 good judgment
 gratitude
 honesty
 industriousness
 intelligence
 intuition
 kindness
 knowledge
 leadership
 learning quickly
 motivation
 negotiation
 nurturing
 organization
 patience
 persistence
 personal drive

persuasion
 positive attitude
 problem-solving
 relationship-building
 resourcefulness
 respectfulness
 responsibility
 sense of adventure
 sense of humor
 service to others
 social interaction
 spirituality
 teachableness
 teaching ability
 thoughtfulness
 thrift
 tolerance
 trustworthiness
 understanding
 vision
 willingness
 work ethic

I AM, I HAVE, I CAN

Completing your skills list probably taught you a little bit about yourself and your skills. Now you need to take the next step toward letting that knowledge work for you. Select two or three skills you identified in the chart above, and write a sentence for each using the following words: *I am, I have, I can* (for example: “I am a self-starter”; “I have a good memory”; “I can give good presentations”).

Practice saying these sentences out loud. Doing this will give you a sense of ownership of the talents you have been given and will make these qualities seem more real to you. The Lord has counseled us to “always remember, and always retain in your minds what those gifts are, that are given unto the church. . . . For there are many gifts, and to every man is given a gift by the Spirit of God. To some is given one, and to some is given another, that all may be profited thereby” (Doctrine and Covenants 46:10–12).

3. OPTIONAL: EXPLORE CAREER OPTIONS

If you are taking your first steps into the working world or making a career change, this section can help you identify your career options, examine the outlook for your chosen career, and learn what skills you will need. If you already know which field you want to work in, you can use this section to help you research the career outlook for the profession you are interested in. If you already know what the outlook is for your career field, go to section 4, “Set Career Goals,” on page 11.

CAREER OUTLOOK

Choose a category that interests you.

- Management
- Professional and related
- Service
- Administrative support
- Farming and related
- Construction
- Sales
- Installation and related
- Production
- Transportation

Appendix A (pages 45–48) lists several job titles for each of these categories. Write below at least one job title that interests you from the category you chose.

Describe the nature of the work (activities, tasks, and responsibilities) you see yourself performing in that job.

Explain why you are interested in that job.

Find out the following from the employment resource center or your government’s employment Web site (in the United States, visit www.bls.gov/oco):

This occupation is:

- growing stable or stagnant declining

The average pay is between _____ and _____ per hour (or week, month, or year).

REQUIREMENTS FOR YOUR CAREER

Describe the skills, experience, and education required to work in the field you have chosen. Check the box of each requirement you have already met.

Skills required	Education or certification required	On-the-job experience required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PEOPLE TO CONTACT FOR MORE INFORMATION

If you have done the research explained on the last two pages, you know generally what the profession is like. Now you will want to find out specific information about the field and what you can do to have a career in that field. On the following chart, list the names of three people who have the kind of job you would like, and write the best way to contact them and a specific time you will make that contact. If you can't think of individuals in your chosen field, list companies or organizations.

Name	Best way to contact this person	Day and time when I can contact this person
1.		
2.		
3.		

Below are some questions you could ask to find out more about your chosen career:

- What do you do during a typical work day?
- Do you like your work? Why or why not?
- How is your work different from what you expected or from how it may appear to an outsider?
- What does it take to get a job and become successful in your field?
- Who are the influential people in your field?
- What do you think the future holds for your field?
- Are there any special areas or needs in your field that a newcomer could fill?

4. SET CAREER GOALS

Now that you know a little bit about the career you have chosen, you can use the questions below to start formulating a plan by setting goals. Your answer to the first question may be your ultimate career goal, or it may be a step that will help you reach that goal. Your answer to the second question should be a goal that will help you achieve your long-term goal.

As you set your goals, remember that you are more likely to succeed if you can focus your

1. What work do you want to be doing three to five years from now? (long-term goal)

2. What is your immediate career goal? (short-term goal)

5. CREATE “ME IN 30 SECONDS” STATEMENTS

Now that you have assessed your talents, interests, and values, you need to be able to express them to others as you work toward your goals. One good way to do this is to write a “Me in 30 Seconds” statement—three to five sentences that explain who you are. You can use this statement when calling contacts or when interviewing to set yourself apart from other applicants. To prepare a “Me in 30 Seconds” statement, review your coat of arms (page 7), and choose the information you think would be most useful for the particular goals you have set. Remember, a good “Me in 30 Seconds” statement is no longer than 30 seconds and highlights only those

efforts on one specific long-term goal. Some people think that looking for work in several different careers increases their chances of finding employment in one of them. In reality, this strategy prevents them from giving their full energy to one goal. Focusing on one long-term goal concentrates your energy, similar to the way a rifle concentrates firepower to shoot a bullet farther than a shotgun, which by comparison is less powerful and less precise.

details that are most pertinent for the person or organization you are talking to.

Two examples of “Me in 30 Seconds” statements are given below:

Example 1: “I have always enjoyed interacting with people. As a result I became a public affairs professional and have been in the profession for the past eight years. I have managed a variety of community relations and education programs in the state. As a result of my organizational abilities, I have had the responsibility for overseeing all the public affairs programs for a multi-million-dollar project. What I enjoy most is helping small, start-up businesses find a successful niche in the community.”

Example 2: “I am a dedicated person with a family of four. I enjoy reading, and the knowledge and added perspective which my reading has given me has strengthened my teaching skills and presentation abilities. I have been successful at raising my family.

I attribute this success to my ability to plan, schedule, and handle many different tasks at once. This flexibility will help me in the classroom, where there are many different personalities and learning styles.”

Now prepare two “Me in 30 Seconds” statements of your own.

1. Focus on describing yourself personally:

2. Focus on your work-related accomplishments:

After you have written your “Me in 30 Seconds” statements, practice saying them out loud until you are comfortable with them. Be sure to share your statements with others, including your coach or other mentors, and get their feedback. Remember, no “Me in 30 Seconds” statement is ever finished. You will need to revise your statements to suit each interview.

6. MAKE A PLAN THAT WILL HELP YOU REACH YOUR GOALS

You have now decided the type of employment you would be good at and have set some goals that will help you get the job you want. You are now ready to bring all this information together into a more comprehensive plan of action. In the first column, write the skills, education, and experience you need to reach your goals. (If you did the activity on page 10, list the requirements on that chart that do not have checkmarks.) Then make specific plans of action that will help you develop those skills or

gain that education or experience, and set a date when you will have completed each action.

As you will learn in the next unit, we rarely can achieve our goals without the help of others. As

you make your action plans, write the names of mentors, coaches, people in the profession you're interested in, and other resources who can provide information or referrals to help you achieve your goals.

Skill or education you need (see p. 10)	Actions to help you develop this skill	Person or other resource who can help you	Date when you will complete this action
1.			
2.			
3.			
4.			
5.			
6.			

DETERMINE WHAT YOU CAN DO TO HELP OTHERS

The Lord has blessed you with talents so that you may serve Him and His children. You have many talents and resources that can help others, even those people who, like you, are

trying to find new employment. By serving others, you will not only help them as they work toward their goals, you will also reap blessings for yourself. In the space below, list what you can do to help others.

7. HOW THE REST OF THE WORKSHOP WILL HELP YOU

The five skills listed in the first column of the following chart are vital elements in the process

of trying to find employment, enroll in school, obtain financial aid, or register with a business development program. Note that the next three units of the Career Workshop can help you develop or further develop each of these abilities.

Ability to:	Unit of the Career Workshop that will help me develop this ability	Date and time this unit will be taught
Identify sources of employment, education or training, financial aid, or business development	My Resources	
Contact people effectively	My Interaction with Resources	
Interview and follow up effectively	My Interaction with Resources	
Negotiate and accept offers	My Continued Success	
Succeed in my endeavors	My Continued Success	

My RESOURCES

“I, the Lord, stretched out the heavens, and built the earth, my very handiwork; and all things therein are mine.

“And it is my purpose to provide for my saints, for all things are mine. . . .

“For the earth is full, and there is enough and to spare; yea, I prepared all things, and have given unto the children of men to be agents unto themselves.”

Doctrine and Covenants 104:14–15, 17

MY RESOURCES

1. INTRODUCTION

In the previous unit you decided the type of employment you would be good at, set some goals that will help you get the job you want, and determined a plan of action for achieving your goals. In this unit you will learn about the resources available to help you.

A recent survey found that only 14% of new jobs are found through want ads, and only 13% through employment agencies. The most fruitful sources of new jobs are networking (36%) and contacting potential employers (30%). As you look for employment, financial aid, or self-employment, use *all* available resources, but concentrate your efforts in the most productive areas. (See J. Michael Farr, *Mike Farr's Online Get a Job Workshop*, www.jistworks.com/jstips.htm [2001].)

Because networking leads to many new jobs, the main purpose of this unit is to help you understand what a network is and how to develop one. You will begin to identify the resources already available to you and make a plan to begin contacting them in order to find even more resources.

