

**Job Hunting
- Some help**

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1. INTRODUCTION

Whether you are unemployed or just thinking of changing your career, looking for a job is one of the most difficult tasks you are ever likely to face. With unemployment levels around three million people, you need every edge you can get. Getting a job takes time, patience and careful planning.

It is not just a case of selecting the job that you think looks good from the local newspaper 'situations vacant' column or going along to your Job Centre and expecting them to give you the name and address of someone waiting to employ you. The only person that can get you a job is YOU! It is you who need to consider all approaches to the problem.

Why are you unemployed?

What kind of job do you want?

Do you have a CV?

When was the last time you reviewed your CV?

What skills have you that will interest an employer?

When did you last attend a selection interview?

How can you make an impression and get that interview?

All these questions (and others) will be answered by the time you finish this booklet. If you have been in steady employment for the last few years, answering these questions will help you begin a successful job search.

Finding a job requires you to sell a product, that product is YOU! Are you a Salesperson? If no then you will need help in marketing your most valuable commodity, yourself.

This booklet will take you through the job hunting process, leading you carefully through the jungle of questions and answers that will spring up to meet you at every turn. It will help you identify the job market, what jobs are available and where to find them. It will help you prepare and write your own CV and produce effective 'Speculative' letters. Identify your hidden skills and fully come to know yourself and those personality traits that will affect the job you choose.

It will tell you how to keep track of what you are doing, how to prepare for that interview and even consider other options available to you.

Regardless of the route you take to find a job the most important thing to remember is that you must be positive and remain confident. If you have lost your job through redundancy, remember that it was the job that was redundant NOT you.

2. THE JOB MARKET

What Job?

Before you can even consider getting or changing your job you need to decide what YOU want to do. If you have just left school or college you will not have had much experience to offer potential employers or a full understanding of the wide variety of jobs that are available.

Being unemployed forces you to consider other opportunities that perhaps you have not considered in the past. Changing career, regardless of age and experience can also open up untold opportunities.

You must identify the job you want, you need to know what is available, so your first task must be one of Market Research. It is a good idea to list all the jobs of friends and relations, not generally, but be specific. Do not just list 'Builder' but consider what aspects of the building trade there are from labourer to skilled tradesman such as carpentry. Consider if you want to work with people the number of different jobs that this involves from community worker to the leisure industry. Make your list and decide what area you want to work in.

To help you complete this list visit you local library, Job Centre, Training and Enterprise Council and Employment Advice Centres.

What employer?

Having decided in what area you would like to find employment you now need to look at the employers who offer these opportunities. Again much research is needed. This information can be found from a number of different sources:

- Telephone directories
- Local trade directories
- Kompass (Directory of company information and product groups)
- Kelly's Directory
- Job Clubs
- Trade magazines
- Institutions and Association
- Chamber of Commerce
- Major Companies
- Your local library
- Training and Careers Offices
- Local Authorities
- Exhibitions and Job Fairs
- National and local Press
- Family and friends

If for example you would like to work in the travel industry, go along to a local travel agent and try and get hold of a periodical issued to the trade.

You are now in position to start listing what you want to do against those employers who require that type of employee. It may be of course, that you have to consider whether or not the opportunities exist within your area, if not how far are you prepared to travel or are you willing to relocate. Initially this must be thought of as being at your own cost.

You need to consider a number of aspects when looking at potential employers:

- The size of the company against the opportunities within it.
- The environment of the organisation or company.
- The type of work available within an organisation.
- The opportunity for Career Development.
- The location of the company.
- The salaries and benefits offered.

Recap:

What do I want to do?

Who can offer me the right opportunity?

How far can I travel?

Can I relocate?

Where are my potential employers?

3. IDENTIFY YOUR SKILLS

Before you finally decide what you want to do and where you want to work you need to decide what you can offer an employer. You are the product you are trying to sell, you must know that product and be able to identify its best features. You need to carry out a self-appraisal. This will help you in all areas of your Job Hunting task, from knowing the best suited occupation to writing your CV and 'Speculative' letters. To enable you to separate your skills from your personality, each of these topics are dealt with under distinct headings.

Your skills, this is not a case of listing all the jobs you have done in the past, but requires you to identify what was involved in carrying out these jobs. In this sense 'jobs' may not relate to paid work but include a variety of other activities.

However, starting with a list of your previous jobs is not a bad idea, unless of course you have just left school or college and have not had any full-time or part-time employment. Having made a list of jobs now continue the list with other activities in which you have been involved such as hobbies and sports, charity work and even club memberships.

Now you need to identify the skills used in each activity listed. For example if you have been an 'Administrator' then you probably have some organisational skills. If you were a football team captain, then it is likely you were chosen for this as you have some natural leadership skills. Maybe you have been involved in Crisis help lines, this probably indicates some good interpersonal skills. Finally you may have an involvement with amateur dramatics, this probably shows an extrovert nature.

These are just examples of how to identify your skills. It doesn't stop there though. Look at your family background, perhaps your parents are descendants of a different nationality and you have become fluent in a foreign language through contact with grandparents abroad.

Remember always that your skills have developed over a period of time and will continue to develop, particularly where training is given. Again, it can be useful to write down some notes about what your skills involve. How and where they were acquired, whether you could develop them, how they can be adapted further, which can be transferred etc.

Broadly speaking skills can be divided into three main areas when looking at employment. These are People, Data Oriented and Creative skills. The following list can be used to help you identify yours skills and the areas in which they might be used.

Skill Types

| People Skills | |
|----------------------|--|
| Leadership | directing, planning, organising, confronting, negotiating |
| Managing | contracting, designing, developing, organising, programming, controlling, supervising, scheduling, setting tasks |
| Motivating | developing rapport and trust, inspiring, encouraging, persuading, promoting, selling, team building |
| Performing | conducting, lecturing, demonstrating, coaching, teaching, training |
| Communicating | composing, speaking, writing, interpreting, translating, educating, instructing, listening |
| Guiding | advising, briefing, coaching, consulting, counselling, educating, training |
| Inter-personal | caring, curing, nursing, conciliating, liaising, mediating, negotiating, motivating |
| Representing | liaising, client reception, client servicing, personnel administration, management |

| Data Oriented Skills | |
|-----------------------------|--|
| Analysing | classifying, evaluating, reviewing |
| Researching | collating, coordinating, testing, interviewing, investigating, systematising |
| Problem | solving/tracing, trouble-shooting |
| Accounting | budgeting, book-keeping, calculating |
| Data Processing | programming, installing systems, analysing systems, designing systems |
| Implementing | arranging, executing, administering, maintaining records, reporting, servicing, supporting |
| Systems | developing, analysing, designing, planning, controlling |

| Creative Skills | |
|-----------------|--|
| Creating | conceptualising, inventing, improvising |
| Developing | improving, integrating, updating |
| Entrepreneurial | originating, opening-up, selling |
| Fashioning | designing, modelling, styling |
| Promoting | advertising, graphics, illustrating |
| Geological | excavating, sampling, classifying |
| Horticultural | farming, animal care, ground keeping, landscaping, plant care |
| Manual | craft/domestic, modelling, precision work |
| Mechanical | engineering, assembling, installing, maintaining, repairing, operating |

Having listed yours skills you now need to analyse and select your preferred skills. Finally, it can be helpful to identify your strength in the various skills.

