



U.S. DEPARTMENT OF LABOR

VETERANS' EMPLOYMENT AND TRAINING SERVICE (VETS)

TRANSITION ASSISTANCE PROGRAM (TAP)

VERSION 3.1B

DEPARTMENT OF LABOR

# Employment Workshop



A hand holding a magnifying glass over wooden blocks with person icons on a wooden surface. The scene is lit with a green tint. The magnifying glass is positioned over one of the blocks, which is slightly out of focus compared to the others. The background is a wooden surface with a visible grain.

1

# Introduction

# Workshop Goals

This course will provide an opportunity to:

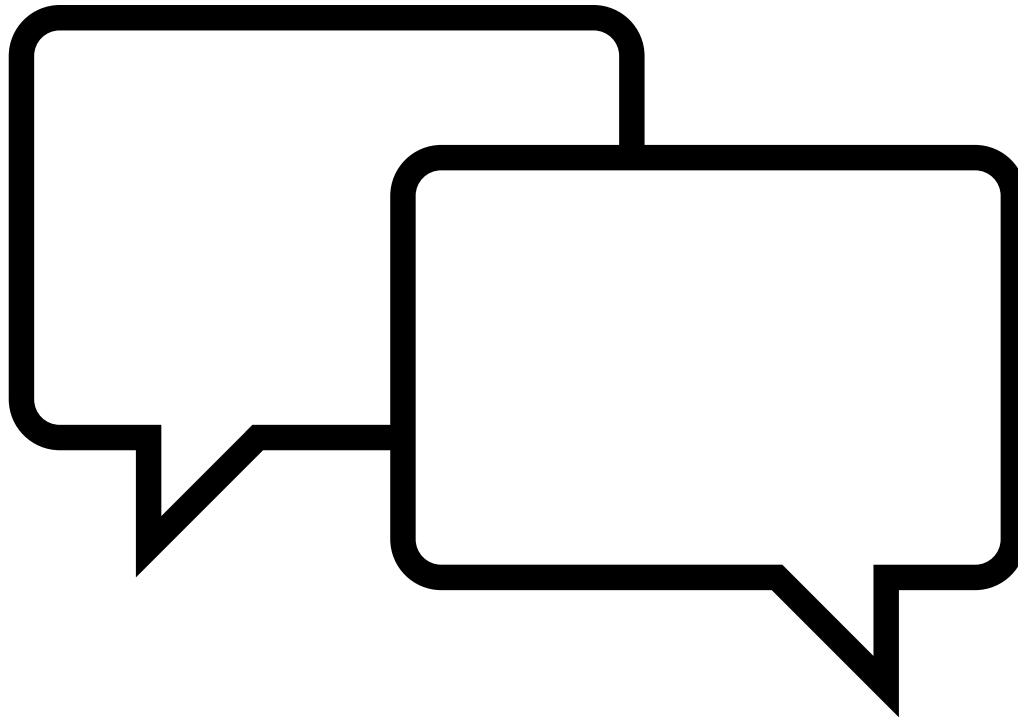
- Write a master or targeted resume.
- Understand the federal employment process.
- Expand your network, including using social media.
- Develop interview strategies and practice answering questions.
- Conduct salary negotiations and respond to job offers.

# Sections of Employment Workshop

- Resume
- Federal Hiring
- Networking
- Interviewing
- Salary Negotiation



# Activity 1.1: Introductions



What are your expectations for the class?

# Review Employment Fundamentals

DEVELOP YOUR  
**BRAND**

THINK LIKE AN  
**EMPLOYER**

MAXIMIZE YOUR  
**RESOURCES**



**2**

**Resume  
Writing**

## **Section Objectives**

**Understand the different types and styles of resumes.**

**Explain the Applicant Tracking System.**

**Create or update your resume.**

**Understand how to review and submit your resume.**

**Complete cover letter and references.**





## Resume Basics

What is the purpose of a resume?

Does everyone need a resume?

# RESUME QUIZ QUESTION 1

## Question

1. The number one rule for writing a good resume is “more is better.”

# RESUME QUIZ QUESTION 1 ANSWER

## Question

1. The number one rule for writing a good resume is “more is better.”

## Answer

1. **FALSE:** An employer reviews a resume, on average, less than 30 seconds, so there is a very short amount of time to catch their attention.

# RESUME QUIZ QUESTION 2

## Question

2. Regardless of your age, your resume work history should list all jobs going back to high school.

# RESUME QUIZ QUESTION 2 ANSWER

## Question

2. Regardless of your age, your resume work history should list all jobs going back to high school.

## Answer

2. **FALSE:** The guideline for work history is about 10 years, unless the employer specifically requests more information or older experience is specifically relevant. Federal resumes/applications may also require a longer and more comprehensive history.

# RESUME QUIZ QUESTION 3

## Question

3. Your resume should not be longer than two pages.

# RESUME QUIZ QUESTION 3 ANSWER

## Question


3. Your targeted resume should not be longer than two pages.

## Answer

3. **TRUE:** (In most cases) Depending on the employer and what they are requesting. However, federal resumes are likely to be longer.

# RESUME QUIZ QUESTION 4

## Question

4. A good resume is flexible enough to cover various job options within your professional field of interest.
- 



# RESUME QUIZ – QUESTION 4 ANSWER

## Question

4. A good resume is flexible enough to cover various job options within your professional field of interest.

## Answer

4. **FALSE:** Resumes need to be targeted for specific job postings. A networking or general resume may be used at certain times, but when applying for a job, a targeted resume is recommended.

# RESUME QUIZ QUESTION 5

## Question

5. A good resume paints a clear picture of you, including your height, weight, race, age, gender, marital status, and your number of children.

# RESUME QUIZ QUESTION 5 ANSWER

## Question

5. A good resume paints a clear picture of you, including your height, weight, race, age, gender, marital status, and your number of children.

## Answer

5. **FALSE:** It is important to stay away from discriminatory types of information. The items listed in this statement are not requirements for doing a job and would not be necessary to include.

# RESUME QUIZ QUESTION 6

## Question

6. Employers like to see that you are interested in things other than just your job, so include volunteer work, continued education, and association involvements.

# RESUME QUIZ QUESTION 6 ANSWER

## Question


6. Employers like to see that you are interested in things other than just your job, so include volunteer work, continued education, and association involvements.

## Answer

6. **TRUE:** Remember to include things other than your jobs that are relevant to the specific position. Resumes can include paid and unpaid (volunteer) work to show experience.

# RESUME QUIZ QUESTION 7

## Question

7. All resumes should contain the complete names, addresses, and telephone numbers of your references.
- 

# RESUME QUIZ QUESTION 7 ANSWER

## Question


7. All resumes should contain the complete names, addresses, and telephone numbers of your references.

## Answer

7. **False:** References will be on a separate document and will be provided to the employer if they ask. Some online resume applications will ask for this information, so it is important to identify your references in advance.

# RESUME QUIZ QUESTION 8

## Question

8. To help your resume stand out, you should make it as unusual as possible by printing it on brightly colored paper or including a picture of yourself.
- 



# RESUME QUIZ QUESTION 8 ANSWER

## Question

8. To help your resume stand out, you should make it as unusual as possible by printing it on brightly colored paper or including a picture of yourself.

## Answer

8. **False:** Avoid using gimmicks that you think will get your resume reviewed. It will most likely backfire, and you will be remembered— but not in a good way.

# RESUME QUIZ QUESTION 9

## Question

9. A well-written resume is sufficient to get you the job you want.

# RESUME QUIZ QUESTION 9 ANSWER

## Question

9. A well-written resume is sufficient to get you the job you want.


## Answer

9. **False:** Resumes are designed to get you into the interview seat, and the interview plays a major role in your hiring process.

# RESUME QUIZ QUESTION 10

## Question

10. It is always better to spend money getting a professional resume writing service to write your resume for you as opposed to doing it yourself.



# RESUME QUIZ QUESTION 10 ANSWER

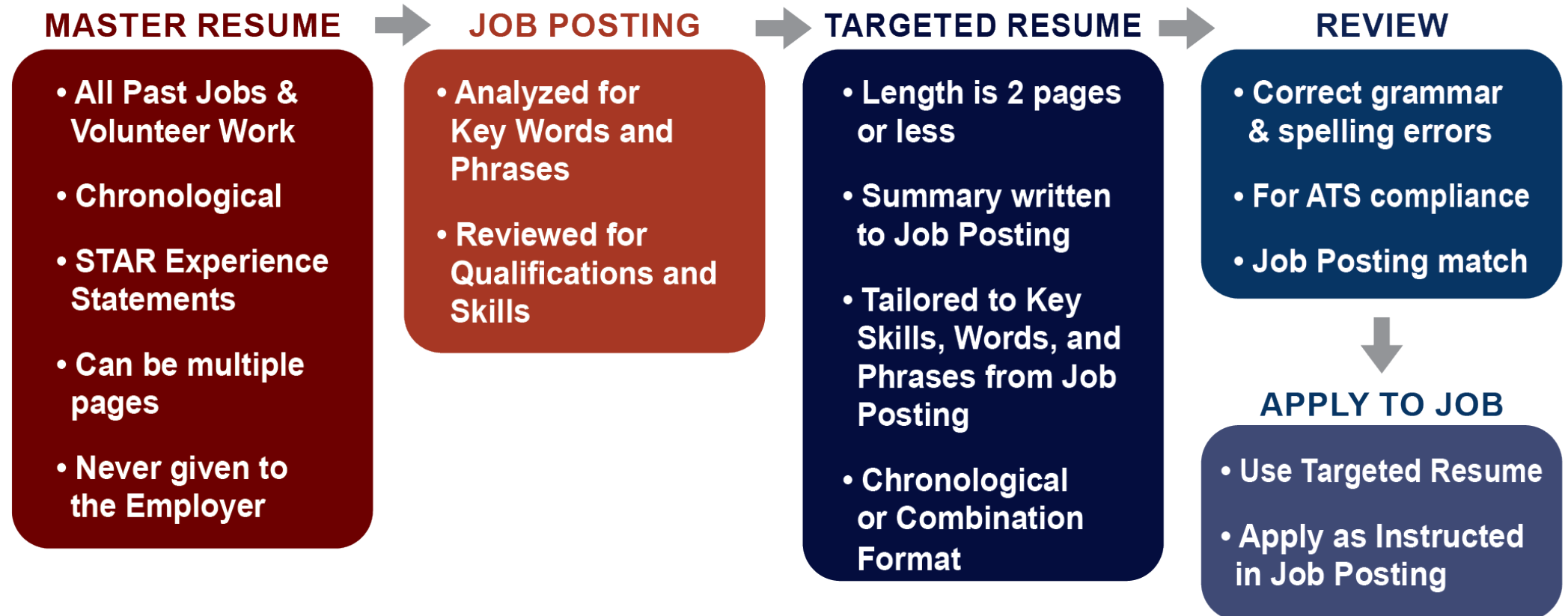
## Question

10. It is always better to spend money getting a professional resume writing service to write your resume for you as opposed to doing it yourself.

## Answer

**10.False:** Most resume writing service providers will need a great deal of assistance from you, so it will not save time and will cost you money. Furthermore, if you follow the best practices discussed in this curriculum, you will understand how to write your resume and will not need their help.

# Resumes Types



# Resume Styles

## Chronological: Time Based

- Preferred by employers.
- Arranged in reverse chronological order.
- Lists experiences and accomplishments per position.

ALEX SPENCER

Email | Phone

HEALTHCARE ADMINISTRATION SPECIALIST

Pg 18-19

U.S. Navy veteran with over 4 years of experience in healthcare business administration. Highly skilled at budgeting, scheduling, and seeking out ways to improve patient care. Experience collecting relevant business intelligence for healthcare and financial services industries and in managing large teams and streamlining workflows. Recipient of multiple awards for outstanding performance, professionalism, and leadership including awards for excellent customer service.

### PROFESSIONAL EXPERIENCE

**UNITED STATES NAVY** September 20XX – Present

Hospital Corpsman, Norfolk, VA

**Command Pay and Personnel Administrator** August 20XX – Present

- Assists the manager in providing day-to-day direction for the overall administration, coordination, and evaluation of the organization's human resource function.
- Developed a master tracking database that decreased administrative errors by 10%.
- Conducts periodic pay surveys, schedules and conducts job evaluations, prepares pay budgets, and monitors and schedules individual pay actions.
- Processes routine day-to-day tasks such as preparing personnel status and strength reports, preparing personnel awards, and other administrative support as required.
- Implemented monthly safety training for three administrative departments (32 personnel) to educate and inform the workforce on work safety and accident prevention regulations.
- Ensured 100% training compliance and conducted quarterly safety inspections with a 100% resolution rate.

**Customer Relation Representative (CRR) Manager** April 20XX - August 20XX

- Supervised 298 Customer Relationship Representatives (CRRs) for the command and divisional clinics, resulting in an increase of patient satisfaction by 3% in one fiscal quarter.
- Coordinated communication between patients, family members, and medical staff to facilitate optimal quality healthcare, obtaining a 100% resolution rate.
- Educated medical staff and patients by developing informational materials.
- Helped improve institutional policies based on collected, analyzed, and reported encounter data.
- Reduced risk and legal liabilities, consistently researching options, and implementing recommendations.

**Dermatology Team Leader** September 20XX - March 20XX

- Supervised 13 technicians in providing quality care for 11,341 beneficiaries annually.
- Met coverage demands by establishing work schedules and assigning specific jobs.
- Managed and inventoried surgical instruments and supplies valued at \$58,000.
- Developed an administrative board which increased members' mission readiness and competition status within the clinic and command.
- Assisted in department-wide training compliance updates resulting in no discrepancies during QC inspections.

### EDUCATION

- Bachelor of Business Administration (BBA) in Economics and Finance  
Royal Melbourne Institute of Technology (RMIT) University, Melbourne

# Resume Styles

## Functional: Skills Based

- Skills/accomplishments grouped into one or more categories.
- Not always preferred by employers due to lack of information about specific employers and dates.

### MORGAN FOSTER

Email | Phone | LinkedIn URL

**Professional Summary:** Strategic supply and logistics planner with 7+ years of experience improving military movement capabilities. Expert in identifying capacity constraints. Thrives in leading decision analysis processes and optimizing supply chain capabilities through thoughtful and careful prioritization. Collaborative spirit and a bias for action. Promoted ahead of peers.

**Areas of Expertise:**

- Constraint Planning	- Data Analysis and Visualization	- Forecasting
- Relationship Building	- Personnel Management	- Budgeting
- Project Management	- Process Improvement	- Compliance

**Professional Experience:** **Strategic Management**

- Spearheaded Department of the Army's 10-year plan for personnel restructuring and reorganization.
- Identified key senior executive stakeholders and market plan and strategy, soliciting feedback, and integrating multiple conflicting processes.
- Developed, integrated, and managed training operations and requirements, concepts, policies, and plans across entire Human Capital Enterprise.

