

Core Competencies Workshop Outline

As of 4-17-12

Room set-up:

Ideal situation is tables set up for group interaction. Have music in room before they arrive.

1. Initial instructions / Master Application draft

- a. Have them fill out with minimal instruction (15 minute)
- b. Activity: Create name tags/signs
 - i. Give full instructions quietly, those who follow all of the instructions “win”
 - ii. This is an example of how people get through screening in hiring by paying attention to details and following the rules

2. Job Search Plan

- a. Start with Transferrable skills list
 - i. Explain difference between skill and talent
 - ii. Personality traits (Soft skills) and technical (hard) skills
 - iii. Difference between job titles, functions and skills
- b. Skills on plan... pages 1 & 2
 - i. Jot down previous jobs on the margin
 - ii. For each skill highlighted, examples follow the STAR format
 - iii. Types of jobs should include 2 new industries to show transferrable skills
 - iv. Activity - creating a job description
 - v. Employers’ point of view Q1: “3 things you did at previous job”
 - vi. Feedback from customers, co-workers and supervisors
 - vii. Practical skills vs. personal qualities
 - viii. People and communication skills
 1. Perception – Jay-Z and Warren Buffet, Will Smith, Jason Statham
 - a. Note for presenter: have several examples relating to pop culture
 2. Expressing positive attitude/ non-verbal communication
 3. Importance of listening/ communication talents of introverts
 - ix. Personal Qualities
 1. Activity – favorite dessert
 - x. Certifications and schools
- c. Duties, responsibility and accomplishments– pg 3
 - i. Using scope or quantifiable numbers as accomplishments
 - ii. Use of percentages for increased numbers
- d. Barriers – pg 3
 - i. Activity – reframing exercise
 - ii. Most dreaded question
- e. Where are the jobs? Pg 3 – 4

- i. Brainstorms on various methods – have handouts with other sources, websites and percentages of success
 - 1. Networking
 - 2. Social media
 - 3. Workfare
- ii. Research
 - 1. For target companies, current news, advertisements, phone books
 - 2. Industry research
 - 3. Hidden job market
- iii. Suggestions from your network
 - 1. Activity - Have them get suggestions from participants at their group

3. Tactical Job Search plan

- a. Activity – My Requirements/ Not willing
- b. Walk through the Seven Steps to Job Search Success
 - i. Step 1: Cover letter and resume / Finalize Master Application
 - ii. Step 2: target companies, industry and networking opportunities (5 week)
 - iii. Step 3: Submitting resumes/ applications (5-10/ week)
 - iv. Step 4: Networking (2x / week)
 - v. Step 5: Keep skills current
 - vi. Step 6: Track your progress
 - vii. Step 7: Follow up

4. Master application

- a. Go through each section
- b. Reasons for leaving
- c. Activity - Form into groups, switch applications and have them pick who they would interview.

5. Interviewing

- a. Preparation: Interview starts before you arrive
 - i. Review research
 - ii. Preparing your own questions – stressing the match, company culture
 - iii. Clothing Guidelines
 - 1. Grooming
- b. Mistakes in the interview
 - i. Activity - Mini videos: making classic mistakes – ask group what did they do wrong?
 - ii. Never say anything negative about previous employers
 - iii. Bad communication skills
 - iv. Someone talking about the “forbidden topics”
 - v. Culture match (Dumas video...)
 - vi. Being unprepared
 - vii. Open to class for their ideas on mistakes in the interview
- c. Uncomfortable questions – What YOU should not bring up

- i. Reiterate the culture match
 - ii. Bringing up the barrier yourself, such as overcoming addiction as an accomplishment
 - iii. Health or family issues
 - iv. Homeless
 - d. Day of the interview
 - i. Arrive on time
 - ii. Communication tactics
 - 1. Nonverbal communication – tone – verbal
 - 2. Building rapport
 - iii. Handling different interview styles
 - iv. Tough interview questions
 - 1. Tell me about yourself?
 - 2. What is your greatest weakness?
 - 3. Do you have any questions for me?
 - v. Dealing with barriers – reiterate Reframing exercise for their specific situation, revisit the “most dreaded question” from the Job Search Plan
 - 1. Criminal records
 - 2. Transportation
 - 3. Family
 - 4. Education, training and experience
 - 5. Long term unemployment/ gaps
 - 6. Addiction issues
 - e. Closing the interview / Asking for the job
 - i. Closing questions such as when making a decision, ask for contact info for thank you notes, number of interviewees, when are you closing/ making a decision the position
 - ii. Literally asking for the job
 - f. Mock interviews
 - i. Video of good example
 - ii. Activity- set up mini-panels with small groups of 3-4
 - iii. Give list of specific questions for the mock interview, plus the person’s “most dreaded” questions
- 6. Finishing touches for success
 - a. Thank you notes
 - b. When and how to follow up
 - i. The 5-day rule
 - ii. If didn’t get it, still follow up again 2-3 weeks later
 - c. Don’t stop the job search just because interview went well
- 7. Conclusion / wrap up for the day