SELF-ASSESSMENT EXERCISE

Assess the skills you think are needed in a job and see how they match your own profile.

Complete the exercise below, once identifying where on the scale you think your skills lie and secondly (using a different coloured pen) the skill level required for the job you are going after.

| SKILL ASSESSMENT | High Rating | | | | Low Rating | |
|-------------------------|-------------|--|--|--|------------|--|
| | | | | | | |
| INFORMATION GATHERING | | | | | | |
| ANALYSING INFORMATION | | | | | | |
| PROBLEM SOLVING | | | | | | |
| DECISION MAKING | | | | | | |
| FORECASTING | | | | | | |
| WRITTEN COMMUNICATION | | | | | | |
| VERBAL COMMUNICATION | | | | | | |
| PEOPLE MANAGEMENT | | | | | | |
| ORGANISING | | | | | | |
| INFLUENCING/PERSUADING | | | | | | |
| DEVELOPING & MOTIVATING | | | | | | |

Finally, you can list your skills in order of strength and then consider jobs which match these skills. You will be surprised at the number of hidden skills you have that will be of value to a potential employer.

Recap:

Identify your skills from:
jobs, leisure and other activities

4. YOUR PERSONALITY

What you are is identified by your personality. You will see yourself in a different light to how others see you. For example you may feel that you are shy and withdrawn, whilst others see you as being thoughtful and kind.

Your personality will also affect the type of job you will be able to apply for and get. Someone who is insecure would not be a likely candidate for a high profile holiday camp entertainer. Knowing your personality, what motivates you and how effective you appear to be to others (aggressive, passive, assertive etc) is an important step to being able to market yourself effectively. It enables you to emphasise your strong points whilst playing down your weaker traits.

At the back of this booklet is a questionnaire that you can complete and return to the author for a computerised profile assessment. However, there is much you can do yourself in identifying your personality.

There are a number of personal traits in anyone's makeup which influence the type of job they find most acceptable. The two following self-assessment exercises are designed to help you understand your own personality. These areas are very subjective, only you will know precisely how you interpret each word but an honest self assessment may help broaden the range of jobs you might find suitable.

In this second exercise it is a good idea to complete the questionnaire on a separate piece of paper and then get someone who knows you well (husband, wife, mother, father etc) to answer the same questions finally compare your perception of yourself against how you are perceived by others.

| | | | | | | |
|---|--|--|--|--|--|---|
| Indicate with an "X" where you would place yourself along each dimension. | | | | | | |
| PERSONAL QUALITIES | | | | | | |
| APPEARANCE | | | | | | |
| Usually sloppy / casual | | | | | | always neat and well presented |
| COMMUNICATION | | | | | | |
| Have a hard time making yourself understood | | | | | | can say what you want and make your-self easily under-stood |
| CONCERN | | | | | | |
| Don't really care about others | | | | | | care all the time |
| CONFIDENCE | | | | | | |
| Shy and timid | | | | | | very outgoing and open |
| DISPOSITION | | | | | | |
| Usually in a bad mood | | | | | | usually very pleasant |
| FLEXIBILITY | | | | | | |
| Rigid and unable to make change | | | | | | flexible and able to adapt readily |
| FRIENDLINESS | | | | | | |
| Indifferent / offhand | | | | | | very friendly |

| | | | | | | |
|---|--|--|--|--|--|--|
| INTELLIGENCE | | | | | | |
| Understand | | | | | | having difficulty learning |
| PATIENCE | | | | | | |
| Restless, hate waiting | | | | | | very patient |
| PERSISTENCE | | | | | | |
| Difficulty following a project through to completion | | | | | | always follow a project through until it is done |
| PUNCTUALITY | | | | | | |
| Never on time | | | | | | always on time |
| RESILIENCE | | | | | | |
| Gets over difficulties cheerfully | | | | | | easily upset, takes things personally |
| RESPONSIBILITY | | | | | | |
| Not responsible | | | | | | very responsible and follow through on promises |
| SENSITIVITY | | | | | | |
| Never really know what others are thinking or feeling | | | | | | very aware of how others think and feel |
| SERIOUSNESS | | | | | | |
| Very serious | | | | | | can laugh at your-self and situations |
| SOCIABILITY | | | | | | |
| Not able to get along with people | | | | | | get along with people very well |
| TEMPERAMENT | | | | | | |
| Hold a grudge | | | | | | forgive easily |

PERSONAL CHARACTERISTICS

Here are a number of personality dimensions. Mark with an "X" where you would place yourself along each dimension.

| | | | | | | |
|--------------|--|--|--|--|--|--------------------|
| LEADER | | | | | | FOLLOWER |
| CONCISE | | | | | | SOCIALLY CONFIDENT |
| AUTOCRATIC | | | | | | DEMOCRATIC |
| PRACTICAL | | | | | | CONCEPTUAL |
| RESERVED | | | | | | OUTGOING |
| ARTISTIC | | | | | | NON ARTISTIC |
| TRADITIONAL | | | | | | CHANGE ORIENTATED |
| DISORGANISED | | | | | | DETAIL CONSCIOUS |
| UNAMBITIOUS | | | | | | COMPETITIVE |
| PESSIMISTIC | | | | | | OPTIMISTIC |
| ANXIOUS | | | | | | RELAXED |
| DECISIVE | | | | | | CAUTIOUS |

Now with a better understanding of your character you can select the job that suits you best. Using this with the skills identified earlier allows you to start building your personal profile and the qualities and abilities that you have to offer an employer.

MOTIVATION

There has been much written about motivation and work. Indeed it features heavily in many courses and qualifications. From your point of view you need to consider 'what motivates you?'. Your immediate answer may be "MONEY", however it is more likely that it is the money that gets you to go to work but not what makes you work when you are there. So the question remains 'what motivates you?'. A standard answer may be "job satisfaction" but there are many more aspects to motivation such as a pleasant working environment, security, job status and so on.

The following two part self-assessment exercise to help you determine what motivates you.

Motivation Questionnaire

Each of the questions listed below identify two job characteristics in contrast to each other. Circle the characteristic which you personally think is of the greatest importance in the job.

