

## Module 1 Basic Office Training

<b>Week 1</b>	<b>Customer Service Training-</b> <i>This module will introduce the student to the field of customer service and its rang of services.</i>
<b>Week 2</b>	<b>Records Management-</b> <i>This module will introduce the student to the importance of record management. What's a record and managing a record keeping system.</i>
<b>Week 3</b>	<b>Communication Skills-</b> <i>This module will focus on the three major ways to communicate and the importance of active listening.</i>
<b>Week 4</b>	<b>Business Etiquette-</b> <i>This module will focus on what business etiquette (manners)is and why it's important in the workplace.</i>
<b>Week 5-6</b>	<b>Job Readiness-</b> <i>This module will focus on soft skills, life skills, interview building and document required for employment.</i>

## MODULE 1 BASIC OFFICE TRAINING

### Customer Service Training

#### SESSION 1

##### What Is Customer Service?

Customer service is a general field that involves assisting customers in a range of issues, such as purchasing, troubleshooting, installation and even delivery of products or services. Customer service is designed to focus on the customer and how they can benefit from your product or service, so it's important to do your part in the delivery.

##### Who Participates in Customer Services?

When it comes to customer support, everyone in the company participates. After all, customer satisfaction is up to everyone. Within every company there is typically some form of employee process or chain of command to follow. Customer support often begins with a 'front line', or a set of agents a customer can reach out to for support at any time before, during, or after a sale. A common example would be agents in a call center or agents that speak with the customer over webchats and emails. If the agents are unavailable or unable to help, a team lead or customer lead can take over. If leads are not available, manager or directors can step in. No one is above providing customer support to customers that need it

##### Support vs. Service

In many companies, customer support and customer service are often mistaken for the same thing. While they are very similar, support and service do have some variations.

**Customer service** *focuses more on the customer's selection, use and satisfaction of their product.*

Customer services generally refers to a type of service the customer received before, during or after a sale. This can include choosing a product/service, being the cashier and even packaging your items. It's the service of the industry. But customer support goes beyond just the sale of the item.

**VIDEO:** "What is Customer Service"?

[https://youtu.be/tn0veQ7\\_stl](https://youtu.be/tn0veQ7_stl)

**Support aspects** *often include help with product selection, installation and handling any problems that may come up later.* The term service is used more for employees that do something for you, such as taking a returned item. But customer support is designed to ask why you want to return the item, ask if they can do something to fix the problem, and then accept the return if nothing else can be done.

## **Email Customer Service**

Emails can be used in customer service. It is important for companies and businesses to keep their emails formal and professional, but also portray them in a conversational tone so that they are more relatable to the customer.

Conversational style is written in first person, so when you type back to the customer, use phrases such as "I" and "we". Use a greeting that has their name in it and sign off giving your name. It portrays to the customer that a live person is speaking directly to them and that the email they got back wasn't some type of form letter or automatic response.

Tips for formal yet conversational style email:

- Use a greeting with their name
- Use "I" and "we"
- Repeat back to them what was said
- End with your name

## Review Questions - Customer Service

1. Which of the following is considered to be customer service?

- a) Cashiering
- b) Inventory
- c) Repairs
- d) Customer concerns

Customer service is defined as any service delivered to the customer before, during, or after the sale.

2. Which of the following is considered to be customer support?

- a) Cashiering
- b) Product delivery
- c) Product ordering
- d) Installation

Customer support is defined as focused of the use of the product or service and customer satisfaction.

3. Which of the following would participate in customer support?

- a) Agents
- b) Team leaders
- c) Managers
- d) All of the above

Anyone in the organization can participate in customer service.

4. The first group of agents the customers usually encounter are known as what?

a) Managers

b) The front line

c) Team leads

d) Customer specialists

The front line is the first group of employees that a customer encounters.

5. Trends today typically focus on what?

a) Face to face contact

b) Electronic support

c) Voice/telephone

d) First class mail

As technology advances and integrates itself into customer's daily lives, more focus has been on the internet and smart phone applications.

## SESSION 2

Instruction: Instructor will present customer service videos. These videos will focus on the Do's & Don'ts in customer service. Also, steps to improve customer service.

