





TO SUCCESS

We are here to help you gain the skills necessary as you search for a job in your field. Utilizing these tools will help to minimize frustration and give you the upper hand in the process. We work one-on-one with each student and alum, whether via phone or in-person.

Don't forget to use networks of support (family, friends, faculty, classmates, former colleagues, and the career center) in your job search. Communicate, stay in touch, and let people know where you are in the process. Don't be afraid to ask that they send you opportunities they hear about.

All of these resources and lots more are available 24/7 at our Virtual Career Center.
Visit www.IndianaTech.edu/CareerCenter to access them.

Key #1 – Take Inventory of your Unique Strengths & Abilities

Take assessments [here](#).

Key #2 – Craft a Great Resume.....4

Top 11 Resumes Mistakes — Don't be like everyone else! Set yourself apart by NOT making these mistakes with a clean, well-written resume.4

Sample Resumes — These templates are created based on feedback we get from employers every couple of years. (Find a basic and an advanced template.).....5

Resume Self-Review — Did you forget anything? Being thorough & clear is key to having your resume considered. Follow this rubric to make your sections filled perfectly.....9

Key #3 – Craft a Focused Cover Letter12

Make Your Cover Letter Competitive — This is the most helpful tool we've seen, and it makes the writing process much simpler.....12

It's a Sales Letter, Not a Cover Letter — This reminds you of how to highlight your skills instead of simply re-stating your resume.....14

7 Cover Letter Mistakes You Make When Applying Via Email — In the age of technology, this resource reminds you to focus on the process & tips on how to get noticed.....16

Sample Job Posting and Cover Letter.....18

Key #4 – Avoid Potholes19

3 False Beliefs College Grads Have — Do your thoughts affect your job search? You better believe it!.....19

5 Reasons Employers are Reluctant to Hire You!.....21

11 Things HR Won't Tell You — But you'll sure wish you knew them before the interview!23

10 Questions to Ask Yourself if You Still Haven't Found a Job.....25

Key #5 – Be Professional.....27

Being Professional During Your Job Search.27

Professional Dress Rubric.....28

What's the Web Have to Say About You? Complete an Online Image Review.....29

How to Practice Proper Workplace and Office Etiquette.....31

What Not To Wear: 5 Interview Attire Don'ts.....33

Key #6 – Get Prepared35

Job Research: Find What You Need to Know About a Job or a Company.35

The Ultimate Guide to Job Interview Preparation.37

5 Types of Interviewers and How to Prepare for Them: Which job interviewer are you facing?.....40

7 Phone Interview Tips That'll Make You Shine.....42

Top 10 Hardest Interview Questions.....44



TOP 11 TYPICAL RESUME MISTAKES

A company's first impression of you comes in the form of a resume, a piece of paper that includes your entire work and educational history, typically on one or two pages. With such limited space to convey such important information it pays to make sure you get it right the first time. You must be brief due to the limited space to make that favorable impression.

Mistake # 1: Writing your resume to sound like a series of job descriptions. Give the reader an idea of what you have done throughout your career, don't focus solely on the duties you were responsible for at your previous jobs, list your accomplishments along with quantifiable facts to back up your claims. Saying you were responsible for a 40% growth in overall sales is much more impressive than simply stating you managed a sales team.

Mistake # 2: Writing in the first person. Your resume should not be written in the first person (words such as "I," "my," and "me"). Use the first person pronouns for your cover letter.

Mistake # 3: Including unrelated and personal information. Always ask yourself, "Is this related to the position I'm applying for?" Leave the details about your personal life, marital status, hobbies and other interests out.

Mistake # 4: Using passive language or no action words. Your resume needs to make a bold, strong statement, and the best way to do this is by utilizing action words to describe your accomplishments. Words like "coordinated," "achieved," "managed," and "implemented" will spice up your resume and make it more interesting and relevant to the reader.

Mistake # 5: Repetitiveness. While using action words is important, it is also key to make sure you have variety in your resume. Don't pick a couple of words and stick with them throughout the entire document. Use your thesaurus if you are having problems coming up with new ways to say the same thing.

Mistake # 6: Poor formatting or formatting that is too flashy. While the most important part of your resume is the content, there is no question that the document's overall look and feel is also important. Keep your resume simple, bold and professional. Use consistent formatting for headings and bullet points. In the same way, steer clear of flashy formatting or overly creative resumes with unconventional fonts or graphics, unless you are seeking a highly creative position.

Mistake # 7: Sending a resume without a cover letter. Always send a cover letter with your resume.

Mistake # 8: Sending a generic resume. While your past experience does not change depending on the job or industry you are targeting, your resume certainly should. If you are seeking a sales-related position, your resume will include details that are different than those that would be included in a resume for a management job.

Mistake # 9: ATS. Some recruiters receive up to 250 resumes on average in response to an open position. To eliminate bad eggs, they use Applicant Tracking Systems (ATS). This method comprises a keyword scan. 70% of larger companies let computers scan resumes. Beat them by saturating your resume with keywords from the job description.

Mistake # 10: Typos and other spelling or grammatical errors. Before you send out your resume make sure you have proofread it several times. If a typo or misspelling is found, many hiring managers won't give a resume a second look and will automatically toss it.

Mistake # 11: Sending your resume via email to a nameless, faceless person. One sure fire way to have your resume excluded from being considered for the job is to send it to the "Hiring Manager" or worse yet, "To Whom It May Concern." Do your homework and ascertain the name (correctly spelled) and title of the Human Resource person.

First and Last Name

Phone Email

LinkedIn URL

Professional Summary

Should be specific and should/could change to suit each employment opportunity. Include professional knowledge, abilities and personal skills that are a match with those listed in the job description.

Education

Bachelor of Science or Art in Name of your major

Indiana Tech

Concentration: _____ (if you have one)

Graduation month, year

Fort Wayne, IN

GPA: ____/4.0

Experience

Company Name

Position Title

City, State

Month and year- Month and Year

- Using bullet points or summary statements, describe experience in terms of job functions and the overall scope of responsibilities
- Begin with an action verb – be concise eliminating unnecessary or redundant words.
- Highlight transferable skills gained or used
- Strive to paint a picture of work experience by describing the work environment or atmosphere
- i.e.: “Worked independently” or “Worked in a fast-paced, team-oriented environment”
- Quantify the work performed i.e.: “Provided instruction to __ students in grades __”
- All jobs should be listed in reverse chronological order, with past jobs written in past tense and current jobs in present tense

Relevant Coursework (if applicable)

Optional section to highlight courses, significant projects, research, presentations, or choose to list 4-6 course titles to demonstrate industry knowledge.

Technical Skills (if applicable)

Software, Programming Languages, Microcontrollers Relevant Programs – especially if listed on the posting.

Leadership, Activities, Honors, and/or Community Involvement

(Chose the ones that you have examples of)

List extracurricular activities as they relate to the job and provide dates

Consider listing volunteer experience, organizational involvement, awards received, etc.

Dean’s List, spring 2018, fall 2017

Vice President of Human Services Organization, fall 2017 – present

Max Smith

(260) 555-1212 | MaximusSmith@gmail.com
linkedin.com/in/MaxSmith

Professional Summary

Supply Chain Professional with a Bachelor of Science in Business Administration and six months of supply chain internship experience. Forward-thinking problem solver with experience in Supply Chain, Logistics, Inventory Management and Customer Service. Seeking to leverage background into a supply chain role within the procurement department for a progressive organization.

Education

Bachelor of Science in Business Administration
Indiana Tech
Concentration: **Management**

May 2020
Fort Wayne, IN
GPA 3.2/4.0

Work Experience

Accutemp Products, Inc.
Materials Handling Intern

Fort Wayne, IN
May 2015 to Aug 2015

- Worked in fast-paced purchasing environment assisting with the sourcing of materials for a leading manufacturer of restaurant cooking equipment
- Investigated new sources of materials used in production environment
- Negotiated with suppliers to reduce purchase costs, resulting in a 10% increase in product profitability, creating a database with results
- Nominated for "Intern of the Year" by supervisor, due to reductions in cost basis of product and profitability improvements

Metal Technologies, Inc.
Marketing Intern

Auburn, IN
May 2014 to Aug 2014

- Researched key market factors to improve sales in new geographical locations
- Identified current and potential customer base in geographical regions, resulting in 8% increase in sales
- Updated customer database to include contact information, historical sales figures, and competitor information
- Developed new customer brochure which was mailed to 1500 potential customers, resulting in 124 new customer calls and closed sales

Relevant Coursework

Principles of Management, Human Resources Management, International Management, Quality Management, Organizational Behavior, International Management, Operations Management

Technical Skills

Proficient in Microsoft Office, Fluent in English and Spanish, Skype for Business Certificate, AMA seminar: "Making the Transition to Management" - May 2015

Leadership/Activities/Honors/Community Involvement

Indiana Tech Varsity Tennis Team
Dean's List

Captain (2017-18, 2018-2019)
fall 2017, spring 2018

First and Last Name

Phone Email

LinkedIn URL

Professional Summary

Should be specific and should/could change to suit each employment opportunity. Include professional knowledge, abilities and personal skills that are a match with those listed in the job description.

Professional Experience

Company Name

City, State

Position Title

Month and year- Month and Year

- Using bullet points or summary statements, describe experience in terms of job functions and the overall scope of responsibilities
- Begin with an action verb – be concise eliminating unnecessary or redundant words.
- Highlight transferable skills gained or used
- Strive to paint a picture of work experience by describing the work environment or atmosphere
- i.e.: “Worked independently” or “Worked in a fast-paced, team-oriented environment”
- Quantify the work performed i.e.: “Provided instruction to __ students in grades __”
- All jobs should be listed in reverse chronological order, with past jobs written in past tense and current jobs in present tense

Company Name

City, State

Position Title

Month and year- Month and Year

- List additional positions held including job functions and overall scope of responsibilities
- Emphasize your experience that is most relevant to the position you are applying for
- Highlight transferable skills gained or used
- Feel free to use more than one page if you have direct relevant experience – don’t limit yourself just to keep to one page

Education

Bachelor of Science or Art in Name of your major

Graduation month, year

Indiana Tech

Fort Wayne, IN

Concentration: _____ (if you have one)

Technical Skills (if applicable)

Software, Programming Languages, Microcontrollers Relevant Programs – especially if listed on the posting.