Work quickly through and if necessary use the interpretation of each word from Part 2.

Consistency is not important. DO NOT correct questions already answered.

Do you attach more importance to:

- | | | | |
|-----|---------------------|----|---------------------|
| 1. | High Pay | or | Advancement |
| 2. | Pleasant companions | or | Autonomy |
| 3. | Security | or | Responsibility |
| 4. | Status | or | Achievement |
| 5. | Advancement | or | Responsibility |
| 6. | High Pay | or | Security |
| 7. | Autonomy | or | Status |
| 8. | Pleasant companions | or | Achievement |
| 9. | Status | or | Pleasant companions |
| 10. | Advancement | or | Autonomy |
| 11. | Achievement | or | High Pay |
| 12. | Security | or | Autonomy |
| 13. | Status | or | Advancement |
| 14. | Responsibility | or | Pleasant companions |
| 15. | High Pay | or | Status |
| 16. | Achievement | or | Responsibility |
| 17. | Security | or | Advancement |
| 18. | Pleasant companions | or | High Pay |
| 19. | Autonomy | or | Responsibility |
| 20. | Achievement | or | Security |
| 21. | Responsibility | or | Status |
| 22. | High Pay | or | Autonomy |
| 23. | Advancement | or | Pleasant companions |
| 24. | Security | or | Status |
| 25. | High Pay | or | Responsibility |
| 26. | Achievement | or | Advancement |
| 27. | Pleasant companions | or | Security |
| 28. | Autonomy | or | Achievement |

Add up the number of times each characteristic was circled and enter in the first column 'Sum of Answers'.

Mark in the Rank order column which characteristics you circled the largest number of times as 1st, and then so on to 8th.

| Motivation Factor | Description | Sum of Answers | Rank Order |
|---------------------|---|----------------|------------|
| High Pay | Receiving a salary which will enable you to improve your existing standard of living. | | |
| Advancement | The opportunity to improve yourself either learning new skills or gaining promotion to more demanding jobs. | | |
| Pleasant Companions | Working with people (including Companions, subordinates and superiors) who are friendly and approachable. | | |
| Autonomy | Being able to set your own objectives to plan your working day and to have control over how you do your own job. | | |
| Security | The assurance of continued employment and a comfortable retirement. | | |
| Responsibility | The opportunity to make decisions and to be accountable for the results and to have control over some (or all) of the organisation's resources (eg people, money, materials). | | |
| Status | Recognition by others in some non-monetary tangible form of the importance of your position in the organisation, eg having a secretary, a carpeted office, access to private 'upper echelon' dining facilities etc. | | |
| Achievement | The opportunity to solve problems and generally being able to see the results of one's efforts. | | |

To complete your personal profile you now need to consider how effective you are in a problem situation, that is, whether you are aggressive, passive, assertive etc.

Again, it is only you who can answer this question. To help you do this the following self-assessment exercise has been designed.

Read through the questions and tick the answers which come closest to what you would do in each situation, do not answer what you think might be the right answer or what you would like to do but what you would actually do. Complete the questionnaire quickly and honestly.

- 1 You are driving your car and have stopped at traffic lights. The lights change, but before you can move on, the person behind is sounding their horn. Would you:
 - [a] feel embarrassed and flustered
 - [b] acknowledge with a head nod and move on
 - [c] swear and gesture at the driver behind

- 2 You have an appointment in a part of town which is not a safe place to be. You arrive by taxi and have arranged for a friend to meet you. You have been waiting for over an hour on the street corner in the rain, when your friend arrives. Would you:
 - [a] unemotionally enquire why they were late
 - [b] angrily tell your friend how you feel about being left
 - [c] get in the car, shut the door and say nothing.

- 3 You see some children tampering with a colleague's or neighbour's car. Would you:
 - [a] watch so that you can identify them
 - [b] call your colleague/neighbour
 - [c] shout "stop that"

- 4 You have been asked to work overtime for the third time this week. You have done so on other occasions, but tonight you have an important engagement. Would you:
 - [a] say you appreciated their problem but you won't work
 - [b] say 'ok', but forget and leave at normal finishing time, or grit your teeth and do it.
 - [c] tell your superior "don't be ridiculous"

- 5 You have a young subordinate who gets frightened easily and seems to be afraid of you. Would you:
 - [a] say, "that's silly, I'm a very harmless person. If you play straight with me, I will play straight with you"
 - [b] remain calm and get on with the work at hand in a professional manner
 - [c] make humorous chit-chat with the person about non-work topics

- 6 You have a colleague or friend who smokes in your home or office even though you have made it known that you don't like smoking. Would you:
 - [a] ask them to please put out their cigarette as you don't like smoke
 - [b] tell others how unreasonable and inconsiderate they are
 - [c] tell them how inconsiderate they are for smoking when they know you don't like it

- 7 You are at dinner with friends when a husband and wife start arguing. Would you:
 - [a] try to sort it out
 - [b] tell them to stop acting like children and spoiling everyone's evening
 - [c] talk to the other guests and/or turn up the music

- 8 You see someone about to tamper with electrical equipment which could accidentally hurt them. Would you:
- [a] shut your eyes and assume they know what they are doing
 - [b] loudly say "stop! don't touch that!"
 - [c] calmly say "be careful"
- 9 One of your young subordinates is being confronted aggressively by one of your colleagues. The confrontation is loud, but the subordinate seems to be handling it. Would you:
- [a] leave them alone
 - [b] interrupt and tell your colleague they have no business talking to your subordinate like that
 - [c] sit them down and try to reason it out
- 10 You have gone for a very important meeting at an arranged time, and are kept waiting for close to an hour with no information given to you. The person offers no reasons and gives an insufficient apology. Would you:
- [a] say or think "stuff this", and leave
 - [b] say "that's ok"
 - [c] say how uncomfortable you are at being kept waiting without being told why
- 11 You are in charge of a team of people who are, and have been, working well together. Communications are very good, but two of the members are having a disagreement. Would you:
- [a] insist they stop immediately
 - [b] leave it to them to sort out
 - [c] sit the two down and talk it through
- 12 The company bully is picking on a shy quiet person in your department who doesn't seem to be dealing with it. You are concerned. Would you:
- [a] say in a firm voice "stop it"
 - [b] ask them to sit down and talk about it
 - [c] say nothing

You may find some of the results of this questionnaire and others surprising. Remember how you appear to yourself may be quite different to how others see you. Again a useful exercise can be to ask someone who is close to you to complete the questionnaire on your behalf and compare the results.

Having identified where in the triangle your main personality lies, it is useful to see how this fits in with other characteristics.

