

## How to Use this Guide

*This grant-funded project was created by a team of professionals with the help of students diagnosed with behavioral and emotional challenges. Our desire is for students to first, identify behaviors that impede success in the workplace and second, to acquire the skills necessary to maintain a successful job.*

*This resource guide has been developed to be used in conjunction with the DVD, “Extreme Makeover: Employment Edition”, which addresses job related skills including: action planning, networking, creating positive first impressions, communication, problem solving, and maintaining success. It also contains helpful resources to assist the teacher and student while planning future employment opportunities.*

*The project is unique in that the students assisted in the design and development of identifying behaviors, triggers and overcoming strategies. The participants included students from ages 12 to 22 in grades 7 through 12 with identified exceptionalities of Specific Learning Disabilities, Autism, and Emotional and Behavioral Disabilities. The students participated in the project for two years, completing a pre and post questionnaire relating to employment, self-determination and behavioral triggers.*

Objective 1: Students will identify behaviors that impede success in the workplace

Objective 2: Students will acquire the skills necessary to maintain a successful job

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## ***Career Choices...How to Get Started***

There are hundreds of career options out there, how do I make a decision when I really don't know what I want to do? Even if you have no idea what career you would like, you know that you'll want a job that matches your personality and interests. Taking a look at your likes and dislikes is extremely important in your career planning. This will supply you with ideas of what types of work will suit you best. Discovering who you are and what you want out of life is probably the most important step in the career decision making process, and one that is often overlooked.

### ***Using Interest Inventories***

Interest inventories can be a great starting point. An interest inventory is a series of questions that helps sort out areas that interest us the most. Many of us don't have the capacity to pull that information from within ourselves without some help. Statistics show persons working in their field of interest are more likely to be successful and happy. Just remember an interest inventory is just one piece of a much larger puzzle. Once that piece is in place you can go in search of others to complete your profile. There are many on-line interest inventories that are free. You can choose from any of the following websites to help you get started.

**O\* net** - <http://www.mynextmove.org/>

**Florida Choices**- <http://www.fldoe.org/schools/school-choice/>

Lee County schools also have access to a variety of interest inventories within the district. Please contact your Transition Program Specialist in the ESE Department for more information.

## Developing Strengths and Understanding Weaknesses

Getting a job begins with the importance of knowing who you are first. Sure, you have been through a number of years of school and have received priceless experiences by now, but do you really know who you are? Many students and adults do not know who they are. They have become a person based on the circumstances that have evolved around them and their responses to those circumstances have shaped who they have become. Transition planning through the middle and high school years is essential in developing student strengths and understanding weaknesses. Through transition planning, students and their Individualized Education (IEP) teams gain awareness to strengths, preferences and interests. This information is gathered over time to build a positive plan for continuing into adult hood.

Many resources are available through our local Exceptional Student Education Department. Contact the ESE Department for current transition assessments available. These may include, but are not limited to: MECA, CHOICES, Second Step, and Unique Learning System.

There are also various web resources that have been widely used to develop student's strengths and understanding their weaknesses. [www.Project10.info](http://www.Project10.info) .

As students prepare themselves for a job, you may begin by having them sort their strengths and weaknesses by using the Sorting Out Strengths and Weaknesses chart (page 7). A benefit to the student would be to utilize the chart in developing a student bio and resume preparation.

Strengths should demonstrate confidence, not cockiness. They should highlight skills and positive character traits. Strengths are translated into accomplishments and extend from practice. They will be noted later in your resume and cover letter. So, spend some time developing and understanding your strengths. Our team imagines you have many!

Discussing weaknesses can be an effective way for students with emotional and behavior challenges to express an expectation of good standards with a solution-oriented attitude. Here is an example of a response: *"I have been asked about my weaknesses a few times before, and I have had some time to think about it. I don't think I have any weaknesses that seriously affect my own performance, like lack of confidence. I have learned strategies in the past to maintain my motivation and performance on the job."* Discussing a weakness can always be a good way of telling someone about your flaw and adding a suggestion of how you have improved. This will allow the interviewer to view you as a person with positive characteristics.

## Personal Skills

Now that you have taken an Interest Inventory and have discovered some of your areas of interest, there are a few other things that will be important for you to consider. What skills can you offer an employer? What type of working conditions work best for you? Which working conditions should be avoided? By answering the following questions you will begin to get a picture of what the perfect job will look like for you.

**Circle the items that apply to you. I like to...**

|                        |                             |
|------------------------|-----------------------------|
| work with others       | work alone                  |
| work with my hands     | fix things                  |
| work with tools        | take care of people         |
| clean                  | fill out forms              |
| move things around     | help others                 |
| use the computer       | serve food                  |
| cook                   | count things                |
| use a copy machine     | help others with activities |
| stand for long periods | sit instead of stand        |
| use power tools        | measure and cut things      |
| paint things           | put papers in order         |
| organize things        | deliver things              |

**Write down the 3 things that you do best.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Sorting Out Strengths and Weaknesses

Based on previous information and transition planning tools, list your strengths and weaknesses below. This is your list, your thoughts, and your feelings. Write them down as they come to you. Don't hurry...this is important!

| STRENGTHS<br><br>Skills, abilities, talents, character traits, accomplishments and practice | WEAKNESSES<br><br>Things that prevent you from getting a job or things you are improving upon...and the solution |   |
|---|--|---|
|   | Weakness   | Solution  |
| EXAMPLE: <i>I love to learn new things</i>  | EXAMPLE: <i>I procrastinate (put things off)</i>   | EXAMPLE: <i>I learned to make a list and check things off</i> |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |

Now that you have identified a few strengths and weaknesses, take a closer look and ☺ CIRCLE:

...the **strength** that you find is your best

...the **weakness** that is your biggest problem

As the potential employee, it is important that you decide which weakness to reveal at your interview. It is your choice. If you feel that you have a weakness that could cause you to not get a job, do not reveal it. Now, look at your weaknesses again. ☺ Underline any weakness that could cause you to lose your job. If you have any, continue to work on this weakness until you have found a viable and trustworthy solution to ensure that you will not lose your job over it. Keep this chart in a safe place. We will come back to it when we write your resume and cover letter. You are on your way to getting the job of your lifetime (dreams?)!

## Personality Basics – Teacher Edition

*Personality.* What does it mean to you and why is it important in getting a job?

A brief definition : personality is made up of the characteristic patterns of thoughts, feelings and behaviors that make a person unique. In addition to this, personality arises from within the individual and remains fairly consistent throughout life.

Some of the fundamental characteristics of personality include:

- **Consistency** - There is generally a recognizable order and regularity to behaviors. Essentially, people act in the same ways or similar ways in a variety of situations.
- **Psychological and physiological** - Personality is a psychological construct, but research suggests that it is also influenced by biological processes and needs.
- **It impacts behaviors and actions** - Personality does not just influence how we move and respond in our environment; it also *causes* us to act in certain ways.
- **Multiple expressions** - Personality is displayed in more than just behavior. It can also be seen in our thoughts, feelings, close relationships and other social interactions.

There are a variety of personality types and a few key points follow:

**Extrovert or Introvert:** This relates to your source of energy — from without or within. **Extroverts** are talkers, doers, and multi-taskers. They are approachable, sociable, and gregarious (very outgoing). They look to others for affirmation and like to get feedback. Extroverts are energy expenders. **Introverts** are more territorial and internal. They're reflective thinkers and listeners who like to collect data and reach conclusions alone after considering all the options. They like solitude and quiet. Introverts are energy conservers (less outgoing).

**Senser or Intuiter:** This relates to your information-gathering style. **Sensing** types like doing rather than thinking, tangible results, facts and figures, and reality rather than fantasy. They see the trees rather than the forest. **Intuiting** types are more future-oriented. They like word play, look for the interconnectedness between things, prefer generalities rather than specifics, and are more random and conceptual.

**Thinker or Feeler:** This relates to your decision-making function. **Thinkers** are calm, detached, objective, fair, logical, and scientific. For them, it's more important to be right than to be liked. They notice numbers rather than faces. **Feelers** consider others' feelings, accommodate others, empathize, prefer harmony to clarity, can take things personally, and seem wishy-washy to others.

**Judger or Perceiver:** This relates to the function you use most to relate to the world, such as information gathering or decision-making. **Judgers** are punctual and orderly. They schedule and plan, don't like surprises, and need closure. Judgers want decisions. One source estimates that 60 percent of the world's managers are "Thinking" Judgers. **Perceivers** are more easily distracted, have a wait-and-see attitude, like to leave things open-ended and keep options open, and think work should be fun. Perceivers offer opinions.

**How the Types Interact:** Just from these very brief descriptions, you can begin to see the conflicts and problems that might arise when opposite personalities are required to collaborate in a work setting. The good news is that no one is a "pure" type. You share some of these characteristics with all of the other types, which mean that you all have things in common. Personality and behavior are



also relative. You can seem more introverted in the company of a loud, aggressive extrovert than when surrounded by others who share your introverted characteristics.

A good start in your career may depend on matching your personality to a job that excites you.

## Personality Worksheet Teacher Notes and Instructions

### Key Notes:

- Road map for success starts with planning
- Matching your strengths, personality and abilities to a career is a major component for success
- Be honest and take it serious. A good start in your career may depend on matching your personality to a job that excites you

### Instructions:

Pass out "Personality Worksheet". Follow instructions step by step and have students follow along using your guidance (estimated time is 20 minutes).

