

A GUIDE TO RESUME WRITING

Sacramento City College
**Career Planning
Services**

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RESUME TIPS

WHAT IS A RESUME?

RESUME – A word that means **SUMMARY**, not **BIOGRAPHY**

- ❖ The main purpose of a resume is to get you an interview with an employer by interesting him/her in your abilities. It does this by systematically presenting:

WHO YOU ARE
WHAT KIND OF WORK YOU WANT
WHAT YOU HAVE ACCOMPLISHED
WHAT YOU KNOW
WHY YOU SHOULD BE HIRED

Your resume should **INTRIGUE**, **ENTICE** and **CREATE AN INTEREST IN YOU** on the part of the reader (a prospective employer). It should be designed to make the prospective employer want to meet you and learn more about you during a personal interview.

- ❖ The second purpose of a resume is to give an employer more personal and detailed information about yourself. This supplements the "hard facts" listed on your application for the job.
- ❖ A resume is a brief summary that you submit to an employer. It tells what you have to offer an employer for a specific job.
- ❖ It “gets you on paper,” briefly and accurately, for the prospective employer to see. It should be concise, readable and presented attractively.
- ❖ An employer wants to know what you accomplished, not a generic job description from your previous job. An effective resume makes you stand out among the applicants for the job.
- ❖ A resume is a “fluid document.” It is never finished.

TYPES OF RESUMES:

There are three basic types of resumes. The type you use depends on the type of job you are applying for and your qualifications for it.

CHRONOLOGICAL:

This type of resume is appropriate for a person with a stable work history who is demonstrating growth in a single profession and who is looking for another job in the same or related field. This format is also useful for people who have been working in the same industry or field for many years. In these two types of situations, a chronological format will emphasize to an employer that you are a career-minded professional, committed to work and serious about the field you are in. The key topics used in chronological resumes are: heading, objective and/or highlights of qualifications, work experience and education. There may be other topic areas you wish to add in, depending on your situation. Work experience is listed in reverse chronological sequence, beginning with your most recent job.

While this type of resume has been the standard in the past, it does not allow much room for flexibility and it emphasizes the dates of your employment, which is not good for those people who have had periods of unemployment.

FUNCTIONAL:

Functional resumes are gaining in popularity. They are appropriate for people who are returning to the workplace after a long absence, have gaps in their work history, many different types of work experiences, or are changing career fields. This format allows you to present yourself more flexibly and creatively by focusing on your accomplishments and the professional skills you have developed over the years. It de-emphasizes dates, job titles and employers by placing this information in a less conspicuous position on the resume. You can combine jobs and other experience you have had in terms of content or skills or accomplishments. And it allows you to present skills and accomplishments gained outside of the workplace.

COMBINATION:

A combination resume is simply a combination of the first two styles. This can be a good format if you want to emphasize more than one area in your resume. The combination style is very flexible and gives the writer a great deal of personal choice in how their resume is organized.

Regardless of the format you choose, it is very important to prioritize your resume topics and list them in order of importance: most important information at the top, and least important at the bottom. This involves two very important processes: evaluating your skills and understanding the job you are applying for.

**FUNCTIONAL RESUME
TRACY BETH WHITE**

111 Times Square
Sacramento, CA 9111
(916) 111-1111

OBJECTIVE: A position as Administrator in Marketing

HIGHLIGHTS OF QUALIFICATIONS

- ❖ Seven years experience in the advertising industry
- ❖ Coordinated five national press shows
- ❖ Top salesperson of the year for two consecutive years

MARKETING SKILLS:

- ❖ Wrote press releases for clients, interfaced with media representatives
- ❖ Produced 4-color sales promotional materials
- ❖ Wrote reports on publication expansion
- ❖ Led sales staff of nine in selling and servicing approximately 500 accounts over an 18-month period
- ❖ Arranged and coordinated national press show
- ❖ Developed materials and displays

SUPERVISORY/MANAGEMENT SKILLS:

- ❖ Supervised staff of 25 in copywriting, artwork and layouts
- ❖ Supervised in-house agency services for clients
- ❖ Arranged and conducted sales meetings for staff of 25
- ❖ Trained and motivated staff; interviewed job applicants

EMPLOYMENT HISTORY:

Advertising Coordinator Alexander Crystal Company	Smallsville, CA	1990 - present
Advertising Sales Representative Business News Inc.	Santa Claus, CA	1988 - 1990
Life and Health Insurance Salesperson Oxford Mutual Life Insurance	Campbell, CA	1984 - 1988

EDUCATION:

B.A., Business Administration, California State University, Sacramento, CA 1984

SAMPLE INTERNSHIP RESUME

Dana Duncan
555 Maple Avenue
Sacramento, CA 95800
(916) 391-0000

OBJECTIVE: To secure a Student Internship/Student Assistant/entry level position related to my career interest (or college major) of_____.