ASSERTIVE illustrates an individual who is usually calm, self-assured and confident in their approach to situations. People in this category usually find it easy to mix within different groups of people and often find that among friends and colleagues they are the 'shoulder to lean on' when others have problems or are seeking advice.

PASSIVE illustrates an individual who is usually withdrawn (especially in group situations), who often finds it difficult to commit themselves in various situations, and often feel that many of the problems at home or work are in some way due to their actions. Opposite to assertive, the passive person usually lacks self-confidence and requires others to confirm that their actions and ideas are valid and relevant.

AGGRESSIVE illustrates an individual who can often be viewed as domineering, often forcing themselves into the team leader role of an exercise without due consideration to other team members. This person is more often than not, very self-opinionated and will not, or is not, able to appreciate the view points of others.

ASSERTIVE with AGGRESSIVE BIAS: Any individual bordering on these boundaries will, in most situations, act in the role of the assertive person. It is usually in the situations that require firm or decisive action that they can be misinterpreted as being aggressive.

PASSIVE with ASSERTIVE BIAS: This reflects individuals who usually fall into the passive category but on occasions will find it necessary to speak out and put their points across.

ASSERTIVE with PASSIVE BIAS: this reflects individuals who can normally control situations but sometimes feel it necessary to stand back, when they are not directly involved, and let others control problems and situations.

PASSIVE with AGGRESSIVE BIAS: This combination will not normally appear as these are two very conflicting qualities. Anyone falling into this category has either not answered the questionnaire truthfully or suffers from 'axe-wielding, homicidal tendencies'!

By now you should have a good idea of your true personality, your strengths and weaknesses. All this information will be used when you write your CV and speculative letters. It also provides you with an idea of the best type of job to go for.

Recap:

- Know your personal traits
- Know your strengths
- Know your weaknesses
- Appreciate how others see you.

5. YOUR CURRICULUM VITAE (CV)

Your CV is as individual as your personality. It is often the first contact you have with a potential employer. Generally it is accepted that your CV has just 30 seconds to make an impression. So how do you go about writing a CV that will make a good impression and at the same time convey the image you want it to convey.

There are no rules for writing a CV. The lay out, content and style should reflect your personality and ability. It may be that you need to produce more than one CV to provide the right image and convey the right amount of detail in the right style for the various job for which you apply.

Having said there are no rules, there are a number of sensible guide lines that can be laid down to help you construct a quality CV.

Firstly consider the purpose of the CV itself. It is there to provide the potential employer with information about you, your education and qualifications, jobs, experiences and skills that you have to offer. It provides the same information as the employer would seek if you were completing an application form. In this sense it is a free-form application for employment. Therefore it needs to contain the same information.

The lay out and style is up to you. However it must be clear, concise and unambiguous. Never lie about any of the detail in your CV, don't make-up experience, qualifications or hobbies. Do not fall into the trap of thinking it will look good if you say for example that you play golf, when in fact you do not and indeed know nothing about the game. It will be bad luck if the person who interviews you is a player of the game.

Here are some simple guide lines to setting out your draft CV, there are likely to be many drafts before you finally have a version which you feel totally comfortable with, the final version though should generally conform to the following comments:

Ideally your CV should cover no more than two and a maximum of three A4 typed pages (one side only). Under exceptional circumstances this may be extended to four sides of A4 (see comments under presentation of CV).

It should always be reproduced on a good quality white paper.

It should be typed in a clear type face with plenty of 'white space' around it.

Writing a CV requires as much planning as the total task of job hunting. It should be carefully planned, prepared and presented.

Remember at all times your objective is to pass on only the information required in a way that will make the reader interested in you. Generally your CV:

- should be positive
- should be factual
- must be truthful
- must be presented in such a way that it 'adds up' to an appropriate and relevant 'resource' to perform the task required
- will be different for each individual

Before putting pen to paper, consider the four stages of effective writing. If you have carefully considered the objectives of your CV, the four stages should be relatively simple:

Stage 1 Preparing

What information do you wish to include?

Name, address, date of birth, qualifications/education, work experience, specific skills or responsibilities at work, a few lines of your recreational pursuits.

Stage 2 Organising

Have you got the correct materials to hand? What size/colour paper will you use?

Compose a long hand draft of your experience and duties in order that it can be reduced in detail to the key words.

Stage 3 Writing

Write out a long hand draft showing format and all information to be included.

Stage 4 Reviewing

The obvious review is to check spelling and grammar. Also check that all the dates included are correct and that they run consecutively. Any large unexplained gaps in time will be questioned later or may prevent you from getting to the interview stage.

Remember - the objective of your CV is to provide a document of factual information which will, hopefully, interest the potential employer sufficiently to warrant an interview for further discussion.

Your CV should typically include the following information:

Personal Details:

Full name, current address and telephone number
Age, status (married, single etc)
Nationality
Dependents (wife, husband, children)

Education:

Secondary school(s)
College(s)/University (with dates)
Post-graduate institutions
Main subjects taken
Activities, interests
Post(s) of responsibility

Qualifications:

Examination passes indicating grades, dates and examining boards

Work Experience:

Usually expressed by starting from the most recent or current employer and working backwards
Name of organisation, location, job designation, range of duties, extent of responsibilities, reason for leaving

Interests:

Leisure activities, hobbies, indicating posts of responsibility, eg Honorary Secretary of Squash Club (where appropriate)

Circumstances:

Period of notice required by present employer
Mobility, car-ownership and any limiting commitments.

It is not normal to include referees on your CV but you should ensure that you have the names and addresses ready if they are asked for at any time during the application process. Also make sure you ask the referee if they are willing to support you.

As an initial check list ensure that your CV is written to include the following points.

Aim for a balance between giving an accurate account of yourself and your skills and abilities.

Make a brief note of any specialist skills/experience.

Summarise on two pages of A4 where possible.

Highlight past experience that may be relevant to a future employer.

Unless especially relevant, omit holiday jobs. Try to group any temporary contracts together.

Check all details, particularly dates, that they run consecutively.

Use white paper.

Having completed the process so far you should now have a draft that you are becoming to feel comfortable with. If so check your CV against the questions on the following pages in order to determine whether it needs more work and, if so, where and how much. Because these questions leave little room for escape based on pride of authorship, don't be surprised if some of the answers point at a need for further revision. If so, take the results to heart and go at it again before you encounter the far more serious consequences of wasted time, energy, money and opportunities that come from using an inadequate CV.