Leadership, Activities, Honors, and/or Community Involvement

(Chose the ones that you have examples of)

List extracurricular activities as they relate to the job and provide dates

Consider listing volunteer experience, organizational involvement, awards received, etc.

JOAN E. JOBSEEKER

joane@jobseeker.com • 555-555-5555
linkedin.com/in/joanejobseeker

FINANCIAL ANALYSIS & REPORTING

Meticulous Financial Analyst who undertakes complex assignments, meets tight deadlines, and delivers superior performance. Possesses practical knowledge in corporate finance and financial markets. Applies strong financial planning and analytical skills to inform senior management of key trends and reduce company expenditures. Operates with a strong sense of urgency and thrives in a fast-paced setting. Fluent in Spanish. Core competencies include:

**Financial Reporting • Project Management • Financial Analysis • Financial Statements • Statistical Analysis
Corporate Finance & Financial Services • Market Analysis • Client Relations • Strategic Planning • Forecasting**

PROFESSIONAL EXPERIENCE

COMPANY ABC

Indianapolis, IN

One of the largest global pharmaceutical companies, producing a portfolio of products and medicines that support wellness and prevention, as well as treatment and cures for diseases across a broad range of therapeutic areas.

Financial Analyst

12/2012 – Present

- Prepare financial presentations for senior management by incorporating new and existing reports along with analysis of business trends for Company ABC's \$2.1 billion nutrition segment.
- Support the development of executive reports, presentations, and ad-hoc reporting capabilities. Formulates annual operating budgets and monthly forecasts, and tracks team spending for budget exceeding \$1.3 million.
- Generate approximately \$452,000 in annual savings by employing a new procedure, which streamlined the business's vendor relationships.
- Improve spending reports to enhance clarity of expenses and increase efficiency for 10 different groups.
- Conduct financial analysis to support senior leadership in developing the business segment's long-range financial plan of more than \$30 billion over the next five years.

ORGANIZATION ZYX

Chicago, IL

Leading provider of investment advisory services with a core focus on institutional investors such as Pension Funds, Endowment Funds, and Foundations, and high net worth individuals.

Performance Analyst

12/2010 – 12/2012

- Conducted quantitative analysis of index statistics and market data, performed benchmark analysis, and compiled performance data for more than 10 Pension Fund clients ranging in value from \$15 million to \$1.2 billion.
- Utilized in-house financial software systems to provide analytical, financial, and presentation support for the account management activities surrounding quarterly earnings meetings and ad-hoc monthly reports.
- Within first three weeks in the organization, took on and organized one of the company's largest clients, valued at \$1.2 billion with more than 100 money managers.
- Increased data mining 62% by creating a more efficient process to collect information from money managers.
- Reorganized and streamlined database of global indices to provide intra-quarterly returns.

EDUCATION

Bachelor of Science in Business Administration
Indiana Tech

May 2010
Fort. Wayne, IN

TECHNICAL SKILLS

Proficient in Microsoft Office Suite: advanced Excel • Word • Power Point • Outlook • Access
QuickBooks software • In-house proprietary financial software • SAP

RESUME SELF-REVIEW

NOTE: Please attach this document along with your resume when requesting a resume review.

Student Name:
Date:
Position of interest (please provide link to job posting or types of positions of interest):

PART 1 – LAYOUT & DESIGN

Criteria	Resources/Additional Notes	Question/Comments for Reviewer
Professionalism		
<input type="checkbox"/> No templates. Plain text document only	<i>Use a standard font such as Calibri, Cambria, Arial</i>	
<input type="checkbox"/> No colors, pictures, or borders		
<input type="checkbox"/> Uses 1 size (10 to 12 point) except for name		
<input type="checkbox"/> Headings are not in bold	<i>Capitalized, underlined and/or centered</i>	
<input type="checkbox"/> Key qualifications are in bold	<i>i.e. degree, job title, internship title</i>	
<input type="checkbox"/> No personal pronouns (I, my, me, etc.)		
<input type="checkbox"/> Uses .5 - 1 inch margins		
<input type="checkbox"/> 1 page (2 pages with strong history of related employment)		
<input type="checkbox"/> No references		
<input type="checkbox"/> Uses a layout that is easy to read and is visually appealing	See sample resume	
Attention to Detail		
<input type="checkbox"/> Consistent formatting	<i>For example, lists all dates to the right-hand margin, bolds all position titles, italicizes all organization names, etc.</i>	
<input type="checkbox"/> No spelling/grammar errors		
<input type="checkbox"/> Correct verb tense	<i>Use present-tense for present experiences, and past-tense for past experiences</i>	
<input type="checkbox"/> Provides consistent history	<i>No more than 10 years and no gaps, if possible</i>	
<input type="checkbox"/> Avoid abbreviations		

Emphasis on Relevant Skills		
<input type="checkbox"/> Utilizes layout that emphasizes most relevant strengths		
<input type="checkbox"/> Utilize key words from job posting		

PART 2 –RESUME CONTENT

Criteria	Resources/Additional Notes	Comments for Reviewer/ Areas of Concern
Heading		
<input type="checkbox"/> Includes all relevant contact information	<i>Name, 1 preferred phone number, 1 personal professional email, and LinkedIn URL (if customized & complete)</i>	
Professional Summary		
<input type="checkbox"/> Concise, 1 paragraph, that provides summary of strengths	<i>Should be specific and should/could change to suit each employment opportunity. Include professional knowledge, abilities and personal skills that are a match with those listed in the job description.</i>	
<input type="checkbox"/> Only lists most related qualifications for the position		
Education & Credentials		
<input type="checkbox"/> Degrees are spelled out in full. Concentration or minor (if applicable)	<i>i.e. Bachelor of Science in ____</i>	
<input type="checkbox"/> Lists university degrees in reverse chronological order (most recent first)		
<input type="checkbox"/> Includes university name, degree, and graduation date (even if it is in the future)		
<input type="checkbox"/> List the city and state of Indiana Tech location		
<input type="checkbox"/> Uses Indiana Tech in Fort Wayne, otherwise Indiana Institute of Technology		
<input type="checkbox"/> GPA is listed if over 3.0		

Relevant Coursework (optional)		
<input type="checkbox"/> Includes relevant coursework/projects if related work experience is limited	<i>i.e. Course Name: summary of outcomes from the class, i.e. skills gained.</i>	
<input type="checkbox"/> Choose to list 4-6 course titles to demonstrate industry knowledge		
<input type="checkbox"/> Chooses significant projects, research or presentations that highlight application of specific skills		
<input type="checkbox"/> All courses listed are relevant to the job you are applying for		
Technical Skills/Certifications		
<input type="checkbox"/> Includes specific software programs & certifications especially if listed in the job posting and you have it	<i>Software, Languages, Certifications</i>	<i>Programming Technical</i>
Experience		
<input type="checkbox"/> Lists position title, company, company city and state, and dates for each position		
<input type="checkbox"/> Experiences are listed in reverse chronological order		
<input type="checkbox"/> Uses a bulleted list of accomplishment statements describing relevant responsibilities and accomplishments		
<input type="checkbox"/> Starts each bullet statement with a strong and relevant action verb	<i>Resume Action Verbs</i>	
<input type="checkbox"/> Quantifies and qualifies results and accomplishments whenever possible		
Leadership, Activities, Honors and/or Community Involvement		
<input type="checkbox"/> Heading titled accordingly	<i>Depending upon what you've added to this section, title your heading accordingly</i>	
<input type="checkbox"/> List extracurricular activities as they relate to the job + provide dates. Consider listing awards & volunteering experience, organization involvement	<i>i.e. Dean's List, Spring 2018; Vice President of Human Services Organization.</i>	



MAKE YOUR COVER LETTER COUNT IN A COMPETITIVE JOB MARKET

By Kelli Robinson

Today's primary modes of communication are e-mail, text messages, and web pages. The job search process is no different. Most job searches are done on the Internet, and job seekers e-mail their resumes or complete online applications.

Given these facts: Are cover letters still necessary? While the answer varies, the majority of human resource representatives and recruiters say yes. Done the right way, a cover letter can capture the second glance needed in a competitive job market. There are two tips for crafting a catchy cover letter: follow the formula and personalize it.

Tip #1: Follow the Formula

Cover letters contain four components with one essential question answered in each.

- Paragraph One – Introduction: Who are you and why are you writing?
- Paragraph Two – Highlight of Qualifications: How has your education, previous employment, or other experiences prepared you for the position?
- Paragraph Three – Connection to the Company: Why is this company or job a good fit for you?
- Paragraph Four – Closing Statement: How interested are you and where can you be reached for an interview?

Tip #2: Personalize it

Paragraphs one and four follow standard formats. The opportunity for your application to connect with a recruiter is in paragraphs two and three.

Paragraph Two: Draw attention to yourself. When you read the job description and you declared, "I'm perfect for this job!" Tell the recruiter why. Is it because of a particular course you studied? Did you complete an internship that allowed you to perform similar duties and responsibilities? Were you able to develop a skill set through a part-time job or campus activity that is applicable to this position? Make the connection between your past and this job. Don't repeat your resume, but rather make reference to items on it that you especially want the recruiter to be aware of.

Paragraph Three: "Professional Flattery." Your job search will reveal many positions for which you are qualified, but not all of them are of interest. What makes this position or company different? Pinpoint specifics about the job description that catch your eye. Research the organization. If the company product or workplace philosophy is appealing, tell the recruiter why.

Avoid empty compliments. Recruiters can spot meaningless sweet talk a mile away.

Make Your Cover Letter Count in a Competitive Job Market, continued

Pitfalls to Avoid

Applicants sometimes forget professionalism, and even common sense, when it comes to e-mailing and the job search. If your e-mail contains any of the following, hit the delete button.