#### Personality Worksheet Instructions:

- Circle the two words that best describe you. Pick going from left to right across the page. Refer to example #1 (below).
- Add the number of circled words in each column, going from top to bottom. Refer to example #2.
- Look at column A & C and pick the highest total. Repeat for columns B & D. Refer to example #3.
- Pass out "Career Match Worksheet" and "Career Match Instruction and Example page". Go over Instructions and then let students fill in the "Career Match Worksheet".

#### Personality Worksheet Example:

|            | A<br><u>Very Forceful</u>   | B<br><u>Less Outgoing</u>   | C<br><u>Less Forceful</u>   | D<br><u>Very Outgoing</u>   |
|------------|---|---|---|---|
| Example 1: | Confrontational<br>Direct<br>Decisive<br>Questioning<br>Outspoken<br>Controlling<br>Firm<br>Restless<br>Aggressive<br>Impatient<br>Take Charge<br>Head Strong | Quiet<br>Unemotional<br>Subdued<br>Reserved<br>Introvert<br>Modest<br>Business-Like<br>Concise<br>Serious<br>Shy<br>Thinking<br>Factual | Reserved<br>Accepting<br>Helpful<br>Tactful<br>Flexible<br>Relaxed<br>Agreeable<br>Cautious<br>Accommodating<br>Reasonable<br>Follows<br>Easy Going | Energy<br>Chatty<br>Emotional<br>Dynamic<br>Dramatic<br>Extrovert<br>Attention-Craving<br>Friendly<br>Carefree<br>Social<br>Casual<br>Feeling |
| Total      | 8   | 3   | 7   | 6   |
| Example 2: | Total for Column A  | Total for Column B  | Total for Column C  | Total for Column D  |



Example 3: Highest total between A & C is A (Very Forceful). 8

Highest total between B & D is D (Very Outgoing). 6

Circle highest total description below to transfer to Career Match Worksheet

A = Very Forceful C = Less Forceful

Circle highest total description below to transfer to Career Match Worksheet

B = Less Outgoing D = Very Outgoing

## Personality Worksheet

| (A) Very Forceful | (B) Less Outgoing | (C) Less Forceful | (D) Very Outgoing |
|-------------------|-------------------|-------------------|-------------------|
| Confrontational   | Quiet             | Reserved          | Energy            |
| Direct            | Unemotional       | Accepting         | Chatty            |
| Decisive          | Subdued           | Helpful           | Emotional         |
| Questioning       | Reserved          | Tactful           | Dynamic           |
| Outspoken         | Introvert         | Flexible          | Dramatic          |
| Controlling       | Modest            | Relaxed           | Extrovert         |
| Firm              | Business Like     | Agreeable         | Attention-Craving |
| Restless          | Concise           | Cautious          | Friendly          |
| Aggressive        | Serious           | Accommodating     | Carefree          |
| Impatient         | Shy               | Reasonable        | Social            |
| Take Charge       | Thinking          | Follows           | Casual            |
| Head Strong       | Factual           | Easy Going        | Feeling           |
|                   |                   |                   |                   |
| <b>Totals</b>     | <b>Totals</b>     | <b>Totals</b>     | <b>Totals</b>     |
|                   |                   |                   |                   |

Highest total between A & C is

**Circle highest total description below to transfer to Career Match Worksheet**

A = Very Forceful    C = Less Forceful

Highest total between B & D is

**Circle highest total description below to transfer to Career Match Worksheet**

B = Less Outgoing    D = Very Outgoing

## Career Match Worksheet

### Instructions:

Referring to your "Personality Worksheet", write down the top total descriptions in the spaces below. Take a look at the following careers under your chosen section, circle a career that is most interesting to you and explore jobs within that career area.

**Description between A & C:** \_\_\_\_\_

**Description between B & D:** \_\_\_\_\_

A – Very Forceful    C = Less Forceful

B = Less Outgoing    D – Very Outgoing

### **Very Forceful / Very Outgoing (A/D)**

Entertainment  
Politics  
Sports  
Sales

### **Less Forceful / Very Outgoing (C/D)**

Healthcare  
Teaching

Child Care  
Counseling

**Less Outgoing / Less Forceful (B/C)**

Research  
Engineering  
Computers  
Science  
Mechanical Trades

**Very Forceful / Less Outgoing (A/B)**

Executive  
Lawyer  
Stock Broker  
Military Officer  
Law Enforcement

(Adapted from: *Dude, Where's My Job?*, Teacher's Lesson Plan; TMW Media Group)

**Optional Classwork/Homework Assignment:**

1. Narrow down your chosen field to a specific job (Example, if you chose entertainment, you would narrow down the jobs to director, actor, writer, producer, etc.)
2. Determine salary of chosen career
3. Find out what education or training is needed
4. Key skills and personality traits
5. Give an example of where to find the chosen job

## Working Conditions & Tolerance

Now that you have identified your interests and gained insight into understanding your personality, let's consider the working conditions that you may want for a future job. Use the word bank below to help you decide which working conditions that you like.

**Working Conditions** – Circle all that you like

|               |                  |                |                |         |
|---------------|------------------|----------------|----------------|---------|
| 8 hours a day | 4 hours a day    | 10 hours a day | inside         | outside |
| Loud          | noisy            | bright         | dim lights     | windows |
| Uniform       | air conditioning | warm           | weekends       | crowded |
| alone         | sit              | stand          | same every day | clean   |
| Dirty         | sweaty           |                |                |         |

**Tolerances** – Circle all the things you **CAN NOT** “allow” on a job

|             |           |              |                    |               |       |
|-------------|-----------|--------------|--------------------|---------------|-------|
| Loud noises | lights    | crowded      | busy               | talking       | music |
| Bossy       | criticism | standing     | sitting            | alone         | sweat |
| teasing     | rejection | sarcasm      | meeting new people |               |       |
| Changes     | dirt      | small spaces | elevators          | bright colors |       |

The information that you have gained from these charts will help you to better choose a job that will fit your needs and desires. Check out [www.Do2Learn.com](http://www.Do2Learn.com) for more resources. Now, we will move on to searching for that job!

## Job Search Plan

“J.E.S.R.O.N. can help!”

Students can begin brainstorming their plan for getting the job of their dreams by completing each section below. This chart allows students to discuss and write down their ideas. We will go further in depth in later sections of this guide.

|  |   |
|--|---|
| <p><b>JOB</b> What do <u>you</u> want to do?</p> <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul> | <p><b>EMPLOYER</b> Where do <u>you</u> want to you work?</p> <ul style="list-style-type: none"> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> </ul> <p>Consider the working conditions 😊</p> |
| <p><b>SKILLS</b> Remember your skills 😊</p>  | <p><b>RESUME</b> Type it up 😊</p>   |
| <p><b>OPENINGS</b> Who is hiring?</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>            | <p><b>NETWORK</b> Think about people you already know who can help you...</p>   |
| <p>Talk to others, visit places, search the internet, read the local newspaper</p>   |   |

## NETWORKING

When most people think of looking for a job, they think of newspaper “want” ads. The truth is that many places do not advertise for openings. Employers are depending more on their employees and others they know to help fill open positions. This is called “Networking”. Networking means that you are making connections or contacts with people you know. Knowing the right people can help you get places that you might not reach otherwise.

**Step 1.** Build your network. Consider everyone you know, from family, friends and teachers that live in your area.

**Step 2.** Write down a list of people so that you have it for easy reference. Here are some ideas of people who could be in your network:

- |                          |                                |
|--------------------------|--------------------------------|
| ✓ Family members         | ✓ Teachers                     |
| ✓ Your friends           | ✓ Sports coaches               |
| ✓ Friends of your family | ✓ Counselors                   |
| ✓ Neighbors              | ✓ Church and community leaders |

**Step 3.** Once you have a list of people in your network, decide who you will contact first and the method of contact: Email, telephone, or face-to-face. When contacting someone by e-mail, your message should be friendly but still professional.

**Step 4.** If you choose to call someone in your network, be sure to practice what you will say. You want to sound prepared and professional so that people will think you will be a good employee.

The following pages provide examples of what to say when you contact someone in email or by phone. Make sure to write down any information they may have for you. Offer to get a copy of your resume to them, sound professional and stay on topic. Please be sure to thank them for helping you.

Here is an example of what to write in an **email**.

Hello \_\_\_\_\_,

I am currently looking for employment. I am interested in

\_\_\_\_\_ and I was  
wondering if you would be able to help. I have experience in

\_\_\_\_\_.  
If you know anyone in this area that may be hiring, I would appreciate connecting with them. I am attaching my resume to give you an idea of my qualifications. Feel free to forward it to anyone who may be interested. I can be reached at:

[Imajobseeker@email.com](mailto:Imajobseeker@email.com) or (555) 555-5555.

Thank You

Here is an example of what to say in a **phone call**.

"Hello \_\_\_\_\_. This is \_\_\_\_\_. I am calling to see if you would be able to help me in my job search. I am looking for a job in \_\_\_\_\_ and I was wondering if you are aware of any opportunities in this area or may have some ideas on how to proceed with my search?"



You have begun building a fantastic plan for finding a job. You know your interests, strengths and weaknesses. You built a job plan and have begun networking. Through networking, you are interacting with people and making contacts. It is exchanging conversation about where you would like to work and sharing your job plan. It may include introducing yourself to people you do not know and making friends. This is the next big step in finding the job of your dreams and working towards your dream job. While you are learning about yourself and putting together all of the materials to build a successful work portfolio, you can use the **Networking Tree** and the **Networking Agenda** to assist you as your network.