<https://youtu.be/xOEUSFtj0JQ>

### 15 Steps to Great Customer service

<https://youtu.be/YY7NFMiQN4>

Discuss each video.

## SESSION 3

Instruction: Instructor will present scenarios. Student will role play and demonstrate good customer service.

### SCENARIO I.

*So, you've got an angry customer that did not receive what he/she thought he/she bought*—perhaps you're communicating over the phone or through your website live chat. Here is the best technique to use to address an angry customer is the **HEARD** technique . It goes like this:

**H: Hear** – Let your customer know they are being heard. Be patient, and don't cut them off.

**E: Empathize** – Having empathy in business pays off in all relationships—practice understanding and compassion when listening to your customer's grievances.

**A: Apologize** – Even if you were not at fault, after empathizing with the customer, you should be able to sincerely apologize. Nobody likes being inconvenienced; you should understand that.

**R: Resolve** – Come to some sort of common ground with the customer. Ask how you can help. Find a way to make things right—whether this means you give them a discount on future purchases or a free product.

**D: Diagnose.** After the issue has been resolved and both parties are amicable, get to the bottom of the issue. Who or what *really* caused this to happen? This

way, both you and the customer benefit from new information that can help it from happening again.

**Assignment:**

1. Using the HEARD technique, role play this scenario. Discuss any challenges faced when using the HEARD technique.
2. Review of material presented in customer service.

MODULE COMPLETE

# MODULE 1 BASIC OFFICE TRAINING

## Records Management Training

### SESSION 1

This material will assist the student in developing an understanding of Record Management and its importance in businesses.

#### What's are Records

Records are in every organization. From purchasing receipts, tax documents and to communications. They all must be identified and managed properly. The method of records management that a company uses should be tailored to fit the needs of the organization. Therefore, they will differ from organization to organization. There are, however, some basic concepts in most records management systems.

#### What is Records Management?

Records management systems will create uniformity and understanding of all documents on hand. Regardless of how the records management system is organized, the management will affect the way that data is collected, stored and accessed. This includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records. It is essential that you adhere to all record management protocols within the organization.

#### Understanding Documents

We all create, receive and use documents in our daily lives. Emails we send and receive, memos, reports, shopping lists, etc. are all examples of documents. We need these documents on a short-term basis to help us to work consistently and productively and to keep track of progress in our activities.



Given below are some examples that contain the word **document**. Observe how this word has been applied in common usage.

- Ø *The document was submitted for revision.*
- Ø *I corrected several typos in this document.*

All records are **documents**, but not all documents are records. A document is a piece of written, printed, or electronic matter that provides information. It can contain information in a structured or unstructured format. Documents can usually be changed and revised as needed. They usually work in progress.

A document can be a

- *contract,*
- *email,*
- *business negotiation, etc.*

When identifying a record, it is necessary to consider the purpose of the document.

- *Is it personal, or business?*
- *Does it relate to a transaction?*
- *Does it reflect any company action or activity?*
- *Does it have legal implications?*

Once a document has been identified as a record, it must be carefully maintained for future use.

### **What is a Record**

Records start out as documents and then become records when they are used as evidence. Records can be used as proof in legal obligations or in the transaction of business.

Since records serve as evidence, they cannot be edited or revised. Examples of records may include final reports, emails confirming actions or decisions, photographs, spreadsheets, business contracts, etc. Although many people do not save every document they create or use, records are usually saved for future use.

Given below are some examples that contain the word record; observe how this word has been applied in common usage.

- Ø *The victims' identity was proved through his dental records.*
- Ø *There is no historical record to prove that women could inherit property.*
- Ø *The police checked his phone records to prove his guilt.*

**Assignment: Review chart below. Discuss document vs record.**

# DOCUMENT VERSUS RECORD

Document is a piece of written, printed, or electronic matter that provides information

Record is a piece of evidence about the past, especially an account kept in writing or some other permanent form

Can be revised and edited

Cannot be revised or edited

Do not act as evidence

Act as evidence

May be saved for a short time period

Kept for a longer time period

Pediaa.com

## SESSION 2

### Archives vs. Records

**Records** can become part of archives. Archives are records that are no longer current but are preserved past average records. Records are kept for varying lengths of time, depending on what they are. Once documents pass the necessary time for storage, they are disposed of, or they are placed in archives.