- A risqué e-mail address. Use a basic e-mail address comprised of your name, initials, or something similar. Save partygirl@gmail.com or rugbyrocks@gmail.com for corresponding with friends.
- Greeting the recruiter by their first name. If you know the recruiter's name, don't forget that Mr. or Ms. is still necessary. Just because Ms. Jane Doe lists her first name doesn't mean you can call her Jane.
- A salutation that doesn't begin with "Dear." This is a business letter. Beginning the correspondence with "Greetings," "Hello," or "Hi There!" is not acceptable.
- Emoticons. 8-) :-(-;-) Emoticons are used to convey attitudes or emotions, both of which are irrelevant in a cover letter.
- Acronyms. LOL, COB, FAQs. As with emoji, acronyms have no place in job-search correspondence, unless they are standard acronyms, such as that used for a company or association. For example: NACE (National Association of Colleges and Employers) is appropriate. "The 411 about NACE is very positive" is not.



IT'S A SALES LETTER, NOT A COVER LETTER

By Bob Roth

The "College & Career Success" Coach

When college students are instructed to create a cover letter, they are receiving bad advice. Letters that merely cover or accompany a resume are nearly worthless. The letter that all students should develop is a sales letter, a letter that will convince an employer that they are something special.

- Sales letters present information that is not already covered in the resume.
- It clearly demonstrates the student's vocabulary, grammar and writing skills.
- More importantly, the sales letter offers an insight into the student's goals, personality and operating style.

The best employers want to know what makes you special. At the same time, you want to find a way to differentiate yourself from other candidates. Therefore, your sales letter must fulfill both of those important roles. Here are a few ways for you to accomplish both goals.

- Refer to Professors, Supervisors and Community Leaders who speak well of you.
- Mention several interesting facts that you have learned through research and networking.

- Talk about your most impressive campus, work or community contributions.
- Mention something specific that a respected and influential person has said about you.
- Refer to any problems you have solved or prevented.
- Provide examples of your creativity, work ethic or problem-solving skills.
- Indicate your eagerness to make a contribution with this employer.
- Mention a current employee who has said good things about this employer.
- Show that you are familiar with their products, services, goals, finances and challenges.
- Explain why you are qualified for the position that interests you.
- Talk about your job-related campus, work or community experiences.
- Demonstrate your enthusiasm and interest in the company and the job.

It's a Sales Letter, Not a Cover Letter, continued

Your sales letter must be carefully crafted and revised several times over the course of time. It is always a work in progress. As things change or you receive useful feedback, your sales letter should be reworked, improved and polished.

Talk with six or eight business professionals, community leaders and professors who know you well. Ask them to tell you what impresses them the most about you. Request that they think in terms of your field of interest, your work performance and your most impressive accomplishments. Once you have the complete list, show it to them. See if any other thoughts can be generated. Then, quote the most impressive statements in your sales letter. As you craft your letter, make certain that it accomplishes several things.

Every sales letter must:

- Effectively sell your attributes.
- Be interesting and creative.
- Flow smoothly and have no errors.
- Contain important information that is not presented in your resume.
- Be written in a way that will motivate the reader to invite you for an interview.

Once you are satisfied with that final version of your letter, give your letter to a number of people with exceptional writing skills. Ask them to provide you with a few words and phrases that will strengthen the message that you are trying to communicate. Then, go back and incorporate some of those words and phrases into your letter. Let it sit for a few days before you look at it again. Then, go ahead and make the final revisions.

Now that you know that a sales letter is necessary to set you apart and give you an edge, never revert back to cover letters. Sales letters tell employers that they have discovered a special candidate, one they are likely to hire.

College students who grasp this letter writing concept and take advantage of it will always come out ahead of those who don't. The most successful candidates understand that they are writing a sales letter, not a cover letter.



7 COVER LETTER MISTAKES YOU MAKE WHEN APPLYING VIA E-MAIL

Posted by: Bill in Cover Letters, Employment News, Resumes

How many times have you replied to a job ad via e-mail by shooting them a copy of your resume and cover letter? I'm going to venture a guess and say at least 20 (but more likely hundreds of times) if you've been searching for any significant length of time. Here are some of the most notorious mistakes we've seen-and what you can do to greatly improve your chances of being noticed.

Attaching the cover letter to the e-mail. What's wrong with that, you ask? Most hiring managers aren't going to open the cover letter and read it. They'll go straight to the resume instead. Want to ensure your cover letter gets read? Copy and paste it into the body of the e-mail. Whoever received the e-mail will be much more likely to read it if it's already right there in front of their face.

Writing your whole life story in the body of the e-mail. Don't go overboard with details; keep it short. The hiring manager won't be willing to invest a lot of time reading your e-mail. Keep it short and to the point.

Providing information that is not relevant to the position. Here is a great example. When I want to bring an additional resume/cover letter writer on staff, I'm not looking for someone with technical writing expertise, article writing skills, or journalism savvy. Those forms of writing aren't relevant to what we do here. I want a writer who has extensive expertise and certification in resume writing. If someone goes on and on in their cover letter (or in the body of the e-mail) about all their other writing experience, they will lose my interest. Instead, I want them to tell me about their most relevant experience as it relates to my needs. I want them to tell me about any resume writing experience they have. Give the hiring manager a brief overview of the most relevant experience you have, appropriate to the position they are trying to fill. This will pique their interest – rather than lose it.

Excluding information they've specifically asked you to include. Depending on the position, the employer may ask you to submit a sample of your work, portfolio, hours of availability, or even salary requirements. Whatever it is they've asked you to include, make sure you include it in your cover letter. If not, you will most certainly be removed from consideration for failing to follow instructions. Following instructions and acknowledging everything the employer has asked you to address in the job ad not only saves the employer time but makes you look good. I can tell you this from experience because 9 out of 10 applicants will fail to address every stipulation the employer has listed. It happens to us all the time.

Not using a cover letter at all. We've received e-mails from applicants, and the body of the e-mail provides either little or no information whatsoever. Some simply state, "Here is my resume for your review." You are selling yourself short by not including at least a brief introduction. Especially if the employer outlines specific requirements. Take the time to write, "I see you need someone with availability to work nights and weekends; I would enjoy working these hours and am available to do so." Or, "I have included a sample of my work for your consideration along with my resume. If you have any questions, please do not hesitate to contact me."

7 Cover Letter Mistakes You Make When Applying Via E-mail, continued

Forgetting to tell them why you're the best fit.

Let me tell you about one of THE BEST cover letters I've ever seen: I could tell this person put effort into it-and she took the time to specifically and meticulously review our job requirements. She scrutinized our requirements and detailed in her cover letter how she had experience meeting those needs. It was applicable, relevant, and attention getting. It was probably one of the only cover letters that actually made us want to read the corresponding resume.

What I am trying to get you to see is that boring the hiring manager with details not relevant to the opening-or not making the most of the space and time you're getting is really to your detriment. Instead, take the time to write something catchy, relevant, and targeted to the position for which you are applying. Sure, it may take a few extra minutes-but in the end, if you get the interview, won't it be worth it?

Using a boring closing statement. Instead of using the same old boring line, spice it up a bit. One of the more daring cover letter closings I have read closed with, "Call today, don't delay." I applauded her boldness and had to call her. The closing was confident, feisty, and it certainly grabbed my attention. Not to mention the entire cover letter addressed everything she brought to the table as a potential employee and how these elements were relevant to meeting our needs.



SAMPLE JOB POSTING AND COVER LETTER TO MATCH

Here is a sample job posting.

Job Title: Inside Pharmaceutical Sales

Job Description:

1. Communicate with healthcare professionals over the phone to introduce "Pharma Company, Inc." products for tough to treat illnesses such as tough to treat back pain.
2. Maintain existing relationship and develop new relationship in your own territory.

3. Responsible for revenue growth for the given territory.

Qualifications:

Self motivated. Good communication skills. BS/BA or above in healthcare related field such as biological science, nursing, and pharmacy or in business administration related disciplines. Experience preferred but not necessary.

Here is a sample cover letter tailored specifically to the position description.

March 5, 2012

Ms. Jane Doe
College Employment Recruiter
Pharma Company, Inc.
jdoe@pharma.company.com

Dear Ms. Doe:

I would like to apply for the pharmaceutical sales position with Pharma Company, Inc. that was posted on the ABC College Career Services web site (March 5, 2012). My resume is included within this e-mail for your review.

I believe my education, internship, and work experience have afforded me the opportunity to develop the qualifications you are seeking. Upon earning a BS in Management this spring, I will have a solid foundation in the business field. ABC College's School of Business requires students to study coursework in all areas of business in addition to specialization within a major. My internship in the Management Trainee program with XYZ Department Stores let me apply my business knowledge to the working environment. In addition to this internship, I continued to work my part-time sales associate position with XYZ, where I consistently met monthly sales goals. Having researched Pharm Company, Inc., I welcome the opportunity to begin my career with your organization. A company that requires self-motivation in its employees is a good fit for me. While attending college, my part-time and summer employment helped me self-finance 50 percent of my college education. I look forward to the challenges and opportunities Pharma Company provides for its work force.

Thank you in advance for your consideration of my application. Should you have any questions I can be reached at (404) 555-1212 or via e-mail at ssmith@abc.edu. I look forward to hearing from you.

Sincerely,
Sally Smith



3 FALSE BELIEFS COLLEGE GRADS HAVE

Posted by Kevin Cormac

Do your thoughts affect your job search? You better believe it!

1. "I deserve a job because I worked hard to get my degree." Many college grads on the job hunt believe that they are essentially entitled to employment because they worked long and hard for their degree. It is indeed true that dedication and hard work go a long way – but that guarantees a student graduation, not a job. Some students say that their excellent GPA, extra-curricular involvement, internship experience, or even their degree's major entitles them to a good-paying entry level position at a Fortune 500 company. All of these are factors that may help you in your job search, but none are golden tickets towards employment. This kind of thinking makes a college graduate a passive job seeker which is the last thing anyone wants to be.