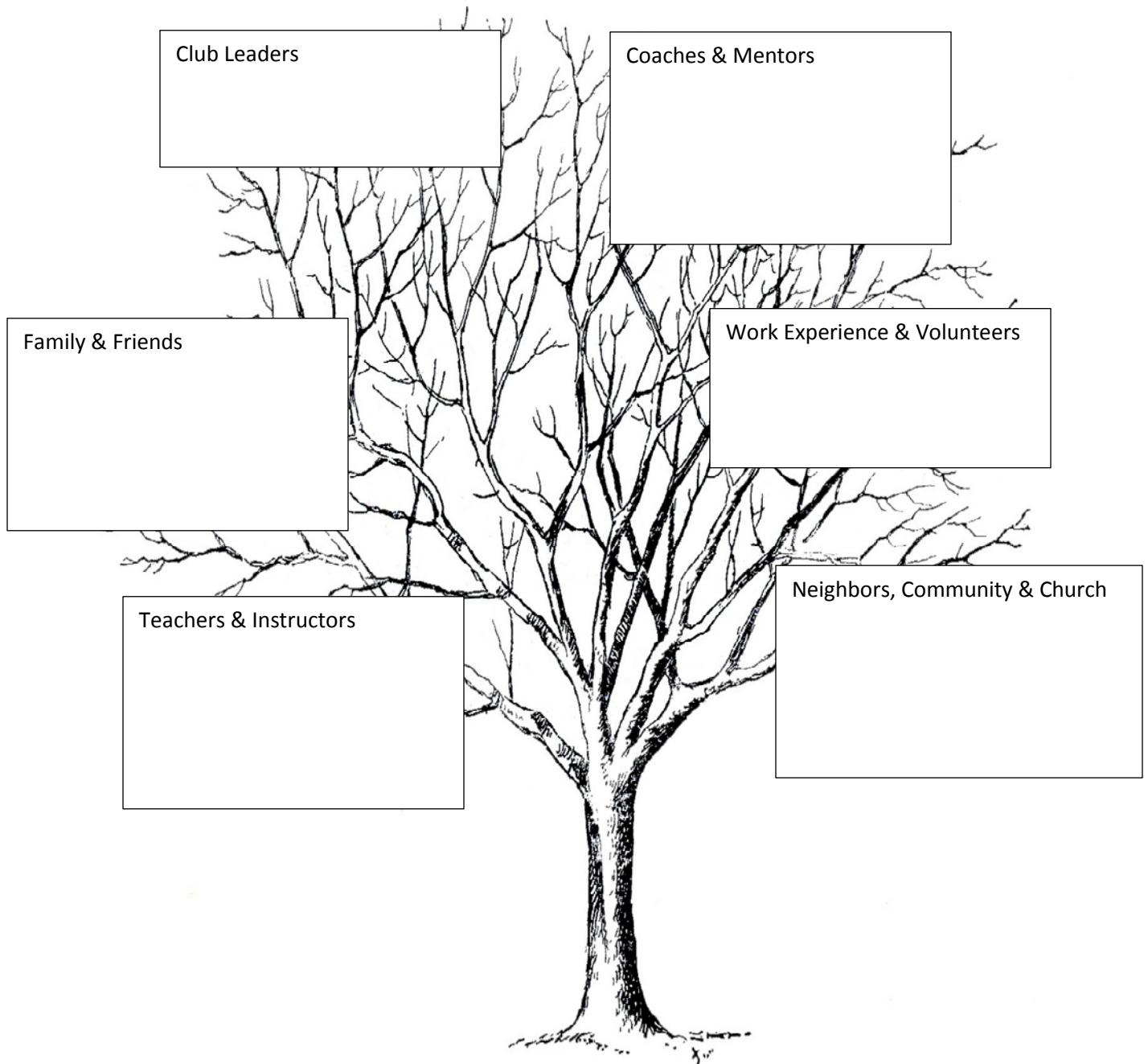
As you plan your week, think of what you will do and who can help you. Things you can do to help, include talking to friends and family, searching newspaper ads and the internet. If you are going for a visit, dress appropriately and remember your manners. Go network!

The **Networking Tree** will help you think about all the people you already know who can help you get a job.

The **Networking Agenda** will record the progress you are making towards getting a great job.

## Networking Tree

Think about the people who can help you in your job search. Complete the Networking Tree below and you will be amazed at all the people you know.



**My Networks**

## Networking Agenda

Make your plan for the week and update it as the day goes by. Begin by putting the date in each box under "Date". It is ok if you do not begin on a Monday. Keep your record for 5 days and watch your progress😊.

| Date               |  | Contact Information              | Comments  |
|--------------------|--|----------------------------------|---|
|                    | Talk to:<br>Visit:<br>Search internet for:                             |                                  |   |
| Example:<br>1/8/12 | Talk to:<br>Visit: <b>SALLY from the Pet store</b><br>Search internet: | 239-555-1697<br>123 Sunny Street | She said to come back when Mike is there. He is the manager. Can call Thursday. |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |
|                    | Talk to:<br><br>Visit:<br><br>Search internet for:                     |                                  |   |

## Ways to Look for a Job

The job market looks very different today than it did a few years ago. In the early 2000's jobs were more plentiful, and if you didn't get one job, chances are there would be another one just like it. Yet nowadays, the odds are not in the job seekers favor. The process for finding a job has also changed. Passive job searching is no longer an option. Gone are the days of searching the local ads in the newspaper and using the internet to look for job postings. The internet can be a great resource to learn about a company or specific jobs/career fields. But landing an interview from a website is slim to none. There is a lot of competition and job seekers need to be pro-active in their search. There is a direct relation on how successful you are and how much effort you put in to your job search. In an article written by Richard Bolles, author of "*What Color is Your Parachute? A Practical Manual for Job-Hunters and Career Changers*", he lists the top 14 ways to get a job and rates the effectiveness of each approach. The 3 most effective strategies as stated in his article are as follows:

### **Using The Creative Approach to Job Hunting** (86% effective)

This approach involves doing homework on yourself to figure out what your favorite and best skills are; then doing face-to-face interviewing for **information only**, at organizations in your field; followed up by using your personal contacts to get in to see the person who actually has the power to hire you.

### **Use the Yellow Pages** (69-84% effective)

Use the Yellow Pages to identify fields of interest and then call employers to see if they are hiring for the kind of work you do.

### **Personally Visiting Businesses** (47% effective)

Knocking on the door of any employer, factory, or office that interests you whether they are known to have a vacancy or not.

### **Other possible methods of looking for employment are:**

1. Asking family members, friends or professionals you know for job leads. (33%)
2. Going to the State and Federal employment service office. (14%)
3. Asking former teachers for job leads. (12%)
4. Taking a civil service exam. (12%)
5. Going to places where employers pick out workers, such as a union hiring hall. (8%)
6. Going to private employment agencies (5-24%)
7. Answering local newspaper ads. (5-24%)
8. Answering ads in a professional trade journal (7%)
9. Mailing out resumes at random. (7%)
10. Using the internet to look for job postings or to post one's own resume. (1%)

## **Informational Interviews**

In Richard Bolles article "*Using the Creative Approach to Job Hunting*", he recommends something called a face-to-face interview or an informational interview. This can help expand possibilities for employment by helping you gain knowledge about companies in your area and how you might fit in. Planning ahead will be the key to a successful interview.

Planning ahead would include:

1. Decide who you would like to interview.
2. Phone or e-mail to explain your request and obtain an appointment.
3. Introduce yourself and explain you are gathering information about their field of work. Indicate that you are not applying for a job, only gathering information to help you make better decisions.
4. Try to schedule a 20-30 minute appointment.
5. Dress as if it were an actual interview.
6. Time is limited, so be professional and focused.

### **Questions to consider**

1. Can you tell me a little about your company?
2. How many employees do you have?
3. Do employees work full-time/part-time?
4. How many shifts do you have?
5. What are the hours?
6. What products or services do you provide?
7. What are typical entry-level job titles and functions?
8. What are the skills that are most important for a position in this field?
9. What type of education is required?
10. Can you suggest some ways to gain experience?
11. What do you look for in a good employee?
12. When you are hiring how do you typically find good employees?
13. What is your turnover rate?
14. Do you have plans for expansion?
15. How is the economy affecting this industry?
16. Based on our conversation today, is there anyone else you could recommend that I talk to? May I have permission to use your name when I contact them?

### **Follow up**

Treat an informational interview the same as you would a regular interview. Make sure to thank the interviewer for taking the time to meet with you. Follow-up with a thank-you note expressing your appreciation to the employer.

## **Developing a Resume**

### **What is a resume?**

1. A resume is a summary of your education, experiences, skills and accomplishments relevant to the field of work you are entering.
2. A resume highlights your accomplishments to show a potential employer that you are qualified for the position you are seeking. It is not a biography of everything have done.
3. The purpose of a resume is to get your “foot in the door” to help you get an interview.
4. A resume is usually the first contact that an employer has with a job seeker. The average time spent reviewing a resume is 12-15 seconds. It is important to make a great first impression.
5. To prepare a successful resume you will need to present your experiences and achievements on one page. It is important to be brief and concise.

### **Resume formats**

There are two types of formats for creating a resume.

- Reverse chronological resume: this format lists the jobs you've had by dates of employment. Starting with your most recent job. This is the preferred method if you have had a stable and continuous work history.
- Functional resume: this format emphasizes your skills and accomplishments as they relate to the job for which you are applying. This method may be used if you have little to no work history. Be sure to identify your talents and accomplishments that demonstrate your ability to perform the job skills.