**Archives** typically have a historical, political, or legal reasons. They have value for the long-term. For example, documents that provide legal protection might be archived along with the founding documents of an organization. When choosing to dispose of documents in records, or keeping them, remember that only a few of the documents will be archived. Archives may be stored on site, although some institutions will keep them offsite. Larger organizations with multiple locations are more likely to use offsite archives.

### Record Retention

How long should the company's files be kept? The answer varies depending on company policies and the type of files. Generally, the files should be kept as long as they serve a useful purpose or until all legal and regulatory requirements are met.

Keeping reports too long wastes precious space and resources.

## RECORDS RETENTION GUIDELINES

### BUSINESS ACCOUNTING RECORDS

Accounts payable	7 years
Accounts receivable	7 years
Audit reports	Permanent

Chart of accounts	Permanent
Depreciation schedules	Permanent
Expense records	7 years
Financial statements (annual	Permanent
Fixed asset purchases	Permanent
General ledger	Permanent
Inventory records	7 years (permanent for LIFO system)
Loan payment schedules	7 years

## **BUSINESS BANK RECORDS**

Bank reconciliations	2 years
Bank statements	2 years
Cancelled checks	7 years (permanent for real estate)
Electronic payment records	7 years

## **BUSINESS CORPORATE RECORDS**

Board minutes	Permanent
Bank statements	Permanent
Business licenses	Permanent
Bylaws	Permanent
Contracts – major	Permanent

Contracts – minor	Life + 4 years
Insurance policies	Life + 3 years (verify with agent)
Leases	Permanent
Mortgages	Permanent
Patents	Permanent
Shareholder records	Permanent
Stock registers	Permanent
Stock transactions	Permanent
Trademarks	Permanent

## **BUSINESS EMPLOYEE RECORDS**

Benefit plans	Permanent
Employee files (former employees)	7 years or state statute for lawsuit
Employment applications	3 years
Employment taxes	7 years
Payroll records	7 years

## **BUSINESS REAL PROPERTY RECORDS**

Construction records	Permanent
Lease payment records	Life + 4 years
Leasehold improvements	Permanent

Real estate purchases	Permanent
-----------------------	-----------

### SESSION 3

#### Discussion

Review of material and review questions.

### Review Questions

1. What is Not affected by records management?

- a) The way data is defined
- b) The way data is stored
- c) The way data is collected
- d) The way data is accessed

Records management defines the way that data is collected, stored, and accessed. The records management system does not alter the definition of the data.

2. What determines the shape that a records management system will take?

- a) They will all be the same
- b) Organizational needs
- c) People
- d) Age of the organization

Records management specifics will be determined by the needs of the organization. These needs can include, but are not limited to the people in the organization as well as its age.

3. What type of email does not need to be archived?

- a) Those that detail business matters
- b) Those that detail personal matters
- c) Those that detail legal matters
- d) All emails need to be recorded

Emails can be records. They are records when they detail the business aspects or the legal aspects of the organization.

4. What determines if the document becomes part of a record?

- a) The parties involved
- b) The age of the document
- c) The sender of the document
- d) The purpose of the document

The purpose of a document will determine if it is part of a record. While most documents between organizations are part of records, some correspondence may not relate to business purposes.

5. How long are records kept?

- a) They are kept 5 years
- b) They are kept 7 years
- c) It depends on the record
- d) They are kept 10 years

Records are kept for varying lengths of time. The time necessary for their maintenance should be considered before their disposal.

6. What is not a reason to archive something?

- a) Personal



- b) Historical
- c) Political
- d) Legal

Personal documents are not held as records. They are also not recorded as archives. Archives typically have legal, political, and historical significance.

7. What occurs after documents are created?

- a) They are disposed of
- b) They are identified as records
- c) They are captured
- d) They are managed

Documents are created or received in the first step of the life cycle. At this stage they are identified as records. After records are identified, they are captured and then managed.

8. What occurs immediately before action is taken with records?

- a) Capture
- b) Assessment
- c) Management
- d) Nothing

Taking action is the final step in the cycle. Records are first assessed to determine what should be done with them, disposal, maintenance, or archive.