Instead, job seekers should write down their past experience, skills, and qualifications and see how they can best brand themselves. Then, they should use job interviews as opportunities to explain to hiring managers why they are indeed the best candidates for the position.

Stop believing: "I deserve a job because I worked hard to get my degree."

Start thinking: "How can I show companies that I am the best possible candidate for this job?"

2. "That's not my ideal job, so I won't bother applying." The most common reasons new grads may not bother applying to certain jobs are:

- Salary - "too low"
- Job title/duties – "not important enough"
- Location – "not close to my family/friends"
- Industry/company – "not my favorite one"

The biggest difference today is between a college graduate having a job or not having a job, not between living in Seattle and living in Miami, or between working in the tech industry and working in the entertainment industry. A job seeker must realize that a job that reasonably falls within their major is a pathway to career advancement, networking opportunities, and of course, an income.

Stop believing: "That's not my ideal job, so I won't bother applying."

Start thinking: "This job gets my foot in the door in a company, gives me experience, and the connections I may make here may prove to be invaluable in the future."

3 False Beliefs College Grads Have, continued

3. "If I only knew the CEO/VP of a company, my life would be set!" Here's a commonly-believed scenario from the article Debunking Job Networking Myths for College Grads.

You: "I know Darren – he's a big shot at Accenture. He said you'd give me a job."

Recruiting Director: "Of course, I will. You're hired. We'll see you on Monday morning at 9:00. I'm assuming \$200,000 will work for you as your new IT Specialist salary."

Sadly, that's not what networking is all about.

Job networking is not about being handed a job on a silver platter because you know someone, it is about getting noticed; standing out from the crowd because of a referral.

Yes, you may get sent to the hiring manager's office for an interview quicker when you do have a referral rather than when you don't, but once you are there it's all on you: can you prove to the interviewer that you are qualified for the job? Are you likeable and confident? If not, the referral was just wasted.

Networking is tremendously important when looking for a job, and getting a referral basically

means you've been prescreened by a trusted employee and you have a good chance of getting an interview. It is important to remember however, that networking does not guarantee you a job; it improves your chances of getting one.

Stop thinking: "If I only knew the CEO/VP of a company, my life would be set!"

Start believing: "Networking won't guarantee me a job, but it will get me an interview faster."



5 REASONS EMPLOYERS ARE RELUCTANT TO HIRE YOU!

Posted by Kevin Cormac

Job search can be frustrating, no doubt about that. Often times we hear job seekers talking how they never hear back from the employer after a job interview. We agree that employers should contact each job applicant even if they are not hired, but when you have thousands of job applicants for two openings, it might be a little too hard for the company too.

There are many reasons why an employer may reject a job candidate. We explore five reasons below which shows why the employers aren't too keen on hiring you.

1. Your Resume Sucks. Online job search is highly effective and using Twitter, LinkedIn, Facebook, etc. can help you land a job. However, a resume will always be required. Online or offline, without a resume that can highlight your experience and one that is effective, landing a job is next to impossible. Having a resume alone isn't enough. It needs to be effective. Too often we see people using their LinkedIn profile as an online resume but everything on it seems unprofessional. If your profile image on LinkedIn shows you holding a beer can, good luck getting prospective employers interested in you. The first and foremost thing that you need to make sure is the fact that your resume doesn't suck.

We've covered resume tips in the past. Below are some that will help you guide in the right path when it comes to making sure your resume doesn't suck :

1. If you are looking for jobs in a industry that demands you be creative, these creative resumes might be something you could draw inspiration from.
2. Writing an effective resume requires use of effective words. Take a look at these words that will help make your resume stand out.
3. If your resume looks like the resume of the future that we created a while back, it's obvious you won't get called for a job interview.
4. Ever think of lying in your resume? If you have, these are the resume lies employers usually don't catch on to.

5. Before you throw away the junk mails, make sure you learn how to create outstanding resume using tactics used in junk mails.

6. And finally, here are a few tips on how you can write a killer resume by making the best out of your biggest screw-ups.

2. You're Begging For It. It's natural to be desperate when you lose a job. The desperation kicks in full swing if you haven't saved any money and it comes down to putting food on the table. Being laid off from a job or getting fired and losing a steady income isn't easy, both financially and emotionally. However, if your desperation starts showing during the job interview, it's almost guaranteed employers aren't going to hire you.

Employers look for people who are confident and can turn things around. They are looking for someone who can handle a tough situation. If you act desperate there is no way an employer is going to hire you. They might feel bad for you but they have a business to run, and in this case, their business mind will certainly overcome the emotional side. Grabbing an interviewers leg and begging while at the job interview isn't the best way to land a job. We understand you are desperate and it's natural, but don't let it show.

5 Reasons Employers are Reluctant to Hire You, continued

3. You Are Talking Out Of Your A During an Interview.** Some job applicants are way out of their head. Most articles that you read on the web related to job interview tips always says 'be confident.' This does not mean you have to act cocky. There is a difference between being confident and being an ass hole. Your employers wants someone who knows what they are talking about, they don't want an aggressive person who might be a problem for the whole department down the road. Besides the whole cocky part, some job applicants seem to talk a bit too much. Don't get too personal with your interviewer. There is no reason to point out that your ex-wife or ex-husband made your life hell and you couldn't perform as expected at your last job. Watch what you say while at the interview. Every word coming out of your mouth and every gesture you make is being watched. If you are talking out of your ass, there is a reason the employer didn't extend the job offer to you.

4. You Don't Exist On The Web. Although employers still use traditional ways to hire a job applicant, online channels have become extremely important. There are more employers looking to hire someone through social channels such as LinkedIn, Facebook, Twitter, etc. As these platforms grow, employers are realizing they need to have a presence on there and they expect you to be there as well. Just make sure you are using these channels wisely and not sharing your darkest, deepest secrets for the world to see.

Your presence online can either be the reason they will hire you or the reason they won't. Having a web presence is definitely something that can't be ignored. If you don't have one, that certainly may be one of the reason the employer isn't too keen on hiring you.

5. You Forgot To Do Your Homework. Don't ever go for a job interview unprepared. And we aren't talking about ironing your clothes or brushing your hair. We are talking about the fact that you need to know about the company. Interviewer's often like to ask questions related to the company such as history, name of the CEO, etc. to see how much time the job applicant has put into researching. If you can't answer some of the basic things about the company, it just shows you haven't done your homework properly. You need to prove to the employer that you want this job not just for the money (although that might be the primary reason), but cause the work itself interests you.

The more information you have on the company, the more reasons they have to believe that you are an ideal candidate. This is a critical step in preparing for a job interview and many seem to ignore it. And that my friend, is a very good reason that a particular employer doesn't want to hire you.

Cormac, K. (2010). 5 Reasons Employers are Reluctant to Hire You. Retrieved July 16, 2010, from New Grad Life Website: <http://newgradlife.blogspot.com/2010/03/5-reasons-employers-are-reluctant-to.html>



11 THINGS HR WON'T TELL YOU

With all the job hunting going on right now, I get a lot of questions about how applicants can put their best foot forward and get hired.

To get the best information possible, I went to the source and surveyed a group of hiring managers. They shared the following tips — things they won't tell you at interviews, but sure wish you knew before you came in the door.

1. Know your stuff. Before any interview, do your homework and research the company.

Very few candidates do this, so if you are one of them you'll immediately set yourself apart. Research the industry and, at the very minimum, read every page of the company Web site to learn more about clients, services, management and competitors. Read the company press releases to find out what their latest projects are. Utilize Web sites like LinkedIn or Google to learn the background of the people you'll be meeting.

Sample comment: "I have always been Astounded when I ask the question 'Do you know what we do?' only to get a response like 'I sort of have an idea.'"

2. Show that you're a good match for the job and organization. Tell the interviewer how you see yourself fitting into the company and what value you'll be able to add quickly. Show that you're a team member who's willing to go to the mat, and that you're not just in the job until something better comes along. Strong commitment and positive attitude often go further than actual skill — as long as you're teachable, open to feedback and a quick study.

3. Don't be late. Allow yourself enough time to get lost or delayed in traffic. Make a dry run the day before so you know exactly where you're going, the best way to get there, and where to park. Have the phone number of the interviewer with you so if you're unavoidably delayed you can call and see if you should still come or if another time would be better.

4. Don't be early. If you're really early, find a place to freshen up a little bit and wait until your appointment. You can present yourself 5 - 10 minutes before your interview time, but no earlier. The interviewer is on a schedule and doesn't want to see you until the appointment time.

5. Dress appropriately. This sounds simple, but too many people show up for an interview with dirty, unpreserved clothes, uncombed hair, and/or needing a shower.

Sample comment: "If someone wants a job in my office, they need to show me that they are capable of looking the part. If you would wear it to the gym or the grocery store late at night, it's probably not good for an interview."

11 Things HR Won't Tell You, continued

6. Practice the basics. You know you're going to be asked the following: "Tell me about yourself"; "What are some of your weaknesses?"; "Tell me about a time you disagreed with your manager"; "Why do you want to work for XYZ Corp?"; so have well-crafted, concise, intelligent and creative responses ready.

7. Make the interviewer's job easy. The interviewer is probably almost as nervous as you are. Anything you can do to make his or her job easier will be a huge boost for you. Remember — it's a conversation. Don't hog the discussion, tell rambling, self-serving stories, or make the interviewer drag information out of you piece by piece.

Sample comment: "I wish they knew that I don't care about past paychecks or stories, just what they are going to do for me and how they will help this company get to the next level."

8. Prepare intelligent, thoughtful questions. The questions you ask the interviewer are as important to your suitability for the job as the ones the interviewer asks you. Note: asking about pay, benefits or time off at the start of an interview doesn't qualify as either intelligent or thoughtful.

9. A professional, polished resume. These things will get you put in the "no" pile immediately: typos and grammatical errors; a generic resume with no specifics; an inappropriate email address (a real example: prettyhotandtasty@hotmail.com); a cover letter that's not keyed to this particular job. When e-mailing your resume as an attachment, use your full name in the file name, as in "Susan Jones Resume" and not "My Resume".