2. BUILD A NETWORK

A “network” consists of the people you know who can either help you directly or lead you to someone else or to more information. You actually already have the beginnings of a strong network, and it has the potential to become broader than you might think, because everyone you know may know someone else who can help you. For example, members of The Church of Jesus Christ of Latter-day Saints have an established network of home or visiting teachers, quorum or Relief Society leaders, members of the bishopric, and

other members of your ward or branch. When you contact people you know and ask them for ideas and names of people they know, you have begun “networking.”

PEOPLE YOU KNOW

Use the network list on the next page to begin identifying resources in your network. List as many people as you can think of and information about how to contact them. (You can start with the names you wrote on your action plan on page 13.) Then prioritize your list, giving highest priority to those people who are most likely to be able to help you achieve your employment goals. In the “Priority” column of the network list, write *A* for people who are *likely* able to help you directly; write *B* for people you think *might* be able to help you directly; and write *C* for people who can help you *indirectly*. (Appendix B has a copy of this list that you can use to make photocopies.)

If you need help thinking of names for your list, think of people in the following categories:

- Friends
- Members of professional organizations
- Members of my political party
- Friends from my mission
- Present or former teachers
- People I play sports with
- Relatives
- Former co-workers
- Former employers or supervisors
- Former employees
- Former students
- School classmates
- Neighbors
- Fraternity or sorority members
- Members of my church
- Members of my social club
- People I know from community service

Network List

Name of Resource	Contact Information (phone number, address, e-mail)	Priority
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		

Use the network list in appendix B (page 52) to make more copies.

You can also use the following tools to add names to your network list:

TELEPHONE DIRECTORIES

Two easily accessible tools you can use when building your network are the local telephone and business directories. Directories can provide a wealth of information beyond mere addresses and phone numbers. If you go through a directory and mark every business or government agency that could possibly help you, you'll be amazed how quickly your network list will grow. Use the space below to write down some of the categories of companies or schools you find.

Category	Page no.

SIX TYPES OF EDUCATIONAL FINANCIAL AID

If you are looking for financial assistance for your education, be aware of the following resources:

1. Working while in school.
2. College work-study programs.
3. Grants awarded by schools, governments, and other organizations based on need or qualifications.
4. Scholarships. (Studies conducted in many countries show that of all the scholarships available, thousands go unawarded every year because nobody applied for them. Talk to Employment Resource Services staff and specialists for more information about

scholarships. See page 2 for a list of employment centers.)

5. Educational reimbursements from your employer or from a potential employer.
6. Educational loans from schools, banks, and governments. (Perpetual Education Fund loans are available to active Church members ages 18 to 30 in developing countries; contact your local Church Educational System institute director for more information.)

If you have questions about these or other types of financial aid, talk to your mentor or an Employment Resource Service staff member (see page 2 for a list of employment centers).

CHURCH AND COMMUNITY RESOURCES

In addition to employment agencies, which may charge you a fee to help you find employment, there are other specialists who can become part of your network. Most universities have placement programs, as do some trade schools, technical institutes, and high schools. Certain industries and businesses have recruitment programs you could investigate, and many companies offer internships that often become stepping-stones to full-time positions. The Church has stake and ward employment specialists (ask your bishop for their names if you don't already know who they are) who can give you valuable information about finding employment in your area.

THE INTERNET

The Internet has a wide range of information that you can access easily. Internet resources are particularly useful if you are willing to relocate, because they can help you find out about employment opportunities outside your vicinity. Remember these principles when using the Internet:

- Most employment sites allow you to search for jobs by a word or phrase. Using words and phrases that are specific to your profession will help narrow your search.

- Addresses for useful local Web sites, such as city and state government agencies, can be found in telephone directories. They are often also linked on local newspaper Web sites.
- Make sure that you search long enough to find useful information, but then make sure you stop searching and start contacting people.

3. CONTACT RESOURCES DAILY

PHONE CONTACT FORMS

Now that you have a prioritized list of people to contact, you can start making phone calls. Remember that looking for work is a full-time job, especially if you are currently unemployed. To maximize your efforts, set daily goals, including the following:

- Contact at least 10 people per day (3 if you are looking for education opportunities).
- Get 2 new referrals from each person you contact (record them on your network list, if desired, and on new Phone Contact forms).
- Set up at least 2 face-to-face interviews each day.

Use the Phone Contact forms on pages 20–21 (make several copies before you fill them out) to help you organize your efforts. Ideally you should fill out a Phone Contact form for each person on your network list.

During each phone conversation, write down as much information as possible, including the items you discuss, things you can do as follow-up, and new referrals the person gives you.

The two face-to-face interviews do not have to be formal job interviews; they can be informal introductions in which you gather other important information.

THE SEVEN RULES OF NETWORKING

Keep in mind these rules when you contact your resources:

1. Know why you are contacting a person and how he or she can help you. Don't limit yourself by asking only for employment; ask for information and ideas as well.
2. Make a powerful first impression (you'll learn more about this in the next unit).
3. Learn something from every contact.
4. Get two referrals from every contact.
5. Contact every new referral you receive.
6. Write thank-you letters to every person you contact, and keep copies of these letters for your reference.
7. Keep an accurate list of follow-up activities. Return calls, and send correspondence, résumés, or other information as promised.

INTERVIEW AND MEETING EVALUATION FORMS

After each of your interviews or other face-to-face meetings with contacts, fill out an Interview and Meeting Evaluation form (pages 22–23; make several copies first). This form helps you keep track of your interviews and assess your performance. As with the Phone Contact form, use this form to record as much information about your interviews as possible, including what you discuss, what you think went well, what you can do to follow up, and what you can do to have more successful interviews in the future. As always, remember to ask for new referrals.

Phone Contact

Person or organization _____

Telephone _____ Address _____

E-mail _____ I was referred by: _____

I contacted this person Yes No Date _____

Items discussed

1. _____

2. _____

3. _____

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

Phone Contact

Person or organization _____

Telephone _____ Address _____

E-mail _____ I was referred by: _____

I contacted this person Yes No Date _____

Items discussed

1. _____

2. _____

3. _____

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

Phone Contact Make copies of this form before you fill it out.

Person or organization _____

Telephone _____ Address _____

E-mail _____ I was referred by: _____

I contacted this person Yes No Date _____

Items discussed

1. _____

2. _____

3. _____

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

Phone Contact Make copies of this form before you fill it out.

Person or organization _____

Telephone _____ Address _____

E-mail _____ I was referred by: _____

I contacted this person Yes No Date _____

Items discussed

1. _____

2. _____

3. _____

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

Make copies of this form before you fill it out. Use this form to evaluate your interviews and meetings and to track your progress. Add new referrals to your network list.

Interview or meeting with: _____

I was prepared Yes No Comments _____

I achieved my objectives Yes No Comments _____

I presented myself well Yes No Comments _____

Items discussed

1. _____

2. _____

3. _____

What went well

What I need to improve

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

Make copies of this form before you fill it out. Use this form to evaluate your interviews and meetings and to track your progress. Add new referrals to your network list.

Interview or meeting with: _____

I was prepared Yes No Comments _____

I achieved my objectives Yes No Comments _____

I presented myself well Yes No Comments _____

Items discussed

1. _____

2. _____

3. _____

What went well

What I need to improve

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

New referrals

1. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

2. Name _____ Telephone _____ Fax _____

E-mail _____ Address _____

My INTERACTION with Resources

“If ye are prepared ye shall not fear.”

Doctrine and Covenants 38:30

MY INTERACTION WITH RESOURCES

1. INTRODUCTION

Creating a network list is the first step in establishing a network of people who can help you find a career. The next step is contacting these people in a positive, strong way that will ultimately help you achieve your goals. In this unit you will:

- Learn how to make powerful impressions with people you contact.
- Identify and learn how to reach the decision makers in your field.
- Make a list of questions to ask during your interviews.
- Learn how to get appointments for interviews with people who are in a position to help you.
- Practice answering questions that your interviewer might ask.
- Learn how to present yourself well in writing.
- Learn how to follow up after an interview.

Make sure you practice the techniques in this unit with your coach.

2. MAKE POWERFUL IMPRESSIONS

Every time you interact with people in your network, either on the phone or in person, you will want to present yourself in a memorable way. This includes, among other things, speaking clearly and with confidence and being respectful of your contact's time. In this section you will learn a simple technique for doing both of these things.

USE POWER STATEMENTS

One of the best ways to make a powerful impression on people you contact is by using "power statements." A power statement is similar to a "Me in 30 Seconds" statement: it communicates

important information about you in a short amount of time. Where a "Me in 30 Seconds" statement gives general information about you, a power statement emphasizes the value you can bring to an organization. Use the following steps to develop power statements:

1. Identify a value, skill, strength, or accomplishment you want to highlight that relates to your objective. (Refer to the list of skills you made on page 8 or the statements you wrote on page 9.)
2. Give a specific example of that skill.
3. Show the result of your skill (if possible, use percentages, dollar amounts, or numbers to reinforce your claim).
4. Make sure your statement matches the needs or goals of the organization.