### **Tips for writing a resume**

- Use a professional looking font such as Times New Roman. Recommended font size is 10-12. Size 14 for your name.
- Resume should be printed on white paper with black ink.
- Keep your resume to 1 page.
- Do not use person first language such as (“I,” “me,” “we,” “us”).
- Information on your resume should be current and accurate
- Do not fold your resume. It should be mailed in a 9 x 12 envelope or inserted into a clear report cover.

## What is a Cover Letter?

A cover letter is a very important part of your initial communication with an employer. It is written to help personalize the application process. The purpose of your cover letter is to state specific skills you have that are required for the position you are seeking. This spotlights your unique qualifications for a particular job. Because it *covers* and is placed on top of the resume, it is called a cover letter. It will often be the first part of your presentation to be seen by a prospective employer. A well-written cover letter can help make a great first impression and help you stand out from the rest of the applicants.

- The cover letter should be addressed to a specific person.
- The cover letter should briefly explain why you are interested in the company and what skills you can contribute to the team.
- A cover letter should not merely repeat the contents of your resume.
- It should be brief and to the point. (no more than 1 page).
- A cover letter has 3 sections
  - Introduction (first paragraph)  
The most important point to get across in the introduction is your reason for writing
  - Middle (second paragraph)  
Covers your main qualifications and accomplishments and the reasons you are interested in the job.
  - End (last paragraph)  
To request an interview, restate your interest in the job or that you will call next week to see about setting up a time for an interview.

Cover letters should be written in a positive tone and should indicate the qualifications that will be of value to the company where you are seeking employment. A sample cover letter is provided on the following page.

Your Name  
Address  
City, State, Zip

Phone: 555-555-5555

E-mail: [mail@email.com](mailto:mail@email.com)

---

Date

Specific Person  
Company  
Address  
City, State, Zip

Dear \_\_\_\_\_

I am writing in response to the customer service opening at USA FOODS. I am interested in becoming a team member with the opportunity for advancement in the future.

I have excellent people skills and am eager to put my enthusiastic and caring personality to work in a company that thrives on providing extreme customer service. I am very reliable and would be a conscientious team member.

Please find my enclosed resume and reference list. Feel free to call 555.555.5555 to arrange a time to discuss how I can be an asset to your company. Thank you for your time and consideration.

Sincerely,

Your Name

Enclosures



## Choosing your References

Employers often request a list of references to gain information regarding your character and work ethic. References can be anyone who will say positive things about you. It is recommended you have 2-4 references that the employer may contact on your behalf. If you have a limited work history, your references can be coaches, teachers or neighbors and anyone you have done work for in the past, including lawn mowing and babysitting. Your networking tree would be a great starting point.

Always contact potential references ahead of time and ask permission to give their names and phone numbers as a reference. Make sure you have the correct information.

### Your Name

Your address  
City, State Zip

Phone: 555-555-5555

E-mail: [email@email.com](mailto:email@email.com)

---

### References

Ms. Teechur  
222 Learning Lane  
My City, FL 33991  
559-430-4677

Mr. Jon Smith  
2020 Palm Ave  
My City, FL 33994  
559-875-8023

Mrs. Ann Applebee  
7266 Ocean Blvd.  
My City, FL 33914  
559-224-1700

Mr. Adam Cook  
316 Tarpon Ct.  
My City, FL 33993  
559-713-6261

## Worksheet for Preparing a Resume and Filling out a Job Application

A job application represents you to an employer. Most employers believe the way an application is completed tells a lot about the person who filled it out. If filled out incorrectly, or if it is messy, it creates the impression the applicant is likely to be careless and a poor worker. Many employers will not even bother to interview anyone whose application is not filled out completely, correctly and neatly.

Information listed is what is most often asked on job applications. And can also be used to prepare your resume. By completing this form ahead of time and taking it with you on your job search, you will be better prepared for completing your application.

### General Information

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Birth Date \_\_\_\_\_

### Phone

Home \_\_\_\_\_ Cell: \_\_\_\_\_  
E-mail \_\_\_\_\_

### Identification

Social Security Number \_\_\_\_\_  
Driver's License \_\_\_\_\_  
State ID Number \_\_\_\_\_

### Education

High School \_\_\_\_\_  
Address \_\_\_\_\_  
Dates: From \_\_\_\_\_ to \_\_\_\_\_  
Highest grade completed \_\_\_\_\_

### Honors and Awards

\_\_\_\_\_  
\_\_\_\_\_

### Clubs

\_\_\_\_\_  
\_\_\_\_\_

## Work Experience, Volunteer and Employment History

Starting with your most recent job and working backwards, provide the requested information about all previous jobs. Be sure to describe in detail, skills needed to do those jobs. If additional space is needed, record and attach this information on separate sheets of paper.

**#1 - Most recent Location:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Job Title: \_\_\_\_\_

Job Duties: \_\_\_\_\_

Dates: From \_\_\_\_\_ to \_\_\_\_\_

Reason for Leaving \_\_\_\_\_

Supervisor: \_\_\_\_\_

**#2 - Location:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Job Title: \_\_\_\_\_

Job Duties: \_\_\_\_\_

Dates: From \_\_\_\_\_ to \_\_\_\_\_

Reason for Leaving \_\_\_\_\_

Supervisor: \_\_\_\_\_

**#3 - Location:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Job Title: \_\_\_\_\_

Job Duties: \_\_\_\_\_

Dates: From \_\_\_\_\_ to \_\_\_\_\_

Reason for Leaving \_\_\_\_\_

Supervisor: \_\_\_\_\_

### References

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_


Telephone: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

**Personal  
Information**

 ☒

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



SS# \_\_\_\_\_

License# \_\_\_\_\_

Birth Date \_\_\_\_\_

Birth Place \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

 **Education** 

School: \_\_\_\_\_

Academic Clubs: \_\_\_\_\_

Sports and Hobbies: \_\_\_\_\_






Dates Attended \_\_\_\_\_ to \_\_\_\_\_

Nearest Relative: \_\_\_\_\_

Phone # \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Phone # \_\_\_\_\_

**Work Experience**

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Employer \_\_\_\_\_


Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_

**Personal  
Information**

 ☒

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



SS# \_\_\_\_\_

License# \_\_\_\_\_

Birth Date \_\_\_\_\_

Birth Place \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

 **Education** 

School: \_\_\_\_\_

Academic Clubs: \_\_\_\_\_

Sports and Hobbies: \_\_\_\_\_






Dates Attended \_\_\_\_\_ to \_\_\_\_\_

Nearest Relative: \_\_\_\_\_

Phone # \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Phone # \_\_\_\_\_

**Work Experience**

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Employer \_\_\_\_\_


Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_

**Personal  
Information**

 ☒

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



SS# \_\_\_\_\_

License# \_\_\_\_\_

Birth Date \_\_\_\_\_

Birth Place \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

 **Education** 

School: \_\_\_\_\_

Academic Clubs: \_\_\_\_\_

Sports and Hobbies: \_\_\_\_\_






Dates Attended \_\_\_\_\_ to \_\_\_\_\_

Nearest Relative: \_\_\_\_\_

Phone # \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Phone # \_\_\_\_\_

**Work Experience**

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone# \_\_\_\_\_

Position \_\_\_\_\_

Dates Employed \_\_\_\_\_ to \_\_\_\_\_



## References

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_

Keep this handy "Pocket Resume" in your wallet or purse.

Use it to fill out job applications wherever you

- Don't Forget...
1. Driver's License
  2. School ID Card
  3. Dress Nicely
  4. Good Posture
  5. Be Polite
  6. Be Positive
  7. SMILE!

## POCKET RESUME



## References

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_

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  6. Be Positive
  7. SMILE!

## POCKET RESUME



## References

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Years Known \_\_\_\_\_  
 Occupation \_\_\_\_\_

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  2. School ID Card
  3. Dress Nicely
  4. Good Posture
  5. Be Polite
  6. Be Positive
  7. SMILE!

## POCKET RESUME



## **Application Tips**

- Have your information for filling out an application form with you for reference
- When going out to complete applications make sure are dressed appropriately
- Make a copy of the original application for practice
- Find a quiet place to work
- Give yourself plenty of time
- Complete a practice copy first
- Complete it in black ink only
- Read all questions carefully before answering
- Write as neatly as you can
- Answer all questions truthfully
- Make sure it is complete and accurate
- Have someone proof read it before taking it to the place of business
- When returning an application make sure to give it to a manager

## **Tips for Completing On-Line Applications**

- On-line applications usually require an e-mail address so you will need to create an e-mail account if you don't have one. Free e-mail accounts can be set up through Yahoo.com, Hotmail.com. or Gmail.com.
- Give yourself plenty of time to fill it out, an application may take up to 1 hour to complete. Pre-employment screenings may be a part of the application process.
- On-line applications usually require you to create a user name and a password. This is so you can have access to the application in case you need to update your information. User names and passwords are usually made of 7-10 characters with a combination of letters and numbers. Planning ahead and deciding on a user name and password will make the application process a little easier.
- Make sure to write down your USER NAME and your PASSWORD for future reference.
- Read carefully and follow *all* of the on screen prompts.
- Once you have submitted your application it is recommended that you speak to someone at the front desk. Let them know you have filled out an application at the Kiosk and would like to follow up. Ask if you could have the name of the appropriate person to contact.
- Follow up with the company within 5-7 days.

