

# **Back to Work Bootcamp**

## **Facilitator Guide**

## Acknowledgements

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# Back to Work Bootcamp

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## Purpose

Welcome to the ***Back to Work Bootcamp!*** This workshop series has been designed as a user ready tool to facilitate a training course. Our primary learning outcomes are to increase job seeker comfort, confidence and skill in the job search process and in obtaining meaningful employment.

## Session 1

### Learning objectives

- Participants will understand the course/seminar and its overall objectives and expectations
- Participants will identify their key strengths and skills
- Participants will create a list of 3 jobs that they would be a good fit for, based on the job fit analysis
- Participants will understand the general steps of a job search
- Participants will understand how to navigate several job posting tools
- Participants will identify a list of job openings that they would like to apply for
- Participants will identify a minimum of 5 steps in a Work Search plan
- Participants will identify key barriers which are impeding their job search and begin to develop plans to remove these barriers.

## Session 2

### Learning objectives

- Participants will be able to identify 5 of their specific accomplishments relevant to employment
- Participants will create a 30 second networking “commercial” for themselves
- Participants will understand the purpose and use of cover letters and resumes
- Participants will complete a basic resume
- Participants will complete the first draft of a cover letter

## Session 3

### Learning Objectives

- Participants will be able to adapt their resume and cover letter to a specific position
- Participants will demonstrate understanding of the job interview process
- Participants will demonstrate improvement in their interview skills
- Participants will complete their job search plan
- Participants will apply for a position



# Facilitator Guide

## Facilitator Notes

We recognize that facilitators will come to this guide with a range of experience and skills. While we have provided a detailed script and suggested resources, we encourage you to adapt the material to fit your skills, time lines and participants.

### Curriculum

- The training is intended for three 3-hour sessions, offered on consecutive days. Additional one-on-one sessions may be needed to complete steps in the process.
- This curriculum may be used one-on-one or with a group of up to 8 participants.
- **Bold Arial font** indicates a handout to be given to the participants.
- **Yellow highlight** indicates a key activity.
- [Blue underlined print](#) is hyperlinked to a website resource.
- Suggestions are included for facilitating in two locations simultaneously via a video link.
- Based on participant needs and access to technology, it may be possible for individuals to join the course remotely. However, participants will have a more effective learning experience if they are able to join in person.
- There is no charge for the use of these materials and we ask that participants not be charged to take part in the training.

### Other Support

- Participants with low computer literacy may need extra support in advance.
- In order to complete the basic resume, plan to offer additional one-on-one appointments between the second and third sessions.
- Participants may reveal, or even discover, gaps in foundational skills such as reading, writing, basic math, digital literacy, communication, conflict management and so on. If possible, plan to have referrals or further programming available to meet these needs.
- Other participants may benefit from referrals to high school completion/GED, computer software training, safety tickets or post-secondary programs.

### Tips for Multi-site Delivery

- As always, do a test run with technology!
- Check that all devices have completed software updates recently.
- Each location requires an on-site facilitator.
- Sound quality improves if sites keep their microphone muted when not speaking.
- Plan to play videos at each location, rather than watching through a remote site.
- Use large, visible name tent cards.
- Facilitators must be careful to include participants at the remote site.



# Complete Supply List

## All Sessions

- Refreshments: Water, Coffee, Tea, Sugar, Creamer, Cups, Napkins, Snacks
- Whiteboard and/or Flipchart Paper
- Loose-leaf paper
- Name tags or Name tent cards
- Whiteboard markers
- Permanent markers
- Pens
- Highlighters
- Wi-Fi connection and individual devices/computers for participants
- Colour Printer
- Attendance Sheet

In addition, the following supplies are needed:

## Session One

- Participant binders
- Copies of **Participant Agenda, Job Fit Worksheet, Rural Work Search, Online Job Search Links, Work Search Plan, Breaking Barriers Worksheet**
- [Assessing You](#) workbook (may be downloaded or copies ordered from [alis.alberta.ca](http://alis.alberta.ca) )
- Flip chart page with brick pattern drawn (offset rectangles, 20 cm x 10 cm)

## Session Two

- Technology to show YouTube video
- [Advanced Techniques for Work Search](#) (may be downloaded or copies ordered from [alis.alberta.ca](http://alis.alberta.ca))
- Copies of **Writing Accomplishment Statements, Resume Master, Resume Samples, Cover Letter Worksheet, Cover Letter Pattern, Cover Letter Samples**