For example:

- "I am dedicated to customer satisfaction. For example, as a territory manager I provided my customers timely product information and responded to their needs immediately. As a result, I was able to increase sales by 38%."
- "I have excellent planning skills. For example, I used to ride the bus 36 miles to school every day. When the buses went on strike for eight weeks, I had to find other transportation, but I never missed a day of school. I feel confident I can put these planning skills to work for you."

Good power statements highlight key accomplishments and have a dramatic impact. As you develop power statements about yourself, think of them as statements of facts. If you write good power statements and practice them until you feel at ease saying them, your tone will sound informative, not boastful.

Use the pattern on the following page to write your own power statements.

Skill (“I am, I have, I can”)	Example	Results
I am dedicated to customer satisfaction.	For example, as a territory manager I provided my customers timely product information and responded to their needs immediately.	As a result, I was able to increase sales by 38% in one quarter.
1. _____		
2. _____		
3. _____		
4. _____		

Practice your power statements with your coach, and get feedback from him or her about the kind of information you should include. Remember also to ask for feedback about the way you present yourself.

How I rate myself:

How others rate me:

3. CONTACT THE DECISION MAKERS

Your networking efforts will be most effective if you know whom to talk to. Who is in the best position to help you? Who makes the hiring decisions in your profession? Is it usually a supervisor, a midlevel manager, or an executive? Use the space below to list the job titles of the decision makers in your profession.

When trying to contact these decision makers, you may run into “gatekeepers”—human resource departments, secretaries, administrative assistants, answering machines or voice message systems, and other people or systems that may limit your access to the decision makers. Use the space below to list some of the gatekeepers in your profession:

The function of gatekeepers is usually not to hire but to screen, so while it’s important to make a good impression on the gatekeepers, it’s even more important to make a good impression on the decision maker. The following techniques will help you reach the decision maker:

- Avoid calling during hours when the decision maker is unlikely to be available (after business hours, during the lunch hour, and so on).
- Use names: the decision maker’s, yours, a common acquaintance, or the source of the referral.
- Be gently persistent.
- Speak with confidence; believe you have something they need.
- Lower the pitch of your voice. (High-pitched voices sound more nervous and less confident.)
- When speaking with gatekeepers, use your name with confidence so that they will feel that the decision maker will want to speak with you.

Read the following dialogue in which a job seeker uses some of these guidelines so that she can speak with the decision maker. (In this example, the job seeker already knows the decision maker’s name.)

Receptionist: Hello, this is Carver Industries. May I help you?

Job seeker: My name is Michelle Wood. May I speak with Mr. Thompson?

Receptionist: He’s out of town this week. Would you like to leave him a message?

Job seeker: I have a question about your computer system. Can I talk with someone who works with Mr. Thompson and knows about the equipment?

Receptionist: Karen White is one of our programmers, but she is in a meeting. Would you like me to transfer you to her voice mail?

Job seeker: No, thank you. I will call her back. What is her extension?

Receptionist: You can reach her at extension 34.

Job seeker: When is the best time to reach her?

Receptionist: She is usually available in the afternoon.

Job seeker: Thank you for your time. You have been very helpful.

4. INTERVIEW FOR INFORMATION OR REFERRALS

In many of your initial conversations with people on your network list, you will be asking for information or referrals. These conversations, which occur most often over the phone, are called informational interviews. They are usually necessary before you can get interviews for hire with potential employers.

What you say in these interviews will depend on your relationship with the person you are talking to. In an informational interview with someone you know, you can ask personal questions that would be considered inappropriate or premature with someone you just met.

Read the following example of a formal phone interview in which the job seeker gains important information about a job opening.

Karen: Hi, this is Karen.

Job seeker: Karen, this is Michelle Wood. I am interested in the computer programmer job you have advertised in the paper. Since David Thompson is out of town, your receptionist thought you might be able to give me some information.

Karen: Sure. What would you like to know?

Job seeker: First of all, what kind of hardware are you running in the company?

Karen: We need a person to design a new online accounting system using Countix. This person would then install the system in other departments in the company.

Job seeker: It sounds like there may be some training involved.

Karen: Yes, the person we hire probably ought to have some training experience.

Job seeker: You know, Karen, I've had plenty of experience training people to

use Countix, and your project sounds very similar to one I just completed for another company. I look forward to speaking with Mr. Thompson. When would be a good time to call him?

Karen: David should be back on Monday. Try calling around 1:30. I'll tell him we talked. I'm sure he'll be interested in speaking with you personally.

Job seeker: Thank you very much for your time, Karen. I hope we can talk again soon.

People who take the time to do the kinds of things this job seeker did will have information that other applicants do not have. They can tailor their letters, résumés, and follow-up phone calls to highlight the skills they have that match the needs of the company. They will be much further ahead than those who simply send a résumé and wait for a response.

Use the charts below and on the following page to prepare some questions you might ask in an interview for information.

Questions for Informational Interviews

A. List questions you can ask to find out an organization's needs, expectations, and challenges:

Someone you know	Someone you don't know
example: <i>What do you dislike about your job?</i>	example: <i>Please tell me about the work environment.</i>
1.	1.
2.	2.
3.	3.

B. List questions you can ask to find out what an organization has to offer you:

Someone you know	Someone you don't know
example: <i>What's the pay like for this position?</i>	example: <i>Are you aware of any job opportunities?</i>
1.	1.
2.	2.
3.	3.

C. List questions you can ask to get names of other people in an organization who could help you achieve your goals:

Someone you know	Someone you don't know
example: <i>Who do you know that could use my skills?</i>	example: <i>Who should I talk to about _____?</i>
1.	1.
2.	2.
3.	3.

5. GET APPOINTMENTS FOR INTERVIEWS

As you contact people on your network list, remember that your goal is to set up two face-to-face interviews per day. This section will give you some tips on how to do this effectively.

CREATE SCRIPTS

Before you talk to a decision maker, or any other resource, it's useful to make a written plan or script of everything you want to say. This will help you sound more confident and avoid the perception that you are wasting your contact's time. Include in your script the following three networking questions:

1. Do you know of or do you have any employment opportunities?

2. Can you recommend anyone who hires or supervises people who do what I want to do?
3. Do you know anyone who knows several people in my field?

You should ask these questions every time you contact a resource. Again, much of what you say in your phone conversations will vary according to your relationship with the person you are calling. Below are some examples of different calls you might make. You should create a script for each.

Calling someone you know

- Say, "Hello, _____ [name of contact], this is _____ [your name]. Is this a good time to talk?"

- Briefly explain why you are calling (don't take longer than 15 seconds).

- Use a "Me in 30 Seconds" statement or a power statement.

- Ask the three networking questions.
- Thank the person for his or her time.

Calling from a referral

- Say, "Hello, _____, my name is _____, and _____ [name of person who referred you] suggested I call you. Is this a good time to talk?"

- Briefly explain why you are calling (don't take longer than 15 seconds).

- Ask the first networking question.
- If the answer is yes, and if you are talking to a manager or supervisor, ask for an interview. (Be sure to offer two choices for a meeting time.)

- If the answer to the first networking question is no, ask the other two networking questions.

- Thank the person for his or her time.

Calling someone you don't know

- Ask for the name of the owner, manager, or supervisor.
- Say, "Thank you. May I speak to _____ [name of supervisor] please?"
- When the secretary connects you, say, "Hello, _____; my name is _____. Is this a good time to talk?"
- Briefly explain why you are calling (don't take longer than 15 seconds).

- Use a "Me in 30 Seconds" statement or a power statement.

- Ask the first networking question.
- If the answer is yes, ask for an interview. (Be sure to offer two choices for a meeting time.)

- If the answer to the first networking question is no, ask the other two networking questions.

- Thank the person for his or her time.

Read the dialogue below, and notice how this job seeker's informational interview with Karen helps her get an appointment for an interview with the company's supervisor.

David Thompson: Hello, this is David Thompson speaking. May I help you?

Job seeker: Mr. Thompson, this is Michelle Wood. Karen White recommended I speak with you about your programmer opening. Is now a good time to talk?

David: Yes, Karen told me you might call today. What would you like to know?

Job seeker: Karen mentioned that you need someone to design a new online accounting system using Countix. I have five years of experience using that software, and I recently completed a similar project for another company. I kept the project under budget and finished it two weeks ahead of schedule. I'd like to meet with you to discuss how I can help Carver Industries. Would tomorrow at 11:00 or 1:30 work for you?

David: I think 1:30 would be better.

Job seeker: Mr. Thompson, thank you for your time. I will see you tomorrow at 1:30.

6. INTERVIEW FOR ADMISSION OR HIRE

A face-to-face interview for admission or hire is one of your most important opportunities to make a powerful impression. This includes:

- Presenting yourself appropriately.
- Opening the interview effectively.
- Using a good “Me in 30 Seconds” statement or power statement.
- Turning your weaknesses into strengths.
- Closing the interview effectively.