## Cue Cards for On-line Applications

|  |  |
|--|--|
| <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> | <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> |
|--|--|

|  |  |
|--|--|
| <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> | <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> |
|--|--|

|  |  |
|--|--|
| <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> | <p>Keep This in a safe place!</p> <p>Company Name_____</p> <p>Username _____</p> <p>Password _____</p> <p>Date Completed _____</p> |
|--|--|



## **Pre-Employment Screenings**

In recent years the effects of the economy have made finding employment a more complicated process. Employers receive hundreds of applications for each opening they have within their company. Pre-employment screenings are a helpful and efficient way for companies to help screen applicants. Research shows that screenings help companies save time and money and are fairly accurate in predicting performance. Some of the information employers will be looking for are:

- General ability
- Personality type
- Work habits
- Honesty
- Understanding of right and wrong
- How well you work with others.
- How thorough are you.
- How do you handle conflict
- Are you the type of employee who arrives to work on time?
- Do you complete assignments?
- Are you persistent or do you give up easily.

Pre-employment screenings may take anywhere from 20-75 minutes. Please allow yourself plenty of time. Do not rush. While there is no right or wrong answer, some answers are preferred over others. The key is to understand what the employer is asking and to answer the questions honestly.

## Securing the Interview

So you have filled out an application or submitted your resume. What happens next? Now is the time to put your patience to work. Employers receive hundreds of applications for each open position. It takes time for them to sort through the information and to decide who the best candidate for the job is. After a short period of time it would be a good idea for you to follow up with the employer. The rule of thumb is to wait 10 days to 2 weeks before making contact. Following up with an employer is something that most applicants do not do. When you do you indicate to the employer you are truly interested in working for their company. When following up you have several options. If the job posting says not to contact them- then don't. It may be tempting but it will only tell them that

- A. You don't follow directions, or
- B. you didn't read the job post.

### Follow up Options:

**E-mail-** Send an e-mail to the hiring manager stating your interest in the position and reason you would be a good candidate for the job. State your interest in speaking with them in the future concerning the open position. A word of caution, take a look at your email address. Does it look professional?

Example: [moneydawg@email.com](mailto:moneydawg@email.com) or [JDSmith@email.com](mailto:JDSmith@email.com) If it isn't professional, consider setting up a new account for employment purposes with hotmail.com or Gmail.com. Your email address is a reflection of who you are.

**Telephone Call-** Call the hiring manager and express your enthusiasm for the job and your interest in an interview.

**Personal Visit-** Go in and personally meet with the hiring manager. If this is the method you choose be sure to come in dressed like it is interview day and equipped with your cover letter, resume, reference letter and references.

Following up with the employer shows **motivation and enthusiasm**-two key characteristics every employer is looking for in their next employee.

### Key Points

- ✓ Wait 10 days-2 weeks after filling out an application or submitting a resume before following up with the employer.
- ✓ Following up indicates you are truly interested in the position.
- ✓ If a job posting states: do not contact-respect that and don't.
- ✓ Follow up with: email-make sure your email address is appropriate; phone call-be enthusiastic and polite; in person-come prepared and dress for an interview

## **Researching the Company....Why it's Important**

Have you ever gone to meet a new person and are so uncomfortable you don't know how to act or what to say? If you know something about the person ahead of time, it gives you a starting point to strike up a conversation. Going into an interview unprepared can be very similar. Before attending an interview, research the company as thoroughly as possible. This will allow you to answer any questions in a comfortable manner. As you research, keep this in mind "What are the skills and personality characteristics this job demands? This information will help you to be able to show how your skills match the organization. You want to be able to set yourself apart from the other applicants. At some point interviewers typically ask the question "Why would you like to work for our company?" Interviewers want to know specifics not just that you feel it is a great place. Here's where conducting company research before your interview pays off. At a minimum know what a company's products and services are.

### **Suggestions for research:**

History of the company

Company mission

Key employees

Benefits

Products and services

Company culture

The Company Website is an excellent place to conduct research. Employers know that candidates visit their websites for exactly that reason. Even if companies don't post information specifically for job seekers, most provide information for their customer that is also useful in job interviews. Search engines such as "Google" and "Yahoo" all prove valuable when researching companies on line.

### **Research Tips**

- Conduct research on the internet or visit the company.
- Know what skills and personality traits the company is looking for so you can highlight them in the interview.
- Look for a specific reason you would like to work there.
- At a minimum know what the company's products and services are
- Learn as much as you can about the company so you will be able to answer questions by the interviewer comfortably.
- Review your notes before the interview

## Typical Interview Questions

An interview can be very stressful. Preparing ahead of time can help you feel more comfortable and relaxed. It may be helpful to read over some common interview questions and rehearse how you might answer them. Be honest and present yourself in a positive manner. Try to show them why you would make a good employee.

1. Tell me about yourself?
2. Why do you want to work for us?
3. Tell me about your previous work experience.
4. What is your greatest strength?
5. What is your biggest weakness?
6. Why did you leave your previous job?
7. Tell me about a time when you had to deal with a difficult person and how you handled it..
8. What do you know about our company?
9. Are you good at working in a team?
10. What motivates you?
11. What would your previous co-workers or friends say about you?
12. Tell me why I should hire you.

## **Disability Disclosure in the Workplace**

In the January webinar "Disability Disclosure in the Workplace: What Employers Should Know", Sarah von Schrader, Ph.D., assistant director of research for the Employment and Disability Institute of Cornell University, described findings from the research report, *Emerging Employment Issues for People with Disabilities*, released Dec. 7, 2011, by Cornell's Employment and Disability Institute and the American Association of People with Disabilities (AAPD). Findings discussed during the webinar include:

- People are most likely to disclose their disability when they need an accommodation or have a supportive supervisor.
- They are least likely to do so if they fear they will lose a job or fail to gain one by doing so.
- Employers are unable to provide accommodations that might improve employee productivity when they are unaware an employee has a disability.
- Some individuals "have learned the hard way to be cautious" about what they reveal to co-workers and supervisors. "There is a common and not unfounded fear that disclosing a disability may lead to not being selected for a position or result in differential treatment in the workplace."
- Employees with disabilities are concerned the employer might focus more on disability than on their abilities.
- They fear losing health care, limiting their opportunities for promotion, encountering an unsupportive supervisor, and being treated differently by supervisors or co-workers. Harassment and bullying are also concerns.
- Timing of disclosure is considered important. Many respondents said they preferred to wait until they had been hired to disclose their disability.

According to von Schrader, the concerns cited are for the most part unrealized. "Most people have neutral or positive consequences from disclosure," she said during the webinar. Less than 27 percent said they had experienced negative consequences.

## **The Interview...Appearance, Looks and Clothing**

You have created a resume, networked with family and friends and completed several applications. You have just received a phone call for an interview. Congratulations! Your hard work is really paying off. The interview is one of the most important steps of the job search process. You will want to make the best impression possible on the interviewer, by appearing well groomed, and professional. Hopefully you have already researched the dress code for the company, but if not do so right away. Some suggestions would include, visit the company or call and ask the receptionist. Either way you will want to look your very best. Different job types demand different interview clothes. Once you have determined which type of job you will be interviewing for, you may begin to select your clothing carefully.

### **Basic Guidelines for any job**

- All clothing should be clean, and pressed. Check for dangling threads, hems starting to fall out, stains etc.
- Get a haircut if needed with a conservative style
- Hair should be clean with natural color
- Shave: trim mustaches, beard
- Clean nails
- Brush your teeth and use mouthwash
- Wear deodorant
- Little or no cologne or perfume
- Wear minimal jewelry and accessories
- Remove jewelry from body piercings, such as eyebrows, nose etc.
- Women should avoid extremes in nail color and length
- Keep tattoos covered
- Make-up should be conservative
- Avoid extremes in style and color
- Shoes should be clean and polished. No sandals or flip flops

### **Interviewing with a company that has a casual dress code**

Business casual is crisp and neat so avoid tight or baggy clothing. Business casual is classic rather than trendy.

### **Basics**

Khaki or dark pants, neatly pressed with a long sleeved, buttoned solid shirt are safe for both men and women. Women can wear sweaters; Polo shirts tucked in are appropriate. Be sure to wear a belt and leather shoes. Athletic shoes are not appropriate. Everything should be clean, well pressed and not show the wear. Even the nicest khakis after 100 washings may not be your best choice.

**Specifics for men business casual:**

Ties are generally not necessary for business casual, but if you're in doubt, wear a tie.

**Specifics for women business casual:**

Women can wear casual pants or skirts. Neither should be tight. Fabric should be crisp; colors should be neutral. Your skirt should at least come to your knees while you are standing and your thighs should be covered when seated. Tailored shirts or blouses and sweater sets are appropriate choices for women. Velvet and shimmery fabrics suitable for parties are not appropriate. Fit should not be tight and showing cleavage is not acceptable. High stiletto heels and big chunky shoes are also inappropriate.

The majority of job interviews will require business casual attire. If you are lucky enough to interview with a company that requires formal business attire then you will want to consider the following guidelines:

**Formal Business Attire**

A well-dressed candidate is not the only thing the interviewer will be looking for. Remember to enter the room professionally and with confidence. A well prepared candidate is sure to make a great impression.