**MODULE COMPLETED**



## MODULE 1 BASIC OFFICE TRAINING

### Communication Skills Training

#### SESSION 1

This module will focus on how to communicate well and develop active listening strategies for day to day life.

#### What is Communication?

The best definition of communication is; “*the act of giving, receiving and sharing information*”. This is done in a variety of ways: talking,, writing, listening and reading.

- *Level of stress • Relationships with others*
- *Level of satisfaction with your life*
- *Productivity*
- *Ability to meet your goals and achieve your dreams*
- *Ability to solve problem*

The ability to communicate impacts every area of your life. Great communication techniques come naturally to some people, but that’s not the case for many others. All that is needed is a set of effective communication strategies to follow in your everyday life.

**Video** on “How to communicate verbally and non-verbally”.

<https://youtu.be/CIHkuLgeBcA>

**Instruction:** Discuss video and material covered.

#### How Do We Communicate?

We communicate in three major ways:

- **Spoken:** There are two components to spoken communication. This is the way you speak, whether in a formal setting or through a casual conversation.

Ø *Verbal: This is what you are saying.*

Ø *Paraverbal: This means how you say it – your tone, speed, pitch, and volume.*

- **Non-Verbal:** There are many ways you can communicate without moving your mouth or a pen across a page. Let's look at some of the non-verbal communication strategies you can use to improve. These are the gestures and body language that accompany your words. Some examples: arms folded across your chest, tracing circles in the air, tapping your feet, or having a hunched-over posture.



Whether or not it's intentional, the way you look says a lot about you. That's why people dress up for job interviews and dates—the clothing you wear shows that you care.

It's not just down to fashion either; personal grooming and hygiene are also forms of subtle communication. You certainly don't need to wear a crisp suit or ballroom gown to every event, but taking some time in the morning to select an appropriate (and wrinkle-free) outfit can go a long way, as can a shower, deodorant, and perhaps a bit of perfume or cologne.

## **Posture**

Slouching in your chair or standing with slumped shoulders may be something you are doing subconsciously, but it can send signals to those around you that you might not want to communicate.

On the flip side, standing tall, with your shoulders pulled back, sends a different message: that you are alert, attentive, and confident.

## **Eye contact**

Maintaining eye contact during a conversation is a good way to show you are listening, which is a core part of effective communication. While it can be uncomfortable for some, the longer you can hold eye contact with someone you're talking to, the more they will feel like you are listening and engaging in an effective way.

## **SESSION 2**

- **Written:** Communication can also take place via fax, e-mail, or written word. Consider how frequently we use emails, text messages, and social media to communicate these days, being able to communicate well through writing is a vital skill.

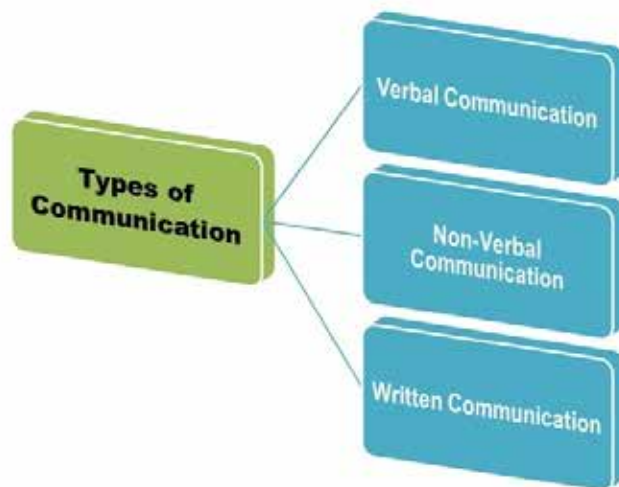
**Video on:** “Written Communication”

<https://youtu.be/mQLEocJCDtE>

## Organize Your Information

When writing an email or text message, try to put yourself in the mind of the reader and determine what information they will need. If you need to convey a lot of info, use headers, numbered lists, bullet points, and bolded text to make it easier for people to quickly digest the information they need.

The more time you take to organize the info for your reader, the less time you'll have to spend repeating yourself later when people ask for details.



Instruction: Discuss video and material.

## SESSION 3

### Active Listening

Have you ever been in a conversation where all you could think about was what you wanted to say next?