PRESENT YOURSELF APPROPRIATELY

With a little planning, you'll find it easy to make a powerful impression in the first few seconds of an interview. The first thing you will want to consider is what to wear for the meeting. Find out what the dress standards are for the organization you are visiting, and choose attire that is one step more formal than the standard. Depending on your culture, for men the choices could be a suit and tie or business casual (slacks and a button-down or polo shirt). Regardless of the dress standard, men should never wear T-shirts and jeans. For women, either a pantsuit or a dress is usually appropriate. Sloppy, tight, or revealing clothes are never a good idea. Whether you dress formally or a little more casually, you will want to feel good about the way you look.

Another important part of planning is leaving early enough to arrive at your meeting on time. People who have agreed to meet with you are doing you a favor, and you should always show respect for the time they are giving you. If you arrive at your meeting on time and well dressed, you instill confidence that you will be an asset to the business or organization.

Look at the pictures below, and analyze the kind of impression the person on the left is making in each one. Think about the person as a potential employee, and decide how you would rate their abilities.



How would you feel about the ability of the person on the left to get the job done and fit in with others? Why?



How would you feel about the ability of the person on the left to get the job done and fit in with others? Why?

OPEN YOUR INTERVIEW EFFECTIVELY

Remember that the first impression you make on an interviewer is crucial. Employers may not always decide to hire you in the first few seconds, but if you make a poor first impression, they may decide in the first few seconds not to hire you. Use the guidelines below to open your interview effectively:

- Enter the room and approach the interviewer with confidence. Smile warmly, make direct eye contact, and shake hands firmly (or use a business greeting appropriate in your culture).
- Use the interviewer's name, and make sure you say it correctly.
- Introduce yourself.
- Refer to a common acquaintance or interest, if possible.
- Take the first opportunity you have to use a "Me in 30 Seconds" statement or a power statement.

USE A GOOD "ME IN 30 SECONDS" STATEMENT OR POWER STATEMENT

Usually the first thing an interviewer says is "Tell me a little about yourself." This is a good time to use the "Me in 30 Seconds" statements you worked on in the "My Goals" unit (see page 12). Review the statements you wrote, and see if there is anything you would change. Remember,

"Me in 30 Seconds" statements should be short and contain only pertinent information.

Power statements are also very effective in interviews because they highlight your skills and potential value to an organization in a succinct, memorable way.

TURN NEGATIVES INTO POSITIVES

Very few interviews end without the interviewer asking at least one question about perceived weaknesses in your history or qualifications, such as employment gaps, lack of experience, age, poor grades, and so on. You can and should prepare yourself for such questions. Three basic rules can serve as guidelines for turning negative issues into positive ones:

- Give straightforward, honest answers; then indicate how you addressed or are addressing the problem.
- Use the most favorable terms to describe the situation.
- Explain how something that might look like a weakness really is a strength, and then address any concerns the interviewer may have about it.

Use the chart below to identify your potential weaknesses and describe what you have done or will do to overcome or compensate for them. This will help you prepare to answer questions about your weaknesses in a positive way.

Potential weakness	How I overcame it
<i>Lack of computer skills</i>	<i>I took several computer classes at the community college.</i>
	<i>I am now proficient in the Microsoft suite of office products.</i>
Potential weaknesses	How I overcame them (or how I will overcome them)

SAMPLE QUESTIONS

When evaluating potential employees, managers of most companies and organizations ask themselves questions like the following:

- Will this person help my organization make money or otherwise succeed?
- Will this person fit in with others in the organization?
- Will this person cause trouble?
- How quickly can this person learn?

This is essentially what the interviewer is trying to find out in the interview. Your task as the interviewee is to put the interviewer at ease regarding these concerns. In this section you will practice answering questions. Be brief and clear, develop the habit of using positive words, and show how your skills meet the needs and concerns of the person or organization.

Below are some sample questions that often come up in interviews. They are grouped under headings that can prompt you how to answer them effectively. Think about how you would answer these questions, and write some ideas in the spaces provided.

Answer Using Your Skills and Talents (Power Statements)

- If we called your last employer or previous business associates, what would be said about you?

- Tell me about a time you made a major sacrifice to achieve a business goal or were able to build team spirit in a time of low morale.

- What are some of your strengths?

- Why should I give you a business loan? Why should I use your service or company?

- I've interviewed people with more experience than you. Why should I hire you?

- How would you evaluate your present or last business opportunity? What do you think of your present or last company?

Turn Negatives into Positives

- What is your biggest weakness?

- Why are you leaving your present work or business?

- Why did you leave your last work or business?

- Do you have reliable transportation?

- Why have you been out of work for so long?

- Your grades were not good in your last school. Why should we admit you?

- Your business seems to be struggling. Why should we loan you money?

Answer with Questions to Gather More Information

- Do you have any questions for me?
What are you looking for in the person you hire (or admit) for this position?

- What do you expect as salary or compensation?
What do you normally pay someone with my experience (or for this position)?

- How do you plan on paying for your education?
I have a part-time job, but I would like to supplement it. What sources of financial aid do you know about?

Answer Using “Me in 30 Seconds” Statements

- Tell me something about yourself.

- Tell me something about your experience at (a school or previous organization).

- Describe how your background prepares you for our organization (or school or training program).

CLOSE YOUR INTERVIEW EFFECTIVELY

What you say and do at the close of your interview can have a lasting impact on how favorably your interviewer remembers your conversation. Follow these guidelines:

- When you stand up to leave, make direct eye contact as you say good-bye, smile, and shake hands again (if this is appropriate in your culture).
- Call the interviewer by name.
- Thank the interviewer for his or her time and interest.
- Indicate your own interest by saying something like, “I hope we can do business

together,” or “I’d really like to work with you.”

- Indicate how and when you would like to follow up on the meeting. This could be with a letter, a phone call, an e-mail, or another face-to-face meeting.

MOCK INTERVIEW ACTIVITY

Pretend you are in an interview, and ask your coach or friend to play the role of interviewer by asking you some of the questions on pages 34 and 35. Use the form below to help you evaluate how well you did. (Use the forms on pages 22 and 23 to make extra copies. You should fill out this form every time you have an interview or meeting.

Interview and Meeting Evaluation

Date _____

Interview or meeting with: _____

I was prepared Yes No Comments _____

I achieved my objectives Yes No Comments _____

I presented myself well Yes No Comments _____

Items discussed

1. _____

2. _____

3. _____

What went well

What I need to improve

Follow-up activities

1. _____ Complete by (date): _____

2. _____ Complete by (date): _____

3. _____ Complete by (date): _____

7. PREPARE IMPRESSIVE WRITTEN MATERIALS

In addition to phone contacts and face-to-face interviews, part of your interaction with your resources will be in writing, and you need to make as good an impression there as you do in person. You will need to know how to write effective cover letters, applications, and résumés.

COVER LETTERS

A cover letter usually accompanies a résumé and should be tailored specifically to a business or organization. Writing a cover letter gives you the opportunity to explain why you are interested in working for the company and why you think the company would be wise to hire you—in other words, it's another opportunity to present a power statement to the organization. In your cover letters, make your writing style simple and straightforward, refer to any prior communication you have had with the addressee, and include information about how to contact you. (See the sample cover letters in appendix C on pages 54–56.)

APPLICATIONS AND RÉSUMÉS

Applications are usually the forms that businesses, schools, or organizations have you fill out that ask questions they feel are important. Résumés are documents you create that describe your education, work experience, and other qualifications. The most effective applications and résumés:

- Are simple, neat, and accurate.
- Set you apart from other applicants.
- Present information as succinctly as possible.
- Demonstrate that you have put effort into the process.

An important part of writing a good résumé is getting a list of good references. Follow these guidelines when choosing references:

- Identify at least three people who can give others positive information about you.

- Choose people you've associated with recently.
- Ask your references for permission to use their names before you list them.
- Explain to your references the position you are seeking, and tell them which of your skills you would like them to emphasize.

Review the sample applications or résumés in appendix C (pages 57–67), and evaluate them based on the criteria above. Don't spend more than 30 seconds reading each application or résumé (that's about how long most professional organizations will spend evaluating your application or résumé).

Which of the three applications or résumés would you select as the best?

- Number 1
- Number 2
- Number 3

Why did you select this one?

What makes the other two less effective?

EVALUATE YOUR WRITTEN MATERIALS

Now use the same criteria to evaluate your own cover letter, application, and résumé. Ask your coach or friend to give you feedback as well.

How can you improve your cover letter?

How can you improve your application?

How can you improve your résumé?

Contact your ward or stake employment specialist or the employment resource center for additional help on improving your résumé.

8. FOLLOW UP

Very few applicants will make one contact with a company and be hired the next day. Businesses often gauge applicants' interest by what they do to follow up on a contact or interview. Depending on the circumstances, you can follow up by telephone, by letter, or in person.

Whichever method you use, do the following:

- Refer to previous interactions.
- Restate your interest in becoming a part of the organization.

- Reemphasize how your skills can help the organization (using a power statement).
- Resolve any perceived shortcomings.
- Don't pressure the addressee into hiring you; remember that thank-you letters and other forms of follow-up are a courtesy.
- Set up another meeting or contact.