10. Don't forget your manners. Introduce yourself politely and remember the interviewer's name. Don't take a seat until offered one. If someone else comes into the interview and is introduced to you, stand up. Say "please" and "thank you". On the way out, thank the secretary or receptionist — and make sure you got his or her name, too. Send a hand-written thank you note within 24 hours of your interview.

11. Ask for the job. Too many candidates hold back for fear of looking too eager or too anxious. If you think you're a good fit for the job, and you want to work for the company, say so. It shows your passion for the opportunity and your willingness to take a risk and try to close the deal now.



TEN QUESTIONS TO ASK YOURSELF IF YOU STILL HAVEN'T FOUND A JOB

By: Katharine Hansen, Ph.D.

Are you in an active job-search, but have no job? Are you having troubles finding a job?

Not long ago, one of my former students contacted me in despair. It was six months after graduation, and she still hadn't found a job. I started thinking about some of the common roadblocks to a successful job-search, and I came up with this list of 10 important questions. Still haven't found a job? Ask yourself...

- 1. Are you networking?** Job-seekers today can't rely on passive methods of job-hunting. You have to meet people and tell as many of them as possible that you're looking for a job (be specific). Take your resume everywhere and give it out to everyone you can. Try informational interviewing; it's a highly effective form of networking.
2. Are you limiting your search? Are you relying strictly on want ads in the newspaper? Or have you decided that Internet ads will be the source of your next job? Don't search in only one sphere. Only a small percentage of job-seekers find jobs through either print or Internet want ads. So where do they find them? See Question No. 1 — through networking. But don't even limit your search just to networking; incorporate every form of job-hunting into the mix. Get some hints in our tutorial, Job Search 101.
3. Are you targeting employers most likely to need your skills? A really effective job search begins with comprehensive employer research and development of a list of employers to target. Based on various research criteria, you can target companies you most want to work for, companies that are likely to have plentiful openings in your field, and/or companies in particular need of the skills you have to offer. Once you've researched them, you can approach them using various job-hunting techniques:
 - Sending cold-contact inquiry letters to impress the employer with your knowledge of the company.
 - Using your network to uncover people with an "in" into your target companies.
 - Informationally interviewing people in your target companies.
 - Watching for print and Internet want ads from the companies (but not relying solely on these ads).
- 4. Are you spending enough time job-hunting?** Many experts believe job-hunting should in itself be a full-time job. If you're in school or employed while seeking a better job, your time may be somewhat limited. But you should put as much time as you can into it. Try to contact people in your network every day with the goal of setting up interviews with your contacts or people they've referred you to.

5. Do you follow up after sending out your resume? Do you just send your resume and cover letters out into limbo and hope for the best? Or do you make a follow-up call or send follow-up e-mail to see if you can schedule an interview appointment? Those who proactively follow up are much more likely to get interviews.

6. Are you even getting interviews? If you're following up but still not getting interviews, the problem could lie with your resume or cover letter. You may want to get a professional to review them. A good source is your college career-services office. Even if you're long out of school, these offices often serve alumni, sometimes for a fee. Or consult a professional resume writer.

7. How are your interview skills? If you're getting lots of interviews but never make it past the interview stage, your interview skills might need some polishing. Have a friend conduct a mock interview with you and critique your performance. Better yet, find a professional in your field to mock-interview you. And the best choice is to see a professional career counselor who can not only critique your performance but also videotape it so you can see for yourself how you appear to others. Our interviewing resources may also be able to help you.

8. Do you send thank-you notes after interviews? It's just common courtesy. Though a thank-you note won't make or break your job search, it might. Let's say the hiring decision is between equally qualified candidates. One sent a thank-you note, and the other didn't. Odds favor the candidate who thanked the employer for his or her time.

9. Do you follow up after the interview and thank-you note? If you've sent a thank-you note and haven't heard anything by the time the employer said the hiring decision would be made, by all means call. Be polite but persistent. This kind of follow-up shows your interest in the job.

10. Have you asked what you're doing wrong? After you receive a rejection from an employer, do you ask what you did wrong or what you could have done better? Granted, most employers won't give you a straight answer; they're afraid of getting sued. But occasionally you'll find a sympathetic person with whom you may have had good rapport in the interview. If only one person reveals something that can give you a more effective approach to your job search, it will have been well worth asking. If you are rejected, also be sure to let the employer know you're still interested in working for the company. That technique has paid off for many a job-seeker when the person the company hired didn't work out.

Hansen, K. (2010). 10 Questions to Ask Yourself if you Still Haven't Found a Job. Retrieved June 4, 2010, from Quint Careers Web site: http://www.quintcareers.com/ten_questions.html



BEING PROFESSIONAL DURING YOUR JOB SEARCH

Editor's Note: While this blog was written for doctors, we thought the advice was "just what the doctor ordered" to be professional in your job search!

Have you ever called someone's phone only to be met by a voicemail message involving their two-year old?

"Davey, ask them to say their name and number... (silence)... say hi Davey... (a loud clatter as the phone drops to the floor)... Beep."

Sure, such messages are adorable, endearing—all things precious. They are not, however, professional. And as a physician searching for a job, it is your responsibility to maintain the highest degree of professionalism in all facets of your life a prospective employer might come in contact with. Voicemail messages are one such facet; they should be simple, direct, and preferably left by someone over the age of five. And they should clearly state your name and the frequency that you return calls. Which do you think sounds better:

1. "Hi, leave a message."
2. "[automated voice]The person you've dialed at XXX-XXX-XXXX is unavailable. Please leave a message."
3. "Hi, you've reached the phone of Dr. Suresh Gupta. I'm unavailable right now, but if you leave a message, I'll return your call within the next day. Thank you."

One and two give no idea if the person is calling the right number. #3 is professional, courteous, and will result in a better response from a physician employer.

In The Doctor Job's quest to help all physicians be more professional, here are some additional tips that will help to make you an attractive, professional applicant in the eyes of your potential employer.

- **Brush up on your phone etiquette.** Few things are more frustrating for a department head trying to fill a position than a rude doctor. You can be professional while still being friendly to your prospective employer. After all, you want the department head to get the impression you're glad they called.

- **Create a professionally named email account, if you haven't already.**

JaniceLovesCats@yahoo.com just won't do. A simple suggestion is to use your first and last name with an underscore. Of course, you might have to do a slight variation if that account name is already taken.

- **Dress the part for any interviews.** Stick with something traditional like a pants suit. Power colors like red are best used as an accent; for example, a black shirt with a red tie. Also, you want to have the general appearance of cleanliness (brushed hair, ironed cloths) given the profession. The expression "dress for the job you want" applies perfectly here.

- **Make sure your resume and cover letter follow the guidelines of professionalism.**

Resumes should be one page (2 pages max and only under special circumstances), simple to read, and visually attractive. Your cover letter should be a brief, one page statement that highlights your resume.

If you follow the above tips, and mix in a dash of common sense, you should be able to dazzle potential employers with your professional prowess.

Professional Dress Rubric – Female

	Excellent (4 pts. each)	Proficient (3 pts. each)	Developing Proficiency (2 pts. each)	Unacceptable (1 pt. each)
Clothing	Skirted suit, pant suit or conservative tailored dress. Skirt should be at mid-knee or below (not floor length)	Dress skirt and blouse, business dress	Dress Pants, shirt	Gym clothing, club clothing, Anything sheer or revealing
Shoes/Socks/ Other accessories	Closed toe shoes, 2"-3" heel height, sheer panty hose Simple earrings (one pair) One or two additional pieces of jewelry	Open toed shoes	Casual shoes	Tennis shoes, sandals
Hair	Very professional look	Clean, styled, not in eyes	Clean, styled, partially in eyes	Not clean, disheveled, not natural colors
Nails/hands	Nails clean and manicured	Nails clean, not manicured	Nails clean, unacceptable colors	Dirty, chipped nails, long artificial nails.

Professional Dress Rubric – Male

	Excellent (4 pts. each)	Proficient (3 pts. each)	Developing Proficiency (2 pts. each)	Unacceptable (1 pt. each)
Clothing	Dressed in a highly professional manner. Navy, grey or black suit. White or light colored dress shirt; Tie in conservative stripe or classic design.	Dressed in a professional manner. Dress pants with dress shirt and tie.	Casual business dress, casual pants and polo, casual button down shirt	Jeans, gym clothes
Shoes/Socks/ Other accessories	Dark socks and shoes, well-polished. No jewelry except for a watch or one ring.	Other dress shoes	Casual leather shoes	Tennis shoes, sandals Piercings showing, visible tattoos
Hair	Short, professional haircut	Clean and styled, not in eyes	Clean and styled, partially in eyes, some facial hair	Not groomed, unclean or disheveled, unshaven
Nails/hands	Nails clean and manicured	Nails clean, not manicured	Nails too long	Nail polish, unclean



ONLINE IMAGE REVIEW

Research commissioned by Microsoft found that 79 percent of United States hiring managers and job recruiters surveyed reviewed online information about job applicants. Most of those surveyed consider what they find online to impact their selection criteria. In fact, 70 percent of United States hiring managers in the study say they have rejected candidates based on what they found.

*Here is a checklist of Web sites that hiring managers search to find information about their potential future employees. Take the time and go through this list and see what you can find about yourself that everyone can see!

1. **Google Name and Image Search** Begin by typing your first and last name into several popular search engines to see where you are mentioned and in what context. Look through the first 2 Internet pages to be thorough!

2. **Facebook, LinkedIn, Instagram, and Twitter Search**

Do you have maximum privacy? Is your profile picture clean and professional?

3. **Google Alerts** Use the feature, provided by some search engines, that automatically notifies you of any new mention of your name or other personal information.