If that sounds familiar, then you may need to practice active listening. Instead of focusing on what you want to say in a conversation, try to simply listen to what your conversation partner is saying.

Not only will this help them feel appreciated and respected, but it will also make sure what you say next will be on point and help move the conversation forward.

Although hearing is a passive activity, one must listen actively to listen effectively, and to actually hear what is being said.

- 1. Try to identify where the other person is coming from. This concept is also called the frame of reference.*
- 2. Listen to what is being said closely and attentively.*
- 3. Respond appropriately, either non-verbally, with a question, or by paraphrasing.*

**Video on “Active Listening”**

<https://youtu.be/rzsVh8YwZEO>

<https://youtu.be/AI3NfpVJI-U>

**Instruction: Discuss video and material.**

**MODULE COMPLETE**

## MODULE 1 BASIC OFFICE TRAINING

### Business Etiquette Training

#### SESSION 1

This module will focus on what business etiquette (manners) is and why it's important in the workplace.

#### What is Business Etiquette?

Business etiquette is a set of social and professional rules that govern the way people interact with one another in the workplace. Good business etiquette can assist in advancing your career. It allows others to see the kind of values you hold.

#### Workplace etiquette

You should practice good etiquette every day in the workplace. Here are some examples of good workplace etiquette:

- *Dress to your workplace's standards. For example, you may need to wear casual, business casual or professional apparel. If you wear a uniform, make sure it follows the guidelines.*
- *Arrive on time to work or meetings every day. Not only does this express your positive attitude toward your job, but it is also considerate to anyone who may be waiting for you.*
- *Learn names as quickly as you can. This communicates respect and assures them you value your acquaintance with them.*
- *Return phone calls within 24 hours, even if you do not have an immediate answer. Let the caller know that you'll follow up as soon as you have an answer.*
- *Keep your work area clean and tidy, especially if it is in a central, visible space or faces the public.*
- *Be considerate when using break room facilities, such as microwaves and refrigerators.*

#### VIDEO – Business Etiquette

<https://youtu.be/qWbWL0l3ySk>

<https://youtu.be/7hX9zSAa374>



Discuss each video

## The Importance of Business Etiquette

- **Branding:** *Everything we do will reflect on our company and our products. By acting professionally, we send the message that our business is credible and trustworthy. Personalized care may very well be your edge against the competition.*
  - **Customer Care:** *The best way to show customers that their patronage is valued is to treat them with respect and consideration. This in turn can inspire customer loyalty and positive feedback.*
  - **Employee Engagement:** *Good manners will help improve morale and confidence between employees and team members.*
  - **Team Synergy:** *Good manners will help establish smooth working relationships within a team, which contributes to greater productivity*
- Remembering Names:** *Remembering names may be difficult for some people, but it's not impossible. It's a skill: something that you can improve with constant application.*

### *Here are some ways to remember names:*

- **Repeat:** When someone is introduced to you, repeat their name. "It's a pleasure to meet you, Mark." This can help reinforce your memory of the name. You may also introduce them to someone else so that you can create an opportunity to use their name.
- **Use mental imagery:** We think in pictures, therefore associating an image with a name can help in assisting recall.
- **Put it on paper:** Write the name down as soon as you can. Or write their details on the business card they give you so that you would remember them the next time you see them around.
- **Use their name in creative sentences:** Mentally construct sentences that are fun and a bit frivolous, to make name recall less stressful. Alliterations, or repeating consonant sounds in succession, are a great way to remember names.

- **Be genuinely interested:** Remembering names begin with attitude. If you are sincerely interested in a person, then they would make an impact on you.

## SESSION 2

### Appropriate Greeting

How to create an appropriate phone greeting:

- Say your greeting: Business telephones should always be answered with a phrase like, "Good morning" or "Good Afternoon." Speak clearly and distinctly, in a pleasant tone of voice. Some trainers recommend smiling before one answers the phone in order to project a positive energy into one's voice.
- Identify yourself and the company. It's only polite to tell the other person on the line that they've reached the right place.

Ø *"This is ABC Company, Carol speaking." Or "You've reached Marks and Spencer, this is Jonathan."*

- Inquire how you might be of assistance.