#### Leadership

- Oversaw acquisition of equipment for 4,000 personnel global military movement, resulting in on-time delivery and zero loss.
- Tracked key performance indicators to improve lead-time in supply acquisition.
- Led high-level discussions with global stakeholders and cross-functional partners to resolve backlog issues and successfully ensured zero shortage related issues.
- Collaborated with remote organization headquarters and oversaw the restructuring of a 600-staff office.
- Analyzed key inputs for senior executives of allied nations to create detailed reports.

#### Research

- Conducted research, long-range planning, forecasting, senior executive leadership, and personnel management.
- Led grant-funded research project to confirm need and use for multi-million-dollar equipment purchase.
- Researched all global regulatory policies and presented constraints to senior executives.



# Resume Styles

## Combination: Time and Skills Based

- Incorporates features of chronological and functional format.
- Arranges skills followed by work history.

AUGUST "GUS" TURNER  
Email | Phone | LinkedIn URL | Location

Pg 22

### SUMMARY OF QUALIFICATIONS

Journeyman electrician and U.S. Navy Veteran with 6 years of experience in electrical wiring and circuitry. Extensive knowledge of electrical safety procedures and systems troubleshooting. Experience managing small teams and projects. Consistently recognized for precision and attention to detail.

### CERTIFICATIONS and TECHNICAL SKILLS

CompTIA A+ (anticipated Dec. 20XX)

Security + (20XX)

Software: Microsoft Office

Operating Systems: Mac / Microsoft Windows

### PROFESSIONAL EXPERIENCE

#### ELECTRICAL

- Journeyman electrician team lead for a team of 4 apprentice electricians.
- Modify, maintain, and repair shipboard electronic equipment and systems to ensure that they function properly.
- Install, service, troubleshoot, and repair wiring, conduits, controls, power distribution, and other electrical devices and systems in all types of settings using test equipment such as a multimeter.

#### SUPERVISORY

- Plan and delegate tasks to apprentice electricians, while meeting deadlines for the project.
- Provide accurate and complete time, materials and equipment estimates required for assigned project work.
- Provide oversight for apprentice electricians.

#### SAFETY

- Maintain safety records for company to meet all OSHA standards.
- Provide annual safety training to team of 15 electricians to meet licensing requirements.

### WORK HISTORY

UNITED STATES NAVY – Norfolk, VA - Electricians Mate

April 20XX – present

ABC MARINE DOCK – Virginia Beach, VA - Retail Associate

May 20XX – March 20XX

### EDUCATION


Associate of Arts (A.A.) in General Studies

UNIVERSITY OF MARYLAND GLOBAL CAMPUS, Adelphi, MD

# Preparing to Write Your Resume

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## What Style of Resume Should You Use?



Are you ready?

# Understanding The Applicant Tracking System (ATS)

- Streamlining software used to collect, track and sort resumes.
- Uses keywords to identify qualified candidates.
- Used as a “gatekeeper” to sift out resumes that do not meet the requested qualifications.
- System frees up time for recruiters from having to comb through hundreds of resumes.

# Getting Resumes Through the ATS

1. **Add** keywords and phrases in your resume from the job description.
2. **Use** acceptable file format requested in the application instructions.
3. **Avoid** uploading charts, images, or PDFs.
4. **Use** both the long form and acronym version of keywords.
5. **Use** chronological or combination resume format.
6. **Only** use tables or columns for your skills list.
7. **Do not** use headers or footers; can lose information or cause scan errors.
8. **Only** use headers to identify the 2<sup>nd</sup> page.

# Analyzing a Job Posting

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**Read** the entire job posting.



**Print** the job posting and highlight keywords.



**Verify** you meet the minimum requirements.



**Apply** even if you don't have a "preferred" skill.



**Apply** directly through the company website.



**Be wary** of job postings that ask you to pay for training.

# Analyze a Sample Job Posting

- Selecting keywords can be subjective.
- The goal is to select words that stand out and connect to your achievements.
- Look at **page 26** in your guide and notice the keywords identified.

# Sample Job Description: Identifying Keywords

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## Essential Duties and Responsibilities:

- Administers and **supervises** the activities of the department, including benefit and compensation program administration, **talent acquisition** for seasonal staff and full-time year-round openings, employee relations, **performance management** and **employee/organizational development** and **training**.
- Monitors current regulatory environment and best practices to ensure compliance with state and federal laws.
- **Prepares reports** and analyzes **statistical information** related to turnover, recruitment costs, and benefit plan participation; assists with special assignments as requested, including **developing and implementing** **programs** and presenting technical data to the Board of Directors and members of senior staff.



## Activity 2.2: Locate a Job Posting

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- Visit one or more job board websites.
- Search for an appropriate job posting or opening.
- Use CareerOneStop to search four (4) job boards simultaneously.

<https://www.careeronestop.org/JobSearch/job-search.aspx>

- You need this job posting to complete the next exercise.
- Best to copy/paste the job posting into a Word document.





## Activity 2.3: Identify Keywords in Your Job Posting

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**STEP 1:** Thoroughly read your job posting. Pay close attention to position requirements, qualifications, and responsibilities.

**STEP 2:** Focus on keywords and phrases that provide insight into the company's mission, values, and organizational culture.

**STEP 3:** Document the keywords and job requirements from the job posting, as well as your qualifications.

\*You will use this information later to target your resume.



## Activity 2.4: Resume Quick Scan

- You will play the part of a hiring manager who is looking for an employee for the position of Emergency Medical Technician.
- Read the sample job description in your participant guide Page 29.
- Try to identify some keywords that stand out.
- As hiring manager, you received two resumes for the position.
- You will be given 30 seconds to scan each resume to determine if you want to call the candidate in for an interview.



## Activity 2.4: Resume Quick Scan

- What stood out to you during your quick scan?
- Based on what you were able to look at, who would you call in for an interview?
- What can this exercise tell you about your own resume?



# Drafting Your Resume



# Targeted Resume Sections

1. Contact Information
2. Headline or Title (*Optional*)
3. Summary of Qualifications
4. Work Experience/ Accomplishments
5. Education/Training

# Resume Format

- **Length:** One to two pages (add your name to additional page)
- **Alignment:** Left-aligned
- **White space:** Clear margin, one inch all around is recommended
- **Styles:** Use bold, italics, and underlines sparingly
- **Font:** Arial, Calibri, Verdana
- **Font size:** 10 to 12-point font
- **Review:** Proofread and spell check

## RESUME TEMPLATES

### 1-PAGE CHRONOLOGICAL RESUME TEMPLATE EXAMPLE

FIRST NAME LAST NAME

Email | Phone | LinkedIn URL | Location (Optional)

PROFESSIONAL SUMMARY or HEADLINE/TITLE

Introduction sentence. Include length of employment with what organization doing what. Next, mention your hard skills. Convey your proficiency, experience, and knowledge for each skill. Add two to three soft skills that would fit well. End with other information relevant to the position, such as clearances, foreign languages, travel availability, etc.

#### SKILLS

- Hard Skill 1
- Hard Skill 2
- Hard Skill 3
- Soft Skill 1
- Soft Skill 2
- Soft Skill 3

#### PROFESSIONAL EXPERIENCE

Position Title 1 Position Start Date – End Date

Company A's Name, City, State

Job description

Key achievement 1. Use STAR statement.

Key achievement 2. Use STAR statement.

Key achievement 3. Use STAR statement.

Position Title 2 Position Start Date – End Date

Company B's Name, City, State

Job description

Key achievement 1. Use STAR statement.

Key achievement 2. Use STAR statement.

Key achievement 3. Use STAR statement.

#### EDUCATION

College or University, Location

Highest Level Degree

Major(s), Minor(s), GPA (Only include GPA if above 3.5)



## Activity 2.5: Create Your Contact Information

- **Email and phone number**  
Provides recruiter or employer contact information.
- **Your LinkedIn profile URL**  
Directs recruiters to your profile page.
- **City and State (Optional)**  
Could lead to discrimination or privacy concerns.

**Contact Information Example 1** in Calibri 12-point font with location:

Taylor Lee  
Coral Springs, FL - (302) 555-1111 - Taylor.Lee@email.com

**Contact Information Example 2** in Franklin Gothic Book 12-point font, without location information:

Taylor Lee  
(302) 555-1111 - Taylor.Lee@email.com

**Contact Information Example 3** in Times New Roman 12-point font, with LinkedIn URL information:

Taylor Lee  
(302) 555-1111 – Taylor.Lee@email.com – [www.linkedin.com/in/taylor-lee](http://www.linkedin.com/in/taylor-lee)

## Headline or Title (Optional)

A headline creates your first impression for the reader by quickly identifying your role or top skill.





# Summary of Qualifications

- Best way to catch the reader's attention to include keywords from the job posting in your summary.
- List your transferable hard and soft skills.
  - Recall that your transferable skills are those skills you have that the employer is looking for based on the job posting.
- Remember you will target your summary for every job posting.

## **Also Known As:**

- Professional Qualifications
- Statement of Qualifications
- Skills Summary



# Activity 2.6: Create Your Summary of Qualifications

- Bulleted List
- Paragraph
- Combination

## EXAMPLE 1: BULLETED LIST

### Summary of Qualifications for a Project Manager role:

- Project Manager with 10+ years of proven experience overseeing application development, vendor management, and implementation strategies
- Respected leader with excellent communication skills and experience building highly motivated teams focused on achieving project goals
- Diligent Project Manager with a proven record of success working with Microsoft Project Server
- Proficient in MS Office Suite (Project, Excel, Word, PowerPoint) and Visio
- Earned Bachelor of Science degree in Project Management

## EXAMPLE 2: PARAGRAPH

### Summary of Qualifications for a Human Resource role:

Certified Human Resource Manager with over 15 years of proven experience planning, executing, and evaluating complex programs and projects. Accomplished measurable results and improved performance while leading cross-functional teams of 200+ in dynamic, fast-paced environments. A skilled and flexible results-driven leader known for providing top notch support to manager and stakeholders. Possess a comprehensive background in human resource development, onboarding, and manpower management.

## EXAMPLE 3: COMBINATION OF PARAGRAPH WITH BULLETED LIST

### Statement of Qualifications for a Law Enforcement Professional role:

Law Enforcement Professional with over 15 years of experience providing protective services for over \$10M in assets during state, federal, and global security operations.

#### Key skills:

- Secret Security Clearance
- Investigations
- Search and rescue
- Testifying in court
- Interrogation
- Surveillance

# Experience & Achievements

The experience section provides the hiring manager with a list of the companies you have worked for, dates of employment, and the position titles you held.

- List your work history.
- List your results and/or achievements from each job.
- Illustrate your achievements with STAR statements.
- Show progress in your current work history.

# Work History Format

The experience section provides the hiring manager with a list of the companies you have worked for, dates of employment, and the position titles you held.

**EXAMPLE:**

System Administrator

January 2017 – Present

USAA, Dallas, TX

- Resolve Service Desk tickets for more than 3,000 users across 21 states and abroad, maintaining a 24-hour resolution time.
- Maintain three domains to include updating, troubleshooting, and repair of network connectivity to achieve goal of 95% continuous connectivity.
- Serve as Information Assurance (IA) Manager; annually train over 150 staff on IA protocols to ensure standards are maintained.

A close-up photograph of a desk. In the foreground, there is a silver pen and a brown folder. In the background, a calendar is visible with a tab labeled 'TODAY' and another labeled 'WEEKLY'. The calendar shows a grid of dates with some red markings.

## **How to Format Multiple Jobs at One Organization**

- Option 1: Stacking
- Option 2: Separate Listings



## Achievement Statements

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1. **Select** the skills and highlight your major accomplishments.
2. **Use** the STAR method.
3. **Use** civilian terms and avoid acronyms.
4. **Begin with** an action verb or dynamic adjective.
5. **Write** in past tense for all previous jobs.
6. **Avoid using** the phrases “skills included” and “responsible for.”
7. **Avoid** the use of personal pronouns (I, me, she, he, we, they, etc.)



## Example Achievement Statement

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Directly supervised the performance of 17 equipment technicians, and 4 equipment managers, in 3 separate maintenance facilities **(Situation/Task/Action)**; ensured 100% execution of maintenance applications, training missions, and quality control **(Result)**.



## ACTIVITY 2.7: Create Your Achievement Statements

# Creating Targeted Achievement Statements

## EXAMPLE 1:

**BEFORE** including keywords.

Provided executive-level leadership by integrating **innovative practices**, policies, and programs while collaborating with **executive teams** in **department growth**.

**AFTER** including keywords from job posting on page 26.

Provided executive-level leadership by integrating innovative **HR practices, performance management**, policies, and programs while collaborating with **senior staff** in **resolving problems**.





## **ACTIVITY 2.8:** **Create Your Education and Training**

Master of Arts in Educational Leadership,  
University of Arizona, Tucson, AZ, Summa Cum Laude



**DEGREES**



**CERTIFICATIONS &  
LICENSES**

# Other Additions

- Relevant volunteer work should be listed in the Experience section as if it is a paid position.
- Include awards and volunteerism that are relevant to the job you are applying for.



**Volunteer**



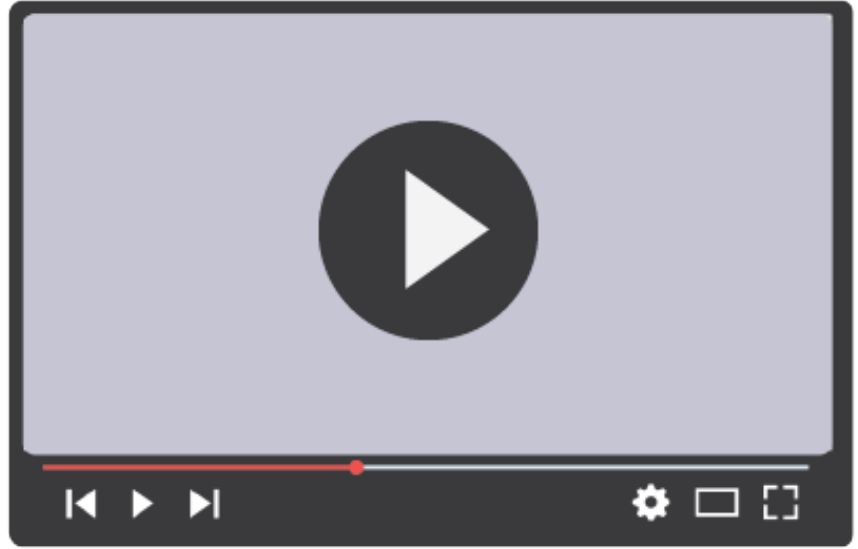
**Awards**

# Reviewing Your Resume

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- **REVIEW** your resume carefully.
- **VERIFY** all dates, names, and phone numbers are accurate.
- **READ:**
  - Once for organization of content.
  - A second time for formatting.
  - A third for spelling and accuracy.
- **READ** the document backwards.
- **ASK** a trusted friend or colleague to read the documents for you.