THANK-YOU LETTERS

You should always write thank-you letters, even if you are not interested in working for the company or if the company has hired someone else, because this will help your network grow, and it could help the company remember you when other opportunities come up. Review the sample thank-you letters in appendix C (pages 68–70), and evaluate them using the criteria above.

Which of the three letters would you select as the best?

- Letter 1
- Letter 2
- Letter 3

Why did you select this one?

What makes the other two less effective?

My Continued SUCCESS

“The Lord would want you to be successful. He would. You are His sons and His daughters. He has the same kind of love and ambition for you that your earthly parents have. They want you to do well and you can do it.”

Gordon B. Hinckley

Teachings of Gordon B. Hinckley (1997), 614

MY CONTINUED SUCCESS

1. INTRODUCTION

For most of us, finding satisfactory employment is the fulfillment of our employment goals, but having a truly successful career will require continual goal-setting and additional skills. In this unit you will learn:

- How to negotiate a contract with your new employer.
- How to get off to a good start in your new work environment.
- How to resolve problems that may come up in your new job.
- How to use what you've learned in this workshop to achieve long-term success in your career.

Ask your coach to give you input and guidance as you complete this unit.

2. LEARN HOW TO NEGOTIATE

After you receive an offer from an employer or customer, you will usually have the opportunity to negotiate a contract that specifies pay, benefits, and so on. The questions below will help you prepare for these negotiations. (Some of the questions you can only answer generally until you have a job offer.)

What are your personal values?

List those qualities you value in yourself, others, and organizations.

What do you want from the organization?

How do the values you listed above translate into what you are looking for from the organization in terms of pay, working conditions, and other considerations?

What does the organization want from you?

What can you offer the organization?

What can the organization offer you?

What kind of environment are you negotiating in?

What does the industry generally pay for your skills, product, or service? How many people usually apply for this scholarship? Be aware of possible benefits, values, and potential arguments that may arise during the negotiation.

In what situations will I need to come up with solutions that benefit both parties (“win-win” solutions)?

Anticipate areas that might present problems, and then list several alternatives to resolve these issues.

IMPLEMENT EFFECTIVE NEGOTIATION TECHNIQUES

In the following exercise, select the response you feel would be most appropriate in negotiation. The answers are given below.

1. Negotiating monetary expectations should occur:
 - a. At the beginning of an interview for hire.
 - b. After you have received a firm offer.
2. If you must discuss monetary expectations:
 - a. Give an exact figure.
 - b. Give a range between two figures.
3. If the organization thinks your monetary expectations are too high:
 - a. Offer the expectations of others in the field to validate your claim.
 - b. Indicate what you think your contribution will be to the organization.
4. In response to an offer that you don't like:
 - a. Say “thank you,” and accept it.
 - b. Restate the offer, sit quietly, and silently count to 10.
5. When the negotiation is concluding and the final offer is not enough:
 - a. Refuse the offer and leave.
 - b. Offer to discuss the negotiation later.
6. If the negotiation ends with an offer for a future increase in pay after a certain period of time:
 - a. Shake hands on the deal and leave.
 - b. Ask for the offer to be written in a contract.

Answer Key

1. b. Negotiating after an offer is made allows you to come from a position of strength. If the interviewer wants to buy your product or hire you, you know your worth is already established. If an interviewer insists on discussing pay expectations before extending an offer, ask what the standard pay range is for your position. Keep your responses as general as possible.
2. b. If you give an exact figure that is too high, you may price yourself out of a job. If your figure is too low, you will never know how much they were willing to pay you. A range of figures allows the negotiation to continue.
3. b. Reemphasize the value of your skills and abilities. Be careful not to allow contention into a negotiation.
4. b. This technique prompts the interviewer into justifying the offer. This will begin the negotiation process once again, which may lead to a more acceptable offer.
5. b. If the final offer is not what you expected, thank them, provide a power statement, and ask them for time to consider the offer. Be flexible in your negotiations.
6. b. You should get all offers in writing to help employers remember and keep their promises.

3. GET OFF TO A GOOD START

First impressions are lasting impressions. As a new employee, you should reaffirm that you are the correct choice for the position. To help you get off to a good start, you should do the following in the first three weeks on the job:

- Learn the work environment. What are the local business practices and etiquette for your profession?
- Get to know the people. Who are the people you will be working with? What are their job titles?
- Learn how to be an outstanding employee. What are the expectations for your position? What is the evaluation process? How can you exceed expectations?
- Find a mentor. A mentor is someone in the organization who can help you learn more about the company and what you need to do to be a better employee. A mentor can also help you achieve your future career goals.

If you already know the name of a mentor who can help you find answers to these questions, write that person's name here:

4. PREVENT PROBLEMS

New opportunities usually bring new challenges. You can prepare yourself for these challenges and keep them from becoming problems if you follow some basic guidelines:

- Plan ahead. Anticipate situations, and prepare for them.
- Know and obey the rules.
- Be flexible, but identify things you will not compromise.
- Be optimistic.

The rest of this section will give you opportunities to make plans in each of these areas. Some of your answers will depend on the policies within your organization. If you don't

know these policies yet, or if you do not yet have an offer, it's still a good idea to answer the questions, but keep your responses general.

PLAN AHEAD

In the space provided, indicate how you would handle each of the following situations.

- You have an upcoming vacation scheduled, and you need the time off. But your vacation is only one week away, and the company policy requires a two-week notice.

- Your babysitter or day-care provider cannot tend your children today.

- You oversleep and are going to be late for work.

- Yesterday you were unable to work because you were ill. This morning you woke up still feeling ill.

- Your neighbor has been driving you to work, but his car broke down yesterday.

- One of your co-workers is very difficult to work with and seems to cause trouble.

- You are enrolled in classes your company is paying for, and you are struggling to keep your grades up. You need help.

- Your employer has definite standards and policies defining how to do the work, but you think you have a better way.

- Your supervisor or customer has promised you an increase in pay. It has been over a month, and your pay has not increased.

- You have a customer who will not pay you for your services because she feels that the service did not meet her specifications.

What are some other situations you may encounter, and how can you prepare for them?

KNOW AND OBEY THE RULES

Once you have a job offer, ask someone established in the organization what the official and unofficial rules are, and write them here.

BE FLEXIBLE, BUT IDENTIFY THINGS YOU WILL NOT COMPROMISE

It is important to find a balance between adjusting to circumstances and taking care of your own needs. List areas where you can be flexible in your new environment and areas where you will not compromise.

BE OPTIMISTIC

What can you do to show enthusiasm for your work and optimism about your future with your new organization?

Below are some additional guidelines that will help you become a good employee:

- Give an honest day’s work.
- Practice good hygiene, and wear clothing that doesn’t call attention to itself.
- Keep your workplace tidy.
- Be respectful of company property.
- Treat your employer and co-workers with respect.
- Don’t criticize or participate in gossip.
- Avoid all appearances of harassment.
- Report any wrongdoings.

5. GROW IN YOUR CAREER

Once you have completed your initial period with the organization and have shown that you are an asset, you should start thinking about how you can grow in your career. Career advancement does not occur on its own; it requires careful planning. Continue to use the skills you learned in the Career Workshop; besides helping you begin the career you want, they will also help you grow in that career.

SET GOALS (SEE THE “MY GOALS” UNIT)

Define how you want to progress in your career. What is the next goal you will set for yourself? How will you achieve it? What skills do you need to develop in order to achieve this goal?

NETWORK (SEE THE “MY RESOURCES” UNIT)

Through networking you can identify and follow up with potential mentors. This skill can also help you identify new customers.

Who can help you with the next step of your career plan? (This may be someone you already know.) How and when will you contact this person?

USE POWER STATEMENTS (SEE THE “MY INTERACTION WITH RESOURCES” UNIT)

Remember that power statements are useful in a variety of situations, not just in interviews. Whether you are trying to present your ideas effectively or making your employer aware of your achievements, look for opportunities to share relevant power statements in your new job.

List some situations in which you will want to use a power statement to emphasize your achievements.

NEGOTIATE

You can apply the basic principles of negotiation in situations other than negotiating a job offer. For example, you can help conflicting parties resolve a problem by focusing their efforts on finding a mutually beneficial solution.

List some situations in which you can use negotiating skills in your new job.