**Specifics for Women:**

- Solid color conservative suit, with a coordinated blouse, moderate shoes, natural color panty hose, and limited jewelry
- Neat professional hairstyle, manicured nails, light make-up and little to no perfume
- Portfolio or Briefcase

**Specifics for Men:**

- Solid color conservative suit, long sleeve shirt, conservative tie, dark socks and professional shoes
- Neat hairstyle, trimmed nails little or no aftershave or cologne
- Portfolio or Briefcase

## HYGIENE IMPORTANCE

**Before going into any work setting you should:**

### **Make sure you have showered within the last 12 hours**

- ✓ Shower either the night before or in the morning, before going to work

### **Wear Deodorant**

- ✓ Bacteria that produce odor can grow only if they have moisture; try an antiperspirant rather than a deodorant. You may also apply Talcum powder to your skin.

### **Brush your teeth**

- ✓ Always brush your teeth right before leaving for work

### **Brush/comb your hair**

- ✓ Hair should be clean and neat before leaving for work

### **Trim and clean your fingernails**

- ✓ Make sure your fingernails are neatly trimmed and clean
- ✓ Make sure your hands are clean; wash them often throughout the day.

### **Wear clean clothes**

- ✓ Change your clothes, including undergarments and socks daily.
- ✓ Store your clothing in a place where air can get to them.
- ✓ Change your sheets frequently; use white sheets so they can be bleached. After all you spend eight hours every day in your bed on your sheets.
- ✓ You may also apply talcum powder to the armpits of your clothes and rub it in. (Remove the evidence on dark clothing by rubbing it off from the outside)



## What Your Body Language is Saying About You

How we hold our body when we are standing or sitting can tell other people about how we feel. This is called Body Language. Body Language is a non-verbal form of communication. Non-verbal communication accounts for over 90% of the message you are sending in your job interview. Your verbal content only provides 7% of the message the interviewer is receiving from you. What you say and do at the beginning of the interview is so important! You will make an impression in the first 30 seconds of the interview.

Some examples of body language that are important for you to focus on during an interview:

- ✓ **Smile** when you greet the interviewer
- ✓ Initiate **shaking hands**, this shows you are confident and friendly. A handshake should be firm-not too hard, but not limp
- ✓ **Sit upright** but not stiff in your chair. A sloppy posture indicates a careless attitude
- ✓ **Relax and lean slightly forward** towards the interviewer. This gives the message that you are both interested and involved
- ✓ **Keep your hands away from your face**; experts say that touching your nose or lips could indicate you are not being truthful
- ✓ Practice a comfortable way to **loosely place your arms and hands** while you are sitting. This shows you are confident and comfortable
- ✓ **Crossing your legs at the ankles or placing both feet flat on the floor** conveys a confident and professional look during a job interview
- ✓ Make **eye contact and smile** occasionally, this shows that you are actively listening
- ✓ When speaking during your interview try to **sound enthusiastic and happy**
- ✓ Do your best to **sit still**; squirming in your seat will indicate impatience and lack of interest

## Examples of Body Language to Avoid

- **Folding your arms** across your chest suggests a closed and defensive attitude
- **Hunching down in your chair** gives the impression of nervousness and low self-esteem
- **Sitting on the edge of your chair** can come across as being nervous and tense
- **Playing with your face or hair** conveys nervousness and insecurity
- **Do not stare at the interviewer** when you are speaking as this can come across as rude or evasive
- **Constantly looking down** makes you appear insecure or submissive
- **Yawning or watching the clock** makes you appear bored or disinterested
- **Chewing Gum** makes you appear unprofessional

## **Tips for a Successful Interview**

Walking into an interview can be a frightening experience. You can enter the room with confidence if you have taken the time to prepare. You will have approximately 30 seconds to make a great impression. Here are a few tips:

### **Opening the interview**

- Use the employer's name
- Introduce yourself
- Shake hands firmly
- Tell your purpose
- Wait for an invitation to be seated

### **During the interview**

- Present yourself positively
- Answer questions honestly
- Make occasional eye contact
- Smile
- Sit up straight
- Speak enthusiastically

### **Closing the interview**

- Shake hands
- Use the employers name
- Thank the employer

### **After the Interview**

- Within 24-48 hours you should send a thank-you note. Thank the employer for their time and consideration and state that you are looking forward to hearing from them
- Make sure the card is businesslike and professional (simple, no flowers or poems)
- If it is handwritten, make sure it is neat and legible
- Have someone review it before sending to make sure spelling and grammar are correct
- If you have not heard back from the employer by the designated time, consider a follow up call

## **Checklist for “The Interview”**

Before going to the interview, review the following checklist:

### **Day before the Interview**

- Know the location of the interview and how long it will take to get there
- Prepare clothing, it should be conservative, clean and pressed
- Put important documents in a folder to take with you, such as:
  - Driver’s license
  - Social Security card
  - 2 copies of your resume
  - References

### **Day of the Interview**

- Shower
- Brush teeth and use mouthwash
- Shave, trim mustache, beard
- Conservative make-up
- Minimal jewelry and accessories
- Little or no cologne
- Shoes should be clean and polished (no sandals or flip-flops)
- Take your important documents
- Arrive 10-15 minutes early
- Cell phone off
- No gum

## Dealing with Rejection

When faced with rejection remember everyone has had to deal with rejection at some time in his or her lives. Rejection is only a feeling, it might be painful but it won't last. There are some positive steps you can take to help you overcome the negative feelings. Rejection can shake your self-confidence and lower your self-esteem. That is why it makes sense to deal with it by doing things that will give your self-confidence a boost. One way to accomplish that is by helping others. Helping others will make you feel better about yourself, which is what raising your self-esteem is about. Another way to boost your ego is to do something you know you do well and do it often. Staying busy with other activities can help you feel less lonely. Here are some ideas for helping you deal with rejection:

- ✓ Acknowledge what happened
- ✓ Agree to learn from your experience
- ✓ Continue your job search
- ✓ Focus on your strengths; make a list of at least 10 things that you do well
- ✓ Stay busy; take a class or get involved in something you really like
- ✓ Go to the gym or exercise
- ✓ Go to a movie
- ✓ Think of other places to meet new people
- ✓ Do something nice for someone else
- ✓ Find a new hobby

Dealing with rejection can be very painful at times. Knowing that feeling sad is a normal reaction and that everyone has had to deal with it at one time or another. Understanding what is happening is one of the first steps in overcoming those uncomfortable feelings.

## **AVOIDING HARASSMENT**

### **Social Guidelines for the workplace**

#### **Understanding friendships:**

A friend is someone you like and shows you they like you as well.

#### **Signs that someone might NOT want to be friends:**

- They make annoyed or disgusting facial expressions at you
- They avoid you (don't speak or walk away from you.)
- They ask you to leave them alone
- They tell you that they are not interested
- Your supervisor or someone else tells you that you are behaving inappropriately

It is **VERY** important for you to know the “**guidelines for appropriate work behavior**”. Whether you mean to or not, you may be offending someone if you are displaying some of the above behaviors towards others. This could be considered **bullying** or **harassment**. **HARASSMENT IS AGAINST THE LAW!**

#### **HARASSMENT...What is it?**

Harassment is an **offensive and unwanted** action that is directed towards someone because of his/her disability, race, religion, nationality, gender, age or sexual orientation. Sexual harassment is defined as any behavior that is sexual in nature. Some inappropriate behaviors would include using bad language, making comments about person's private parts, telling dirty jokes, hugging, kissing or touching (directed towards a co-worker).

#### **Behaviors that could be considered HARASSMENT**

- Repeatedly calling or texting someone who does not want to talk to you
- Repeatedly staring at someone
- Touching someone in a way that makes him/her feel uncomfortable
- Insisting that someone sits with or talks to you
- Repeatedly standing too close to someone
- Repeatedly doing any behavior that bothers someone else and **you have been asked to stop!**

If someone is giving you a signal they are bothered by your behavior, “**STOP the behavior IMMEDIATELY**”. Employers are required to protect their employees from harassment. You could lose your job or furthermore be arrested for harassment. Even if done in a playful manner it still can be considered a form of harassment.

## **Behaviors That May Offend Your Co-Workers**

### **1. Calling or texting your co-workers during their shift concerning personal matters**

Do not call or text your co-workers during their shift. This includes managers and supervisors. An exception to this rule would be if you are unable to come to work or are going to be late. If you need to speak to your supervisor concerning a personal matter, set up a time to speak with them after their shift.

### **2. Calling or text before 9 am or after 9 pm.**

Always be courteous when calling or texting co-workers. Do not make phone calls or texts before 9am or after 9pm. It would be inappropriate to make contact during those hours except in the case of an extreme emergency such as a serious accident or illness.

### **3. Call or email the person more than twice**

If they do not respond, do not leave more than 2 messages on someone's voicemail or send them more than one email regarding the same subject.

### **4. Repeatedly calling, asking or texting.**

If you ask someone to get together with you and they say no to you twice, STOP asking. This probably means they are not interested.

### **5. Harassing**

If you are trying to communicate with someone of the opposite sex and they do not respond or make a disgusting face or walk away...STOP! They are politely trying to tell you they aren't interested. If you persist it could be considered harassment.

### **6. Getting "too" close/involving personal space**

Be careful to not stare, hug, or stand too close to others. This can make others feel uncomfortable and they may not want to be around you.

## **Work Ethics 101-Avoiding Offensive Behaviors on the Job**

In order to keep the job that you want, there are a number of rules that you will have to follow. These rules are called “Work Ethic” or manners for the workplace. These little rules help us all act with respect towards one another, create good working relationships and increase productivity which is essential in today’s work setting. All you need is to practice a little common sense and have consideration for others. Listed below are some of the most common rules that are broken in the workplace. **Avoid** these behaviors if you want to be accepted by your co-workers.