# Scan Resume for Keywords



Go to [dol.gov/DOLEWmaterials](https://dol.gov/DOLEWmaterials)  
Click on Resume Scan video link

**OR**

Scan QR code to view  
"Scanning Resume Using Online Tool"  
on your phone



# Purpose of the Cover Letter

Your cover letter should show:

- How your work experience meets job requirements.
- How your skills meet job requirements.
- Why you want to work for the organization.

# Parts of a Cover Letter

1. **Header** with contact information.
2. **Salutation** (or greeting) to hiring manager.
3. **Paragraph stating the position you are applying for** and how you heard about the job.
4. **Paragraph communicating your qualifications** for the job.
5. **Paragraphs describing key achievements** to show why you're the right person for the job.
6. **Closing paragraph** with a call to action.
7. **Complimentary close and signature.**

# Drafting Your Cover Letter

- Research the company before you write your cover letter.
- Make of list of competencies and experiences to highlight.
- Share stories to demonstrate your skills.
- Describe your successes.
- End your letter with a reason for them to contact you.
- Do not be too forward.



# Writing Tips

- Be specific.
- Write in appropriate voice and tone.
- Be honest.
- Avoid overused words and phrases.





# Submitting Your Resume

- **Follow** directions in applications about how to submit your resume.
- **Consider** the pros and cons of each file format of Word and PDF.
- **Give** your resumes and cover letters logical and professional filenames.
- **Provide** informative subject lines and content in the body of the email to explain attachments when you email resumes and cover letters.
- **Strive** for clear and professional communications with recruiters and potential employers.

# Submitting Your Resume Digitally

## ONLINE

- Look for a text box. Ensure formatting is correct if you copy/paste within the text box.
- Search for a button that says “Upload” or “Upload a resume.”
- Pay special attention to any instructions about uploading.
- Look for any notes specifying a preferred format.

## EMAIL

- Follow directions provided in the job posting. Think “mini cover letter.”
- Ensure formatting is correct if you paste into body of email.
- Give your documents a logical file name.
- Put your name, position title and job reference number of the job you are applying for in the subject line.

# Gathering Your References

- **Make a list** of supervisors and colleagues. Gather 7-8 references but provide only what is requested.
- **Ask permission.**
- **Be selective.**
- **Prepare them.**
- **Verify information.** Confirm you have the correct contact information.
- **Say Thank you!**





# Activity 2.9: Brainstorm Your References

## REFERENCE EXAMPLE:

Name

Job Title, Company

Phone number

Email

Amy Weston

Chief of Operations, ACME Inc.

(123) 555-1212

[Amy.Weston@email.com](mailto:Amy.Weston@email.com)

## MAXIMIZE YOUR RESOURCES

*Your references are excellent resources for your job search. They may review your resume or help you network.*

# Letters of Recommendation

- Letter from a trusted contact that can speak to your skills, achievements, and character.
- Contact is endorsing why you are a great candidate for the position you are seeking.
- Your list of references is the best resource for letters of recommendation.

- Understand the different types and styles of resumes.
- Explain the Applicant Tracking System.
- Create or update your resume.
- Understand how to review and submit your resume.
- Complete your application materials with a cover letter and references.



**3**

**Federal  
Hiring**

# Objectives

- **Gain** a better understanding of the federal hiring process.
- **Identify** preferences and executive orders for veterans.
- **Recognize** differences between federal resumes and standard business resumes.
- **Know** where to obtain additional information on federal hiring.



# Why Choose Federal Employment?

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- Many federal agencies value veteran candidates because their skills are highly transferable to the federal workforce.
- Federal benefits packages, including leave and healthcare, are generous when compared to most private-sector employment benefit packages.

# Federal Employment Information



U.S. Office of  
Personnel Management



**USAJOBS**<sup>®</sup>  
"WORKING FOR AMERICA"



# Office of Personnel Management

<https://www.OPM.gov>

An official website of the United States government [Here's how you know](#) ▾

**OPM** U.S. Office of Personnel Management

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About ▾ Policy ▾ Insurance ▾ Retirement ▾ Suitability ▾ Agency Services ▾ Operating Status

**November**

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

**December**

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
					8	9
				7	8	9
					15	16
					22	23

**New Tool for Federal Retirees**  
Follow our how-to videos to set up a Services Online account

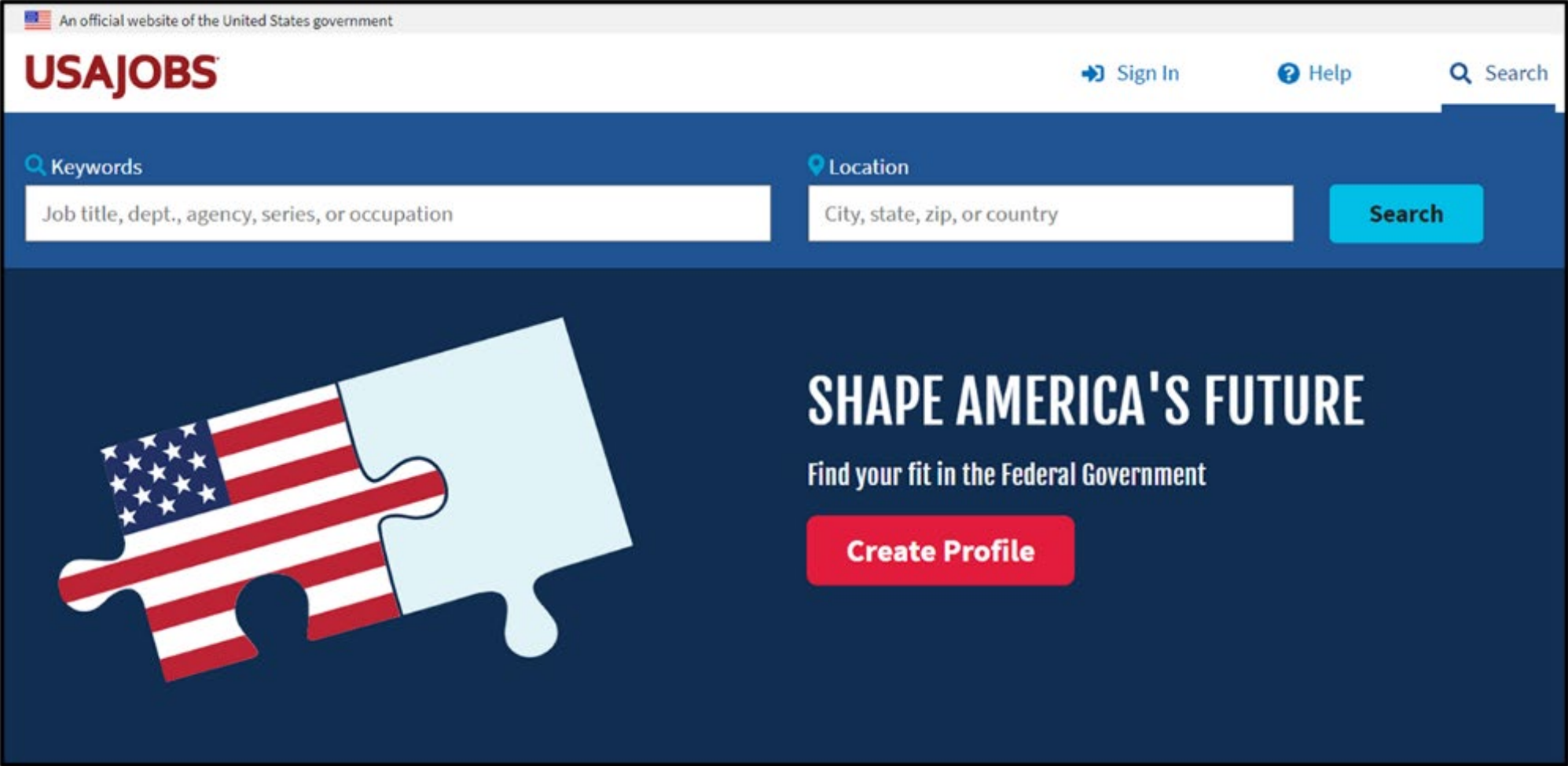
**Open Season runs Nov 13 to Dec 11**  
Enroll in or change your healthcare coverage

**Federal Workforce Is Engaged, Resilient**  
2023 FEVS shows gains across the board

[Help improve this site](#)

# USAJOBS

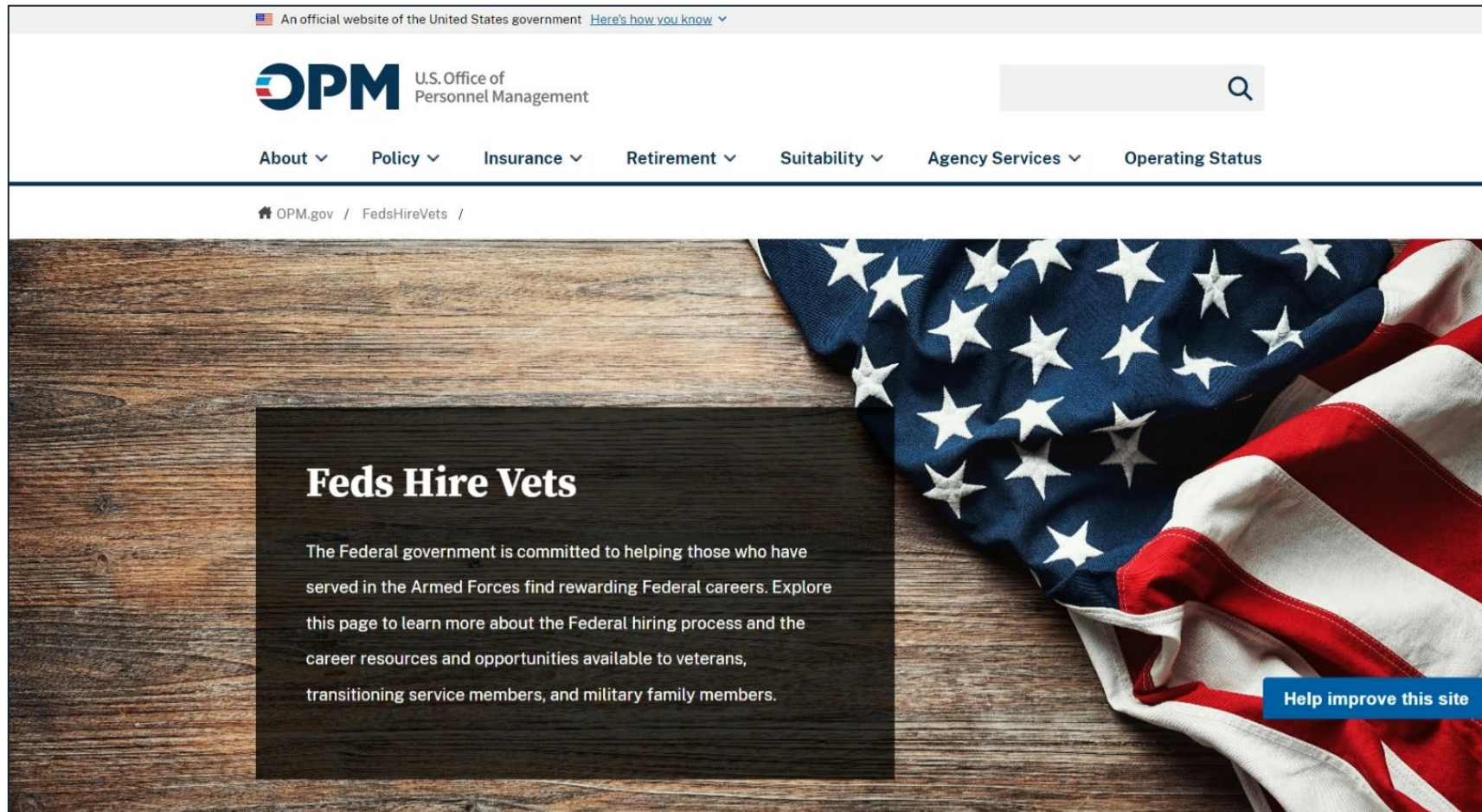
<https://www.USAJOBS.gov>



The screenshot shows the USAJOBS website interface. At the top left, it says "An official website of the United States government" with a small American flag icon. The "USAJOBS" logo is prominently displayed in red. To the right of the logo are links for "Sign In", "Help", and "Search". Below the navigation bar is a search section with two input fields: "Keywords" (with placeholder text "Job title, dept., agency, series, or occupation") and "Location" (with placeholder text "City, state, zip, or country"). A blue "Search" button is positioned to the right of these fields. The main content area has a dark blue background. On the left, there is a graphic of two interlocking puzzle pieces; one is light blue and the other features the American flag. To the right of the puzzle pieces, the text reads "SHAPE AMERICA'S FUTURE" in large white letters, followed by "Find your fit in the Federal Government" in smaller white text. A red button with the text "Create Profile" is located at the bottom right of this section.

# Feds Hire Vets

<https://www.opm.gov/fedshirevets/>



# USA.GOV

<https://www.usa.gov>



# Exploring Federal Hiring

## **Competitive Service**

- Subject to civil service laws.
- Majority of federal jobs.
- Open to all eligible applicants.