EDUCATION: Sacramento City College. Majoring in (or courses completed in) _____ . (Subject related to internship) –List other schools or colleges below the college from which you are applying for an Internship or Student Assistant position.

Courses completed related to my objective or major: (give title of course, not number)

Example:

Financial Accounting	Business Law
Managerial Accounting	Principles of Economics, etc.

Special Skills: Outline skills and knowledge you have gained from your college classes and work experience. Use the terminology of the industry.

- # Able to identify person's need and assist them in defining their problem.
- # Skillful in reading detailed numerical reports and charts.
- # Skilled in use of PC for word processing and spreadsheet applications using MS Word, etc.
- # Current GPA of 3.2 in business related courses, or etc.

Communication & Human Relations Skills: Outline skills and knowledge gained from your own experience dealing with people. Here are some suggestions:

- # Active in student club at SCC
- # Successfully handled thousands of customers in retail jobs over the last three years
- # Completion of Interpersonal Communications course at SCC
- # Member of SCC Speech team (value to the employer: it tells what you do voluntarily)

Work Experience: (first, cite any experience related to your current objective; second, cite any other experience even if unrelated-sample listings)

Student Assistant Sacramento, CA	Sacramento City College Music Department Fall, 1998
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Volunteer Women's Counseling Assistant Sacramento, CA	Loaves & Fishes (homeless center) Summer, 1998
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English Lab Tutor Sacramento, CA	Sacramento City College English Department Spring, 1998
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COMBINATION RESUME

Karen Smith

6 Main Street
Somewhere, CA
123/456-7890

OBJECTIVE:

A Student Assistant position with a focus on support for students of different cultures.

HIGHLIGHTS

- Outstanding student with extensive experience with people from diverse cultural and economic backgrounds.
 - Excellent customer service skills.
 - Able to handle increasing levels of responsibility.
-

EXPERIENCE AND ACCOMPLISHMENTS:

1996-present Student Assistant - Cultural Awareness Center
Sacramento City College Sacramento CA

- Provide information to students about cultural events on campus
- Develop and distribute flyers to promote workshops and seminars
- Interpret and translate for disabled students needing Cultural Awareness Center services

1995-1996 Office Assistant
Loaves and Fishes Sacramento, CA

- Perform clerical duties including: filing, faxing copying and duplicating.
 - Answer multi-line phones
 - Provide information to callers and walk-ins regarding services, policies and procedures of Loaves and Fishes
-

EDUCATION:

Diploma 1994
Sir Francis Drake High School San Anselmo, CA

Tips for creating the Scanner-Friendly Resume

By Yana Parker, Damn Good Resume Service

Many of the well-known rules of good resume writing have to be **SCRAPPED** or modified when creating a resume that will be scanned into a computer database. Rules such as “be succinct, keep it to one page,” “highlight your key words in bold,” “make it graphically appealing,” “stick to action verbs”—all go down the tube **IF** the resume is destined to be scanned, as it often is in large companies. (These rules **DO** still apply to “hard copy” resumes intended for the human eye however!)

So what’s a body to do? Create **TWO** versions?

Well, **MAYBE!**

FIRST, call the company and find out whether they **SCAN** incoming resumes. (They would be using a program called **RESUMIX** or other commercial scanning program.) If they **DON’T**, then send your standard gorgeous, concise resume, to be **READ** by the hiring person. If they **DO** scan resumes (or if you can’t find out) then **SEND TWO VERSIONS**: a) your gorgeous, concise version (with a note attached saying “this copy for the hiring manager”), and b) your scanner-friendly version (with a note attached saying, “this copy for scanning.” **NOTE**: This is my opinion: this is what I would do. Some personnel officers may disagree. But remember, it is the hiring manager who actually makes the decision, so you’d want them to have your snazziest looking resume.