APPENDIX A

Occupational clusters

OCCUPATIONAL CLUSTERS

MANAGEMENT

Accountants or auditors
Administrators or facility managers
Advertising, marketing, or public-relations specialists
Budget analysts
Claims adjusters, appraisers, or investigators
Computer and information systems managers
Education administrators
Engineering or natural-science managers
Food-service managers
Funeral directors
Human resources and training managers
Industrial production managers
Loan counselors or officers
Lodging managers
Management analysts
Medical and health-services managers
Property, real estate, or community managers
Purchasing managers, buyers, or purchasing agents
Top executives

ADMINISTRATIVE SUPPORT

Communications equipment operators
Computer operators
Data entry or information processing personnel
Desktop publishers
Financial clerks, collectors, or billing or payroll clerks
Information or records clerks
Office or administrative support supervisors
Postal service workers
Receptionists, library assistants, or hotel clerks
Secretaries or administrative assistants

PROFESSIONAL AND RELATED

Actuaries, computer programmers, mathematicians, or statisticians
Aerospace, mechanical, electrical, civil, or industrial engineers
Architects, surveyors, or cartographers
Artists, designers, illustrators, or Web page designers
Court reporters
Doctors, physician assistants, or nurses
Drafters or engineering technicians
Educators
Entertainers, performers, professional athletes, or related occupations
Judges, lawyers, or paralegals
Media communicators, announcers, or photographers
Writers, editors, or journalists

SERVICE

Barbers or cosmetologists
Building and grounds maintenance personnel
Chefs, cooks, servers, and other food-service personnel
Child-care workers
Correctional officers
Firefighters
Fitness experts or personal trainers
Health care support personnel
Park rangers, travel agents, or other recreation industry personnel
Personal and home care aids
Police officers or detectives
Private detectives or investigators
Security guards or gaming surveillance officers

FARMING AND RELATED

Botanists or researchers
Dairy workers
Farmers
Farmhands or ranch hands
Forestry workers or forestry firefighters
Shepherds, sheep herders, or cattle ranchers
Soil or fertilizer specialists

CONSTRUCTION

Boilermakers
Brick masons, block masons, or stonemasons
Carpenters
Carpet, floor, and tile installers or finishers
Cement masons, concrete finishers, or pavers
Construction equipment operators
Construction laborers
Construction or building inspectors
Drywall or ceiling tile installers or perfortapers
Electricians
Elevator installers or repairers
Glaziers
Hazardous material removal personnel
Insulation workers
Painters and paperhangers
Pipe layers, plumbers, pipe fitters, or steamfitters
Plasterers or stucco masons
Roofers
Sheet-metal workers
Structural or reinforcing iron and metal workers

SALES

Cashiers
Counter or rental clerks
Demonstrators, product promoters, or models
Insurance agents
Real estate brokers or sales agents
Retail salespeople
Sales engineers
Sales-worker supervisors
Securities, commodities, or financial services sales agents
Wholesale and manufacturing sales representatives

INSTALLATION AND RELATED

Aircraft or mobile equipment mechanics, installers, or repairers
Automotive body repairers, mechanics, or technicians
Coin, vending, or amusement machine servicers and repairers
Computer, automated teller, or office machine repairers
Diesel service technicians or mechanics
Electrical or electronics installers or repairers
Heating, air conditioning, or refrigeration mechanics or installers
Heavy vehicle or mobile equipment service technicians or mechanics
Home appliance repairers
Radio or telecommunications equipment installers or repairers

PRODUCTION

Assemblers or fabricators
Bookbinders or bindery workers
Dental laboratory technicians
Food processing personnel
Jewelers or precious stones and metal workers
Metal or plastics workers
Power-plant operators, distributors, or dispatchers
Prepress technicians or workers
Printing machine operators
Semiconductor processors
Stationary engineers or boiler operators
Textile, apparel, or furnishings designers or assemblers
Tool and die makers
Water or liquid waste treatment plant operators
Welding, soldering, or brazing workers
Woodworkers or furniture producers

TRANSPORTATION

Aircraft pilots or flight engineers
Air traffic controllers
Bus drivers
Material-moving personnel
Rail transportation engineers, conductors, or workers
Taxi drivers or chauffeurs
Truck drivers or sales personnel
Warehouse or weigh-station personnel
Water transportation personnel

APPENDIX B

Network list

Network List

Name of Resource	Contact Information (phone number, address, e-mail)	Priority
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
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16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		

APPENDIX C

Sample cover letters

Sample résumés

Sample applications

Sample thank-you letters

SAMPLE COVER LETTER 1

Eric Crossman
1025 Canterbury Lane
Bristol, Washington 90001
455-999-0007
ericc@electronicmail.com

March 14, 2004

Sharon Evergreen
Sr. Human Resource Representative
Alpine Industries
444 Eubank Street
Anderson, OR 89009

Dear Ms Evergreen:

In my last company I reduced freight costs for my company by negotiating favorable agreements with carriers and encouraging prudent use of internal transportation resources. I received two awards for outstanding performance for my efforts. Your recent advertisement in the *Seattle County Courier* on March 12 for a Transportation Manager captured my interest, and I believe the qualities you seek are well matched to my qualifications. During the past 12 years I have:

- Managed a Transportation Department, supervising a staff of 45 employees.
- Written procedures covering daily operations and trained personnel on proper receiving procedures.
- Been Traffic Administrator for a large trucking firm for 8 years and an international airfreight forwarder for 4 years.
- Designed and implemented a new computer application program, which improved data acquisition and analytical capabilities.

In addition to these qualifications, I have hands-on experience with airlines, household movers, ocean carriers, and local cartage operations. I also have extensive experience with import and export procedures and documentation. I would appreciate the opportunity to discuss my credentials in a personal interview. I look forward to meeting with you.

Sincerely,

Eric Crossman

Eric Crossman

SAMPLE COVER LETTER 2

Lorraine Boone

Boonedoggle Enterprises

500 West 1st Street #5D • Naperville, ID 32905

(208) 891-4321 • lboone@email.com

June 9, 2004

Dr. Felicia Jackson
Dean, School of Business
Fulton State University
123 University Parkway
Freeport, NC 57122

Dear Dr. Jackson,

I've been a business owner since I was 6. I know it is hard to believe, but since the first grade I have been selling services or products in my local community. Anyone in Naperville can tell you about any of the 5 successful businesses I own:

- Lawn Care
- Babysitting
- Advertising
- Office cleaning
- Catering

What is unique about this is that it is not me doing the day to day work; rather, I have managers over each enterprise who in turn manage employees, payroll and sales, and marketing. At present I have 38 employees and have annual sales in excess of \$215,000!

I know that in order to take my skills to the next level and reach the goals I have set for myself, I need to learn what your faculty can teach me. I am open to new ideas and know that I would contribute to the university.

I would like to meet with you in person so that we can discuss the different programs your university offers and to see how we can benefit each other. I will call you next week to set an appointment.

Thank you for your time.



Lorraine Boone

SAMPLE COVER LETTER 3

Michael V. Browning
23 South Hampshire Road
Sterling, New Hampshire 00891
777-775-1235
mvp@electronicmail.com

January 15, 2004

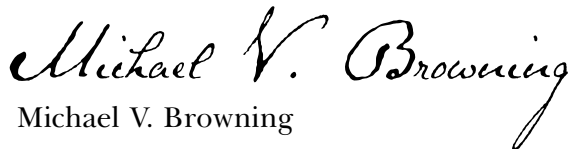
Mr. Timothy Smith
Carver Industries
161 East Research Lane
Portsmouth, NH 00899

Dear Mr. Smith,

Thank you for your courteous response to my call this morning. As you requested, I have enclosed my résumé for your review.

In view of my experience and accomplishments, it would be mutually beneficial for us to explore how my services could be of value to you and Carver Industries.

Sincerely,


Michael V. Browning

Olivia Hernandez

27487 Patrick Avenue • Hayward, California, 95147 • (415) 783-8480

JOB OBJECTIVE

Human Resource Specialist

SUMMARY OF QUALIFICATIONS

- 3 years experience in office management and personnel
- Processed all documents for new hires
- Detail oriented with a desire to achieve objectives

PROFESSIONAL EXPERIENCE

1997–pres. QualInfo, Santa Cruz, CA

Office Manager

- Managed all office policies and procedures for this start-up company
- Created all processes and procedures for office management
- Saved the company over \$85,000 per year in outsourced office-management costs
- Led a hiring team that hired 60 new employees during expansion phase

1992–1997 Help-U-Tech, Watsonville, CA

Accounts Receivable and Payable Supervisor

- Restructured accounts receivables department and reduced collection time by 15%
- Trained all new employees on company policies
- Reduced turnover by 25%

1990–1992 Hayward Community College, Hayward, CA

Office of Records and Transcripts, Records Specialist

- Employee of the quarter for two quarters
- Supervised new employees

EDUCATION

AAS, Office Management, 1992

Hayward Community College, Hayward, CA

NANCY L. SCOTT

3730 Madison Street
 Chicago, IL 60613
 733-444-1948
 nancy@email.net

SUMMARY OF QUALIFICATIONS

Thoroughly experienced accounting professional with a diversified background including receivables, payables, cost of sales spreadsheets, and inventory records. Extensive education and training in the accounting field with proficiency in detail and accuracy. Utilized Excel and other in-house accounting software. Reliable and responsible, work well independently and on a team.