## **Excepted Service**

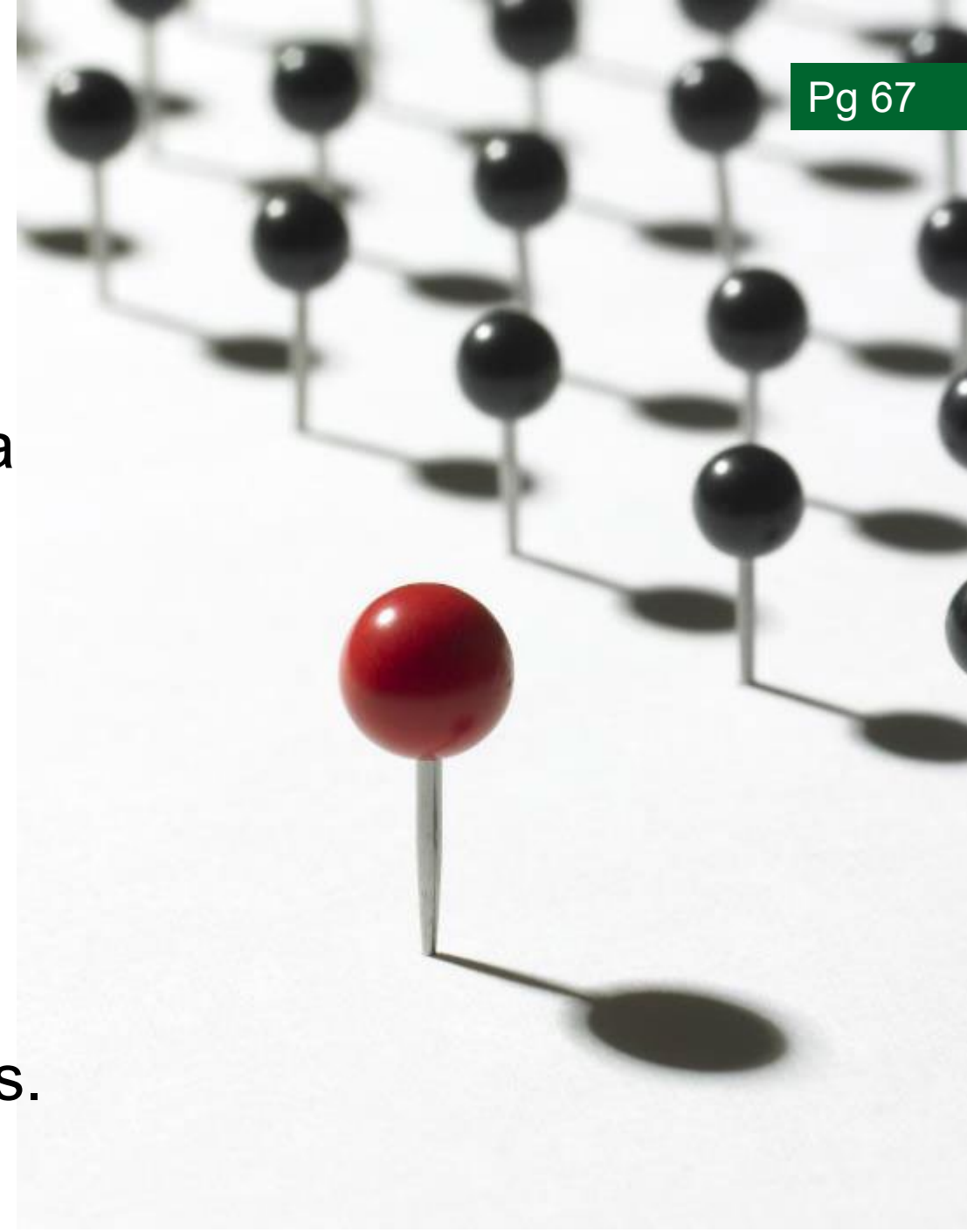
- Agencies set their own qualifications.
- Several ways to be appointed into the excepted service.

## **Senior Executive Service**

- Executive level requiring leadership qualifications.
- Positions classified above GS-15.

# Key Terms

- Series
  - The federal government uses a numbered system for grouping similar occupations.
- Pay Scale and Grade
  - A pay grade is a rate of basic pay based on the specific level of work or range of difficulty, responsibility, and qualifications.





## Explore hiring paths

The federal government offers unique hiring paths to help hire individuals that represent our diverse society. Learn more about each hiring path and your eligibility.



### Open to the public

U.S. citizens, nationals or those who owe allegiance to the U.S.



### Veterans

Veterans of the U.S. Armed Forces.



### National Guard & reserves

Current members, those who want to join or transitioning military members.



### Senior executives

Individuals looking for an executive level job and who meet the five Executive Core Qualifications (ECQs).



### Family of overseas employees

Family members of a federal employee or uniformed service member who is, or was, working overseas.



### Peace Corps & AmeriCorps VISTA

Individuals who have served at least 2 years with the Peace Corps or 1 year with AmeriCorps VISTA.



### Federal employees

Current or former federal employees in the competitive or excepted services.



### Military spouses

Military spouses relocating under PCS orders, or whose spouse is 100% disabled or died while on active duty.



### Students & recent graduates

Current students enrolled in or who have graduated from an accredited educational institution



### Individuals with disabilities

Individuals who are eligible under Schedule A.



### Native Americans

Native Americans or Alaskan Natives with a tribal affiliation.



### Special authorities

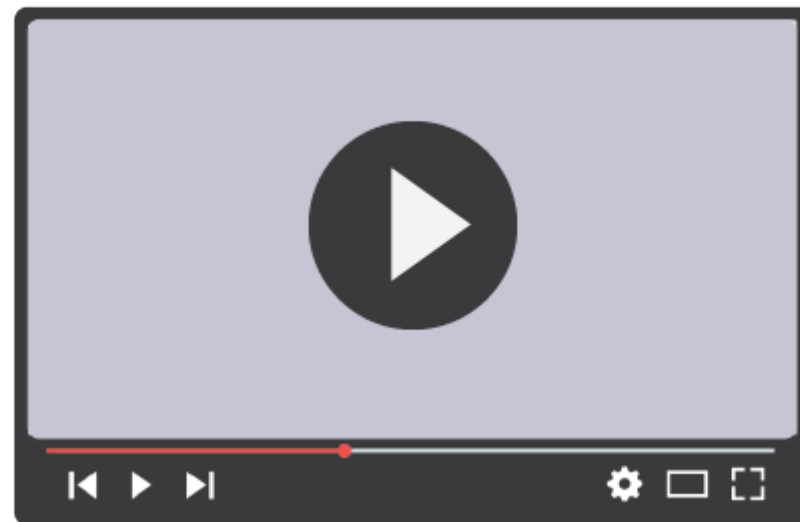
Individuals eligible under a special authority not listed above, but defined in the federal hiring regulations.

# Veteran Hiring Flexibilities



# Veterans' Preference

- Gives eligible veterans preference in appointment over many other applicants.
- Applies to all new appointments in the competitive and many in the excepted service.
- Does not guarantee a job.
- Not all veterans are considered veterans for the purpose of federal civilian employment.



Go to [dol.gov/DOLEWmaterials](https://dol.gov/DOLEWmaterials)  
Click on Veterans' Preference video link

**OR**

Scan QR code to view  
"Federal Hiring and Veterans'  
Preference"  
on your phone



# Special Hiring Flexibilities



**Veterans' Recruitment Appointment (VRA)**



**30% or More Disabled Veteran Appointment**



**Veteran Employment Opportunity Act (VEOA)**



**Disabled Veterans Enrolled in a VA Training Program**

# Other Special Hiring Authorities

- Schedule A for People with Disabilities
- Pathways Program

# Pathways Program

- **Internship Program:** Currently enrolled students (high school to graduate). Offers paid opportunities to explore federal careers while still in school.
- **Recent Graduates Program:** Recent graduates of qualifying institutions. Career development with training and mentorship. Apply within two years of graduation (except veterans who could not finish due to service obligations, who have six years to apply).
- **Presidential Management Fellows (PMF) Program:** For people who received a qualifying advanced degree within the preceding two years.

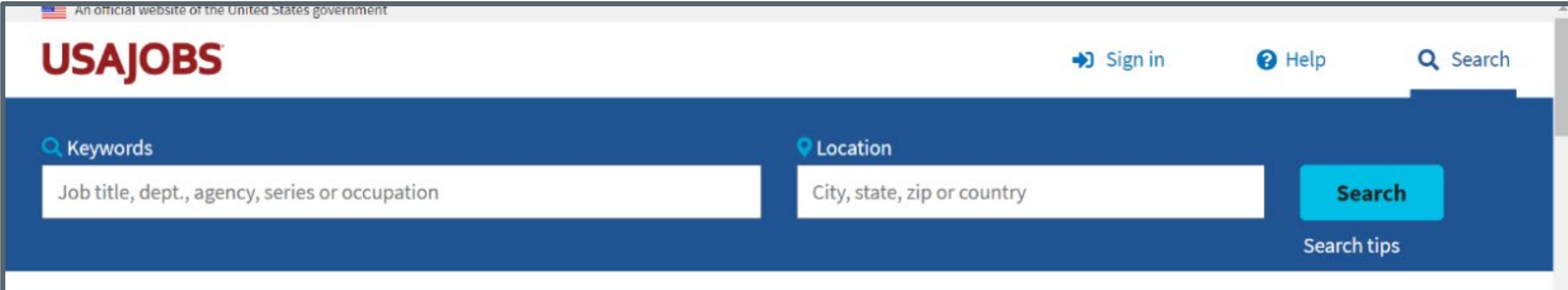
# Finding Federal Jobs



## **Activity 3.1: Find a Job Through USAJOBS**

---

1. Go to USAJOBS.gov (you do not need an account).
2. Search for job posting with job title or keywords and location.
3. Fill out the Hiring Path Filter to narrow your eligibility.



An official website of the United States government

**USAJOBS** [Sign in](#) [Help](#) [Search](#)

**Keywords**  
Job title, dept., agency, series or occupation

**Location**  
City, state, zip or country

**Search**  
Search tips





# Activity 3.1 Find a Job Through USAJOBS (con't)

## Hiring Path Filters

Check all boxes that apply to your situation especially those listed under **Armed Forces**.

The screenshot shows the 'Top filters' section on the USAJOBS website. A blue button labeled 'More filters' is highlighted with an orange box and an arrow pointing to it from the right. Below this, the 'Hiring path' section is visible, with a 'Select all' link and a 'Help' icon. The 'Armed forces' section is highlighted with an orange box and an arrow pointing to it from the left. This section includes three options: 'Veterans (25)', 'Military spouses (25)', and 'National Guard & reserves (4)'. Other sections include 'Federal employees (96)' with options like 'Competitive service (24)', 'Excepted service (8)', 'Internal to an agency (14)', 'Career transition (CTAP, ICTAP, RPL) (34)', and 'Land & base management (16)'. The 'Additional paths (36)' section includes 'Individuals with disabilities (10)'.

Select **More filters** to refine and limit your search results such as:

- Location
- Work Schedule
- Appointment Type
- Travel percentage



# Understanding Federal Job Announcements

- Overview
- Pay Scale
- Location
- Duties
- Qualifications
- Required Documents
- How to Apply
- Questionnaire

# Job Announcement- Overview

An official website of the United States government

**USAJOBS** Timothy Help Search

Prev Back to results Next

## AIRCRAFT MECHANIC (ACCELERATED HIRE)

DEPARTMENT OF THE AIR FORCE  
[Air National Guard Units](#)  
California National Guard

Summary This job is open to Duties Requirements How you will be evaluated Required documents How to Apply

### Summary

This AIRCRAFT MECHANIC (ACCELERATED HIRE) position, is located within a National Guard aircraft maintenance organization and is part of the CA JFHQ Air Division.

[Learn more about this agency](#)

### This job is open to

- Federal employees - Competitive service**  
Current or former competitive service federal employees.
- Federal employees - Excepted service**  
Current excepted service federal employees.
- National Guard & reserves**  
Current members, those who want to join or transitioning military members.
- The public**  
U.S. Citizens, Nationals or those who owe allegiance to the U.S.

**Clarification from the agency**  
Applications will be accepted from: All federal re-employable eligibles, on-board federal employees/technicians within

**Apply**

Print Share Save

### Overview

**Accepting applications**

**Open & closing dates**  
05/01/2023 to 03/23/2024

**Salary**  
\$28.55 - \$45.55 per hour

**Pay scale & grade**  
WG 10

**Locations**  
Many vacancies in the following locations:

# Location and Duties

## Clarification from the agency

Applications will be accepted from: All federal re-employable eligibles, on-board federal employees/technicians within the state for which you are applying (Title 32 and Title 5, Permanent and Excepted Indefinite), Current California National Guard members. Accelerated Hire Authority will be used to fill this position. Traditional rating and ranking of applicants does not apply to this vacancy.

## Duties

[? Help](#)

**THIS IS A T32 EXCEPTED SERVICE, INDEFINITE, PERMANENT, TEMPORARY POSITION**

**Indefinite Positions: Selectee may be non-competitively converted to permanent status if/when funding becomes available or position becomes unencumbered.**

**Temporary Positions: Selectee may be non-competitively extended up to 4 years if/when funding becomes available in accordance with CNG FPH 001.**

The primary purpose of the AIRCRAFT MECHANIC (ACCELERATED HIRE), WG-8852-10, is to inspect, repair, modify, and service aircraft systems, components, and assemblies, both on- and off-aircraft.

May make additional selections within 90 days of eligible(s) issuance.

## Locations

Many vacancies in the following locations:

-  **Fresno, CA**
-  **March AFB, CA**
-  **Moffett Field, CA**
-  **Port Hueneme, CA**

## Remote job

No

## Telework eligible

No

## Travel Required

Occasional travel - You may be expected to travel for this position.

## Relocation expenses reimbursed

Yes—You may qualify for reimbursement of relocation expenses in accordance with agency policy.

## Appointment type

Multiple Appointment Types - T32 Excepted- Permanent, Indefinite, and Temporary

## Work schedule

# Qualifications

## Qualifications

**General Experience:** Possess experience or training that has provided the skill to remove and replace aircraft parts, accessories, and components, and to make adjustments and settings according to established specifications; Skilled in the use of hand tools and test equipment.

**AIRCRAFT MECHANIC (ACCELERATED HIRE), WG-8852-10:** Must have at least 18 months specialized experience installing, adjusting, aligning, troubleshooting and functionally testing the various major and minor mechanical and pneumatic systems on an aircraft during overhaul or modification; Experience coordinating the work of other mechanics, and scheduling maintenance to ensure completion of critical actions and optimum workflow; Ability to instructing lower graded mechanics, military and other personnel in the disassembly and re-assembly of crash damages engines, transmissions, gearboxes, hydraulic components, and fuel controls sufficient for the exhibit to be returned to its shipping container.

Your qualifications will be evaluated on the following competencies:

- Ability to Inspect
- Aircraft Maintenance
- Attention to Detail
- Mechanical

## Education

N/A

## Additional information

MILITARY MEMBERS WITH BONUSES: Upon acceptance of a military technician position military members who are

# Required Documents

---

[? Help](#)

## Required Documents

To apply for this position, you must submit a complete Application Package which includes:

1. Your **resume** showing work schedule, hours worked per week, dates (month/year to month/year or present) of employment and duties performed.
2. **Other supporting documents:** applicable documents required for qualification, education, or certification as stated above.

### **If you are relying on your education to meet qualification requirements:**

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

# How to Apply

## How to Apply

[Help](#)

To apply for this position, you must complete the online application and submit the documentation specified in the Required Documents section above.

[Read more](#)

**Agency contact information**

 For More Information

<b>Phone</b>	<b>Address</b>
<a href="#">(000) 000-0000</a>	CA JFHQ Air Division
<b>Email</b>	9800 Goethe Rd
<a href="#">NG.CA.CAARNG.LIST.J1-HRO-RECRUITFEDJOBS-USAS@MAIL.MIL</a>	Sacramento, CA 95826
	US

[Learn more about this agency.](#)

### Next steps

Once your online application is submitted you will receive a confirmation notification by email. Your application will be evaluated by the Human Resources Office to determine your eligibility for the position. After the evaluation is complete, you will receive another notification regarding the status of your application.