Here’s what you have to do, to create a resume that the **SCANNER** likes:

1. Put your **NAME ONLY** on the top line, address and phone **BELOW**. Anything other than your name, on the top line, confuses the scanner program—which is **NOT** good.
2. Use **TEXT ONLY—NO GRAPHICS**, no fancy borders, no decorative lines, no Shading. Graphically **BORING** is good! The scanner program has **NO** artistic sensibilities. It is only interested in content.
3. Use **PLAIN TEXT** only.
No italics, no bold, no underlines; these tend to run the letters together so the scanner program can’t read the text accurately. Not good. Your scanned resume will be a mess.
4. The **FONT** should be a popular one such as Times, Palatino, Helvetica, Bookman. The **FONT SIZE** should be 10 to 14 points; bigger or smaller does not scan well.

5. Use **JOB-SPECIFIC KEY WORDS**. (Same as “Buzz- words”) This is crucial; the scanner will be searching for **KEY WORDS** and then it files the resume accordingly. It retrieves the appropriate resumes later by searching for key words that a company specifies as relevant to a particular job opening.

To determine what key words you need to include, examine the official job description, or classified ad. And possibly the Dictionary of Occupational Titles. The key words should generally be **NOUNS**, such as Cost Accounting, Leadership, and Quality Analysis. Include job titles, key functions, skills, computer hardware and software, academic degrees, fields of study, technical jargon, industry jargon, relevant personality traits.

6. **PRINT** on a laser printer if possible—or at least a high-resolution dot-matrix printer.
7. Send an **ORIGINAL** in addition to the scannable resume

HANDY HINT: You can transform your existing resume (keeping all its lovely action **VERBS**) into a Scanner-Friendly resume by applying rules 1,2,3,4 above and simply **ADDING** a **KEY WORD SECTION** at the bottom or on page two. Include every relevant Key Word you can think of, that applies to both your experience and the new job qualifications.

For more detailed advice on this subject, see Joyce Lain Kennedy’s Electronic Resume Revolution.

Scanner Friendly Resume

YOUR NAME

City, State, and Zip

Phone number

Objective: A position as Manager of Whatever, focusing on this area and that

SUMMARY OF QUALIFICATIONS

Number of years in which you have experience in work relevant to the objective above.

Credentials or education or training, relevant to this objective.

A key accomplishment “that shows you’re a “hot candidate” for this job.

A strength “or characteristic” of yours that’s important to you and relevant to this job.

Something else the employer should know... “a skill, a trait”, an accomplishment” including unpaid work, “reflected in the details below, of course”

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

19xx-present Job Title COMPANY NAME, City (and State if needed)

A two-line overview of your essential role in this company, mentioning the kind of products or services you offered, and possibly who your customers were.

An accomplishment/one-liner from this job, that’s relevant to the new job objective above.

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An accomplishment/one-liner from this job, that’s relevant to the new job objective above:

A sub-statement that elaborates on one step in the process of the accomplishment above.

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Accomplishment/one-liner from this job, that’s relevant to the new job objective above.

EDUCATION & TRAINING

Bachelor’s Degree or classes or whatever (spell out degree)

Credentials, if any

KEY WORDS

Job Title, Job Title, Another Job Title, Name of Field, Name of Sub-field, Area of Expertise, Area of Specialization, Name of Skill, Personal Trait, Name of Department or Industry, Industry Buzzword, Another Industry Buzzword, Degree, Field of Study, Another Degree, Specialized Training, Specialized Certificate, More Job Titles, More Fields, sub-fields, Number of Years of Experience, Types of Previous Employers, Number of Employees Supervised, Computer Hardware and Software, Programming Languages, Technical Jargon, More Buzzwords, including All the buzzwords that appear in the job announcement or classified ad.

PARTS OF A RESUME

HEADING

Your heading is important because it tells an employer who you are and how they can reach you. What to include in your heading: name, address, phone number, and e-mail address.

