

Resumes, Networking & Interviews

Or: How to talk about what you do!

Resumes - General

- Should only be 1 page unless there is enough relevant information to fill up 2 full pages. If 2 pages long, print out 2 pages – not front and back
- Unless relevant to the position, or you have recently graduated, do not list high school activities
- If activities are ongoing, use present tense. If it is over, use past tense.
- Lead with ACTION verbs
- Always keep a running list/working copy of your resume

Resumes – General

- Do not ever fold or staple a resume!
- Do not lie on a resume
- Do not include graphics, pictures or quotes
- Do not join things just to include on a resume
- Idea is to be easily readable, a quick summary, and not get tossed in the trash

Resumes - Parts

- Contact Information
 - Full Name, centered and in large font
 - Current address, future address if known, all phone numbers, reliable email address
- Education
 - Always list at the beginning
 - Degree and major, university name and location, actual or expected graduation date
 - If listing more than one degree or school, list most recent first (reverse chronological)
 - If GPA is high/a selling point, include. If not, don't.

Resumes - Parts

- Experience
 - Any work experience is positive, even if not in your intended field
 - List most recent job first (reverse chronological)
 - Company name, location, position title, duration of employment, responsibilities
 - You can be creative, but not cute with job responsibility descriptions. For example, if you bused tables at a restaurant, "table maintenance logistics manager" is not acceptable.
 - Be specific, use numbers and quantify!

Resumes - Parts

- Other possible sections
 - Objective (advice differs – if you include it, make sure to be specific and update it!)
 - Honors, Awards, & Scholarships
 - Skills
 - Relevant Courses
 - Activities, Interests, or Volunteering
 - Presentations or Organization Membership

Resumes - Style

- White or off-white paper
- Standard fonts like Arial or Times New Roman, black ink
- Font sizes between 10-14 pt.
 - Indentation, underlining, *italics*, **bold**, ALL CAPITALS, *asterisk*
- Be consistent! (with font type, bulleting, abbreviations, and dates)
- Proofread with a friend
- Use a quality printer

Resumes - References

- Typically "Available Upon Request"
- Make this a separate sheet from your resume
- Never list someone as a reference until you have asked their permission
- Good idea to give your references a copy of your resume periodically to refresh their memory in case they are contacted

Resumes – Cover Letter

- Be concise – 1 page
- Show your personality
- Explain your interest in the position
- Identify a specific person to address the letter to; not Sir, Madam or To Whom it may Concern
- Relate your skills to the organization's needs or job description keywords

Resumes – Cover Letter

- First Paragraph
 - Who are you, why are you writing, how did you hear about the opportunity
- Second Paragraph
 - How do you meet the job qualifications, what is unique or different about you that stands out from other candidates
- Third Paragraph
 - Plan of action, ask for an interview, end by thanking them

Networking

- Do the next five things with everyone you meet from now on
 - Look them in the eye
 - Give a firm handshake
 - Greet them by name
 - Say your name slowly when introducing yourself
 - Smile

Networking - Introductions

- Say the name of the most important person first, then the name of the person being introduced
- Introduce people in the following order
 - younger to older
 - non-official to official
 - colleague to customer
- Clarify your relationship with the person
 - "Dr. Gee, this is my roommate Steve."

Networking – General Tips

- Always stand when being introduced, and shake hands
- Rules of 12
- Craft your “elevator speech”
- Show interest in others, Active listening
- Nametags – always on the right side
- Conversation starters and the Golden Question
- Practice, practice, practice!

Handshakes

1. Stand up
 2. Look into the person's eyes
 3. Smile
 4. Put 'er there
- Web-to-web
 - Let it go! 2-3 pumps
 - Avoid the following...
 - Dead fish
 - Death grip
 - Queen of England
 - Fist bumps, 12 step handshakes
 - Two handed clasp and pump

Conversations

Entering

- Wait for a natural break
- Establish eye contact to gain an invitation
- Try not to jump in right away

Leaving

- Wait for a natural break
- “I'd like to catch up with you more later”
- “I just saw my friend...”