- 1. Cell Phones:** Cell phones should be set to silent mode and only be used for important calls. Let calls go to voice mail; you can return them on your break. Find a quiet place to make your calls so your conversation cannot be over heard. Avoid talking loudly so you do not disturb others.
- 2. Respect personal space and property of your co-workers:** steer clear of co-workers’ work area and supplies. Never borrow anything without asking.
- 3. Sneezing, Coughing, Yawning and Burping:** while these are all natural body functions, one should exercise care when feeling one coming on. Cover your mouth and make it as subtle and confined as possible.
- 4. Passing gas, scratching parts of your body, adjusting your undergarments, picking your nose:** please move to a private location.
- 5. Broadcasting your personal life:** sharing your personal business with co-workers or customers is never a good idea. It may make them feel uncomfortable and may create a negative image for you and your company.
- 6. Chewing gum loudly, slurping your drink:** the noise made by someone cracking their gum and slurping their drink can drive others crazy. Please be considerate of your co-workers and do these things quietly, if at all.
- 7. Poor Hygiene:** poor hygiene can be a real turn off for co-workers. No one wants to be near someone who smells bad. Be sure to shower daily, wear clean clothing and deodorant.
- 8. Ignoring your own bad breath:** this can also be a turn off to co-workers. Carry some mouthwash or breath mints to help keep your breath fresh.

## **Triggers & Strategies**

Every person has a personal routine behavior pattern; the way they react. The first step to knowing YOUR triggers is to understand your behavior pattern and how you will react on the job. The way that you will choose success is based on past positive and negative experiences in your community, school, or neighborhood and your perception of the conflict arising. Common triggers to behavior found within our pilot included:

- ✓ Having to adjust to substitutes
- ✓ Nervousness
- ✓ Mood swings
- ✓ Being yelled at
- ✓ Reprimanded when trying your best
- ✓ People talking negative about you
- ✓ Having to repeat yourself
- ✓ Bullying
- ✓ People getting in your personal space
- ✓ Making mistakes
- ✓ Bad attitude
- ✓ Being disrespected
- ✓ Mumbling under your breath

Triggers to behavior in the workplace can all be related to personal interactions, disagreements with workplace policies, abusive relationships outside of work, and changes in medication. We can all relate to these triggers, but knowing what to do when these feelings arise and being aware of the increased conflict is 90% of the solution. You are NOT powerless. Your behavior can cause physical or emotional harm to a customer, coworker, or manager.

### **Some strategies to remember**

- Relax, practice breathing exercises
- Practice self-reflection
- Respond with humor when you can
- Maintain your confidence
- Realize your perception of the arising conflict is based on emotions (i.e., your “feelings”)
- Guard your feelings and react on factual information
- If you are upset, ask to take a break
- Go to an area where you can be alone until you are calm (i.e., restroom, storage room, empty office, car). If you cannot be alone, stay at your desk or work station



- Engage in YOUR coping plan and return to work. You cannot be gone for more than 10 to 15 minutes

Keep your desired result in the front of your mind. You don't want your triggers to cost you your job!

## **What Makes Employers Happy?**

Employers are responsible for making sure that every detail within their company is in place so the company can run smooth and be productive. They are looking for the best possible employees to help them. Listed below are some of the characteristics they look for in their potential employees. Take a look and see which characteristics you may have and which ones you may need to work on.

### **Employers Love People who are:**

#### Dependable

- Arrives to work on time
- Comes to work when scheduled
- Always calls supervisor if going to be late
- Always calls supervisor if sick
- Follows company rules

#### Team Players

- Willing to help
- Gets along well with others
- Shares responsibilities

#### Thorough

- Is self-motivated
- Follows directions
- Pays attention to detail
- Stays focused
- Finishes tasks or projects
- Uses good judgment

#### Have a Good Attitude

- Is pleasant and helpful
- Considerate
- Remains positive
- Accepts criticism

#### Represents the Company Well

- Dresses appropriately
- Maintains good hygiene
- Uses proper grammar
- Maintains proper behavior

## Making Good Choices Worksheet

Before you take the day off from work, evaluate your reason for doing so. Is it a good reason or a bad reason? Below is a chart to help you evaluate yourself.

| Excuse                         | Good Choice | Poor Choice |
|--------------------------------|-------------|-------------|
| I have a headache              |             |             |
| No transportation              |             |             |
| I have the flu                 |             |             |
| Nothing to wear                |             |             |
| Death in the family            |             |             |
| Fight with my boy/girlfriend   |             |             |
| I am tired                     |             |             |
| I have a fever                 |             |             |
| Don't want to work the Holiday |             |             |
|                                |             |             |

|                                |  |  |
|--------------------------------|--|--|
| I stayed out too late          |  |  |
| I lost my cell phone           |  |  |
| Family member is seriously ill |  |  |
| Alarm didn't go off            |  |  |
| Family problems                |  |  |
| I have a broken leg            |  |  |
| I was in a car accident        |  |  |
| Dr. Appointment                |  |  |

### Excuses – The Choice is Yours!

| Excuse                         | Good Choice                                 | Poor Choice                                   |
|--------------------------------|---|---|
| I have a headache              |   | Unless accompanied with other symptoms        |
| No transportation              |   | Plan ahead                                    |
| I have the flu                 | Please stay home as not infect others       |   |
| Nothing to wear                |   | Have everything ready the night before        |
| Death in the family            | You may need to miss work                   |   |
| Fight with my boy/girlfriend   |   | Other problems should not interfere with work |
| I am tired                     |   | Get a good night's sleep and eat breakfast    |
| I have a fever                 | Please stay at home as not to infect others |   |
| Don't want to work the Holiday |   | Usually is discussed ahead of time            |
| I stayed out too late          |   | Set a time to be in bed                       |
| I lost my cell phone           |   | Deal with it after work                       |
| Family member is               | You may need                                |   |

|                         |  |  |
|-------------------------|--|--|
| seriously ill           | to miss work                             |  |
| Alarm didn't go off     |  | Call to let them know you will be late |
| Family problems         |  | Do not miss work unless it is serious  |
| I have a broken leg     | You may need to miss work                |  |
| I was in a car accident | May need to miss work if you are injured |  |
| Dr, Appointment         |  | Plan ahead and Ask for time off        |

You will need to evaluate your reason for missing work. **If you take a day off you may lose your job! Is it worth it?**

## Customer Service

You have read about the importance of getting along with coworkers and your supervisor. There is one other important group of people who are essential in the workplace; **the customers**. Customer service begins the moment a customer walks in or contacts your business. This contact can be a face-to-face, a phone call, a letter, a fax, an e-mail, or even a visit to the business website. Your treatment impacts several possible reactions. First, it makes a difference in how the customer treats you. Second, it determines whether the customer buys the product or service your business is selling. Third, it affects what the customer thinks about your business and whether he or she will return.

Customers are very important because they buy the business's products or services, providing income that the business needs to survive and make a profit. Most businesses consider focusing on customer service and building customer loyalty one of the highest keys to long term business success.

A very simple but powerful customer service rule is:

**Always give people more than they expect!**

In most businesses, the only real way to differentiate you from competitors is through outstanding customer service. Paying attention to the needs of your customers and finding a way to make them feel special is a powerful advantage. Three ways to help and surprise your customers as well as putting a smile on their face which will make your work much more fulfilling and fun are:

1. Pay attention to your customers' needs that go beyond basic service; customers want to feel welcomed, understood, listened to and respected
2. When you can't give customers what they are asking for, give them the next best thing; listen to the customer and express that you are going to do everything in your power to help them resolve the problem. Be proactive by focusing on what you can do to help the customer. If you need to involve someone else, take the initiative to seek the information or advice needed and return to the customer with a solution in hand. Doing this makes you the "service hero" in the customer's eyes

Look at the statements listed in the two columns below. Which statement would you prefer if you were the customer?

### **Avoid:**

"You want it by when?"  
"I'm busy right now."  
soon as I

"I don't know."  
"That's not my job."

### **Replace with:**

"I am going to get this to you as soon as I can."  
"I'll be with you in just a moment (as  
am done with this order)."

"I'll find out"  
"This is who can help you."

“You need to talk with the manager.”  
“Calm down.”

“Let me see how I can help you.”  
“I am so sorry for your (inconvenience,  
disappointment, frustration).”

“Call back.”

“I will call you back.”

3. Surprise your customers by going above and beyond what is expected; most customers want a simple sign of respect, a small gesture of kindness and consideration. Some examples are:

- The store clerk who offers to draw a map for the customer to the place where she needs to go for a product your store does not carry
- A waitress who offers to divide a meal on separate plates for customers sharing one entrée
- The receptionist who offers coffee to the client who has an extra-long wait in the waiting room

### **Customer Service Key Points:**

- ✓ Have a good attitude
- ✓ Make the customer feel good (smile, say “please/thank you”)
- ✓ Greet customers
- ✓ Listen to the customer (be attentive, listen without interrupting, ask questions, repeat the need, and negotiate the final result)
- ✓ Take action (when you know what the customer wants, you can take action to provide the service or product and in doing so, you make a positive impression)

### **Dealing with Difficult Customers**

At times, you may have to deal with difficult customers. The difficulty can result from the customer’s complaint, anger, or rudeness. You can take some simple steps to help yourself and the customer in each of these situations.