Want to know more about how to improve your online brand? Visit the www.IndianaTech.edu/CareerCenter, or just stop by the career center! (Located in Andorfer Commons - Room 229)

Online Image Review, continued

How to Set Privacy Settings on Facebook

1. Click on the Account tab in the upper right hand corner of the screen
2. In the drop down box click on Privacy Settings
3. Under Sharing Facebook there are several options:
 - Everyone – This allows everyone, including people who are NOT your friends, to see your Facebook page.
 - Friends of Friends – This allows your Facebook friends and their friends to see your Facebook page.
 - Friends Only – This allows your friends on Facebook to see your page and ONLY them.
 - Recommended – This is what Facebook recommends for your privacy settings.
 - Custom – This allows you to customize your privacy settings to any way you like.
4. We recommend choosing the "Friends Only" option!
5. Choose an option and then click "Apply These Settings."

How to Make Public Searches Private on Facebook

1. Click on "Account" tab in upper right hand corner of the screen.
2. In the drop down box click on "Privacy Settings."
3. Click on "Edit your Settings" under "Applications and Web sites" in the lower left hand corner.
4. Click on "Edit Settings" next to "Public Search."

5. Click the box next to "Enable Public Search" so any employer searching for you will not see a preview of your Facebook profile.

*For more information on Facebook privacy settings, click on "Controlling How You Share" in the "Privacy Setting" page in Facebook.

How to Set Privacy Settings on Instagram

1. Click on "Profile" tab.
2. Click the gear icon/settings
3. Click on "Account Privacy"
4. Toggle "Private Account" on.

How to Set Privacy Settings on Twitter

1. Click on "Settings" in the upper right hand corner
2. Under "E-mail" you have the option unclick letting other find you by email address.
3. Under "Tweet Privacy" you can click the option "Protect My Tweets." This will let your future tweets stay private!



HOW TO PRACTICE PROPER WORKPLACE AND OFFICE ETIQUETTE

Posted By Syndi Seid

When working in an office all day, it's important to showcase good manners and proper etiquette. The way you work or talk on a phone at home is one thing, but when you share an office with others, you need to be conscientious and respectful.

Use these basic office etiquette and manners tips to help you act appropriately in the workplace.

1. Monitor the volume of your conversations.

Be sensitive to how loudly you may be speaking. Do you notice that people down the hall comment on your conversations? That might indicate your voice is too loud. Telephone etiquette at the office is very important because if your voice is too loud or the conversation is something private, it can be disruptive to those around you. Consider closing your office door and lowering your voice whenever speaking in person or on the telephone.

2. Keep personal telephone conversations and e-mails brief and at a minimum.

Be ever mindful that others are nearby and that this is a place of business. Do not use the company telephone, fax, or email, for any inappropriate and personal matters.

3. Avoid the urge to be "helpful" in areas best left to the other person to handle on their own.

In some workplaces, privacy is difficult to find. If you overhear a private conversation, practice selective hearing. Your best bet for being treated as a professional at work is to keep all workplace conversations professional.

4. Sharing professional information is wonderful, gossiping is not.

Only discuss personnel matters directly with specific individuals, superiors, and management. And always keep in mind business etiquette concerning confidentiality.

5. Be sensitive to scents and smells surrounding you.

This rule does not only apply to workplace etiquette, but social etiquette in general. Save cologne and perfume for social occasions, and ask if fresh flowers and potpourri bother co-workers before installing them in your space.

6. Avoid foods with strong smells and aromas that will travel throughout the office.

When eating at your desk or in shared areas, as great as French fries, Chinese food, and Indian food are, smelling them together in the same room and office can become unpleasant. Office etiquette rules suggest that you dispose of empty food containers and other items where they won't contribute negatively to the office atmosphere.

How to Practice Proper Workplace and Office Etiquette, continued

7. **Keep your personal workspace clean and neat at all times.** Generally, less is better when it comes to office and cubicle decor. Use discretion when displaying personal items such as family photos and mementos so as not to overdo, clutter, and obstruct your work area.
8. **Use shared areas with respect and courtesy.** Workplace kitchens can be the biggest source of co-worker tension. If you expect everyone you work with to clean up after themselves, model that behavior yourself. Some basic business etiquette tips is to wash and return all kitchen items to their proper place, clean spills, and wipe countertops and tables as needed. Help maintain supplies as needed. When leaving food items in a shared refrigerator; mark all items with your name and date. Remove all items at the end of your work week and toss or recycle empty containers.
9. **Restrooms run a close second to kitchens as annoyance spots.** After use, wipe the countertop and sink of any spilled water or soap. Be sure the toilet is clean for the next user. Notify the proper attendant if supplies are low or out, and of any plumbing problems.
10. **Maintain all shared items in "like new" condition and return borrowed supplies.** Leave the photocopier in working condition and be sure to take back that borrowed stapler with at least a few staples left inside. If a machine stalls or jams, take time to undo the jam or to alert the proper person to attend to it. We all expect and want to be able to use items and equipment when needed.

Seid, S. (2010). How to Practice Proper Workplace and Office Etiquette. Retrieved September 20, 2010, from How to Do Things Web site: <http://www.howtodothings.com/careers/a3478-how-to-practice-business-office-etiquette-and-manners.html>



WHAT NOT TO WEAR

Posted by Robert Half International

5 Interview Attire Don'ts

If you're headed to an employment interview and want to dress to impress, don't wear a cat suit, a jogging suit or "Star Trek" T-shirt. These were among the strangest interview outfits cited by human resources managers recently polled by Robert Half International.

You may think to yourself, "I'd never wear anything that crazy!" But even subtle mistakes when it comes to your wardrobe can damage your chances of landing the job you seek.

Here are some interview attire no-nos:

Don't take casual to the extreme. Take a lesson from the job seeker who made the mistake of wearing sweatpants to an interview: You will not be taken seriously if you look like you just strolled in from the gym.

Even if a company has a very laid-back atmosphere, maintaining a professional look is essential. It provides instant credibility and signals to the interviewer that you take the position seriously. If you're working with a recruiter, ask him or her for insight into the interview dress code. When in doubt, err on the conservative side and wear a suit, sport coat or blazer.

Don't overdo it. You don't want the most distinctive thing about you to be the scent of your cologne still lingering in interviewer's office hours after you've left. Avoid overpowering fragrances; many people are sensitive — even allergic — to perfumes and colognes.

The same guidelines apply to makeup and jewelry. While these aspects of your wardrobe can allow you express your personality, be judicious in your choices. Less is usually more.

Don't forget about comfort. Most people are already nervous enough during the interview. Don't increase your propensity to sweat by wearing a plastic skirt, like one individual cited in the survey.

What Not To Wear, continued

Similarly, avoid wearing clothes that itch or constrict your movements. You want to exude confidence during an interview, not look like you have a rash or can't breathe. A well-fitting outfit also can put you at ease.

Test-drive your clothing choices ahead of time to ensure everything fits well and makes you feel good about your appearance. This is especially important if it's been awhile since you've donned your interview suit. Repair or replace anything that is torn or soiled.

Another tip: Dress in layers so you can be at ease regardless of the temperature. If you show up in Bermuda shorts, as one candidate referenced in the survey did, you might spend the whole meeting shivering under an air conditioning vent.

Don't show too much skin. One job candidate we heard about arrived to the interview in a micro-miniskirt and fishnet stockings. Another wore a leather vest without a shirt underneath. If you

want the job, avoid attire that is more fitting for the club than the office. Midriff-baring T-shirts, low-rise pants or mini-everything should be shoved back in the closet.

Don't avoid the mirror. Conduct a final head-to-toe assessment before leaving the house to ensure that everything — including your hair, nails and shoes — is presentable. Do the same when you get to the interviewer's office. A quick trip to the rest room will allow you to make final adjustments before meeting with the hiring manager.

Remember, when it comes to attire, simple is best. What you wear won't get you the job, but it may take you out of the running. In the end, it's best to focus attention on your abilities, not your favorite funky shirt, shoes or skirt.

Half, R. (2011). What Not To Wear. Retrieved January 21, 2011, from the MSN Careers Web site: http://msn.careerbuilder.com/Article/MSN-2483-Interviewing-What-not-to-wear/?sc_extcmp=JS_2483_advice&SiteId=cbmsn42483
"What are some of your weaknesses?"; "Tell me about a time you disagreed with your manager"; "Why do you want to work for XYZ Corp?", so have well-crafted, concise, intelligent and creative responses ready.



STEP-BY-STEP GUIDE TO RESEARCHING COMPANIES

By Randall S. Hansen, Ph.D.

One of the most important skills a job-seeker can learn during a job-search is research skills. The quality of your research skills may make or break your job search. So, make the commitment to improve your research skills. You'll find that research skills will not only help you in searching for a new job, but will come in handy in many other situations in the future.

Information is a critical commodity in job-hunting; the more you know and the easier it is for you to find information, the better your chances of success. Employers value job-seekers who know key information about the company because that knowledge demonstrates your interest and enthusiasm for the company and for the job. This article will take you on a short journey through the basic steps in conducting company research.

Step 1: When to Do Research. For most job seekers, there are three critical times to conduct research. The first is when you are just starting your job-search and looking to identify key companies in your profession or industry, or even in a specific geographic location. The second possibility is when you are applying to an employer; it's always best to relate yourself to the company and tailor your cover letter and resume to each employer. The third — and when most job-seekers finally do some research — is when you have been invited to a job interview; you'll want to showcase your knowledge of the company. The sooner you get started, the better off you'll be.

Step 2: Determine What Information You Want. You are usually seeking two sets of information.

The first set of information deals with general company information. The types of information you might gather here include: products and services, history and corporate culture, organizational mission and goals, key financial statistics, organizational structure (divisions, subsidiaries, etc.), and locations (main and branch).

The second set of information deals with employment issues, and includes such things as career paths and advancement opportunities, benefits, diversity initiatives and other human resources functions.

Of course, you may also research the industry, key competitors and countries where the company has offices.

Step 3: Shortcuts/Starting Points. If you really have no idea of what companies might be best for you, there are some good places to start. A number of media have already done the research for you — and have produced various "best" lists... best companies for women, best private companies, best employee-owned companies, etc.