Networking with Food

- Use a nearby table to place plate or glass
- Food or beverage alone is easier than both together
- This is not "Slim Fast" networking!
- Go back for seconds, rather than fill up early
- Avoid having to use a knife

Networking with Food

- The Marriage of Etiquette
- Which Fork is Which?
- B&D, R&L
- To Butter, or Not to Butter...
- Timing: Wait for everyone, defer to most important person at the table
- Napkins
- Scoop away
- When in doubt...
 - Follow the leader
 - Don't make a mess

Email and Phone Etiquette

- Cell phones off during Interviews and Networking
- Appropriate voicemail message
- Find a quiet space for phone interviews
- Appropriate email address
- Emails always have...
 - Subject
 - Introduction
 - Sign off

Interviewing And Then Some

General Suggestions

- Arrive 15 minutes early. Be nice to the receptionist or whoever greets you.
- Dress conservatively and professionally. When in doubt, wear a suit or dress. It is better to be overdressed than underdressed for an interview.
- Don't wear anything that will distract from what you say and your qualifications. This includes flashy clothing, hair, makeup, perfume, etc.

Etiquette

- One chance to make a first impression
- Handshakes (firm, 2-3 shakes)
- Rule of 12 (words, steps & inches)
- Eye contact (talker = inconsistent, listener = consistent)
- Posture

With You

- Business cards
- Extra copies of resumes
- A "good" pen
- Paper clips
- Breath mints
- Something fun/memorable

Other Bits of Advice

- Personalize it to your experiences
- Always Thank you notes
- Think before you speak
- "Always a candidate"
- Which shoes to choose

Impossible Situations

- Almost every career has a set of customers or consumers to serve. Often employers will ask questions or scenarios about having to make choices between which customers to please.
- Sometimes there is a right answer, but more often than not, an employer wants to see you weigh both sides of the situation, think through an answer, come up with a reasoning or evidence to support it, and then be confident in your decision.
- If there is insufficient information given, directing the customer to your supervisor can also be an acceptable answer.

The Dreaded Question

- Employers will ask you to identify your strengths, but also to talk about your weaknesses or shortcomings. Pointing out your own flaws is one of the hardest things to do in an interview.
- You have to answer this question. No one will believe you are perfect and you will look arrogant or out of touch if you can't answer.
- When you answer the question, never list more than one weakness, and also discuss ways you are addressing or improving this characteristic.
- "I'm *too* happy" or "I am overly dedicated and loyal" are not good examples. Be honest – weaknesses that actually are strengths are sometimes viewed as artificial.

Question and Answer

- Do your homework on the organization and position to help determine what to ask.
- Be specific and succinct in your responses, use examples or stories to illustrate a skill or point.
- Be ready to translate your skills to the interviewers' needs.
- Remember the person sitting across from you has seen a lot of people.

Sample Questions You Might Be Asked

- Tell me about yourself.
- Why are you interested in this profession/field?
- Why should we hire you?
- Why are you interested in this position? In our company?
- Describe a time when you took initiative or had little direction in a project.
- What was your best success? Worst mistake?
- Tell us about a time where you worked with a difficult person and how you handled the situation.
- Tell us about a time when you worked as a team to accomplish a goal.
- Talk about your experience working with a diverse population.
- Describe a supervisory relationship that has been successful/unsuccessful and why.
- What are your short term and long term goals?
- What do you do to relax, to relieve stress, for balance?
- How do you motivate others? What motivates you?
- How would other people you work with currently describe you?
- What are three adjectives that describe you?

Sample Questions You Might Want To Ask

- What do you enjoy best about working here
- What do you do for fun in your city?
- What are the biggest issues facing the company right now?
- What is the office culture like?
- What are some of the greatest challenges I would face in this position?
- If you could improve something about your company/job, what would it be?
- Are there opportunities for ongoing professional development? If so, what is available?
- What is your style of supervision (to a potential supervisor)?
- To what extent will I have responsibilities over _____ (budgeting, supervising, advising, etc.)?
- How is the department structured? To whom would I report?

Sample Questions You Should Probably NOT Ask Right Away

- What is the expected salary for this position?
- How much vacation time does this position allow?
- How big will my office be?
- Are there any rules about dating co-workers or supervisors?

Work-related Phrases

customer relations, public relations, customer service, money handling, cash management, time management, varied work schedule, organizational skills, knowledge of sales techniques.