OBJECTIVE/GOAL STATEMENTS

The objective or goal statement is probably the single most important category in a resume. It may well determine if the employer reads your resume or screens it out immediately. Many resumes are screened out due to lack of a specific title, a too general or global goal, an inappropriate title and/or too much focus on the applicant's expectations of the employer. For example; "Seeking a challenging position in business with opportunity for growth and career advancement". This is a poor objective statement.

The objective or goal is your opportunity to **HOOK** the employer's interest. It should immediately answer two important questions for the employer:

- What does the applicant want? Specify job title
- Why should the applicant get it? Specify qualifications

The hook should highlight your best-selling features for the position in order of importance. Think like an employer! What in your background would impress you the most?

Seeking **Mechanic** position for an experienced person with excellent skills in trouble shooting, repair and maintenance.

The final goal statement can be judged on the following criteria:

- Direct
- Positive
- Specific
- Complete

Here are some sample objectives to help you in developing your own.

- An entry-level position in Office Support
- Seeking a position with a company offering on-the-job training in Sales and Customer Service.
- Director of Public Relations
- A clerical position utilizing my ten years of experience in Administrative Support
- To secure a Student Assistant position related to my career interest of Criminal Justice
- To secure a Student Internship position related to my major of Marine Biology

- A teaching position in Business Education with coaching opportunities
- Entry level position as Electronics Engineering Technician involving field service and/or research and development
- A position as Customer Service Representative
- Sales Management position using expertise in motivating sales personnel, increasing sales and creation of effective programs contributing to higher organizational profits and market share

SUMMARY OF QUALIFICATIONS

This section should consist of three to five sentences that describe your strongest qualifications for the position. These statements should be positive; remember you are promoting yourself to the employer. The skills, abilities, education, and/or experience you describe should not be repeated later in the resume.

SKILLS OR EXPERIENCE

This is probably the most important section of your resume. How well you describe your skills and abilities can literally mean the difference between getting the interview or not. How you structure this section depends on the style of resume you are using. You can choose to break out specific skill sets or create individual sentences describing your work-related skills.

WORK HISTORY or EMPLOYMENT HISTORY

The structure of this section will also vary depending on the resume style you use.

EDUCATION

If you use a functional resume format, this section may dominate your resume. If, on the other hand, you use a chronological format, this section will be minimized. If you have multiple degrees or colleges you have attended, there are two different approaches to choose from. You may list your degrees in descending order, highest degree first, or list your degrees/colleges in reverse chronological order.

REFERENCES

This was once an expected section on each resume. Now it is understood that if an employer asks you for your references, you must either provide them or you will not get the position. It is a good idea to develop a separate list of professional references (three to five) and either mail it with your resume or present them as you begin your interview.

IDENTIFICATION OF WORK RESPONSIBILITIES AND ACCOMPLISHMENTS

My previous work experience:

1. _____
2. _____
3. _____
4. _____
5. _____

In my work experiences, (list each separately) my major Responsibilities and Accomplishments were:

EXPERIENCE #1:

1. _____
2. _____
3. _____
4. _____
5. _____

EXPERIENCE #2:

1. _____
2. _____
3. _____
4. _____
5. _____

EXPERIENCE #3:

1. _____
2. _____
3. _____
4. _____
5. _____

EXPERIENCE #4:

1. _____
2. _____
3. _____
4. _____
5. _____

EXPERIENCE #5:

1. _____
2. _____
3. _____
4. _____
5. _____

ACTION VERBS

The following list of skills and abilities can be used in preparing a resume or practicing for an interview.

Analytical Skills:

- ◆ Analyze and review
- ◆ Analyze performance specifications
- ◆ Be methodical in solving problems
- ◆ Complete complex projects
- ◆ Establish policies
- ◆ Determine relations between ideas and things
- ◆ Draw sound conclusions
- ◆ Establish standards
- ◆ Evaluate programs and projects
- ◆ Evaluate options in terms of consequences
- ◆ Formulate realistic objectives, goals and alternatives
- ◆ Offer suggestions for improvement
- ◆ Performance evaluation
- ◆ Policy interpretation
- ◆ Prepare proposals
- ◆ Reach independent decisions
- ◆ Recognize trends
- ◆ Revise standards
- ◆ Understand the reengineering process
- ◆ Use intuitive judgment

Clerical / Office Skills:

- ◆ Alphabetize
- ◆ Approve
- ◆ Arrange
- ◆ Catalogue
- ◆ Classify
- ◆ Collect
- ◆ Compile
- ◆ Customer Service
- ◆ Dispatch
- ◆ Display a broad application of knowledge
- ◆ Execute
- ◆ File
- ◆ Follow-up
- ◆ Generate
- ◆ Implement
- ◆ Inspect
- ◆ Keep alert to current practices and technologies
- ◆ Monitor
- ◆ Operate
- ◆ Organize
- ◆ PC Skills
- ◆ Prepare
- ◆ Process
- ◆ Record
- ◆ Report
- ◆ Retrieve
- ◆ Schedule appointments/preparation
- ◆ Screen
- ◆ Shorthand

Clerical / Office Skills cont.

- ◆ Specify
- ◆ Support Services
- ◆ Systematize
- ◆ Tabulate
- ◆ Validate
- ◆ Well-informed

Communication Skills:

- ◆ Accurate responses
- ◆ Address groups
- ◆ Analyze, review, assess
- ◆ Arbitrate
- ◆ Arrange
- ◆ Articulate and persuasive
- ◆ Author
- ◆ Business letter writing
- ◆ Clear writing and verbal skills
- ◆ Collaborated
- ◆ Communicate effectively with all levels of staff
- ◆ Convince
- ◆ Cope constructively with emotions
- ◆ Correspond
- ◆ Develop
- ◆ Direct (give direction)
- ◆ Discussion group and forum leadership
- ◆ Draft
- ◆ Edit
- ◆ Effective customer service
- ◆ Formulate
- ◆ Interpret
- ◆ Interview/use charts, graphs
- ◆ Lecture
- ◆ Mediate
- ◆ Moderate
- ◆ Negotiate
- ◆ Persuade
- ◆ Promote
- ◆ Provide an atmosphere conducive to interchanging ideas
- ◆ Publicize
- ◆ Recognize the needs of others
- ◆ Reconcile
- ◆ Recruit
- ◆ Skilled in meeting participation
- ◆ Speech writing/conferences
- ◆ Speak in individual and group settings/oral presentations
- ◆ Supervisory skills
- ◆ Synergy
- ◆ Technical writing/reports

Communication Skills cont.

- ◆ Translate
- ◆ Utilize all channels of communication
- ◆ Write, edit

Community Activities and Research:

- ◆ Board position
- ◆ Condense information and make it useful
- ◆ Edit/report
- ◆ Knowledge of community resources
- ◆ Research via printed materials, people, experiences
- ◆ Volunteer positions/activities
- ◆ Well-versed in community issues

Computer Skills:

- ◆ Computer literate
- ◆ Familiar with a variety of software packages
- ◆ Familiar with hardware
- ◆ IntraNet
- ◆ Networks
- ◆ Troubleshooting

Creative Skills:

- ◆ Acted
- ◆ Conceptualized
- ◆ Consider innovative possibilities
- ◆ Create interest in the workgroup
- ◆ Creative ideas in entertaining
- ◆ Customize
- ◆ Design
- ◆ Develop creative solutions to problems
- ◆ Directed
- ◆ Discover new approaches
- ◆ Drawing
- ◆ Establish
- ◆ Eye for use of color, space, shapes, light in graphic/interior design
- ◆ Fashion
- ◆ Found
- ◆ Illustrate
- ◆ Initiate
- ◆ Institute
- ◆ Integrate
- ◆ Introduce
- ◆ Invent
- ◆ Landscape design
- ◆ Making work environment pleasant
- ◆ Offer valuable insights
- ◆ Originality
- ◆ Originate
- ◆ Perform
- ◆ Plan
- ◆ Seek alternatives
- ◆ Shape
- ◆ Web page design

Customer Service

- ◆ Accurately assess mood
- ◆ Assertive
- ◆ Convey an impression which reflects favorably upon the department
- ◆ Develop a strong rapport with customers
- ◆ Flexible
- ◆ Give individual and undivided attention to customer
- ◆ Recognize the needs of others
- ◆ Respond accurately and promptly
- ◆ Tact and diplomacy
- ◆ Think before taking action
- ◆ Translate complex information into common terms
- ◆ Use intelligent reasoning