[Read more](#)

# Questionnaire Example

## Education

This position has a positive education requirement: Applicants must submit a copy of their college or university transcripts(s) and certificates by the closing date of announcement to verify qualifications. If selected, an official transcript will be required prior to appointment. You may upload these documents with your application in USAJOBS or fax it to fax number provided in the announcement (please include announcement number on each page).

**Failure to do so will result in loss of consideration.**

Schools must be accredited by an accrediting institution recognized by the U.S. Department of Education. Accreditation may be verified at the following website: [www.ed.gov/admins/finaid/accred/index.html](http://www.ed.gov/admins/finaid/accred/index.html).

Foreign education must be evaluated by a private professional organization specializing in interpretation of foreign education credentials or an accredited U.S. educational institution in terms of equivalence to a degree acquired at an American college or university. A copy of the evaluation results must be included, otherwise your foreign education will not be considered.

[Preview Job Questionnaire](#)

*Make sure your resume includes detailed information to support your qualifications and answers to the job questionnaire.*



# Questionnaire Site

## Continue Application with Agency

- \* I certify, to the best of my knowledge and belief, all the information submitted by me with my application for employment is true, complete, and made in good faith, and that I have truthfully and accurately represented my work experience, knowledge, skills, abilities and education (degrees, accomplishments, etc.). I understand that the information provided may be investigated. I understand that misrepresenting my experience or education, or providing false or fraudulent information in or with my application may be grounds for not hiring me or for firing me after I begin work. I also understand that false or fraudulent statements may be punishable by fine or imprisonment (18 U.S.C. 1001).

[Continue to Agency Site](#)

You will leave USAJOBS and be sent to the Veterans Affairs, Veterans Health Administration application system once you select "Continue to Agency Site."

You will submit your application once you have completed all the agency specific requirements.

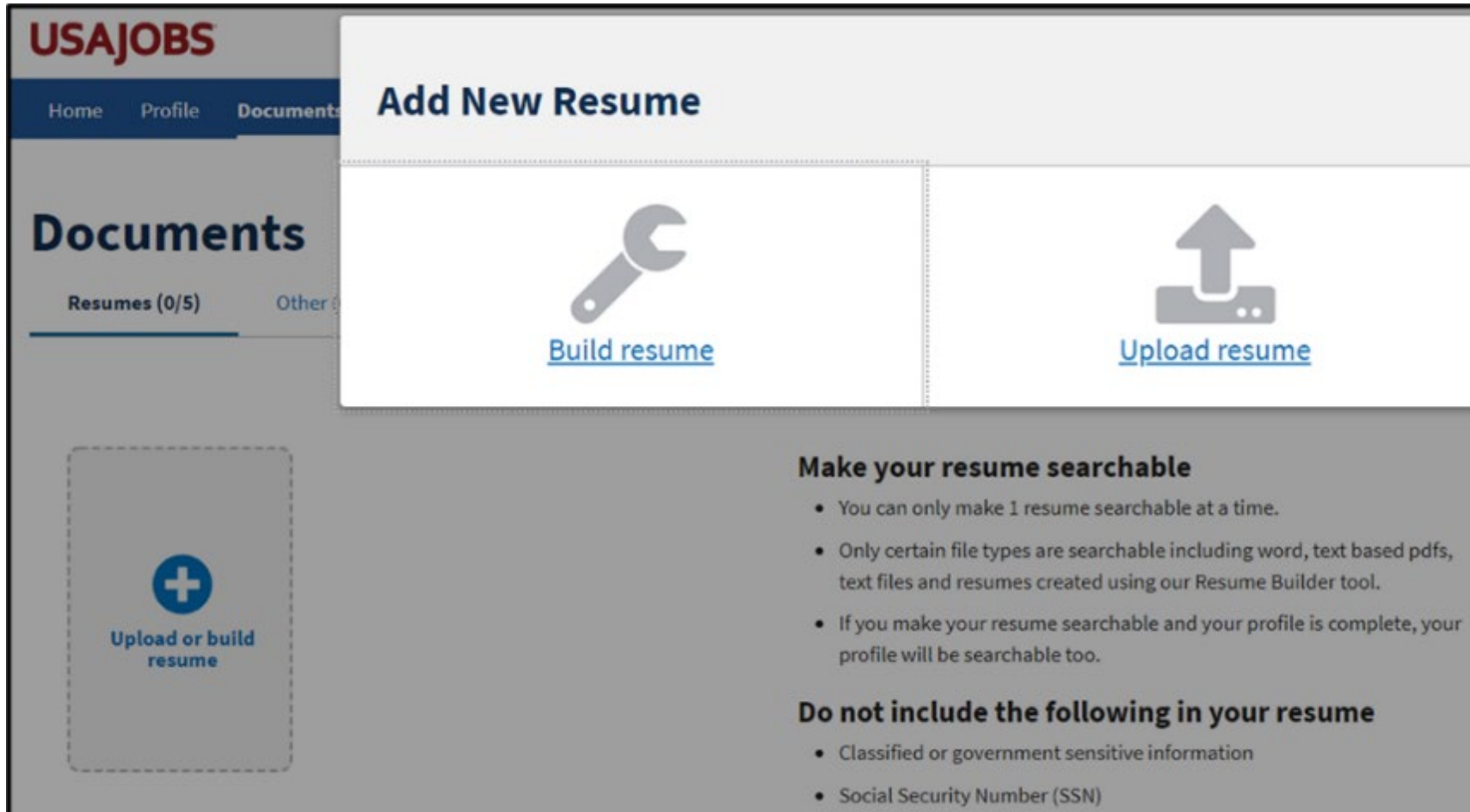


## Basic Federal Resumes

**Federal resumes differ from standard resumes in four main ways:**

- Length
- Required information
- Format
- Additional documentation

# USAJOBS Resume Builder





The screenshot displays the USAJOBS website's 'Documents' section. A modal window titled 'Add New Resume' is open, offering two options: 'Build resume' (represented by a wrench icon) and 'Upload resume' (represented by an upload icon). Below the modal, the main page shows a 'Documents' section with 'Resumes (0/5)' and a large button labeled 'Upload or build resume' with a plus sign icon. To the right, there are two informational sections: 'Make your resume searchable' and 'Do not include the following in your resume'.

**USAJOBS**

Home Profile Documents


## Add New Resume

  
[Build resume](#)

  
[Upload resume](#)

## Documents

Resumes (0/5) Other

  
Upload or build resume

### Make your resume searchable

- You can only make 1 resume searchable at a time.
- Only certain file types are searchable including word, text based pdfs, text files and resumes created using our Resume Builder tool.
- If you make your resume searchable and your profile is complete, your profile will be searchable too.

### Do not include the following in your resume

- Classified or government sensitive information
- Social Security Number (SSN)

# Documents Management



Manage up to 10 documents under the “Other” tab under Documents.



You can upload five copies of your resumes to your USAJOBS account.



If you want a resume to be available to recruiters for searching, indicate by checking the Searchable checkbox.

The screenshot shows a web interface for managing documents. At the top, the word "Documents" is displayed in a large, bold, blue font. Below it, there are two tabs: "Resumes (1/5)" and "Other (0/10)". The "Resumes" tab is currently selected and highlighted with a blue underline. In the center of the page, there is a large blue square containing a white document icon with three horizontal lines. Below this icon is a blue button labeled "View". Underneath the "View" button, the details for a specific document are shown: "Dashwood\_resume1" followed by "Built 03/03/21". Below the document name are three action buttons: "Edit" (with a pencil icon), "Duplicate" (with a document icon), and "Delete" (with a red 'X' icon). At the bottom of the document details, there is a checkbox labeled "Searchable" which is checked, followed by the text "until 09/03/22".

# Submitting Resumes with Applications

- Resumes you create will be available to you in the USAJOBS system when you apply for a job.
- Select a previously-prepared resume or add a new resume for the position.
- Remember that you should tailor each resume for the position to which you are applying.

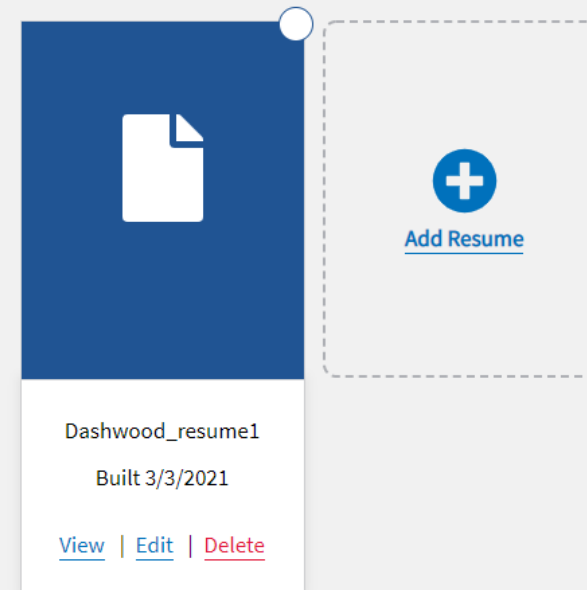
## Select Resume

### Instructions

Select the resume that you want to submit as part of your application. You cannot progress to the next step until you select a resume. You can only submit one resume.

If the resume you want to submit is not displayed, select "Add Resume" to either upload a new resume or to create one using USAJOBS Resume Builder. Any resume you upload, create or delete will automatically be reflected in your account. USAJOBS stores up to five resumes, so you may need to delete an existing resume to upload or build a new one.

### Your Resumes \*(Required)



The screenshot displays the 'Select Resume' interface. On the left, there is a list of resumes. The first resume is highlighted with a blue background and a white document icon. Below the icon, the text reads 'Dashwood\_resume1' and 'Built 3/3/2021'. At the bottom of the card, there are three links: 'View', 'Edit', and 'Delete'. To the right of the list is a dashed box containing a blue plus sign icon and the text 'Add Resume'.

# Application Management

<p><b>+ Contract Specialist</b></p> <p>Accepting applications</p> <p><b>Veterans Affairs, Veterans Health Administration</b></p> <p>Leavenworth, Kansas</p> <p>Closes 3/23/2021</p>	<p><b>Application status</b></p> <p>You haven't finished your application.</p>
<p><b>+ Instructional Systems Specialist</b></p> <p>Reviewing applications</p> <p><b>Federal Aviation Administration</b></p> <p>Multiple Locations</p> <p>Closed 3/9/2021</p>	<p><b>Application status</b></p> <p>You didn't submit your application.</p>

# Review

- Federal hiring process
- Preferences and special hiring flexibilities
- Federal resumes and standard business resumes
- Additional information on federal hiring



**4**

**Networking**

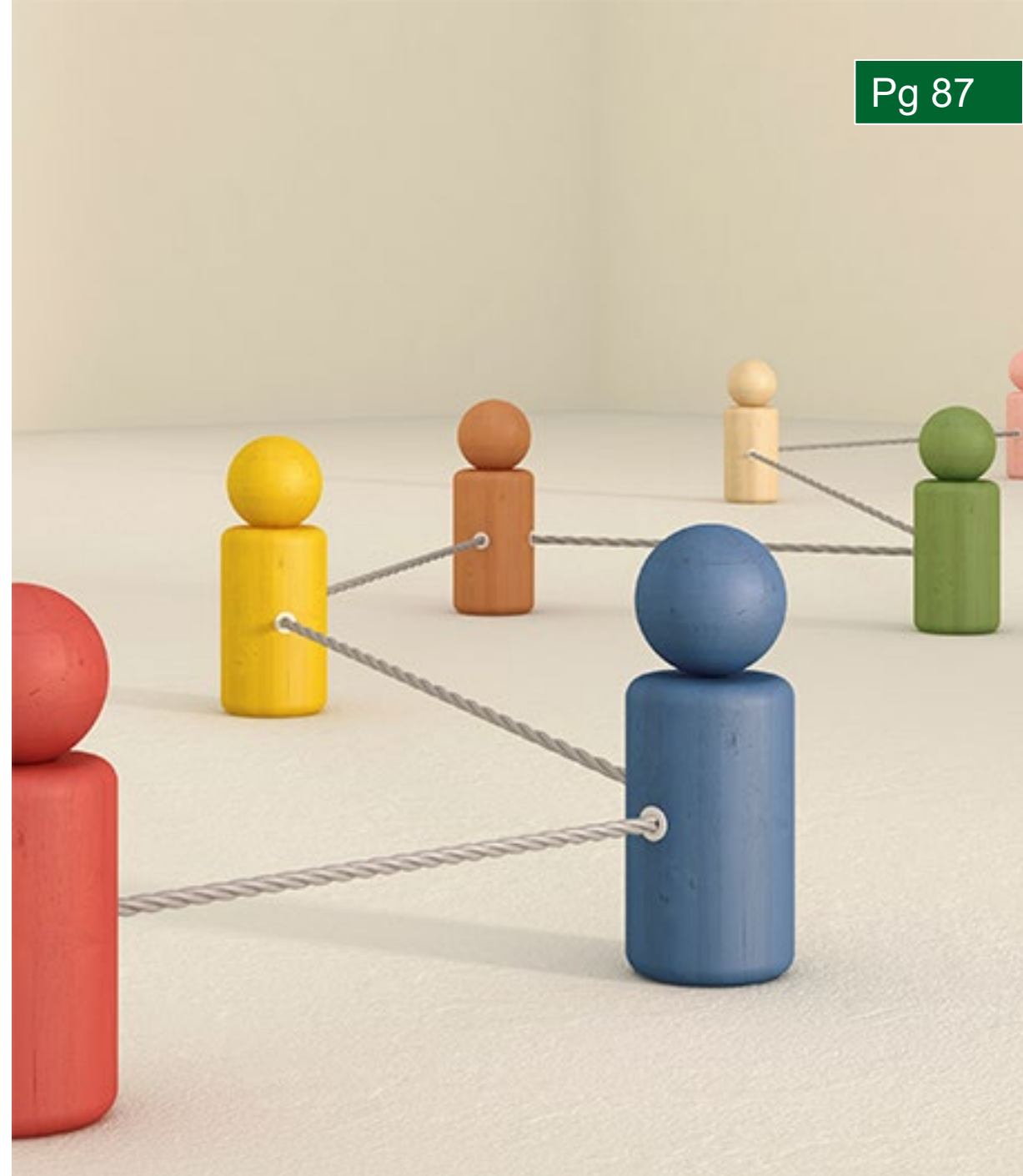


# Objectives

- Understand networking and its value in a job search.
- Identify multiple methods to create and expand your personal network.
- Determine ways to engage your network contacts.
- Learn how to use online social networking in your job search.
- Create or enhance your LinkedIn profile.

# What is Networking?

- Networking is the process of interacting with others to exchange information and develop relationships.
- What are your fears about networking?





## **ACTIVITY 4.1: Expand Your Network**

---

- Who can be in your network?
- How can you use your contacts in your job search?