Step 4: Where to Find Company Information. Probably the single best resource of company information is the company's Web site. You can find the company site by trying to type the company name in your browser. For example, if you were trying to find information on Aetna, all you need to do is enter www.aetna.com and you're at the company's Web site. However, not all companies have such obvious Web addresses, so the next easiest thing to do is go to your favorite search engine, such as Google.com, and type the company's name in the search box. Then simply follow the link to the company's Web site.

Sometimes the information you'll find on a company's Web site is limited. While the trend is certainly for companies to place more and more information on their sites, private companies (not traded on any stock exchange) tend to have

Step-by-Step Guide to Researching Companies, continued

less need to provide sensitive information. What can you do in these situations? The next best solution is to read outside reviews and profiles of companies.

Among the two best sources for gathering information on public companies are BusinessWeek Online: Company Research and Hoovers Online.

Finding information about private companies — and the vast majority of all companies in the U.S. are private — is a bit trickier. Two good sources are the Forbes Largest Private Companies list and The Inc. 500 list of America's fastest growing privately-held companies.

If you are interested in working for a non-profit organization or association, the best research tools to use include the resources we provide in our Volunteering and Non-Profit Career Resources and General Professional Organizations and Associations.

Another great source of company information comes from articles and stories published in various media outlets. There are literally thousands of media outlets, from national news and business publications to specialized industry-specific publications. A good source for finding media that cover your industry is NewsLink. One other tool we've developed here at Quintessential Careers is the Quintessential Directory of Company Career Centers. You'll find several hundred companies, organized alphabetically, as well as by rankings.

Find more resources in our Guide to Researching Companies, Industries, and Countries.

Step 5: Getting Industry Information. The next level of sophistication in conducting research is getting a handle on the competitive nature of the industry (or industries) that your list of companies operate within. It is within the competitive environment that you might be able to spot trends that are either opportunities or threats for your prospective employers.

One good source of industry information is Industry Portals, a listing of links to many different industries.

The best print source is a U.S. government publication: U.S. Industrial Outlook, from the Bureau of Industrial Economics.

Find more resources in our Guide to Researching Companies, Industries, and Countries.

Step 6: Gathering Country and Place-of-Living Information. The final step in your research process may be to gather information about specific parts of the U.S. or other countries — to help you decide if you want to relocate to where a prospective employer is located.

For conducting research within the U.S., we recommend Sperling's BestPlaces.net, where you'll find a wealth of data, statistics, and comparisons about U.S. cities and counties.

For developing a better understanding of locations outside the U.S., we recommend the CIA World Factbook, which contains detailed snapshots, compiled by the U.S. government, of just about every country in the world.

Find more resources in our Guide to Researching Companies, Industries, and Countries.

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our Job-Seeker's Glossary of Job-Hunting Terms. www.quintcareers.com

Dr. Randall S. Hansen is founder of Quintessential Careers, one of the oldest and most comprehensive career development sites on the Web, as well CEO of EmpoweringSites.com. He is also founder of MyCollegeSuccessStory.com and EnhanceMyVocabulary.com. He is publisher of Quintessential Careers Press, including the Quintessential Careers electronic newsletter, QuintZine. Dr. Hansen is also a published author, with several books, chapters in books, and hundreds of articles. He's often quoted in the media and conducts empowering workshops around the country. Finally, Dr. Hansen is also an educator, having taught at the college level for more than 15 years. Visit his personal Web site or reach him by email at [randall\(at\)quintcareers.com](mailto:randall(at)quintcareers.com).

THE ULTIMATE GUIDE TO JOB INTERVIEW PREPARATION

By Louise Giordano

The biggest mistake in interviewing is not being fully prepared. It behooves job-seekers to use every conceivable means possible to prepare for the interview and to allow ample time to fully prepare. Understand that interviewing is a skill; as with all skills, preparation and practice enhance the quality of that skill. Preparation can make the difference between getting an offer and getting rejected. There is no one “best” way to prepare for an interview. Rather, there are specific and important strategies to enhance one’s chances for interview success. Every interview is a learning experience, so learning that takes place during the preparation and actual interview process is useful for future interviews.

Initial preparation requires recent assessment of skills, interests, values, and accomplishments; a re-assessment and updating of one’s resume; and research on the targeted company/organization and position. Preparation also includes actual practice of typical and targeted interview questions. Final preparation includes details of dress and appearance, knowledge of the location of the interview, what to expect, and protocols for follow-up.

General preparation before you begin the interview process.

Self-assessment. I recommend self-assessment annually, but most people resist this step. When one is unemployed or fearing lay-off, the time is right for reassessing current skills, talents, abilities, strengths, weaknesses, interests, and work values. In addition, it is clearly time to re-examine accomplishments and achievements, particularly those that may be relevant to a prospective employer. I recommend keeping an on-going accomplishments file in which to maintain such items as articles, congratulatory letters, kudos from the boss or clients/customers, 360 evaluations, and descriptions of successful activities as they occur. In the course of daily business life, one often forgets those notable successes. [Editor’s note: To read more about leveraging your accomplishments, see our article, *For Job-Hunting Success: Track and Leverage Your Accomplishments*.]

Updating your resume. The accomplishments file serves as a springboard to reassessing your resume. The file contains content for selective resume inclusion. If we assume that a resume

must be accomplishments-based rather than descriptive of one’s responsibilities, then the file serves to jog one’s memory about recent notable activities. Bare-bone the resume by removing all superfluous and/or irrelevant material, all articles (a, an, the), and work at getting it onto one page. Use functional headings to help focus the reader on what you have done and what you can do for the prospective employer. Be absolutely certain it is error-free.

Let’s now assume you have a specific interview lined up.

Research, research, research. Depending on available time, use every possible means to learn all you can about the company and position. Use the public library or local bookstore to locate and read information about the company/organization. Access books, journals, magazines, newspapers and any reference materials useful for investors — and job-seekers! Ask the reference librarian about connections to investor online publications or services, such as Valueline, Lexis-Nexis. Read and/or check online resources for major business publications, such as Forbes, Money, Kiplinger’s, The Wall St. Journal, or

The Ultimate Guide to Job Interview Preparation, continued

Investors Business Daily. Go online to the company's Web site as well as competitors' sites. Use investor Web sites to learn what's happening now in the news with this company and its competitors. Use bizjournals.com to find business news by industry and/or location.

Use your alumni network to the best advantage.

If your college offers a searchable online database, search by company name. Contact any alumni who work for that company. Choose fairly recent graduates (to learn about the interview and hiring process, and early experiences on the job) and older alumni as well (to learn about corporate culture, history, and career paths.) All alumni contacts are valuable for their insights as well their connections. Always come away from any networking meeting with at least two additional contacts.

Re-assessing your resume. Even if you have sent your best-yet resume, which was obviously successful in making the cut, review it thoroughly and know everything that's on it. Be prepared to discuss supplemental experiences that might be important to this employer. Use a Job Interview Prep Sheet to focus on experiences you feel are most relevant and match them to the employer's needs.

Practicing typical and targeted interview questions.

Use the practice interview questions offered by Quintessential Careers to review typical interview questions. Be able to answer the "Basic 3:"

- Why are you interested in this field?
- Why are you interested in this company?
- Why are you interested in this position?

Be prepared to discuss anything on your resume and answer questions/issues you really don't want to answer. For example:

- Your greatest weakness
- Your lack of related experience
- Your lack of leadership experience
- Your record of job-hopping

Practice with a friend, career counselor or coach, or in front of a mirror. Video or audio-tape your answers for future review. Scrutinize how you look and sound. Note inflection of your voice, mannerisms and gestures, facial expressions, poise, energy and enthusiasm in your answers as well as in your body language. How can you improve, enhance, develop, or revise your answers and/or delivery?

Because interviewing is a skill, you can only improve your style and acumen with practice. College and university career services offices typically offer mock interviews and interview workshops. But you can always prevail upon family or friends to help you prepare. **ASK!!!** Ask too for genuine feedback that will be helpful in working out the kinks. Practice is important too in assuaging fears and nervousness. However, a degree of tension is beneficial toward maintaining a level of alertness that causes you to sit up straight and forward in your seat, leaning toward the interviewer. The ideal is to strike a balance between poise/calm and energy/enthusiasm.

Prepare questions to ask. These questions should reflect your research on the company and position and should never include questions whose answers are readily available in company literature or Web site. Do NOT ask about salary or benefits!

The Ultimate Guide to Job Interview Preparation, continued

Final preparations: Select appropriate attire long before the interview day. Know the culture of the organization for which you are interviewing and dress accordingly — perhaps a notch above that — especially if the company has espoused corporate casual. A business suit is always acceptable. Be certain that your clothing is clean and well pressed. Do a test run to determine comfort level. Too short or too tight may cause you — or others — to be distracted or uncomfortable. Minimize accessories. Remember: less is more. You want to be memorable for the right reasons.

Know the location of your interview. Do a drive-by if possible. Plan to arrive at the designated office 10 minutes in advance. Allow ample time for traffic, the possibility of getting lost, and parking difficulties. Bring extra copies of your resume in a folder or portfolio. Bring a small notebook for notes, but keep note-taking to a minimum.

Collect business cards from every individual with whom you interview. Ask about time frames for filling the position, how and when you will be notified, and if they would like additional information or materials from you. **DO NOT ASK ABOUT SALARY OR BENEFITS!**

Follow-up: Send a thank-you note within 24-48 hours of your interview. Send one to every person who interviewed you. Email is OK, but follow protocols for formal business correspondence, which is always more formal than typical email. Use the thank you note to reiterate your interest and to emphasize your specific qualifications for the position. What do you want them to remember about you that is likely to “sell” them on you as a viable candidate? Everything about the job search should be focused on what YOU can do for the company, what YOU bring to the position, and why the employer should hire YOU! The interview may be your one shot — so make it a good one!