Financial Skills

- ◆ Administer
- ◆ Allocate appropriate resources; staff, funds, time, and equipment
- ◆ Analyze
- ◆ Appraise
- ◆ Audit
- ◆ Balance
- ◆ Budget
- ◆ Calculate
- ◆ Compute
- ◆ Cost analysis and management
- ◆ Cost reduction with quality maintenance
- ◆ Deal with fiscal restraints
- ◆ Develop creative and cost effective solutions
- ◆ Estimate, project and compare
- ◆ Financial management, analysis, planning
- ◆ Forecast
- ◆ Knowledge of world economics
- ◆ Maintain accurate documentation
- ◆ Make maximum use of allocated funds
- ◆ Manage
- ◆ Market
- ◆ Plan
- ◆ Project
- ◆ Realistic budget projections
- ◆ Record-keeping
- ◆ Research
- ◆ Use sound statistical methods for projections

Human Relations:

- ◆ Accurately assess public moods
- ◆ Assess values and/or interest of others

Human Relations Skills cont.

- ◆ Create atmosphere of enthusiasm
- ◆ Establish rapport (one-to-one, in small or large groups)

Human Relations Skills cont.

- ◆ Gauge needs of groups or individuals and interpret needs to others
- ◆ Tact, diplomacy, discretion

Interests:

- ◆ Board membership
- ◆ Community activities
- ◆ Hobbies
- ◆ Professional associations
- ◆ Sports

Leadership:

- ◆ Define objectives/select people
- ◆ Encourage efficiency and effectiveness
- ◆ Focuses on results, the "big picture"
- ◆ Initiative/formulate objectives
- ◆ Mentor/develop people
- ◆ Motivating/troubleshoot
- ◆ Problem identification/problem definition
- ◆ Problem solving/decision making
- ◆ Promote group harmony
- ◆ Sound decisions made with confidence
- ◆ Weigh alternatives and evaluate risks
- ◆ Willing to take risks

Learning Ability:

- ◆ Learn quickly from setbacks
- ◆ Quickly grasp new procedures
- ◆ Receptive to new ideas
- ◆ Respond quickly to new instructions
- ◆ Show eagerness to learn

Management/Administration Skills:

- ◆ Administer projects, programs
- ◆ Administer, manage human resources
- ◆ Analyze
- ◆ Assign
- ◆ Attain
- ◆ Chair
- ◆ Concentrate on developing solutions
- ◆ Conduct and direct public events
- ◆ Contract
- ◆ Coordinate
- ◆ Customer service management
- ◆ Delegate
- ◆ Develop
- ◆ Design projects
- ◆ Direct
- ◆ Evaluate
- ◆ Execute

Management/Administration Skills cont.

- ◆ Foresee consequences of decisions
- ◆ Improve
- ◆ Increase
- ◆ Organize
- ◆ Oversee
- ◆ Plan
- ◆ Prioritize
- ◆ Produce
- ◆ Recommend
- ◆ Respect confidentiality
- ◆ Review
- ◆ Schedule
- ◆ Strengthen
- ◆ Supervise
- ◆ Support
- ◆ Support convictions

Manual Dexterity:

- ◆ Driving
- ◆ Manipulating tools, equipment, machines

Manual Dexterity cont.

- ◆ Manufacturing equipment
- ◆ Operation, maintenance and repair of business machines
- ◆ Shorthand
- ◆ Typing
- ◆ Use graphic art tools

Organization:

- ◆ Assess reorganization proposals
- ◆ Design organizational structure
- ◆ Establish/adjust relationships
- ◆ Coordinate
- ◆ Represent
- ◆ Administrative production

Personal Traits/Performance Qualities:

- ◆ Able to adjust to changing situations
- ◆ Able to work alone or on a team
- ◆ Able to work under pressure
- ◆ Contribute to success of department
- ◆ Credible and confident
- ◆ Diligent
- ◆ Enterprising
- ◆ Enthusiastic
- ◆ Ethical
- ◆ Exceed performance standards
- ◆ Exceptional work habits
- ◆ Harmonious relations with others
- ◆ Imagination and the courage to use it
- ◆ Initiative
- ◆ Like challenges

Personal Traits/Performance Qualities

cont.:

- ◆ Loyal
- ◆ Motivated
- ◆ Observant
- ◆ Open to new ideas
- ◆ Organized
- ◆ Patient
- ◆ Perceptive
- ◆ Persistence
- ◆ Professional
- ◆ Reliable
- ◆ Resourceful
- ◆ Respectful
- ◆ Self-supervision
- ◆ Strive for perfection
- ◆ Tact and diplomacy
- ◆ Team skills
- ◆ Turn negatives into positives
- ◆ Versatile

Planning:

- ◆ Anticipate management - "what if" scenarios
- ◆ Determine, establish objectives
- ◆ Establish priorities
- ◆ Forecast/schedule/program
- ◆ Formulate, determine
- ◆ Plan, deliver, revise, and evaluate program
- ◆ Plan appropriate strategies
- ◆ Plan with a fresh perspective
- ◆ Prevent problems

Selling/Negotiation Skills:

- ◆ Negotiate/strike a bargain
- ◆ Persuade others through with and logic
- ◆ Win-win agreements

Supervision Skills:

- ◆ Act as a liaison with top management
- ◆ Assess and meet training needs
- ◆ Assign tasks which are challenging
- ◆ Define performance standards
- ◆ Reward achievement on the part of others
- ◆ Encourage decision making at the lowest possible level
- ◆ Establish standards
- ◆ Explain concepts and work goals in a clear manner
- ◆ Handle a tense situation
- ◆ Inspire staff to achieve their potential
- ◆ Involve others in decision-making process
- ◆ Match assignment with employee talents
- ◆ Mentor
- ◆ Motivate others
- ◆ Negotiation skills
- ◆ Provide direction to employees
- ◆ Provide resources needed to accomplish results
- ◆ Reinforce positive behavior

Supervision Skills cont.

- ◆ Reward achievement on the part of others
- ◆ Understand staff development needs
- ◆ Use a variety of training methods

Teamwork:

- ◆ Accept responsibility and meet deadlines
- ◆ Build team spirit
- ◆ Consistent and dependable
- ◆ Follow-up
- ◆ Personal commitment to the team
- ◆ Punctual
- ◆ Self-discipline
- ◆ Support of team members
- ◆ Trustworthy
- ◆ Vitalize stalled projects
- ◆ Work cooperatively with others

Time Management:

- ◆ Choose course of action based on prioritization
- ◆ Prioritize efficiently, focus on relevant issues
- ◆ Maintain control over interruptions
- ◆ Schedule, assess and evaluate competing needs
- ◆ Set realistic time goals
- ◆ Work from several agendas at once with ease

Training Skills:

- ◆ Coach employees
- ◆ Develop qualified successors
- ◆ Encourage employees to strive for continuous improvement
- ◆ Promote an effective learning environment
- ◆ Stimulate curiosity to improve learning
- ◆ Use a variety of training methods

REASONS FOR LEAVING A JOB

When you fill out an application form for a job, you will usually be asked to state why you left your previous jobs. You must decide how you will deal with your reason for leaving a job, so that you will not be screened out of an interview. This list is provided to show you some of the alternatives for handling this very difficult question.

The list is divided into the “red light” danger zones, and the “green or yellow light” possibilities that you can explain or discuss in the interview.

RED LIGHT ANSWER (AVOID THESE)

FIRED

FORCED RESIGNATION

TERMINATED

MUTUAL AGREEMENT

PERSONALITY CONFLICT

DISSATISFACTION WITH EMPLOYER

INSUFFICIENT SALARY

FAILURE TO RECEIVE PROMISED SALARY

TARDINESS OR LATE TO WORK

COULD NOT DO THE JOB

HEALTH PROBLEMS

YELLOW/GREEN LIGHTS YOU CAN EXPLAIN

REORGANIZATION OR MERGER

POSITION TERMINATION

PREFER TO DISCUSS IN THE INTERVIEW

LAID OFF, LACK OF WORK

JOB MISSREPRESENTED/
CHANGED

BETTER OPPORTUNITY

CAREER CHANGE OR GROWTH

RETURNED TO SCHOOL

RELOCATED

RESIGNED TO SEEK
ADVANCEMENT

CHOSE TO REMAIN HOME
WHILE MY CHILDREN WERE
YOUNG