HOW TO PROCEED

Review your CV carefully in the light of each question below. Think about the implications of each question before answering it. Mark your answers with a tick (✓) under the appropriate heading. When you reach the end you will know whether or not more work is needed on your CV.

| APPEARANCE AND FORMAT | YES | NO |
|--|------------|-----------|
| Is your C.V. neatly typed or machine printed and not a carbon copy? | | |
| Is the typography good with no errors, strikeouts, obvious erasure, etc? | | |
| Does it appear on one side only of each page? | | |
| Is the copy neatly centred or well balanced on the page? | | |
| Is the paper good quality? | | |
| If reproduced, is the type sharp and clean and the paper spotless? | | |
| Have you used an attractive, business-like type style? | | |
| Is the print of typewriter size, avoiding a fine-print appearance? | | |
| Is there plenty of white space on each page with wide margins and adequate space between paragraphs? | | |
| Is your best experience highlighted by marginal leads, centred headlines, underlines, or other emphatic treatment? | | |
| | | |
| ORGANISATION | | |
| Is your name, address and telephone number included, preferably at the top of the first page? | | |
| Is your name at the top of each page? | | |
| Have you included your business address and phone number, if such inclusion would not involve risk for you? | | |
| Have you used reverse chronology for work experience and education? | | |
| Have you included an 'Other Facts' or similar paragraph at the end to highlight additional information reflecting credit on you as an applicant and citizen and showing desirable traits or attitudes you will bring to the job? | | |
| Have you omitted official documents? | | |
| | | |

| CONTENTS | | |
|---|--|--|
| Are marginal leads, underlined statements or other attention-getters stated in terms of your accomplishments or primary functions you have performed? | | |
| Does the content, wherever possible, emphasise results produced, interesting problems overcome, significant achievements, etc? | | |
| Have you avoided a straight recitation of duties and responsibilities that fails to show how well you did your job? | | |
| Does your experience description cover your whole career, even if very briefly, with regard to early or unrelated experience? | | |
| Have you emphasised experience not related to your job objective and experience that is more than ten years old? | | |
| Does your section on education cover major Management training or development programmes? | | |
| Have you generalised regarding courses taken that do not contribute directly to your objectives? | | |
| Have you given due emphasis to awards, accomplishments or activities, energy, versatility, wide interest, etc? | | |
| Are any pertinent publications, professional associations, licenses etc., covered? | | |
| Where possible, does the final section (Personal Interest) cover attitudes or personal attributes that show energy, competence, a constructive outlook, good citizenship, or - most important - personal traits indicating a pleasant personality that will turn in a strong performance? | | |
| Have you avoided indicating frivolous or controversial activities or associations? | | |
| Have you avoided indicating conflicts in previous employment or other negative factors? | | |
| Have you couched all references to military citations in civilian language and included only those that reflect significantly on you personally? | | |
| Have you left out location preferences, pay, or pay requirements? | | |
| Have you excluded names of references? | | |
| Have you shown your age date-of-birth style only? | | |
| Have you omitted the date your C.V. was prepared and your availability date? | | |
| Have you included every major significant factor that supports favourable consideration for the job you seek? | | |
| Have you carefully phrased your C.V. to prove your ability to perform successfully on the job cited in your objective or to otherwise reflect merit on you as a potential employee? | | |
| | | |

| | | |
|---|--|--|
| WRITING STYLE | | |
| Have you used short, pithy, sentences in short paragraphs? | | |
| Is the grammar and punctuation correct? | | |
| Have you avoided big words, lush adjectives and superlative statements? | | |
| Are you comfortable with everything your C.V. says and sure it is not exaggerated(even if a flowing account which accents the positive)? | | |
| Have you avoided technical or parochial jargon to the maximum extent possible? | | |
| Do most of the sentences in your C.V. start with action verbs such as "directed", "supervised", "wrote", "developed", "planned", "produced", "achieved" etc? | | |
| Have you avoided the third party approach and passive voice? | | |
| Is "I" used sparingly, if at all? | | |
| Have you avoided picking up text for your CV from official descriptions? | | |
| Have you avoided an unduly modest approach and let the facts on your accomplishments speak clearly for themselves? | | |
| Does your CV avoid the use of "canned" CV language (eg "distinguished military career", "experience in all phases of administration", etc) that seem to claim too much? | | |
| Have you avoided emphasising senior age through the manner of describing your appearance (eg "thirty years' experience in" etc)? | | |
| Does your CV avoid general statements regarding your performance in lieu of specific facts? | | |
| Where possible, do you cite specific examples of successful performance supporting your job objectives? | | |
| Do such examples quantify results (eg "increased effective placements of chronically unemployed by 52 per cent")? | | |
| | | |
| OVERVIEW | | |
| Is your CV an attractive, interesting, quick reading, broad brush, factual account which proves that your experience and personal assets qualify you for the job you want (your job objective)? | | |

EVALUATION AND ACTION

So much for the questions to be asked about your CV. They indicate the many factors that should be kept in mind if you are to produce a CV that puts you well ahead of competing applicants and causes employers to think about hiring you as quickly as possible - at the highest possible pay.

Now that you have rated your presentation, here's how to proceed: Correct all items where you indicated a "No" answer. Be sure you have compelling reasons before letting any "No" rated item stand as it is.

Finally type up your CV and review it again against the check lists. You should now have a polished and professional looking CV.

Under normal circumstances producing your CV clearly typed on good quality white paper is sufficient. However, some positions require different presentation techniques. If you believe that the job you are going after requires a higher profile of presentation then enclosing your CV in a presentation folder can give you the right image. Under these circumstances, it would be permissible to perhaps extend your CV to four or even five sides of A4. When using this option ensure that each category starts on a new page with a clear heading. This is not an excuse though for extending your CV to an unacceptable length as potential employers will not read it!

The choice is yours, but it must match the image of the job being applied for.

The image you create with your CV and speculative letters will depend on the presentation of the document and the language used in it. To create the right impression it is important to consider the words you use. The impression of responsibility and expertise can be heightened by carefully choosing and using the right words. You should where possible avoid using the same verb twice, use a different verb that has the same meaning.

Below is a list of verbs grouped together with similar meanings to help you select the one that best describes your abilities and tasks carried out. The second list shows words that will often 'turn people off'. This list is included so that they can be AVOIDED.