Ø *"How may I be of service?" or "How can I help you?" can set the tone.*

### Voicemail

Tips on leaving a voicemail message:

- ✓ *State your name, affiliation and phone number.*
- ✓ *State your reason for calling.*
- ✓ *State any action plan or action required on your message. Tips on managing your own voicemail:*
- ✓ *Record your own personal greeting. Include in your greeting your name, the department and or company name so that people know they have reached the correct person.*

- ✓ Give people information that can help them, to save you time as well. **Example:**  
*“Please leave a brief message stating how I can help you, along with your phone number, and I will call you back.”*
- ✓ Stay on top of your messages. The number of times you check voicemail each day will vary depending on your job function and industry. However, if you have not told people differently, at a minimum you should check messages once a day and return those calls. State when you would be unavailable if you can’t respond within 24 hours.

**Example:** *“I’m out of the office today, January 3rd. I will be returning January 5th. I will not check voicemail until I am back. If this is an emergency or you need immediate assistance, please call Bill Withers at 555-555-6789.”*

## **Cell Phone Do’s and Don’ts**

Here are some cell phone **do's** and **don'ts**.

- ✚ *Don’t take calls in the middle of a business meeting or a conversation with another person. Exceptions are when you receive an urgent call, but excuse yourself first before taking it. Likewise, set your ringer to silent or your phone to just vibrate mode when in a social conversation.*
- ✚ *Never talk in intimate settings or places where silence is imperative. Examples of these are elevators, libraries, museums, restaurants, cemeteries, theaters, dentist or doctor waiting rooms, places of worship, auditoriums or other enclosed public spaces, such as hospital emergency rooms or buses.*
- ✚ *Don’t talk on a cell phone in a public place. A good rule to keep is the 10 feet rule --- answer calls at least 10 feet away from the next person!*

- ✚ *If you really have to take a call in public, step out or to a secluded area to take that call. You can also set your phone to voicemail when going out in public. If you really must take the call, answer briefly to tell that you're in a public place and that you would return the call as soon as possible.*
- ✚ *Keep business calls within business hours. Just because it's a cell phone doesn't mean that you can call anytime.*

#### VIDEO – "Phone Etiquette"

[https://youtu.be/-6pzM\\_szXK4](https://youtu.be/-6pzM_szXK4)

<https://youtu.be/5INSnmqGZ8Y>

Discuss each video

### SESSION 3

Office Etiquette (manners) is merely conducting yourself respectfully and courteously in the workplace. Listed below are a few of office etiquette to practice. Discuss each.

Always act with honesty and **dignity**

Chewing **gum** and popping bubble gum in the presence of co-workers is neither cool nor dignified

Wear appropriate office **attire**, for example correct footwear, not thongs (flip flops) - they are strictly casual or beachwear

No exposed midriff to **display** tattoos and body piercing.

Be neat, clean and as **conservative** as the business requires you to be

We are put off by **smelly people**. So, be sure to shower regularly and use a suitable deodorant

Do not **cough or sneeze** in anyone's direction. Use a tissue, if possible, to contain the germs and then say "Excuse me"

The **essence** of good manners and etiquette is to be respectful and courteous at all times and with everybody

Therefore, treat your co-workers, cleaners, maintenance people and others with **respect and courtesy**

Keep your **interruptions** of others to a minimum and always apologize if your intrusion is an interruption of a discussion, someone's concentration or other activity

Show respect for each others workspace. **Knock** before entering

Say, "**Please; Thank you; You're welcome**", as part of your everyday courtesy

Don't **gossip** about any co-worker's private life

Do not try to **sell things** to your colleagues

Don't **hover around** while waiting for a co-worker to get off the phone. Leave a note for them to call you **or** return later

Avoid **sexist** comments about a co-worker's dress or appearance

Take **responsibility** for your mistakes, apologize and go about correcting the mistakes

**Apologize** if you are clearly in the wrong. If in doubt, apologize anyway. It's no big deal

**Practice** good manners and office etiquette at every opportunity; even in the toilet

**MODULE COMPLETE**

## MODULE 1 BASIC OFFICE TRAINING

### Job Readiness Training

#### PART 1

#### Skills

##### SESSION 1

This module will focus on how job ready are you and how to become job ready. Identify your social and life skills and the role these skills play in the workplace. Emphasis will be placed on the types of interviews and what documents are needed to secure employment.