PROFESSIONAL EXPERIENCE

Accounts Payable/Payroll

- Completed trial balances to general ledger, manually reconciled 60–100 accounts daily
- Posted payments to assigned payable accounts and payable transactions to set payable ledgers
- Efficiently and accurately coded, calculated, and verified field employee wage information

Revenue Accounting

- Verified voucher checks and overcharge claims, matched checks to assigned receivable accounts
- Balanced prepaid accounts and prepared bank deposits
- Posted payments and credit card charges to assigned receivable accounts
- Reviewed invoices to verify freight car movement
- Handled register transactions, including cash and credit card purchases

Inventory Accounting

- Accurately updated master lists, posted inventory transactions, managed administrative tasks
- Generated senior management reports and prepared cost of sales reports per units sold
- Designed and implemented use of master reporting forms and prepared data entry forms

EMPLOYMENT HISTORY

Grand Silo Industries, Oakview, IL	Senior Accountant	1999–present
Hillcrest Accounting, Springdale, IL	Accountant	1993–1999
Estrada Bookkeeping, Chicago, IL	Sr. Accounting Specialist	1989–1993
Prior to 1989 employed by World Accounting and Bureau Tax Services		

EDUCATION

Bachelor of Science, Management: Elmridge College, Elmhurst, IL

AA, Accounting, Burlington City College, Riverdale, IL

Computer Operation and Data Entry Applications, Ricks College, Rexburg, ID

Robert Browning
5200 East Essex Avenue
Los Angeles, CA 90106
213.444.0000
rbmyemail@electronicmail.net

SENIOR NETWORK ENGINEER/ENGINEERING PROGRAM MANAGER

Cross Functional Experience & Cross Industry Experience

Highly qualified technical professional with a well-developed business acumen reflecting a career of strong leadership skills coupled with hands-on IT and networking expertise. Recognized ability to apply advanced technical solutions to a diverse range of functional business requirements. Outstanding record of delivering simultaneous large-scale, mission critical projects on time and under budget. Team based interaction style and superior interpersonal skills. Strengths in:

- Network Planning
 - Systems Optimization
 - Program Management
 - VitalSuite Engineering
 - Remote Access Services
 - LAN/WAN Design
 - Performance Management
 - VoIP Implementation
 - Security Technologies
 - Web/Internet Design
-

PROFESSIONAL EXPERIENCE

SENIOR NETWORK ENGINEER, Systems Inc., Denver, CO 2000 to present

- Directed a \$200 million, 5-year, 25-member team's strategic and tactical activities to create a large-scale retail wireless start-up as a Gyro Licensed Business.
- Led the design of a real-time POS interfacing network spanning three companies designed to process \$23 million worth of prepaid transactions adhering to strict SLA process and guidelines.
- Engineered ongoing architecture, configuration, and optimization of a \$1.5 million multi-protocol VoIP network designed to carry over 120 million domestic and international minutes per month.

SENIOR SYSTEMS ENGINEER, Teton Technologies, Denver, CO 1997 to 2000

- Assigned to program customized OID and MIB2 traffic collectors capturing nonstandard device SNMP data from ATM, IP, VoIP, MPLS, and Frame Relay routers and switches.
 - Outstanding performance and expertise lead to promotion as lead field test engineer for southwest region after only 6 months.
-

EDUCATION

MBA Telecommunications and Finance—In progress
Denver National University, Denver, CO

PMO Certification—Completed two years of training
University of Texas, Austin, TX

BA Communications and Political Science—Graduated 1996
Texas A&M University, College Station, TX

APPLICATION FOR EMPLOYMENT

PRE EMPLOYMENT QUESTIONNAIRE
EQUAL OPPORTUNITY EMPLOYER

DATE 11/15/2004

PERSONAL INFORMATION

NAME Lopez Teresa Maria SOCIAL SECURITY NO. 507-529-3972
(Last) (First) (Middle)

PRESENT ADDRESS 130 E. 9th S. #13 Ridgeview WA 98111
(Street) (City) (State) (Zip)

PERMANENT ADDRESS 130 E. 9th S. #13 Ridgeview WA 98111
(Street) (City) (State) (Zip)

PHONE NUMBER 444-1212 REFERRED BY Jorge

EMPLOYMENT DESIRED

POSITION Anything DATE YOU CAN START now SALARY DESIRED \$600.00

ARE YOU PRESENTLY EMPLOYED? YES NO IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? YES NO

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE? YES NO WHERE? _____ WHEN? _____

ARE YOU 18 YEARS OLD OR OLDER? YES NO DO YOU HAVE A VALID DRIVER'S LICENSE? YES NO

ARE YOU A NATURAL CITIZEN OR LEGALLY AUTHORIZED TO WORK IN THIS COUNTRY? YES NO

HAVE YOU BEEN CONVICTED OF A FELONY? YES NO

WHAT LANGUAGES DO YOU SPEAK FLUENTLY? _____

READ? _____ WRITE? _____

EDUCATION

NAME AND LOCATION OF SCHOOL		YEARS ATTENDED	DEGREE EARNED	SUBJECTS STUDIED
SCHOOL	<i>Ridgeview High School</i>	<i>3</i>	<i>Diploma</i>	<i>basics</i>
COLLEGE	<i>Ridgeview CC</i>	<i>1 1/2</i>	<i>none</i>	<i>generals</i>
GRADUATE PROGRAM				
TRADE/BUSINESS SCH.				

GENERAL

Subjects of Special Study/Research Work, Language or Special Training/Skills	
MILITARY SERVICE	<i>no</i>
RANK	

SAMPLE APPLICATION 1

EMPLOYMENT HISTORY (List below your last four employers, starting with your last one first.)

DATE (Month and Year)	COMPANY AND LOCATION	SALARY	POSITION & DUTIES	REASON FOR LEAVING
FROM 6/2000 TO 11/2004	Coleman Uniforms	7.50 hr	sewing	Quit
FROM 4/1999 TO 4/2000	Bob & Ann's	3.35 hr + tips	busing tables dish washing	sick
FROM 12/1998 TO 3/1999	Wagon Wheel Café	5.75 hr	busing tables	Fired
FROM 9/1998 TO 12/1998	Sunnyside day care	5.85 hr	Teacher's assistant	business closed

REFERENCES

GIVE BELOW THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	ADDRESS	OCCUPATION	PHONE	YEARS KNOWN
Sarah White	1907 Elm St.	waitress	444-5156	3 1/2
Bill Minson	161 Main St.	retired	444-1972	15
Barbara Minson	161 Main St.	housewife	444-1972	15

PHYSICAL RECORD:

DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT PRECLUDE YOU FROM PERFORMING ANY WORK FOR WHICH YOU ARE BEING CONSIDERED? YES NO

IF YES, PLEASE DESCRIBE _____

WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATIONS? _____

I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

11/15/2004
DATE

Teresa Maria Lopez
SIGNATURE

APPLICATION FOR EMPLOYMENT
 PRE EMPLOYMENT QUESTIONNAIRE
 EQUAL OPPORTUNITY EMPLOYER



DATE _____

PERSONAL INFORMATION

NAME Amanda M. Johnson SOCIAL SECURITY NO. _____
(Last) (First) (Middle)

PRESENT ADDRESS 795 E. Crab Street Riverview WA [scribble]
(Street) (City) (State) (Zip)

PERMANENT ADDRESS Exactly the same
(Street) (City) (State) (Zip)

PHONE NUMBER _____ REFERRED BY Sharon Johns or James

EMPLOYMENT DESIRED

POSITION don't know DATE YOU CAN START whenever SALARY DESIRED \$1000/month

ARE YOU PRESENTLY EMPLOYED? YES NO IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? YES NO

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE? YES NO WHERE? _____ WHEN? _____

ARE YOU 18 YEARS OLD OR OLDER? YES NO DO YOU HAVE A VALID DRIVER'S LICENSE? YES NO

ARE YOU A NATURAL CITIZEN OR LEGALLY AUTHORIZED TO WORK IN THIS COUNTRY? YES NO

HAVE YOU BEEN CONVICTED OF A FELONY? YES NO

WHAT LANGUAGES DO YOU SPEAK FLUENTLY? _____

READ? _____ WRITE? _____

EDUCATION

NAME AND LOCATION OF SCHOOL		YEARS ATTENDED	DEGREE EARNED	SUBJECTS STUDIED
SCHOOL	R. H.S.			
COLLEGE				
GRADUATE PROGRAM				
TRADE/BUSINESS SCH.				

GENERAL

Subjects of Special Study/Research Work, Language or Special Training/Skills	
MILITARY SERVICE	RANK

SAMPLE APPLICATION 2

EMPLOYMENT HISTORY (List below your last four employers, starting with your last one first.)

DATE (Month and Year)	COMPANY AND LOCATION	SALARY	POSITION & DUTIES	REASON FOR LEAVING
FROM	Royal Burgers	4.25	cashier	fired
TO				
FROM	Motel 74	6.45	housekeeping	quit scribble
TO				
FROM	Chuck's Restaurant	8.00	asst. closing mngr	didn't like boss
TO				
FROM				
TO				

REFERENCES

GIVE BELOW THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR. 