# Reaching Your Network



INFORMAL  
NETWORKING



FORMAL  
NETWORKING



ONLINE  
NETWORKING

# Informal Networking



- Ask for Referrals from your Current Network
- Contact Former Co-Workers, Supervisors, and Businesses
- Contact Your Local American Job Center
- Contact Your Schools
- Volunteer



## Activity 4.2: Consider Informational Interviews

Who might be a good resource for an informational interview?

What questions would you like to ask?

"I understand we both share a background in the military. I am beginning my transition off active-duty next month.

Would you be willing to speak with me for 15 or 20 minutes to share more information about your field of work and any advice you might have for me?"



## Formal Networking

- Join Your Professional or Trade Organizations
- Find a Mentor



“If you cannot see where you are going, ask someone who has been there before.”

**J Loren Norris**, *leadership coach*



# Attending Networking Events

• Job Fair

• Career Fair

• Resource Fair





## Activity 4.3: Online Search

- Conduct an online search for veteran or military job fairs.
- Share your results and resources.



# Tips For All Networking Events

## BEFORE

- Set a goal
- Research
- Prepare

## DURING

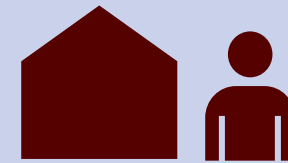
- Arrive early
- Mingle
- Introduce yourself
- Get contact information

## AFTER

- Follow up

# Additional Tips for In-Person Networking Events

---



## BEFORE

- Register.
- Check the location address.
- Review event materials.

## DURING

- Use a name tag.
- Keep a hand free.
- Get business cards.
- Network! Work the room.

## AFTER

- Send an email with 24 hours.
- Reach out for info as needed.

# Additional Tips for Virtual Networking Events

---

## BEFORE

- Register.
- Follow all instructions.
- Review the line up.
- Research.
- Polish your resume.
- Create your profile.
- Practice your introduction.
- Check your technology.

## DURING

- Dress professionally.
- Get there early.
- Attend the entire time.
- Be present.
- Get contact information.
- Seek out employers.
- Provide your contact information.
- Use your camera and audio, if possible.
- If video, keep the background neat.
- Use the chat feature.

## AFTER

- Follow up.
- Connect on Social Media.



U.S. DEPARTMENT OF LABOR

VETERANS' EMPLOYMENT AND TRAINING SERVICE (VETS)

TRANSITION ASSISTANCE PROGRAM (TAP)

VERSION 3.1B

DEPARTMENT OF LABOR

# Employment Workshop



## Day 2 Ice Breaker – 3, 2, 1

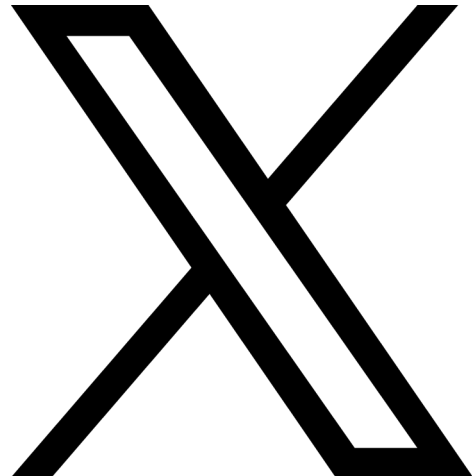
- Name 3 new things you learned in class.
- Name 2 new resources you've acquired.
- Name 1 thing you are going to do in the next week to help you prepare for your job search.

# Social Networking Online

92% of employers use social and professional networks to recruit talent and tops the list of hiring tactics employers most use today, ranking above employee referrals, job boards, and job ads.



# Online Networking



## **ACTIVITY 4.4: ONLINE PRESENCE**

Take a few minutes to google yourself and see what pops up.





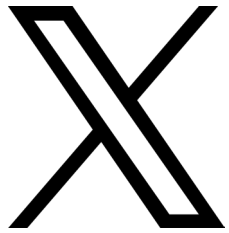
## Facebook

- Identify employment opportunities.
- Do not keep your job search a secret.
- Make your employment information available.
- Ensure your Facebook page is accurate and professional.
- Utilize the Facebook search features.



### **ACTIVITY 4.5: FACEBOOK GROUPS TO FOLLOW**

Name three Facebook groups to follow during your job search.



## X (formerly Twitter)

1. Ensure your X handle is professional.
2. Create a profile that emphasizes your relevant experience.
3. Use the hashtag (#) feature to search.
4. “Follow” identified companies.
5. Share relevant articles you discover.
6. Use the direct message tool to contact people.
7. Participate in X chats and connect with people.



# Instagram

1. Create a professional Instagram account.
2. Fill out your profile branding yourself and your talents.
3. Make sure your account is set to public.
4. Use as a visual resume for your skills, experience, and strengths.
5. Use a professional headshot for your bio picture.
6. Search for hashtags like #nowhiring or #hiring.
7. Post content related to your field/showcase your work.
8. Use hashtags to bring attention to your posts such as #jobsearch.
9. Create videos to display a project you are working on.



## LinkedIn

- Basic account is free.
- When you are 3-6 months close to separating, consider upgrading to the free one-year subscription to “premium” services <https://linkedin.com/military>.

### Get a free Premium subscription

We're offering eligible members of the U.S. military community one year of access to LinkedIn Premium — a more robust version of a basic LinkedIn account — to help you get noticed by recruiters, build your network, find and apply to jobs, and get support. You'll also get a year of unlimited access to more than 10,000 courses through our LinkedIn Learning platform.



Service members and veterans



Army, Marine Corps, Navy, and  
Air Force spouses



Coast Guard spouses



Veterans Affairs caregivers and  
Fry Scholars



## **Activity 4.6: LinkedIn Basic Account Setup**

---

**STEP 1:** Access the LinkedIn homepage, <https://www.linkedin.com/home>. Then select **Join now**.

**STEP 2:** Complete the required information and select **Agree & Join**.

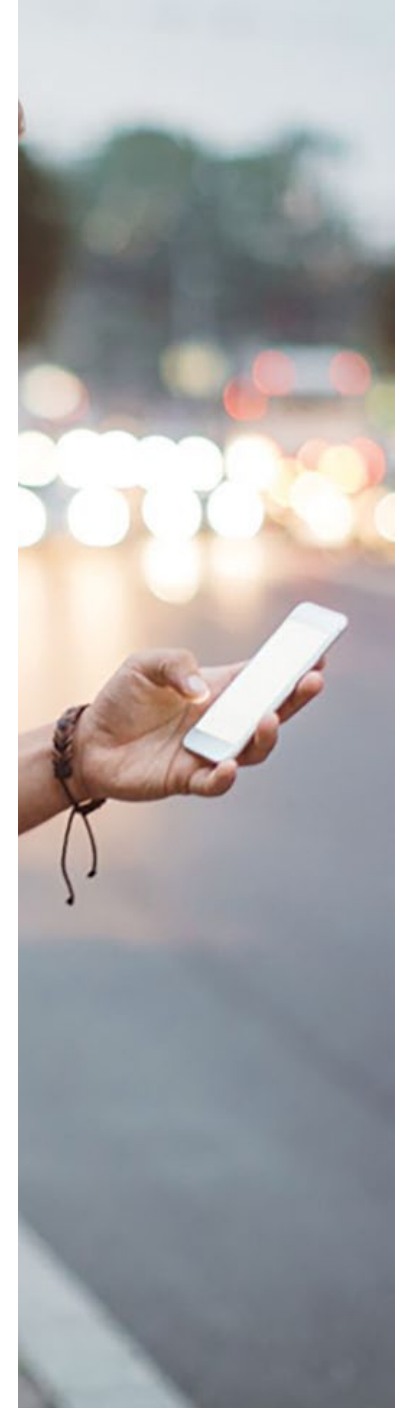


# LinkedIn Profiles

- Build a strong LinkedIn profile.
- Connect with people.
- Use in your job search.
- Match the content to your master resume.

LinkedIn privacy settings:

<https://www.linkedin.com/help/linkedin/answer/66>



# Profile Intro

- Background Image
- Profile Photo
- Name
- Current Position
- Education
- Location
- Industry
- Contact Info

DEVELOP YOUR  
BRAND



A profile card for Andrew Thompson II. The background is a waving American flag. On the left is a circular profile photo of a young man in a blue shirt. Below the photo is the name "Andrew Thompson II" and a job title "Providing strategic security solutions ♦ Counter Terrorism and Force Protection ♦". At the bottom left is the location "Norfolk, Virginia, United States" and a "Contact info" link. At the bottom right is the "UMGC University of Maryland Global Campus" logo and a name tag icon.

**Andrew Thompson II**  
♦ Providing strategic security solutions ♦ Counter Terrorism and Force Protection ♦  
Norfolk, Virginia, United States · [Contact info](#)

UMGC University of Maryland Global Campus

# Headline



**ACTIVITY 4.7:**  
Draft your Headline.

**Accountant | Data Analytics**

**Web Designer | Graphic Design | Photography**

**Connector | Cross-Functional Team Builder | Coach | Proud Marine Spouse**

**Staff Instructor, Business & Education at LinkedIn Learning | Teacher  
| Learner | Game-Changer**

**Career Coach | Outplacement | Job Search Specialist | Employer Branding  
| Human Resources**



# Additional LinkedIn Sections

- About (Summary Statement)
- Experience
- Education
- Licenses & Certifications
- Skills/Endorsements
- Recommendations

[www.linkedin.com/military](http://www.linkedin.com/military)  
<https://www.linkedin.com/help/linkedin>



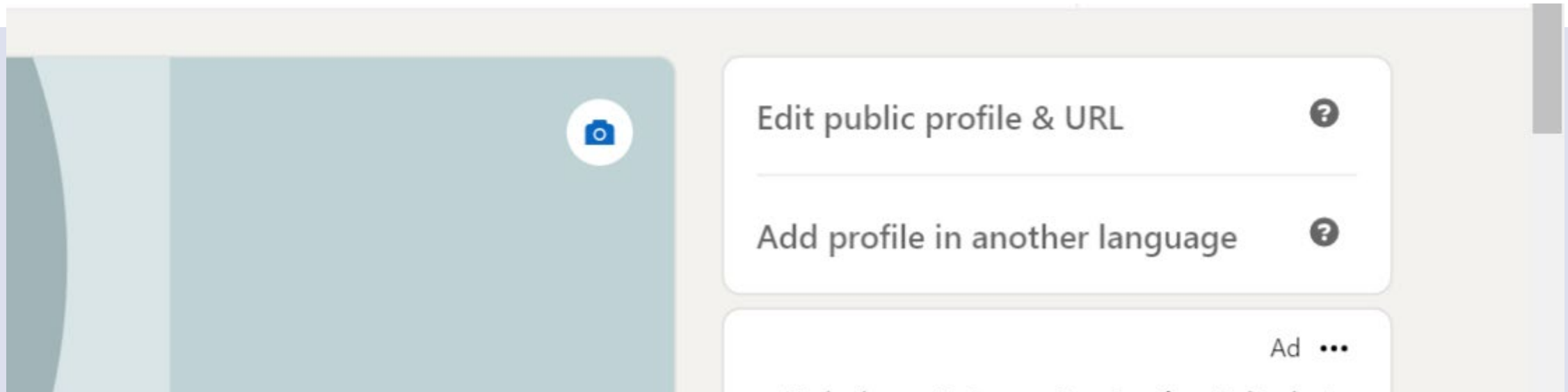


## Activity 4.8: Personalized LinkedIn URL

---

- Click on your name to get to your profile.
- On the top right corner of the page, click on the pencil next to “Public profile & URL.”

[www.linkedin.com/in/andrew-thompson2nd](http://www.linkedin.com/in/andrew-thompson2nd)



# “Open to” Feature

Setting the Open To feature invites recruiters to view your profile.

63 connections

**Open to**

Add profile section

More

Show recruiters you're open to work — you control who sees this. ×  
[Get started](#)

Share that you're hiring and attract qualified candidates.  
[Get started](#)

# Support for Creating a Strong Profile

- LinkedIn offers numerous online tutorials for building your professional identity and creating a strong profile.
- For assistance as you create and develop your own profile, you can find written tutorials on all sorts of LinkedIn topics at <https://www.linkedin.com/help/linkedin>
- DOL offers 2 workshops: LinkedIn Profiles and LinkedIn Job Search: [www.dol.gov/OBTTworkshops](http://www.dol.gov/OBTTworkshops)

# LinkedIn Recruiter View

---

Recruiters use advanced filters to refine their search for potential candidates.

---

Use keywords more than once throughout your profile.

---

Include similar job titles that encompass your role to appear in more searches, such as: Project Lead, Task Lead, Project Manager.

# Networking Section Review

---

- Learned about networking and its value in a job search.
- Identified multiple methods to create and expand your personal network.
- Determined ways to engage your network contacts.
- Learned how to use online social networking in your job search.
- Created or enhanced your LinkedIn profile.



5

# Interviewing Skills

EDUCATION

APPLICATION

KNOWLEDGE

JOB  
VACANCIES

CANDIDATES

BUSINESS

**NOW  
HIRING**

RESEARCH

EXPERIENCE

IE

APPLICATIONS

INTERVIEW

SALARY

# Section Objectives

- Understand the different types of interviews.
- Recognize key aspects of Before, During, and After the interview.
- Identify best practices of in-person and virtual interviews.



# Interview Types & Tips

How many different types of interviews can you name?

Why would an employer use a certain type of interview?



# Phone, Live Video, & In-Person

## Phone Interviews

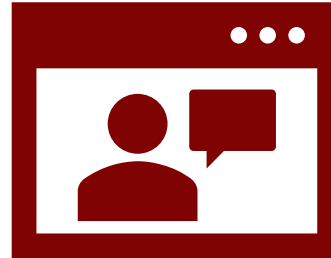


### Screening vs. Interview

Phone screening is quick and unscheduled (10 minutes). Typically, is first contact with employer.

Phone interview is scheduled and more in depth (30 minutes).

## Live Video Interview



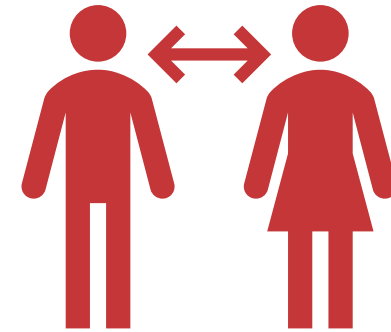
### Takes place online.

Check your tech.

Ensure room is quiet.

Have electronic version of your resume.

## In-Person Interview



### Follows phone interview.

Meet with one or two people.

Arrive 15 minutes before.

# Panel, Meal, & Group

## Panel Interview



**Involves two or more interviewers.**

Answer questions from multiple people.

Bring resume copies.

## Meal Interview



**Useful for jobs that require client interaction.**

Maintain your professionalism.

Be polite.