What is job readiness?

Job readiness is identifying your job skill set. Do you possess a set of skills that are necessary for any job? These skills are sometimes called “soft skills”, “employability skills” or “job readiness skills”.

These skills can assist you in your interaction with your supervisor and co-workers. Employers value employees who can communicate effectively and act professionally. Every job requires good social skills/interpersonal skills.

**Discuss the following Social/Interpersonal Skills**

#### **Social/Interpersonal Skills:**

- ü communication
- ü positive attitude
- ü teamwork
- ü problem solving
- ü talking/writing
- ü cooperation
- ü active listening
- ü decision making
- ü conflict resolution
- ü body Language

- ü empathy
- ü professionalism
- ü good manners
- ü supporting others
- ü respectful

### **VIDEO: “ Soft Skills in the Workplace”**

<https://youtu.be/QUBGjsM6TxI>

<https://youtu.be/rhF6GXNS1hk>

[ttps://youtu.be/4nm3vgg8k-0](https://youtu.be/4nm3vgg8k-0)

### **Discuss videos above**

#### **Other Skills Needed:**

- good hygiene
- time management
- using a cell phone
- using transportation
- money management
- services & supports
- community participation
- community safety
- developing friendships
- appropriate dress
- appropriate behavior

### **Discuss each skill above**

## **SESSION 2**

### **Job Searching**

A good work environment is just as important as the tasks you'll perform. Therefore, you want to start with searching for companies that interest you and look for reviews. If you are creative, flexible and patient, you will succeed at landing a job in your preferred field.

Steps in **Job searching**:

1. **Identify your vocational goal –**
  - a. What type of job do I want?
  - b. What companies hire for that position? (Research companies that are hiring)
  - c. Do I qualify? (*if you do not qualify, you may consider taking an entry level position just to get your foot in the door*)
  - d. Can I meet their expectations?
  - e. Acceptable pay?
2. Be Patient- Longer hiring process- depends on the company and the position, this process can be longer than it was prior to Covid-19.
3. Be Flexible- Set aside time each day to job search. Apply for positions you qualify for and those that will get your foot in the door. Be willing to take a temporary position to gain skill and demonstrate your abilities.

**VIDEO: “Job Searching”**

<https://youtu.be/7BvOn3OaKD8>

Discuss material and video presented.

4. Update your resume/cover letter and online profile- Tailor your resume/cover letter to the specific job for which you are applying.
5. Use online job search sites- such as, Indeed, LinkedIn, Glassdoor, etc. Set job alerts with each of the online search engines.
6. Practice interviewing- reviewing each interview question. (Keep in mind, you have the answer to each question. No one knows you better than you.) Practice virtual and phone interviewing. (Dress appropriately for a virtual or face : face interview.



**VIDEO:** "How to search for employment during Covid pandemic"

<https://youtu.be/YcURkbeuH4w>

Discuss material and video presented.

### SESSION 3

#### **Basic Interview Questions:**

*Sample Interview Questions with Suggested Ways of Answering*

**Q. Tell me about yourself.**

A. This is the dreaded, classic, open-ended interview question and likely to be among the first. It's your chance to introduce your qualifications, good work habits, etc. Keep it work and career related.

**Q. Why do you want to leave your current job? (Why did you leave your last job?)**

A. Be careful with this. Avoid trashing other employers and making statements like, "I need more money." Instead, make generic statements such as, "It's a career move."

**Q. What are your strengths?**

A. Point out your positive attributes related to the job.

**Q. What are your weaknesses?**

A. Everybody has weaknesses, but don't spend too much time on this one and keep it work related. Along with a minor weakness or two, try to point out a couple of weaknesses that the interviewer might see as strengths, such as sometimes being a little too meticulous about the quality of your work. (Avoid saying "I work too hard." It's a predictable, common answer.) For every weakness, offer a strength that compensates for it.

**Q. Which adjectives would you use to describe yourself?**

A. Answer with positive, work-oriented adjectives, such as conscientious, hard-working, honest and courteous, plus a brief description or example of why each fits you well.

**Q. What do you know about our company?**

A. To answer this one, research the company before you interview.

**Q. Why do you want to work for us?**

A. Same as above. Research the company before you interview. Avoid the predictable, such as, "Because it's a great company." Say why you think it's a great company.