NAME	ADDRESS	OCCUPATION	PHONE	YEARS KNOWN
Terry Clark	16 W. Merrill Way	car wash attendant	555-1234	since birth

PHYSICAL RECORD:

DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT PRECLUDE YOU FROM PERFORMING ANY WORK FOR WHICH YOU ARE BEING CONSIDERED? YES NO

IF YES, PLEASE DESCRIBE _____

WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATIONS? _____

I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

11 14 04 _____
DATE



_____ Amanda M. Johnson
SIGNATURE



APPLICATION FOR EMPLOYMENT
PRE EMPLOYMENT QUESTIONNAIRE
EQUAL OPPORTUNITY EMPLOYER

DATE 11/14/04

PERSONAL INFORMATION

NAME HUGHES DAN A. SOCIAL SECURITY NO. 507-466-0000
(Last) (First) (Middle)

PRESENT ADDRESS 550 N 750 W BUCKLEY WA 98326
(Street) (City) (State) (Zip)

PERMANENT ADDRESS SAME AS ABOVE
(Street) (City) (State) (Zip)

PHONE NUMBER (206) 444-0000 REFERRED BY WANT AD

EMPLOYMENT DESIRED

POSITION LABORER DATE YOU CAN START IMMEDIATELY SALARY DESIRED OPEN

ARE YOU PRESENTLY EMPLOYED? YES NO IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? YES NO

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE? YES NO WHERE? _____ WHEN? _____

ARE YOU 18 YEARS OLD OR OLDER? YES NO DO YOU HAVE A VALID DRIVER'S LICENSE? YES NO

ARE YOU A NATURAL CITIZEN OR LEGALLY AUTHORIZED TO WORK IN THIS COUNTRY? YES NO

HAVE YOU BEEN CONVICTED OF A FELONY? YES NO

WHAT LANGUAGES DO YOU SPEAK FLUENTLY? ENGLISH

READ? ENGLISH WRITE? ENGLISH

EDUCATION

NAME AND LOCATION OF SCHOOL		YEARS ATTENDED	DEGREE EARNED	SUBJECTS STUDIED
SCHOOL	WHITE RIVER HIGH SCHOOL BUCKLEY, WA	2	GED	SHOP, MECHANIC, BUSINESS
COLLEGE	—			
GRADUATE PROGRAM	—			
TRADE/BUSINESS SCH.	AUBURN TRADE SCHOOL AUBURN, WA	1	—	BOOKKEEPING, MATH

GENERAL

Subjects of Special Study/Research Work, Language or Special Training/Skills	
EQUIPMENT REPAIR (OFFICE, SHOP, AUTOS), SOME CONSTRUCTION (DRYWALL, ROOFING)	
MILITARY SERVICE	— (REGISTERED) RANK —

SAMPLE APPLICATION 3

EMPLOYMENT HISTORY (List below your last four employers, starting with your last one first.)

DATE (Month and Year)	COMPANY AND LOCATION	SALARY	POSITION & DUTIES	REASON FOR LEAVING
FROM 7/2000 TO PRESENT	SELF-EMPLOYED BUCKLEY, WA	—	GARDNER, LAWN CARE, CAR REPAIR	DESIRE OUTSIDE CAREER
FROM 2/1996 TO 6/2000	LU'S CAFÉ AUBURN, WA	3.00/HR. + TIPS	WAITER; ASST. MANAGER	RELOCATED
FROM 3/1993 TO 12/1995	CENTRAL INDUSTRY KENT, WA	6.00/HR.	LABORER	JOB ENDED
FROM 1/1991 TO 11/1992	GAS N' SHOP ENUMCLAW, WA	4.00/HR.	CASHIER	BUSINESS CLOSED

REFERENCES

GIVE BELOW THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	ADDRESS	OCCUPATION	PHONE	YEARS KNOWN
REV. JOHN JOHNSON	ST. JOHN'S CHURCH 4TH & ELM, BUCKLEY, WA 98326	MINISTER	(206) 444-0001	5
ELAINE RUSSELL	109 CENTRAL AUBURN, WA 98321	SECRETARY	(206) 444-0002	3
BEN BROWN	1614 A. STREET BUCKLEY, WA 98326	CASHIER	(206) 444-0000	3

PHYSICAL RECORD:

DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT PRECLUDE YOU FROM PERFORMING ANY WORK FOR WHICH YOU ARE BEING CONSIDERED? YES NO

IF YES, PLEASE DESCRIBE _____

WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATIONS? _____

I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

11/14/04

DATE

Dan Hughes
SIGNATURE

APPLICATION FOR EMPLOYMENT
PRE EMPLOYMENT QUESTIONNAIRE
EQUAL OPPORTUNITY EMPLOYER

DATE _____

PERSONAL INFORMATION

NAME _____ SOCIAL SECURITY NO. _____
(Last) (First) (Middle)

PRESENT ADDRESS _____
(Street) (City) (State) (Zip)

PERMANENT ADDRESS _____
(Street) (City) (State) (Zip)

PHONE NUMBER _____ REFERRED BY _____

EMPLOYMENT DESIRED

POSITION _____ DATE YOU CAN START _____ SALARY DESIRED _____

ARE YOU PRESENTLY EMPLOYED? YES NO IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? YES NO

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE? YES NO WHERE? _____ WHEN? _____

ARE YOU 18 YEARS OLD OR OLDER? YES NO DO YOU HAVE A VALID DRIVER'S LICENSE? YES NO

ARE YOU A NATURAL CITIZEN OR LEGALLY AUTHORIZED TO WORK IN THIS COUNTRY? YES NO

HAVE YOU BEEN CONVICTED OF A FELONY? YES NO

WHAT LANGUAGES DO YOU SPEAK FLUENTLY? _____

READ? _____ WRITE? _____

EDUCATION

NAME AND LOCATION OF SCHOOL		YEARS ATTENDED	DEGREE EARNED	SUBJECTS STUDIED
SCHOOL				
COLLEGE				
GRADUATE PROGRAM				
TRADE/BUSINESS SCH.				

GENERAL

Subjects of Special Study/Research Work, Language or Special Training/Skills	
MILITARY SERVICE	RANK

SAMPLE APPLICATION 4

EMPLOYMENT HISTORY (List below your last four employers, starting with your last one first.)

DATE (Month and Year)	COMPANY AND LOCATION	SALARY	POSITION & DUTIES	REASON FOR LEAVING
FROM				
TO				
FROM				
TO				
FROM				
TO				
FROM				
TO				

REFERENCES

GIVE BELOW THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	ADDRESS	OCCUPATION	PHONE	YEARS KNOWN

PHYSICAL RECORD:

DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT PRECLUDE YOU FROM PERFORMING ANY WORK FOR WHICH YOU ARE BEING CONSIDERED? YES NO

IF YES, PLEASE DESCRIBE _____

WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATIONS? _____

I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

DATE

SIGNATURE

SAMPLE THANK-YOU LETTER 1

September 24, 2004

Emily Lilly
Lake Candy Company
5050 Center Avenue
Billings, NM 68688

Dear Ms. Lilly,

I want to thank you for taking the time earlier today to discuss your opening for an assistant manager.

Your shop is extremely attractive, and the more we discussed the position, the more enthusiastic I became. You certainly can be proud of your business. It would be rewarding to work with you. My ability to work well with others and my dependability and determination to do a good job could be an asset to you. May I plan to contact you next week to follow up on our discussion?

Sincerely,

Mary Shell

Mary Shell
7729 Rosewood Lane
Monroe, NM 68888
766-642-2473

SAMPLE THANK-YOU LETTER 2

February 22, 2004

Mr. Larry Doria
Executive Program Manager
Union Credit
1234 Allegro-Nug Blvd
Deelan, UT 12345

Dear Mr. Doria,

I sure enjoyed our time together. Knowing what you are hoping to accomplish over the five years was exciting to hear. Your aggressive schedule impressed me, and I am excited at the prospect of being a member of your expansion team.

As I reviewed our conversation, I remembered that I didn't mention one important item that may be of interest to you: in my current position as Credit Manager, I was part of the team that developed a special training program for all new manager trainees in the eastern United States.

I appreciate your giving me your phone number. As you suggested, I will call you this coming Friday afternoon so we can talk further about how we can work together. Until then, feel free to contact me at your convenience. Again, thanks!

Sincerely,


Fred Gonzales

SAMPLE THANK-YOU LETTER 3

Michelle E. Wood
951 Elmwood Avenue
Layton, CO 87105
995-443-0009
mw@myelectronicmail.com

May 9, 2004

Susan Francis, Director
San Felipe Enterprises
444 Mount Pleasant Circle
Riverton, CO 87111

Dear Ms. Francis,

I want to thank you for reviewing my application and résumé for your opening for an administrative assistant.

San Felipe Enterprises is well known in our community. When you explained to me about the position, I could see why your company is deserving of that praise. The experience and enthusiasm I will bring to the job will only continue on with that tradition of respect. Thank you again for your consideration. I will call you on Friday per your request.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Wood".

Michelle Wood

“THE LORD WOULD WANT YOU TO BE SUCCESSFUL.

“He would. You are His sons and His daughters. He has the same kind of love and ambition for you that your earthly parents have. They want you to do well and you can do it.”

Gordon B. Hinckley

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

ENGLISH