Performance Phrases

co-worker, team worker, under pressure, on time, positive attitude, completely, carefully, above average, at lower cost, faster than, efficiently, quickly, correctly, flawlessly, with no mistakes, perfect attendance, without injury, safely.

Self Descriptive Words

Active	Determined	Logical	Rational
Adaptable	Diplomatic	Loyal	Realistic
Aggressive	Disciplined	Mature	Reliable
Alert	Discrete	Methodical	Resourceful
Ambitious	Economical	Objective	Responsible
Analytical	Efficient	Optimistic	Respectful
Attentive	Energetic	Perceptive	Self-reliant
Broad-minded	Enthusiastic	Personable	Self-starter
Contentious	Extroverted	Pleasant	Sense of Humor
Consistent	Forceful	Practical	Systematic
Creative	Imaginative	Productive	Tactful
Dependable	Independent	Proficient	Talented

Action Words

Accelerated	Developed	Instituted	Regulated
Accomplished	Devised	Instructed	Rehabilitated
Achieved	Directed	Interpreted	Reinforced
Adapted	Dispatched	Interviewed	Remodeled
Addresses	Diversified	Introduced	Repaired
Administered	Documented	Invented	Represented
Advanced	Drafted	Investigated	Researched
Advised	Edited	Lectured	Restored
Allocated	Educated	Launched	Restructured
Analyzed	Effected	Learned	Retrieved
Applied	Eliminated	Led	Revamped
Appraised	Enabled	Maintained	Reversed
Approved	Encouraged	Managed	Reviewed
Arranged	Engineered	Marketed	Revised
Assembled	Enlisted	Mediated	Revitalized
Assigned	Established	Moderated	Saved
Assisted	Evaluated	Monitored	Scheduled
Attained	Examined	Motivated	Screened
Audited	Executed	Negotiated	Selected
Authored	Exhibited	Observed	Served
Balanced	Expanded	Operated	Set
Budgeted	Expedited	Organized	Shaped
Built	Explained	Originated	Simplified
Catalogued	Extracted	Oversaw	Skilled
Chaired	Facilitated	Participated	Sold
Classified	Familiarized	Performed	Solidified
Coached	Finished	Persuaded	Specified
Collected	Focuses	Pinpointed	Started
Compiled	Forecast	Planned	Stimulated
Completed	Formulated	Prepared	Studied
Composed	Founded	Presented	Streamlined
Computed	Generated	Prioritized	Strengthened
Conceived	Guided	Produced	Structured
Conducted	Handled	Programmed	Suggested

Consolidated	Headed	Projected	Summarized
Contracted	Helped	Promoted	Supervised
Contributed	Identified	Proposed	Supported
Controlled	Illustrated	Proved	Surveyed
Coordinated	Implemented	Publicized	Tabulated
Corresponded	Improved	Published	Taught
Counseled	Increased	Purchased	Trained
Created	Influenced	Recommended	Translated
Critiqued	Informed	Recorded	Traveled
Decreased	Imitated	Recruited	Utilized
Delegated	Innovated	Reduced	Worked
Demonstrated	Inspected	Referred	
Designed			

Skills and Characteristics

- Enthusiasm
- Common Sense
- Self-confidence
- Mental Toughness
- Related background experience
- Organized
- General knowledge of field
- Willingness to put in extra hours
- Understanding of student behaviors and attitudes
- Deal effectively with stress
- Awareness of professional ethics
- Maturity
- Well-developed personal philosophy
- Interest in professional development
- Sense of humor
- Analytical reasoning
- Professionalism
- Ability to think on feet
- Good communication skills
- Decision making skills
- Articulate
- Resourcefulness
- Genuine concern for and interest in students
- Good judgement
- Flexibility
- Dedication
- Team player
- Commitment
- Attentive
- Trainability
- Positive outlook
- Past success record
- Openness/ Easy to relate to
- Tolerance for Diversity
- Energy
- Knowledge of research
- Competency
- Personality that fit in with office
- Poise
- Self-awareness of strengths and limitations
- Relaxed
- Conflict resolution skills
- Ability to ask pertinent question
- Initiative
- Tolerance
- Independence
- Compatibility
- Knowledge of the value of discipline
- Writing skills
- PR skills
- Counseling skills
- Creativity
- Intelligence
- Insightful