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our Job-Seeker’s Glossary of Job-Hunting Terms. www.quintcareers.com

Louise Giordano has been a career counselor at Brown University since 1992 and solely staffs the Providence College Alumni Career Advising Program. She served as director of business placement at Johnson & Wales University from 1987 to 1989. Prior to and concurrent with these activities, she was a secondary foreign-language teacher in public and private schools in CT, MA, and RI.



5 TYPES OF INTERVIEWERS AND HOW TO PREPARE FOR THEM

Posted by Jennifer Montez

Not everyone interviews with the same format, passion, process and questions. There are some old standards out there that some interviewers follow, while others take their own path, especially the entrepreneurs. There are different types of interviewers and with some forethought you can be prepared to interview successfully, no matter which type you encounter.

Keep in mind that an interviewer's personality and their style make a difference in the outcome. For example, a hotel front desk clerk learns quickly to read a person's personality as they approach the desk. This is key to customer service because the clerk quickly adapts in order to meet the needs of that customer. A food server listens carefully to a table of guests to assess the mood and friendliness of each person or the group and know how to provide them with excellent service.

Take caution though: if you misread the personality of the interviewer, you might make some mistakes that could cause you to not move further in the hiring process. Here we share the most common types of interviewers to help you make your own "first impression" style assessment, which can arm you with what you need to position yourself in the interview. These are just some simple rules to follow allowing you to be more comfortable at the onset of the interview.

Which job interviewer are you facing?

1. The Non-Stop Talker. You've seen the type they talk more than they ask questions. This sometimes presents a vulnerable situation whereby the interviewer chats personally and sucks you into feeling comfortable enough to move with the conversation. This might lead you to state some information that you might not want to reveal at this time. Be polite and respond with friendliness as the interviewer will appreciate this quality. So carefully listen to the questions and respond in a professional manner. Wait for those opportunities to ask pertinent questions relative to the position or the company. It shows your interest in what the interviewer has to say and allows them to continue with their chatter.

2. The Drill Sergeant. Opposite of the chatter is the interviewer who maintains domination over the conversation by firing off a list of questions in a monotone voice. This might be a bit intimidating but their goal might be to do just that – make you nervous. Maintain your eye contact with strong earnest, remain calm and confident, look for ways to return some questions, and provide solid answers without adding chatter. Stick to the pertinent information and be ready for the continued drill.

5 Types of Interviewers and How to Prepare for them, continued

3. Following Traditional Rules. This style of interviewing is somewhat predictable as they tend to follow a script or specific list of questions. This interviewer wants to be objective and neutral or isn't comfortable with the interviewing process. Allow the interviewer to remain in their comfort zone by sticking with the routine. Again, listen for opportunities to ask questions about the position or the company – subject matter that the interviewer is knowledgeable about and willing to discuss.

4. The Newbie (The Inexperienced). Everyone has to start somewhere and encountering an ill-prepared or inexperienced interviewer can be a bit tricky. They may be new to the company or new to the hiring process but you don't want to "take over" the conversation and leave them uncomfortable. Stay on course with the planned points and try not to ask questions that you already know they won't have answers for. However it is your interview and if they are unable to provide enough information for your own comfort level, then perhaps ask if there is another person with whom you could schedule a discussion.

5. The Inappropriate Interviewer. Fortunately not too often, there are the interviewers who inappropriately ask questions. If you encounter someone who steps out of bounds, making you uncomfortable, try to redirect the discussion back to a professional path. This shows the interviewer that you prefer to maintain the discussion around job or company-related subject matter. If their line of questioning persists, it's best to thank them for their time and conclude the discussion. Then there is the one you don't expect.

Almost all interviewers fit into one of the five categories already discussed here but there may be an occasion where someone fits outside these five types. It's unlikely, however if this happens you might want to try patterning some of their own behaviors and speech. Some hiring managers like people who remind them of themselves. In other words, adapt to their style.

Montez, J. (2011). 5 Types of Interviewers and How to Prepare for Them. Retrieved January 24, 2011, from the New Grad Life Web site: <http://newgradlife.blogspot.com/2010/05/job-interview-questions-job-interview.html>



7 PHONE INTERVIEW TIPS THAT'LL MAKE YOU SHINE

Posted by: Kevin Cormac

In some cases, telephone interviews are a way for employers to “pre-screen” possible job candidates before they are granted an in-person interview. In other cases, employers will conduct the full interview over the phone. Whether you are required to go through a pre-screening or have already been given the interview, you must be more prepared than you would be for an in-person interview, even if you are allowed to interview in your PJ's. Below are some telephone interview tips to keep in mind so your next phone interview is a success.

Telephone Interview Tips

- 1. Use a landline.** You don't want to risk having problems with cell phone service. It is irritating for employers to conduct interviews if the call breaks up frequently or is dropped completely. If you don't have a land line at home, just make sure you are in an area with as much cell phone service as possible. Do what you can so the process runs as smooth as possible.
- 2. Keep your materials handy.** In fact, lay everything out in front of you. This includes your resume, notes about your career objective (even if it isn't included in your original cover letter it's a good idea to have this out depending on the questions he will ask you), a pen and pad of paper for note-taking and anything else you think may be helpful during your interview. Because you won't have to schlep into an office, you can have anything out in front of you to aid with your success.
- 3. Steer clear of distractions.** Find a quiet place to interview and stay there! There shouldn't be any noise in the background to distract you or your potential employer. However, it is understandable that this can be tricky if you have young children at home who need your attention. When you set up your interview appointment, try to schedule it for as precise a time or window as possible. That way, you are able to avoid possible distractions (ex.: your phone interview is between 4 and 4:30, so no one can have company over during that time, the kids are fed and occupied or a sitter will watch them, if need be.)
- 4. Speak slowly and clearly.** When you speak to people face-to-face, you are able to understand what they are saying more clearly because you can see their mouth move. So in a way, you are reading their lips! Neither you nor your potential employer will be able to do this over the phone of course, so speak clearly and a little bit more slowly than you would if you were talking to this person in person. If you can't hear him, drop hints that he isn't speaking clearly or loud enough by politely asking him to repeat himself. If this makes you uncomfortable at all you can always blame it on your phone: “I'm really sorry, it's hard to hear you, the volume on my phone just won't go up!”

7 Phone Interview Tips That'll Make You Shine, continued

5. Remember – you can't be seen. That means that anything you say cannot be interpreted by your body language. Beware of jokes or sarcastic remarks that would have been harmless had he seen your facial expression. Maintain your professionalism; stay on target with the interview topics and focus on the key information about you that will get you hired.

6. No eating, drinking or chewing gum! This is self-explanatory. But, we humans are creatures of habit and might pop a potato chip in our mouths at just the wrong moment. However, when I say no eating or drinking I mean during the phone interview. You should eat beforehand to get your brain going so you can focus.

7. Prepare questions ahead of time. Just like in a personal interview, prepare a few questions to ask your potential employer at the end of your phone interview. Some examples are: "What does a typical day look like for an employee with this job?" "What are some skills I would need to develop in order to excel in the position I'm applying for?" "What software/equipment would I be using?" Remember – do not ask about salary or benefits until the employer has brought it up. Fortunately, it can be less intimidating interviewing over the phone with these telephone interview tips and you may even feel more confident that you'll do well. Great! As long as you are fully prepared and take the necessary precautions, there is no reason why you shouldn't have a successful phone interview.

Cormac, K. (2010). 7 Phone Interview Tip That'll Make You Shine. Retrieved October 13, 2010, from the New Grad Life Web site:
<http://newgradlife.blogspot.com/2009/12/7-phone-interview-tips-to-get-job-2.html>



TOP 10 HARDEST INTERVIEW QUESTIONS

A job interview is no easy task. In fact many job seekers have trouble with the same set of questions. Focus on these jobs interview questions, study them, learn them, research them, and ace your next job interview!

1. Why did you get fired/terminated? This

question is tricky yet needs to be answered with full honesty. The interviewer would want to hear your honesty and your side of the story. Support your answer with a very good explanation. In case you get fired due to legal issues, explain that you were currently working on it and that it does not have anything to do with your performance. Your explanation in your answer is very important; it should be direct and should not contain intersections.

2. Tell me about problems you encountered

with supervisors. Another tricky question that will test how you worked with your superiors. I suggest not to be too honest in answering this question. For example, common observations such as being bossy, opinionated, authoritarian, or being a keen observer are the common traits of a Supervisor that are incorrectly used. Instead, cite a personal experience that you had encounter with a supervisor so that the interviewer would understand why it became your problem.

3. What qualities do you look for in a boss?

Do not answer with the most common traits that a boss should possess like "being nice to employees" or a "good leader." You should relate your answer with your work. For example "My ideal boss is someone who can make time to hear employees' opinions or ideas, and a boss who cares to listen and give fair his/her opinion with my work."

4. As a professional, do you have any

disappointments? Cite the experience that really disappoints you, as you relay the story behind it make sure that you state something that you have learned after.

5. What is your edge among other jobseekers who already have professional experience?

This question is one of the trickiest questions for fresh graduates. You need to answer this question with full confidence and strut. Most answer "because of my age and fresh ideas." You should further explain your answer, and make sure that it has something to do with the company's growth.

Top 10 Hardest Interview Questions, continued

6. What do you know about this company?

Considered to be one of the hardest questions since most jobseekers failed to research the company (its management, products, etc.).

7. How would you be an asset to this company?

Another tough question. Confidence is the key to surpass this one. Give a clear two-liner explanation on how you can become an asset to the company.

8. Why do you think you will do well on this position that you are applying for? Cite an experience where you often got praise on the things that you did and relate that to how qualified you are in the position that you are applying for.

9. What is your observation about this company?

This question may be a trap. The interviewer expects you to be a keen observer since you want to work in their company. Make sure that you observed the company's environment, workers, and the office. Your impression matters to the interviewer.

10. Are you open for criticisms? How do you take them? Your attitude will be tested in this question. The interviewer wants to know if you are open for suggestions and how strong you are in handling pressure.

Montez, J. New grad life. Retrieved from http://www.jobopenings.ph/article_item-223/Top_10_Toughest_Interview_Questions.html