Verbs with similar meanings:

advised
assessed
counselled
instructed
presented
recommended
taught
trained

bargained
negotiated
traded

calculated
estimated
evaluated

changed
directed
guided
implemented
improvised
lightened
modernised
promoted
redesigned
reorganised
revised
simplified

appraised
audited
checked
controlled
inspected
monitored
tested

administered
approved
centralised
combined
controlled
determined
effected
enforced
engineered
executed
led
managed
positioned
regulated
supervised

built
composed
constructed
created
designed
devised
invented
marketed
proved

appointed
employed
engaged
hired
instigated
interviewed
introduced
launched
organised
prepared
produced
recruited
selected
utilised

helped
insured
maintained
supported

analysed
conceived
defined
forecast
interpreted
investigated
originated
pioneered
planned
researched
reviewed
surveyed

augmented
developed
expanded
generated
improved
increased
marketed
surpassed
tightened
tripled

decreased
eliminated
reduced

established
formed
formulated
initiated

inspired
motivated
stimulated
vitalised

documented
processed

arranged
programmed
scheduled

bought
obtained
procured

rescued
saved
settled
solved
streamlined

operated
performed

demonstrated
related
showed
specified

accelerated
expedited
hastened

averted
extracted
prevented

acquired
captured

edited
published
wrote

Words to Avoid

| | |
|-------------|--------------|
| abandon | negligence |
| abuse | |
| affected | obstinate |
| alibi | opinionated |
| allege | oversight |
| apology | |
| | plausible |
| bankrupt | precipitate |
| beware | prejudice |
| biassed | premature |
| blame | pretentious |
| | |
| calamity | rude |
| cheap | ruin |
| collapse | |
| collusion | shrink |
| complaint | sketchy |
| | slack |
| deadlock | smattering |
| decline | squander |
| desert | stagnant |
| disaster | straggling |
| discredit | stunted |
| dispute | superficial |
| | |
| evict | temper |
| extravagant | tardy |
| | timid |
| failure | tolerable |
| fault | |
| fear | unfair |
| flagrant | unfortunate |
| flimsy | unsuccessful |
| fraud | untimely |
| | |
| gratuitous | verbiage |
| | |
| hardship | waste |
| hazy | weak |
| | worry |
| ignorant | wrong |
| illiterate | |
| imitation | |
| immature | |
| implicate | |
| impossible | |
| improvident | |
| insolvent | |
| | |
| liable | |
| | |
| meagre | |
| misfortune | |
| muddle | |

6. SPECULATIVE LETTERS

It has been estimated that over seventy percent of jobs are gained through personal contact and speculative letters. With this in mind one of your most valuable tools for getting the job that you want will be your speculative letter.

This is where thorough market research comes into play. Before applying through a speculative letter you must know to whom you are writing.

Firstly, let's consider who, within an organisation, actually does the 'hiring and firing'.

It is often the line manager or director that identifies the need for a position to be filled. The personnel department may only filter the 'chaff from the wheat'. With this in mind, you need to target those who make the decisions, line managers and directors. Again you must use your own common sense and identify the right person. This can be achieved by a telephone call to the organisation to whom you are writing and asking "who is responsible for". Make sure that you get their full name and position title. Also check the spelling of the name.

So, your speculative letter should be personally addressed to who you think is most appropriate. Do not begin speculative letters with 'Dear Sir', if you cannot be bothered to find out who to write to, why should they be bothered to talk to you?

You also need to consider whether to hand-write or type your speculative letters. Again, some favour handwriting against the typed option. It just depends on what facilities you have at your disposal and what you think would be right for you.

If you handwrite your letters ensure that they are neatly written with no spelling or grammar mistakes, no crossing outs or smudges. Use good quality paper and only write on one side.

Typed speculative letters allow you to employ word processing and mail-merge techniques if you have access to them or even if you know someone who can do it for you. Of course this does not apply to the handwritten option. If handwritten, they MUST be in your own hand!

Having identified the recipient and how you are going to produce your letters, now consider the content.

There are two ways to approach this problem.

- a Write a short letter of introduction and include your now professionally produced CV.
- or
- b Write a slightly longer letter (not more than a single side of A4) and not include your CV.

Both approaches have their merits and pitfalls. Again the choice is yours and the one you feel comfortable with.

Which ever approach you choose some of the content will be standard.

The first question to be answered when the recipient reads your letter is 'why are you writing?'.

Your first paragraph must identify this. You need to have a couple of short sentences expressing an interest in the company and why you wish to seek employment with them. It should also say what type of employment you are looking for.

For example:

'For the past five years I have been in Production Management and now find myself facing redundancy. Wishing to remain in this field I believe that I have the skills and qualities that would be of benefit to your organisation.'

If you are sending your CV you need a second paragraph, very briefly outlining the skills and experience you have to offer. Concluding with a statement that your enclosed CV provides a full job history.

If on the other hand you are not sending a CV then this paragraph needs to be expanded to highlight more detail and personality strengths. Try to avoid the 'I did this, I did that' syndrome.

What you need to identify in this paragraph are the skills you have, NOT the jobs you have done.

The objective of the speculative letter is to create interest in you. Providing a CV may give too much information at this point. On the other hand many employers will ask for a CV anyway.

Finally, your speculative letter should provide you with a reason to contact the recipient to discuss the possibility of employment. Finishing the letter with "I look forward to hearing from you", gives them the opportunity of ignoring your request. One way of overcoming this is to set a date in your letter when you will contact them by telephone to discuss the matter. If you feel uncomfortable with saying something like "I will telephone you on to discuss this matter with you", then finish with "Should I have not heard from by I may contact you on to discuss this matter". There are a number of ways of softening the statement.

Which ever you choose, if you set a date for contact, make sure you keep to it!

Recap:

Not more than 1 page

3 paragraphs:

- why you are writing
- what skills you are selling
- when you are going to contact

Consider if necessary to include your CV

Stick to what you say.

7. ANSWERING ADVERTISEMENTS

Of the multitude of 'situations vacant' advertisements you will see, only a few will suit you. You need to carefully select the advertisement that you wish to reply to. The advertisement will tell you how to apply for the position, this may be by requesting an application form or sending in your CV. It may just say 'apply in writing', in this case you need to decide whether or not to include your CV.

This section looks at all three options and also considers how advertisements can also help in identifying some of those hidden vacancies.

If the advertisement asks you to contact for an application form, this will be either by telephone or letter. The telephone call is reasonably straight forward, but still requires some thought. Before you dial the number think what you are going to say. Does the advertisement tell you to ask for someone in particular or just the personnel department? Is there a reference number you need to quote? If it's a telephone answering machine be ready with all the information at hand. Don't forget your full name, address and post code and of course the job you are applying for.

If you are writing to request an application form then keep your letter short and to the point. Do not include information about yourself as this will preempt your application and will probably be ignored any way.

Having received your application form and probably a job description, sit down and read both very carefully. Is the job description what you expected? Can you meet the requirements?

Read all the questions on the form before answering them. If you have access to a photocopier, it is a good idea to take a copy of the form to practice on.

Make sure that you follow any instructions laid down on the form. For example if it says 'USE BLOCK CAPITALS AND BLACK INK', make sure you do.

Most application forms include a section for you to say why you want the job, why you think you are suitable and any other relevant information. Again you must use this space to the full and if the option to continue on a separate sheet is given, do so.