## Group Interview



**Used when staffing numerous openings and includes multiple candidates.**

Treat everyone with respect.

Interact with others.

# Demonstration, Stress, & On-the-Spot

## Demonstration Interview



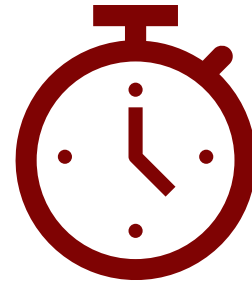
### **Working interview.**

Showcase your skills.

Do your research.

Be prepared.

## Stress Interview

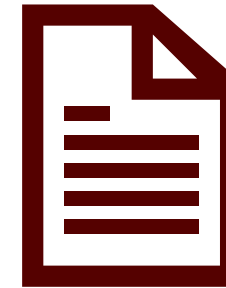


### **Designed to measure performance under stress.**

Remain calm.

Practice, practice, practice.

## On-the-Spot Interview



### **Unscheduled and conducted at career fairs.**

Screening many people.

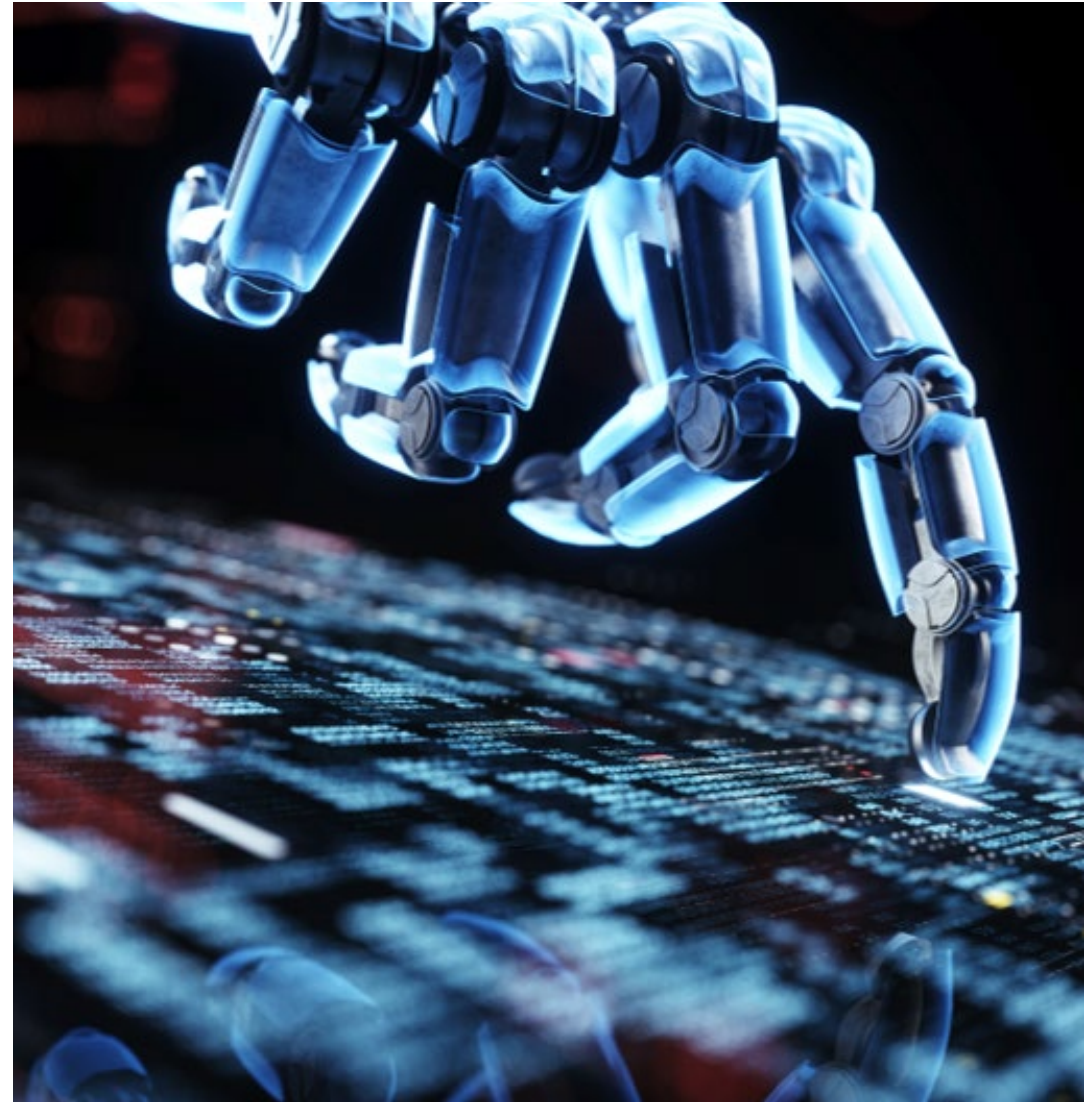
Prepare to present your resume and your professional introduction.

# Artificial Intelligence in Interviews

---


When interviewing with an AI,  
pay attention to:

1. Smiling
2. Eye contact
3. Tone
4. Talking Speed
5. Body Posture
6. Keywords used



# Before, During, and After the Interview

## BEFORE



**DO**  
\_\_\_\_\_  
\_\_\_\_\_

**DON'T**  
\_\_\_\_\_  
\_\_\_\_\_

## DURING



**DO**  
\_\_\_\_\_  
\_\_\_\_\_

**DON'T**  
\_\_\_\_\_  
\_\_\_\_\_

## AFTER



**DO**  
\_\_\_\_\_  
\_\_\_\_\_

**DON'T**  
\_\_\_\_\_  
\_\_\_\_\_

# Before the Interview



**RESEARCH**



**PREPARE  
MATERIALS**



**REHEARSE**

**THINK LIKE AN  
EMPLOYER**

# Research

- Spend time on the company's website.
- Learn the company's history.
- Use knowledge to prepare for questions (to answer and to ask).
- Study company reviews.





# Prepare Materials

- Copies of your current resume
- References (confirmed and ready to receive calls about you)
- Copies of appropriate licenses and certifications
- Letters of recommendation (if available)



# Practice Interviewing

---

## Rehearse, rehearse, rehearse!

- Practice responses to commonly asked questions.
- Practice relating your skills to the job requirements.
- Practice your candidate questions.
- Practice your closing. End on a positive note.
- Use resources available to help you develop your interview skills.



# Interview Attire

---

- First impressions matter.
- Consider industry norms.
- Dress one level above.
- Attire fits comfortably and correctly.



# Business Professional



# Business Casual



# Smart Casual



# Interview Attire Checklist

- ✓ Research the company's dress code.
- ✓ Choose clothing that you will feel comfortable and confident in.
- ✓ Use your best judgment. Do not overthink it.
- ✓ Avoid revealing clothing.
- ✓ Choose clothing appropriate to the climate and season.
- ✓ Inspect all pieces of clothing you plan to wear for stains, snags, pet hairs, and holes.
- ✓ Clothing should be pressed and wrinkle-free.

# Body Language...

...is the way you communicate your feelings with your posture, gestures, facial expressions and movements.

- Handshakes
- Good posture
- Natural gestures
- Attentiveness
- Responsive
- Leg position
- Restlessness





# During the Interview – 4 Stages of an Interview

---

## STAGE 1



**Introduction**

## STAGE 2



**Employer  
Questions**

## STAGE 3



**Candidate  
Questions**

## STAGE 4



**Closing**

# Stage 1: Introduction

---

Your goal at this stage is to:



-  Introduce yourself.
-  Find common ground.
-  Build rapport.
-  Project enthusiasm and confidence.

# Stage 2: Employer Questions

---

- Practice for an interview.
- Anticipate interview questions.
- Craft your answers.
- Feel confident in your responses.



Interview Questions

# What an Employer Wants to Know

1. Does the candidate have the skills and abilities to perform the job?
2. Does the candidate possess the attitude and work ethic the employer expects?
3. Will the candidate be a team player and fit into the organization?



# Types of Interview Questions

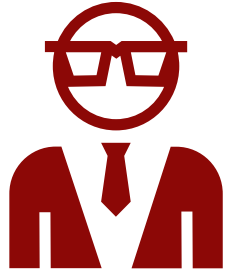
- Traditional
- Behavioral
- Hypothetical or Situational



# Traditional Interview Questions

---

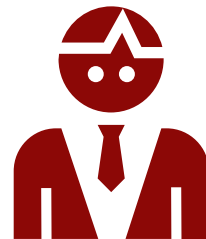
“Tell me about yourself.”



“Why should we hire you?”



“Why do you want this job?”



# Traditional: Tell me about yourself

“

“I have 4 years of experience as a medical assistant. I enjoyed working in a fast-paced environment where I could provide excellent care to patients. I’ve developed the ability to anticipate roadblocks and create effective alternative plans for patient care. My medical knowledge and technical skills gave me the opportunity to provide training for my department. I would love to continue my passion for training by delivering excellent patient care training to your department.”

”

# Traditional: How would you describe yourself?

---

“I would describe myself as a highly-motivated and dedicated person. I was taught at a young age not to be afraid of hard work—to always finish what I started.

These are my core values, and it is who I am. In all my performance evaluations, I received a superior rating based upon my commitment to accomplishing projects, tasks, and initiatives.

I will have the same level of dedication and commitment to this position and company.”

”



## Traditional: What makes you unique?

“

“What makes me unique is my experience in leadership as a team leader for 3 years.

I have first-hand knowledge of the challenges and opportunities of being a leader, which has equipped me with a balanced perspective of the worker-supervisor relationship.

With this knowledge, I can better support my supervisors and colleagues in my role within this organization.”

”

# Other Traditional Interview Questions

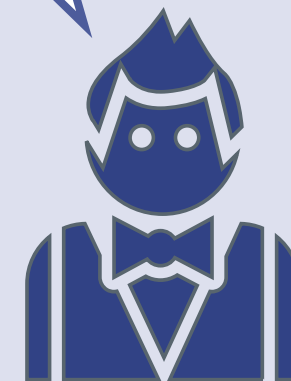


# Behavioral Interview Questions

---

Be specific

- Describe how you have behaved.
- Predict how you might behave.



**PRO TIP:**  
**USE STAR TO STAND OUT**

*Distinguish yourself as an applicant by creating achievement statements that demonstrate your ability to perform, and even excel, as an employee.*

## Behavioral: Can you tell me about a difficult work situation and how you overcame it?

---



**SITUATION:** “We had a big hurricane last year and most of my department (platoon) was tasked with the hurricane relief. I was left behind with two other team members to see walk-in patients.”



**TASK:** “My department was supposed to be back that morning at 10:00 AM, but their truck broke down. Our peak time in the clinic was from 9:00 AM to 2:00 PM, so we were extremely short on staff to handle the walk-in patients.”



**ACTION:** “To help as many patients as possible, I created a triage method to assess patients’ levels of pain. Once we identified their levels of pain, we categorized the pain levels and saw the patients with the highest level of pain.”

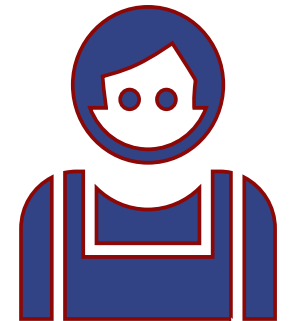
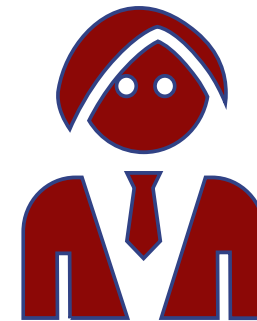


**RESULT:** “I rescheduled the patients with pain levels of 0-3 to a later time to relieve the bottleneck effect in the waiting room.”

# Hypothetical Interview Questions

---

- Imaginary or experimental situation
- Assess how you would handle the situation



# Hypothetical: If I hired you today, what would you accomplish first?

---



**SITUATION:** “In my previous position as Project Support Officer, I was often challenged with new projects requiring me to step outside of my comfort zone.”



**TASK:** “Because of these opportunities, I developed a systematic approach to each challenge.”



**ACTION:** “The first thing I do is collect as much information I can about the tasks to ensure I understand what is needed. Then, break the tasks down into manageable steps. I would also undertake internet research and consultations with colleagues who had previous experience with the task. After I had completed each piece of work, I would always double-check the tasks with my manager to ensure I’m on the right track and to get feedback.”



**RESULT:** “This approach has resulted in receiving praise from my supervisors.”

# How to Answer Salary Expectation Questions

When a recruiter or hiring manager asks, “What are your salary expectations?,” there are a few ways you can answer.

**Option 1:** Delay discussion of salary.

**Option 2:** Turn the question back to the interviewer.

**Option 3:** Provide a range.

\* Salary negotiations will be discussed more in-depth in the next section.

# Inappropriate or Illegal Questions

Some of the topics that should be avoided pertain to age, gender, religion, disabilities, military discharge, criminal record, citizenship, family status, salary, and credit rating.

**Option 1: Answer the question if you personally do not mind.**

**Option 2: Answer the legal part of the question.**

**Option 3: Ask how it applies to the job.**

**Option 4: Do not answer the question.**





# Activity 5.1: Practice Answering Interview Questions

---





## Activity 5.2: Model Interview Practice

- Employer
- Observer
- Candidate

A glowing red rectangular sign with the words "ON AIR" in white, bold, sans-serif capital letters. The sign is set against a dark background and has a slight 3D effect with a shadow below it.

ON AIR



# Stage 3: Candidate Questions



Smart questions to ask during an interview:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



Questions you **SHOULD NOT** ask during an interview:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## Stage 4: Closing



### Three vital things to do:

1. Say “Thank you”.
2. Confirm your interest in the position.
3. Set a timeline for a follow-up.

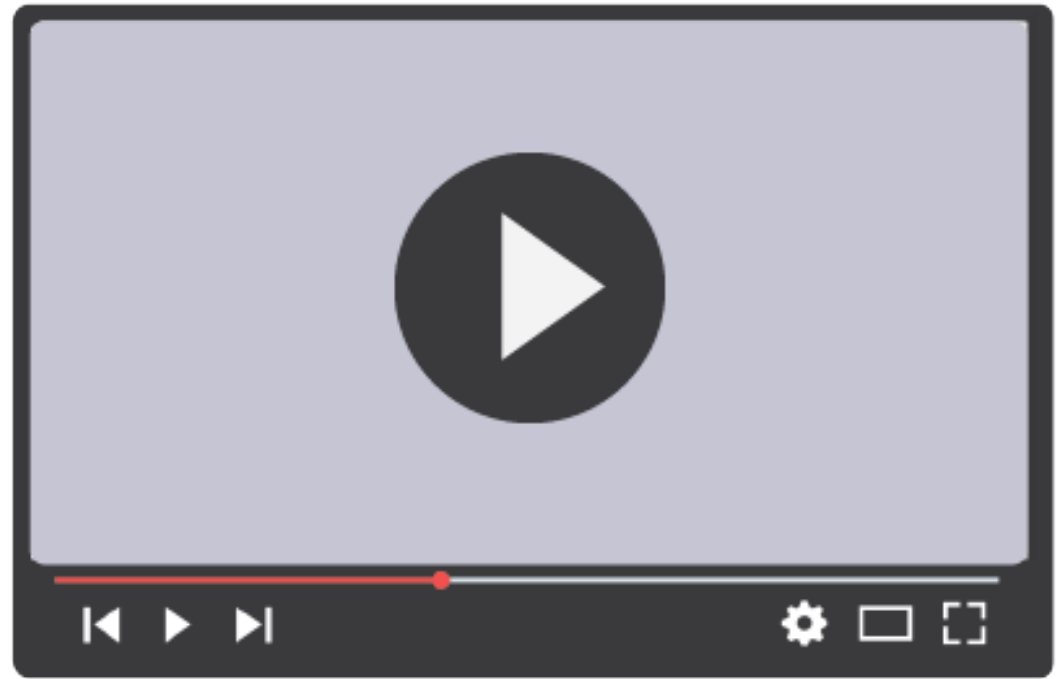


# Activity 5.3: Four Stages of an Interview

View and discuss an example of a virtual interview as it demonstrates all four stages we have discussed.