**Q. Why should I hire you?**

A. Point out your positive attributes related to the job, and the good job you've done in the past. Include any compliments you've received from management.

**Q. What past accomplishments gave you satisfaction?**

A. Briefly describe one to three work projects that made you proud or earned you pats on the back, promotions, raises, etc. Focus more on achievement than reward.

**Q. What makes you want to work hard?**

A. Naturally, material rewards such as perks, salary and benefits come into play. But again, focus more on achievement and the satisfaction you derive from it.

**Q. What type of work environment do you like best?**

A. Tailor your answer to the job. For example, if in doing your job you're required to lock the lab doors and work alone, then indicate that you enjoy being a team player when needed, but also enjoy working independently. If you're required to attend regular project planning and status meetings, then indicate that you're a strong team player and like being part of a team.

**Q. Why do you want this job?**

A. To help you answer this and related questions, study the job ad in advance. But a job ad alone may not be enough, so it's okay to ask questions about the job while you're answering. Say what attracts you to the job. Avoid the obvious and meaningless, such as, "I need a job."

**Q. How do you handle pressure and stress?**

A. This is sort of a double whammy, because you're likely already stressed from the interview and the interviewer can see if you're handling it well or not. Everybody feels stress, but the degree varies. Saying that you whine to your shrink, kick your dog or slam

down a fifth of Jack Daniels are not good answers. Exercising, relaxing with a good book, socializing with friends or turning stress into productive energy are more along the lines of the "correct" answers.

**Q. Explain how you overcame a major obstacle.**

A. The interviewer is likely looking for a particular example of your problem-solving skills and the pride you show for solving it.

**Q. Where do you see yourself five (ten or fifteen) years from now?**

A. Explain your career-advancement goals that are in line with the job for which you are interviewing. Your interviewer is likely more interested in how he, she or the company will benefit from you achieving your goals than what you'll get from it, but it goes hand in hand to a large degree. It's not a good idea to tell your potential new boss that you'll be going after his or her job, but it's okay to mention that you'd like to earn a senior or management position.

**Q. What qualifies you for this job?**

A. Highlight your skills, experience, education and other qualifications, especially those that match the job description well. Avoid just regurgitating your resume. Explain why.

Discuss interviews. Work on the questions that posed a challenge.

**VIDEO:** "Interview Question"

[https://youtu.be/J5GoOTc\\_MQM](https://youtu.be/J5GoOTc_MQM)

<https://youtu.be/NJhjR9kVBZc>

Discuss videos above

## Job Readiness Training

### PART 2-

#### Interview Skills

#### Documents Required for Employment

### SESSION 1

This module will focus on building interview skills and the necessary documents required to secure employment.

**Assignment:** Review interview questions. Conduct a mock interview.

#### Before your virtual interview:

- Be aware of your surroundings. Dress professionally — the interviewers can see everything around you, so be sure the background is neutral and professional.
- Check the technology ahead of time to ensure it works. Check both sound and video.
- The virtual interview requires practice. Make time to practice

#### VIDEO- "Virtual Interview"

<https://youtu.be/Si4GLeQoqLA>

#### Before your phone interview:

- Take the phone interview seriously. Make sure you are in a quiet place and not distracted.
- Make sure that you have strong cell coverage.
- Be aware of potential time differences.
- Always confirm the time zone when scheduling the interview.

Discuss video and material presented.

## SESSION 2

This module will focus on appropriate interview attire.

**VIDEO:** What to wear to an interview”

<https://youtu.be/-hz74MNTI6k>

“What not to wear to an interview”

<https://youtu.be/tvWfYBmXL98>

“What to wear for a Zoom interview”

<https://youtu.be/mGXI4bKpEak>

## SESSION 3

This module will focus on documents required to obtain employment.

Accepted forms of identification to get a job generally require a photo of the applicant, such as a state issued ID card or driver's license, and a social security card. All documents must be UNEXPIRED to be valid.



Driver's License

## REAL ID



State ID Card



Discuss each photo.

MODULE COMPLETE

You have successfully complete Family New Life Virtual Employee Development Skills/Work Adjustment Training. Your certificate will be mailed.