Having completed your copy of the application form, now set to work completing the one you will return carefully. It goes without saying that it should be presented:

- neatly
- without spelling or grammar mistakes
- with no crossing out or use of correcting fluid

Finally make sure you sign and date the form.

If the form is very comprehensive then it is not normally necessary to enclose your CV with it. However, if you feel that important information is lacking from the form then having a shortened CV for enclosing with application is well worth while.

As well as the completed application form you should also send a well presented letter. This can be very short, simply addressed to the appropriate person, stating the form is enclosed and possibly identifying when you are available for interview. It may also include other relevant information that was not asked for on the form. Which ever is the case, try and keep your letter to one side of A4. Be careful NOT to repeat yourself, on the form, in your CV and on the letter.

Make sure that the application form is returned promptly to the correct address and all reference numbers are quoted in the accompanying letter.

If the advertisement says 'apply in writing', you need to carefully compose a letter (not more than one side of A4) and include your carefully prepared and professional CV. Make sure that you quote any reference numbers and include relevant experience and suitability. Say why you want the job and how you think you are suitable.

Regardless of whether you are applying on an application form or by letter, read the advertisement carefully and identify where you meet their requirements. Be positive and confident.

Job advertisements often include closing dates and other requirements that you may not be able to meet, for various reasons. Do not let this put you off. One approach is to send in a 'cold' speculative letter, ignoring the advertisement. Whilst you may have missed the closing date or not meet the requirement for that particular position, there may be another about to become available.

Recap:

- Read carefully before applying;
- Apply in the right way;
- Write clearly and neatly;
- Compose a good covering letter;
- Are you going to include your CV?

8. KEEPING TRACK

By now you will have realised that you are likely to apply for a number of jobs before you are selected or find one that suits you. No one is going to employ you if they contact you and you can't remember the details or what the job is. So it is important that you keep a list of the companies and jobs that you apply to. This can also be useful in helping you decide which job you prefer should you be in the position of being offered more than one post.

How you keep track is up to you, you could use the form set out on the next page or keep your information on index cards, a computerised data base or various other ways. What is important is that you know to whom you have applied and for what!

9. THE INTERVIEW

Your next campaign in the war of getting a job!

Yes, the interview is perhaps the most difficult. You don't know the person who is going to interview you, you don't know what they are looking for, you don't know who preceded you and you don't know who is following you. The only thing you can do is prepare thoroughly. As an interviewee you need to follow the three P's, Plan, Prepare, Present.

Plan what you want to say or ask; Prepare for the interview; Present yourself on the day at the time and place.

Planning for interviews:

- What do you need to know about the company?
- What do you know about the job?
- What questions do you want to ask?
- What questions might they ask you?
- How are you going to get there?
- How long will it take to get there?

These are some of the questions that need to be answered in preparing for the interview.

Preparing for an interview:

What do you need to know about the company?

- What do they do/make/sell?
- How big are they?
- Who are their customers?

It depends on how the interview has come about, if it is through a speculative letter, then some of the ground work may already have been done. Some companies send a profile with the job descriptions when you apply for application forms. However, regardless of what you already know about the company, finding out more doesn't do any harm. It at least shows that you have done some homework and have a genuine interest in the company. It may also provide you with some sensible questions to ask at the interview, and it will also give you the chance to decide whether or not this is the company you want to work for.

The various ways of finding out information about companies was mentioned earlier in this booklet.

Read up on the Company.

What do you know about the job?

- What does it entail?
- Training facilities.
- Career prospects.
- What happened to the last employee?
- What personal qualities and experience have you got to offer them, and
- What will you learn from them?

Some of these questions will be answered by the job description. Alternatively you could check with your friends and relations, see if anyone works for the company or knows someone who does. This could be a valuable source of information.

What questions do you want to ask?

You will often find that most points that you normally think of, pay, pension, holidays etc will be covered by the interviewer. You need to study the information you have and try to think of some sensible questions. Avoid things like 'is there free parking' or 'do you help with travel costs'.

The following is a list of questions that may help you.

- Has the job changed since you first advertised it?
- What do you require in the way of experience?
- If a job is well done it usually expands - how do you see the job expanding?
- Could you show me my position in relation to others?
- When would you want the person appointed to take up the position?
- What would you consider my immediate task?
- Could you identify what management/staff turnover there has been in the last two years?
- New products/overseas/European trade.
- Have you any reservations about my background or experience to do this job for you?
- What is the time factor as regards the next step?
- Other irons in the fire but the position you describe is easily my no. 1 Target!
- May I ask why you have put an age restriction on the job?
- With my ability as a Could we not increase the content of the job?
- What would you want me to achieve for you in the short term?
- What is your market share?
- What happened to the last occupier of the job?
- Every job has its problems - what do you consider the major problem to be?
- Why have you not promoted from within the company?
- May I ask your views on management?
- Do you hold regional management meetings - how often - how long do they last?
- What are the discretionary powers that go with the job?
- Is there a long order book?
- Are there any shortages?
- Plans/products for the future?

What questions might they ask you?

Here it is difficult to anticipate, however some questions are almost standard. The important thing is that you must be prepared. Below is a list of 'typical' interview questions. Practice answering them with a friend. Make sure your answers are sensible and honest.

- Why do you want this job?
- Why should I employ you?
- What do you see yourself doing in 5 years?
- Why did you leave your last job?
- Do you mind travelling a lot?
- Does your wife mind you travelling?
- What do you look for in seeking another job?
- Bearing in mind the current job difficulties would you take a drop in salary?
- When you are interviewing for your own staff what do you look for?
- I don't understand what makes you think you can do this job?
- Do you take work home daily/weekends?
- You seem to have stayed put a long time is this now a handicap for you?
- What was your last salary?
- What salary are you seeking?
- Go back five years - what mistakes have you made since then?
- Does your wife work?