Go to  
[dol.gov/DOLEWmaterials](https://dol.gov/DOLEWmaterials)  
Click on Four Stages video link  
**OR**  
Scan QR code to view the Four Stages of an Interview on your phone



# After The Interview

---

## Follow up immediately.

- Send an email or handwritten note.
- Be brief.
- Add anything you forgot to say.
- Reinforce important information.
- State your interest in the job.
- Be appreciative of their time.



# Thank You Note

- ✓ Opportunity to add anything you forgot to say.
- ✓ Reinforce your interest in the job.
- ✓ Let interviewers know you appreciate their time.
- ✓ Distinguish you from other candidates.





## Interviewing Section Review

You learned to:

- Understand the different types of interviews.
- Recognize key aspects of before, during, and after the interview.
- Identify best practices of in-person and virtual interviews.



6

# Salary Negotiations



# Section Objectives

- Determine a reasonable salary range.
- Compare a job announcement posting and requirements to your experience and education.
- Evaluate job offers.
- Identify and discuss three ways to respond to a job offer.



# Salary Negotiation Preparation

- Pay
- Market Value
- Company Research



# Know Your Worth: Salary Research

**Job Title**

**Industry**

**Location**

**Job Requirements**

**Skills**

**Experience**



# Employment Wages



U.S. BUREAU OF LABOR STATISTICS

**salary**.com\*

**glassdoor**

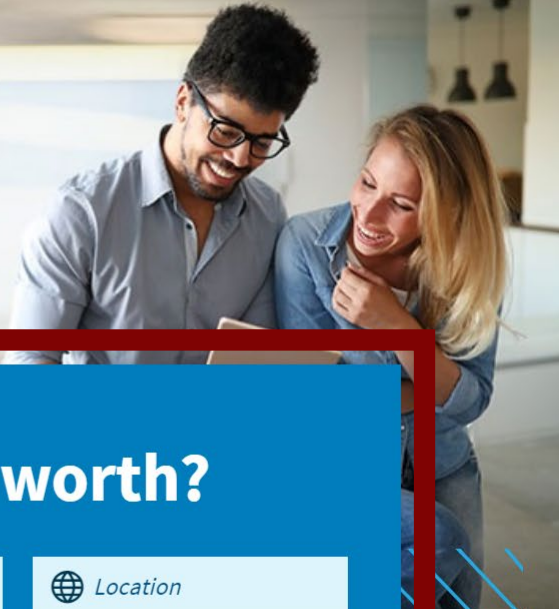
**Calculator.net**

- **U.S. Bureau of Labor Statistics** <https://www.bls.gov/oes/home.htm>
- **Salary.com** <https://www.salary.com/>
- **Glassdoor.com** <https://www.glassdoor.com/Salaries/know-your-worth.htm>
- **Calculator.net** <https://www.calculator.net/salary-calculator.html>



# Activity 6.1: Identify a Salary Range

## Make Fair Pay a Reality



**EMPLOYERS**  
**What should I pay?**  
The trusted data and intuitive software your organization needs to get pay right.  
[EXPLORE COMPANALYST® →](#)

**INDIVIDUALS**  
**What am I worth?**  
   
[GET MY SALARY ESTIMATE →](#)



<https://www.salary.com>

# Salary Range Research Table

SALARY RESEARCH	RESULT
Desired Job	Transportation
City/ State	Fort Hood, TX
Range for this occupation in your preferred location (city/state)?	\$56K – 115K
Specific salary based on your education and years of experience?	\$87,690

# Cost of Living

Salary

Energy/Utilities

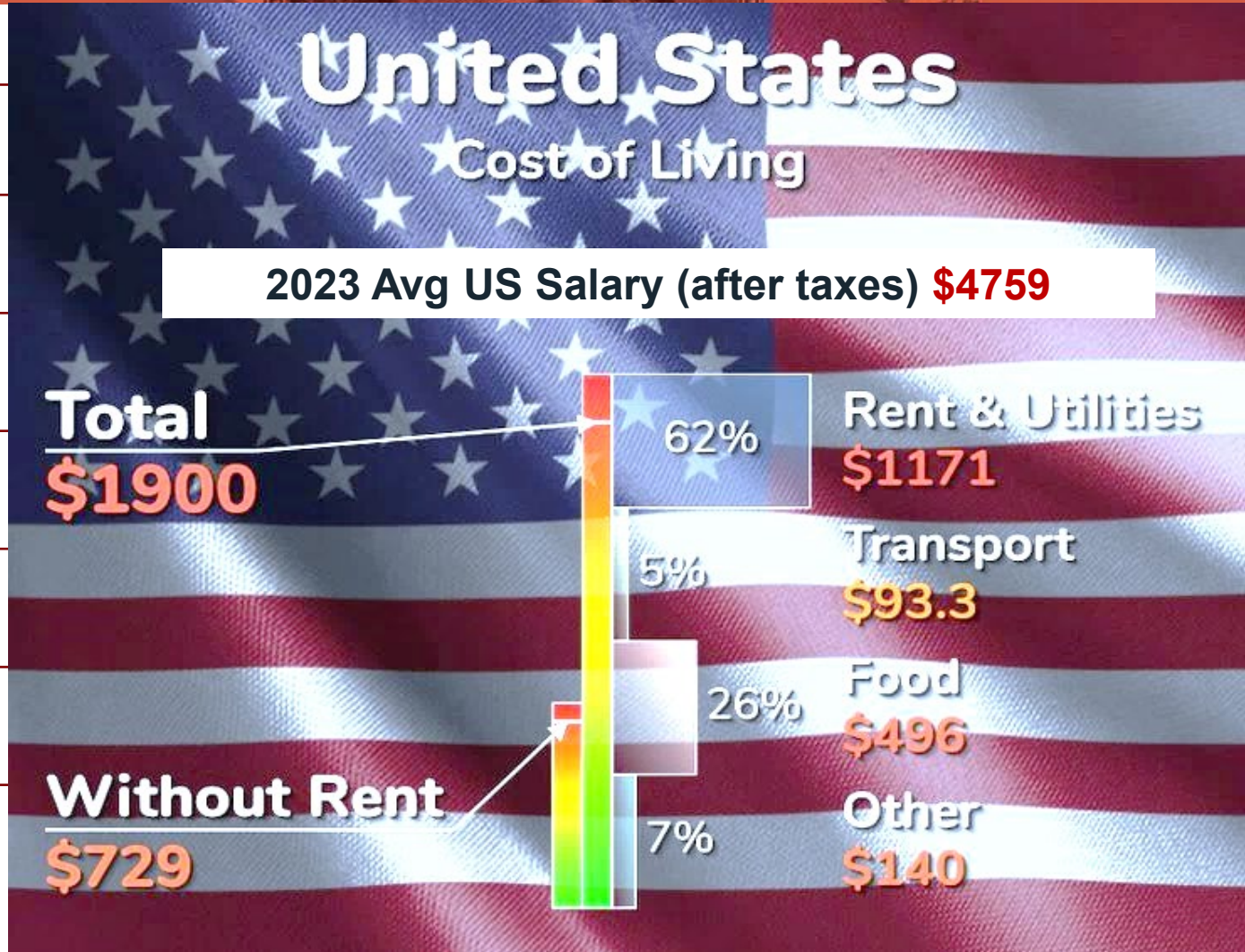
Food

Healthcare

Housing

Transportation

Taxes



Data and chart from: <https://livingcost.org/cost/united-states> (as of 12/2023)



# Cost of Living Calculators

- **Numbeo.com** <https://www.numbeo.com/cost-of-living/>
- **Bankrate.com** <https://www.bankrate.com/calculators/savings/moving-cost-of-living-calculator.aspx>
- **SmartAsset.com** <https://smartasset.com/mortgage/cost-of-living-calculator>



**NUMBEO**



**Bankrate**

**smartasset™**



## Evaluating a Job Offer

- What terms of the job offer are important to you?
- Are there any terms of a job offer that are non-negotiable for you?
- What are the benefits offered?
- What are the key factors to you in accepting a job offer?

# Job Requirements and Candidate Experience

## Compare

### Job Requirements:

- Preferred and Required
- Technical Skills
- Prior Work Experience

### Candidate Experience:

- Work Experience
- Education & Training
- Skills (Hard & Soft)

# Example: Skills Comparison Chart

Review a job posting's requirements and information on pages 158 and 159, then compare them to the candidate's skills and current situation.

Job Posting:	Marc's Skills and Qualifications:
High school or equivalent (Preferred)	Have High school plus 9 credit hours towards Real Estate Pre-License
QuickBooks: 1 year (Preferred) NOTE: Used for bookkeeping.	Excel: Have Extensive knowledge. Used in military and in college for: <ul style="list-style-type: none"> <li>• Mail merge for creating unit memorandum.</li> <li>• Conditional formatting for identifying supplies.</li> <li>• Charts for work schedules.</li> <li>• Formulas for evaluating supply usage.</li> </ul>



# Activity 6.2: Complete a Skills Comparison Chart

Job Posting:	My Skills and Qualifications:

# Negotiating Job Offers

“

You don't get paid for the hour. You get paid for the value you bring to the hour.

”

***Jim Rohn - Author***

# Negotiation Preparation

- Salary
- Schedule Flexibility
- Education and Training
- Travel Reimbursement



# Negotiation Actions

## Actions to Take

1. Research salary.
2. Be realistic.
3. Be aware.
4. Be open minded.
5. Consider every aspect.
6. Negotiate other offer parts.
7. Aim high.
8. Prepare a list of skills & experience.

## Actions to Avoid

1. Don't negotiate too early.
2. Don't accept solely for the money.
3. Don't leverage job offers.
4. Don't accept until it's written.
5. Don't get overly aggressive.
6. Don't accept the first salary offer.
7. Don't act too eager.
8. Don't provide your current compensation.



# How to Negotiate

1. Address the employer's objections.
2. Word your remarks carefully.
3. Be positive and factual.
4. Think like an employer.
5. Evaluate yourself.
6. Focus on a win-win outcome.
7. Be polite, professional and direct.
8. Be respectful, firm, and thankful.





## Activity 6.3: Job Offer Scenario

- Bachelor's degree in Computer Science
- 8 years of experience in Network Management
- Salary range \$68,000 - \$110,000
- Offered \$60,000

\*See offer on page 166.



# Should Lee...

- What are the consequences of accepting immediately?

Accept  
the Offer



- If he negotiates, what salary should he start with?

Negotiate  
Salary



- What are his reasons for asking for more money?

Decline  
the Offer



# Communicating Your Decision

- Negotiation Outcome
- Job Offer Communication





## Possible Responses

**Accept**  
the Offer

**Delay / Ask**  
for more time  
to evaluate

**Decline / Reject**  
the Offer

# Salary Negotiation Section Review

---

You learned how to:

- Determine a reasonable salary range.
- Compare a job announcement posting and requirements to your experience and education.
- Evaluate job offers.
- Identify and discuss three ways to respond to a job offer.



The background of the slide features a vibrant green color. In the center, there are several black silhouettes of interlocking gears of various sizes. Surrounding these gears are the silhouettes of several hands, some reaching in from the top and others from the bottom, as if they are carefully holding or adjusting the gears. This imagery suggests a theme of teamwork, precision, and the final assembly of a project.

**7**

**Conclusion**

# Workshop Goals

- **Write a master or targeted resume.**
  - Section 2: Resume Writing
- **Understand the federal employment process.**
  - Section 3: Federal Hiring
- **Expand your network, including using social media.**
  - Section 4: Networking
- **Develop interview strategies and practice answering questions.**
  - Section 5: Interviewing Skills
- **Conduct salary negotiations and respond to job offers.**
  - Section 6: Salary Negotiations



# The 3 Fundamentals

## DEVELOP YOUR **BRAND**

How you present yourself, your skills, and your experience.

## THINK LIKE AN **EMPLOYER**

Apply this employer-focused lens to every aspect of your job search.

## MAXIMIZE YOUR **RESOURCES**

Resources include online tools, websites, organizations, and follow-on services.

# Next Steps

Over the next few weeks:

- Complete your resume.
- Network, network, network.
- Continue to develop your LinkedIn profile.
- Practice answering interview questions.



# Questions


- What are your thoughts and feelings about your next steps?
- What did you learn from this workshop?





The image features a close-up of the American flag's stripes in the top-left and bottom-right corners. The background is a dark blue field filled with out-of-focus, glowing white and light blue circular bokeh lights. Centered in the middle of the frame is the text "Thank You" in a clean, white, sans-serif font.

Thank You

# Complete Course Evaluation



**Transition Assistance Curriculum  
Participant Assessment**



- You have reached the redirect page for the Department of Defense Transition Assistance Curriculum Participant Assessment. You will be redirected to a secure, commercial website to participate in the survey.
- **NOTICES:** If you reached this page by using a QR code, use the controls within the app to open this page in a secure, trusted browser before proceeding to the assessment.
- You may be prompted by a security alert. If so, follow the instructions and proceed to the secure assessment website.
- Server maintenance and software updates are conducted periodic Saturdays, 9 pm - Midnight Pacific time. Access to the assessment may be interrupted during this time.

[Click Here to Take The Assessment](#)

Authorities: [10 USC 1782](#)  
Sponsor: [Office of the Under Secretary of Defense for Personnel and Readiness](#)  
Results: (CAC Only: Please Use EMail or PIV certificate for authentication) <https://dhra.deps.mil/sites/OPA/opa-survey/SitePages/Home.aspx>  
[Accessibility/Section 508](#)



<https://www.dodsurveys.mil/tap/>