### **Customers with Complaints**

Customers might complain because of a product bought or action on the part of a business. For example, a customer might have gotten a faulty product or received an order late. A customer might feel that the product doesn’t do what it should or that they received poor service. At other times, a “problem” with your product or service might be the customer’s fault. For example, a customer who broke the product or gave the wrong address for the product to be shipped might still want the business to fix the problem or share the blame. Regardless of the reason for the complaint, keep in mind that resolving a customer complaint will probably result in a happy and loyal customer.

### **Steps to resolve customer complaints:**

1. Listen carefully as the customer explains the problem
2. If the customer is angry, let him or her vent, as long as it is kept in control and doesn’t offend you or other customers
3. Ask questions until you are sure you understand the complaint and then repeat what you understand the complaint to be



4. Find out what will satisfy the customer. Often, the complaint can be satisfied with a direct action (replacing a broken product)
5. Compare what the customer wants with the actions you can take. You may not be authorized to do everything the customer requests but let the customer know that you will discuss the matter with your supervisor
6. Let the customer know exactly what you plan to do to resolve the problem. Be sure you can follow through on everything you promise, or you'll end up with a bigger complaint later
7. Take the action you promised and let the customer know what is going to happen. Sometimes this is clear when you simply hand over a new product. Other resolutions are more involved – such as reprimanding an employee for rudeness which would come from a supervisor
8. Contact the customer after the action is taken and make sure that he or she is now satisfied

### **Dealing with Angry Customers**

Customers sometimes become angry, and there can be many reasons for their anger. Usually, the anger is in reaction to poor service or bad products. Now and then, a customer can carry over their anger from other events and unload it on your business. For example, a customer who has been arguing with a spouse over a purchase might come into your store angry.

#### **Steps to respond positively to an angry customer:**

1. Tell the customer that you want to help correct the situation that made him or her angry
2. Explain to the person that his or her anger is making it difficult to understand the problem
3. Ask the customer why he or she is angry and use the same process for clarifying a need that was explained previously
4. Describe what you can do to resolve the problem and ask the customer whether the solution is satisfactory. Most of the time, your solution will satisfy the customer
5. When a customer does not respond to your attempts to resolve the problem, tell him or her that you'll get your manager to address the situation

### **Dealing with Rude Customers:**

Rudeness can be as mild as a simple lack of courtesy or as extreme as sexual or racial harassment. Most people are rude because of ignorance. Often, when someone points out that their behavior is rude, they stop. Some rude people get satisfaction from putting down others. You will not change their behavior by returning their rudeness or getting angry.

Giving good customer service doesn't require you to tolerate customer rudeness, however, you can deal professionally with rude customers in the following ways:

- Express to the customer that his or her rude behavior makes you uneasy
- Tell the customer that you can give him or her better service when you are treated with respect

- Ask how you can help, and provide the best service possible
- Provide service without mentioning the rude behavior again, if it doesn't continue
- If the rude behavior continues, contact your supervisor and ask for assistance

The customer service "Golden Rule" is:

***The customer is always right!***

***A dis-satisfied customer will tell 9 to 15 people about it.***

Resources:

*Job Savvy; How to Be a Success at Work* by LaVerne L. Ludden, Ed.D., published by Jist Publishing, Inc. Indianapolis, IN.

*30 Ways to Shine As a New Employee; A Guide to Success in the Workplace* by Denise Bissonnette published by Milt Wright & Associates, Inc. Chatsworth, CA.

The White House Office of Consumer Affairs, Washington, D.C.

[www.CustomerServiceManager.com](http://www.CustomerServiceManager.com)

## Student Customer Service Activity

Most of us experience customer service in some form every day when we go to the grocery store, eat at a restaurant, place an order, buy clothes or call a business. Many of our activities make us customers. Remember, one definition of good customer service is treating customers the way that you would like to be treated. Think about your experiences as a customer and what good customer service means to you.

**Check the items in the following list that are important in giving good customer service:**

- ☐ Greeting customers
- ☐ Opening doors for customers
- ☐ Talking with friends while a customer waits
- ☐ Listening politely to what a customer is asking
- ☐ Asking a customer whether they need help
- ☐ Letting a customer just wander around the store looking for something
- ☐ Smiling at a customer
- ☐ Texting on your phone while a customer is waiting in line
- ☐ Doing exactly what the customer requests
- ☐ Telling the customer about a bad customer service experience you had at another business
- ☐ Calling back a customer who has left a phone message
- ☐ Not expressing anger at a customer who yells at you.
- ☐ Answering the phone in a cheerful manner

List other things that have happened to you as a customer that made you feel good about a business or service:

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List other things that have happened to you as a customer that made you upset with a business:

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## Body Language Examples

| Non-Verbal Behavior                                 | Interpretation     |
|---|--------------------|
| Brisk walk  | Confidence         |
| Arms crossed on chest                               | Defensive          |
| Walking with hands in pockets,<br>shoulders hunched | Dejected           |
| Hands clasped behind head                           | Over confident     |
| Yawning   | Boredom            |
| Staring at the interviewer without<br>breaking away | Rude, evasive      |
| Tapping fingers                                     | Impatient          |
| Playing with hair                                   | Insecurity         |
| Biting Nails  | Nervous            |
| Rubbing eye   | Doubt or disbelief |

## Self-Assessment Tool

The purpose of this assessment is to help you accurately identify your own social strengths and weaknesses. All of these questions have something to do with how you interact with others. In order to help you find a job that you will be happy and successful in, it is important to know the area's that you excel in. You should look for jobs that match your strengths and interests.

### Personality Basics

### Part 1-Self Assessment

| First Impressions                     |   | Almost Always | Sometimes | Rarely |
|---------------------------------------|---|---------------|-----------|--------|
| 1.                                    | When I meet someone for the first time I try to look my best because people usually form an opinion in less than 3 seconds. First impressions can be nearly impossible to undo. |               |           |        |
| 2.                                    | I maintain good personal hygiene ( i.e. shower and brush teeth every day, comb hair, wash hands and clean fingernails).   |               |           |        |
| 3.                                    | I am always conscious of my attitude because attitude shows through in everything I do.   |               |           |        |
| 4.                                    | I make sure the message on my cell phone is simple and informative instead of trendy.   |               |           |        |
| 5.                                    | I pay attention to my body language as well as appearance because actions speak louder than words.  |               |           |        |
| 6.                                    | When meeting with someone of importance I sit straight, maintain eye contact and smile as often as I can.   |               |           |        |
| 7.                                    | When expecting a phone call from someone of importance I set my cell phone to a traditional ringtone, without a ring back tone.   |               |           |        |
| <b><i>(continue on next page)</i></b> |   |               |           |        |

| Communication   |  | Almost Always | Sometimes | Rarely |
|-----------------|--|---------------|-----------|--------|
| 1.              | When someone asks me a question I answer them.   |               |           |        |
| 2.              | I can start a new conversation with someone.   |               |           |        |
| 3.              | I accept the ideas and suggestions of others.  |               |           |        |
| 4.              | I change conversation topics appropriately.  |               |           |        |
| 5.              | I speak clearly so others can understand what I am saying.                               |               |           |        |
| 6.              | I use greetings such as," Good Morning or How are you?                                   |               |           |        |
| 7.              | When someone is speaking to me I show them I am listening by looking towards them.       |               |           |        |
| 8.              | I ask for help if I need it.   |               |           |        |
| 9.              | I am able to stay calm when I am frustrated.   |               |           |        |
| 10.             | I can handle it if someone tells me "NO".  |               |           |        |
| 11.             | If someone points out that I have made a mistake, I can accept it without getting angry. |               |           |        |
| 12.             | I work comfortably in a group setting.   |               |           |        |
| Problem Solving |  |               |           |        |
| 1.              | I am comfortable working with others.  |               |           |        |
| 2.              | If I don't understand something I will ask to have it explained to me again.             |               |           |        |
| 3.              | I offer to help others.  |               |           |        |
| 4.              | If I am having a problem I can refer to my coping plan to help me stay calm.             |               |           |        |
| 5.              | If I disagree with someone, I still show them I respect their ideas.                     |               |           |        |

|                                |   | Almost<br>Always | Sometimes | Rarely |
|--------------------------------|---|------------------|-----------|--------|
| 6.                             | I take responsibility when I make a mistake.                  |                  |           |        |
| 7.                             | When I make a mistake I try to correct it.                    |                  |           |        |
| 8.                             | I can help resolve a conflict by talking about my feelings.   |                  |           |        |
| 9.                             | I have a trusted adult that I can go to if I need help.       |                  |           |        |
| <b>Success and Maintenance</b> |   |                  |           |        |
| 1.                             | I respect others personal space.                              |                  |           |        |
| 2.                             | I maintain good personal hygiene.                             |                  |           |        |
| 3.                             | I am able to express my frustration appropriately.            |                  |           |        |
| 4.                             | I am pleasant and friendly with others.                       |                  |           |        |
| 5.                             | I accept the ideas and suggestions of others.                 |                  |           |        |
| 6.                             | I am able to carry on appropriate conversations.              |                  |           |        |
| 7.                             | I know how to dress appropriately for a variety of occasions. |                  |           |        |
| 8.                             | I seek assistance when needed.                                |                  |           |        |
| 9.                             | I have a trusted adult I can go to if I need help.            |                  |           |        |
| 10.                            | I use the telephone appropriately.                            |                  |           |        |
| 11.                            | I engage in appropriate activities during unstructured times. |                  |           |        |
| 12.                            | I accept constructive feedback and make changes as necessary. |                  |           |        |