What annoys you?
Are you a good manager?
Would you prefer to be a small fish in a big pond or a big fish in a small pond?
Do you think you could have done better in your last job?
Have you ever been passed over for promotion?
Have you any particular expertise outside the job?
Do you like people?
It would indicate to me your ability to be self motivated if you could tell us what you are doing to get another job?
If there was a new skill which you wished to acquire what would it be?
Do you ever show anger/what annoys you?
What is the most important - pay or job satisfaction?
The sort of work is less demanding than your previous employment and consequently pays less, does the job interest you?
Tell me about your outside interests.
We all miss opportunities - what have you missed?
What are your strong points?
What are your weaknesses?
What did you learn from your last job?
In your last job did you give yourself any personal objectives?
You must have been to other interviews, how does this one compare with those?
Do you find it a problem to keep up with technical advances?
How much influence does/has your wife had on your work?
What sort of boss do you know you could not work for - who has come nearest to it?
What is your strongest attribute in management terms - and your weakest?
As far as you are concerned personally, what do you think your major problem would be if you joined the company?
In your career so far what achievements have given you greatest pleasure?
What is your greatest single ambition?
Describe the type of position which could best utilise your experience and personal assets?
Tell me about the last book you read?
If you had a better offer in two months time would you take it?
What do you look for when seeking a new job?
What would you consider a reasonable time to stay in a job?
Why did they select you for redundancy?
What was the main weakness in your last boss?
I am afraid you have not got the experience we are seeking.
To be frank you are too old for this position?
To what extent do you drink?
What do you know about us?
How would you..... - first thing if appointed?
What are your greatest attributes?
What has been your greatest achievement?
If you could have your time over again would you choose a different career, and if so what?
What do you particularly look for in a new job?
Why are you leaving your present employment?
If this situation had not come about how long would you have stayed with the company?
How would you describe yourself?
Have you a career plan and are you clear about what you want to do in the future?
Why did you leave your last job?
What prompted you to change career and why did you choose?
Why have you changed jobs so often in the past few years?
Are you a leader or a follower?
How would you describe yourself to others?
What attributes do you think you can bring to this company?

What interests you in this career?
If you had stayed in your last career what would have been your next step?
What did you think of your last employer?
What was your most valuable working experience?
What was your most disappointing working experience?
Where do you see yourself in 5 years?
Would you be willing to work at weekends?
How well do you work under pressure?
What immediate contribution can you make to this company?
What do you think the necessary skills are for a to do the job well?

How are you going to get there?

How long will it take to get there?

Even attending an interview in your home town can cause problems, parking etc. However, if your interview is out of your normal area, it is not a bad idea to have a trial run. This will help you decide the most economical way of getting there and provide you with a rough guide of how long it is likely to take.

Presenting yourself at the interview:

Having done thorough preparation you may think nothing can go wrong. On the day of the interview you will probably find just about everything does go wrong, from the suit or dress you are going to wear not being clean to the road works that were not there last week when you did your trial run.

You must try to guard against the unforeseen and be aware of the image you will create when you walk through that door.

The following are a number of things to be considered and perhaps practised if you have not been to an interview for a long time.

Generally it is accepted that when one goes for an interview they will be dressed smartly and business like. Try and avoid those obvious mistakes like white socks or heavy perfume.

Make sure you have the address, the right time and the right person.

Plan your questions, write them down and take them with you.

Arrive early rather than late and be polite to everyone you meet - they might be interviewing you!

Try not to bring excess baggage and if you have to, ask to leave it in a cloakroom.

Walk into the room confidently. Shake hands in a confident manner, ie no wiping the sweat off on your trousers/skirt first or grabbing their hand in a vice like grip!

FIRST IMPRESSIONS ARE ALL IMPORTANT.

During the interview:

Be polite.

Listen to the question before answering.

Think before you speak.

Think while speaking.

Don't be facetious or try and make jokes, you are not being interviewed to be a stand-up comic; or are you?

Talk clearly, at a normal pace.

Body language is very important. OK you are nervous but if you don't look them in the eye they may think you are shifty, or if you loll in the chair they could think that you are not interested.

Don't sit with your arms folded, try and remain in an open posture.

So many signs are read in different ways so be aware of what you are doing.

Don't smoke or take a drink, it's just another thing to worry about.

Answering questions:

Try to avoid "Yes"/"No" answers. You have planned the interview so make sure you get those good points across.

Sell yourself.

Asking questions:

Have your list at hand and ask them if you can refer to it, it shows you have planned.

At the end of the interview thank the interviewer and leave, don't hang about.

Remember the worst thing that can happen is that you don't get the job.

Consider what the interviewer will be looking for in your answers to questions, questions you ask and your general manner.

On the next page is a comparison list to help you.

WHAT IS THE INTERVIEWER
LOOKING FOR?

THE INTERVIEWER

Appearance

Keeness

Company Knowledge

Expectations-skills

Achievements

Ability

Image

Adaptability

Reliability

Opportunities: constraints

Disposition

Aptitude

Stability

Motivation

Inquisitiveness

HOW DO YOU APPEAR TO
THE INTERVIEWER?

YOU

Dress

Enthusiasm

Research

Related specification

Results

Talent

Awareness

Flexibility

Consistency

Aspirations

Personal bearing

Interests

Circumstances

Needs: life style

Understanding

To round off this section on interview a list of Do's and Don'ts is given.

DO'S

- DO dress smartly and comfortably
- DO enter the room confidently and smile
- DO shake hands at the start of the interview
- DO call the interviewer by his/her name
- DO look at the interviewer while he is talking
- DO listen attentively
- DO try to keep to the point
- DO ask questions
- DO shake hands at the end of the interview
- IF you have not understood a question - say so

DON'TS

- DON'T show that you are nervous
- DON'T smoke unless invited, and never chew
- DON'T sit down without being asked
- DON'T slouch in the chair
- DON'T simply answer yes or no, go into more detail
- DON'T fidget
- DON'T exaggerate or say anything you cannot prove

10. OTHER OPTIONS

So far this booklet has concentrated on YOU finding and getting a job. What are the other options?

Recruitment/employment agencies:

To widen your approach you can contact various agencies, but remember these people are making a living out of finding employment for people. If you don't fit in to the category they are looking for then there is not much they can do for you. Research your local agencies and select those that fit your requirements the best.

Back to school:

If you have just left school and can't find a job then consider returning to take further qualifications. Look at the college and university courses available. Whilst this may not be a long term solution it will provide you with additional qualifications and by the time you have got them the job market may be totally different.

Training and re-training:

Contact your local job centre and employment/careers advice bureaus and investigate the availability of training. If you are unemployed this would not affect your benefits and would possibly entitle you to a training allowance, travelling expenses or even a grant toward a college or university course. You can also contact your local Training and Enterprise Council for advice. Use your local library where you will probably find various databases of training such as TAP.

Employment Action:

This is similar to Employment Training schemes (ET) but concentrates on finding suitable work placement. This may be involvement with a local job club or similar project.

Starting your own business:

Although many companies are suffering, this is an option that can be considered. Have you a service or skill that is in short supply in your area? Have you an idea that other people would want? If so talk to your job centre, Training and Enterprise Council and even your bank manager. Be careful, self employment is not a road paved with gold, more often it is a minefield.

11. EQUIPMENT AND RESOURCES

Preparing CV's, speculative letter, application forms and even business plans can take a lot of money and resources. If you own a typewriter or computer then put it to work for you. If not consider joining your local job club where they will provide the tools for you to do the job.

Best of luck with your job hunting!