## Session Three

- **Thumbs Up cards** (on cardstock)
- **Interview Cheat Sheet Script** to review
- Copies of **Interview Cheat Sheet, Program Evaluation, Certificate of Completion**
- **Break the Barrier** punch box (optional)
- Invitation to a follow-up event (optional)

# Back to Work Bootcamp

## Facilitator Guide Session 1

### Learning objectives

- Participants will understand the course/seminar and its overall objectives and expectations
- Participants will identify their key strengths and skills
- Participants will create a list of 3 jobs that they would be a good fit for, based on the job fit analysis
- Participants will understand the general steps of a job search
- Participants will understand how to navigate several job posting tools
- Participants will identify a list of job openings that they would like to apply for
- Participants will identify a minimum of 5 steps in a Work Search plan
- Participants will identify key barriers which are impeding their job search and begin to develop plans to remove these barriers.

**Note:** Facilitation suggestions are given in **blue** – please adapt as appropriate for your situation.

### Supplies

- Refreshments: Water, Coffee, Tea, Sugar, Creamer, Cups, Napkins, Snacks
- Whiteboard and/or Flipchart Paper
- Loose-leaf paper
- Name tags or Name tent cards
- Whiteboard markers, Permanent markers, Pens, Highlighters
- Wi-Fi connection and individual devices/computers for participants
- Colour Printer
- Attendance Sheet
- Participant binders
- Copies of **Participant Agenda, Job Fit Worksheet, Rural Work Search, Online Job Search Links, Work Search Plan, Breaking Barriers Worksheet**
- [Assessing You](#) workbook (may be downloaded from [alis.alberta.ca](http://alis.alberta.ca))
- Flip chart page with brick pattern drawn (20 cm x 10 cm offset rectangles)

### Preparation

- For joint facilitators, assign roles for the session.
- Copy and hole punch all Participant Handouts and insert in binder. You may choose to provide the handouts for all three sessions, or only Session 1.
- Computers with [Rogue Community College Holland Code quiz](#) open and & tabs saved for [ALIS Job Postings](#), [indeed.ca](#), [workopolis.com](#)
- Check devices are charged and updated
- Test that the printer is working with all devices
- Prepare sample Work Search Plan
- Prepare “brick wall” on flipchart paper (offset rectangles, about 20 cm x 10 cm)

# Back to Work Bootcamp: Session 1

## 9:00 – 9:10 Welcome!

- As participants arrive, refreshments are available: coffee, tea, etc.
- On the table are name tags/tent cards, markers, highlighters and pens, loose-leaf paper, **Attendance Sheet, Participant Binders.**
- Facilitator: Welcome to the Back to Work Bootcamp. We have a lot to cover in a short period of time - that's why we call it "bootcamp"! We are looking forward to working together, with the goal that you will leave this workshop with stronger skills, confidence and tools to help you find a new job. We will be covering a lot of material, and you can expect to have some **homework** as you put into practice the skills we are focusing on. We will also have the opportunity for **one-on-one extra support** if needed.
- If this is a joint presentation with another site, explain how the video conferencing works.

## 9:10 – 9:20 Why are we here?

- Facilitator: Let's get started with **introductions**. I'm going to ask each participant and facilitator to share their name, home community, and something they have learned to do really well.
- Facilitator: In your binders, you will see the agenda, which includes the main points of the Bootcamp. One item leads to the next in the journey to finding work.
- Fill in a **flowchart** on the whiteboard or flipchart. We will refer back to this chart each day.

### Job Fit -- Job Search Plan -- Tools: Commercial, Resume & Cover Letter -- Interviews -- Apply to Jobs

- Facilitator: How does this match your goals? Is there anything else that you were expecting?
- If a participant identifies needs outside the scope of the training, make arrangements for a separate appointment or referral to a suitable resource.

## 9:20 – 9:40 Analyze Your Best Job Fit

- Facilitator: The first step in our journey is to analyse your job fit.
- Turn to the **Job Fit worksheet**.
- Facilitator: You are developing information that you can use to fine tune your job search and to communicate with employers. For each arrow, you are to mark an X somewhere between the two extremes. These are not good or bad, just different strengths and preferences. Try to avoid marking in the centre of the line – it shows you are adaptable, but doesn't give you much other information. This is for you and there are no right or wrong answers! (allow 5 minutes)
- Facilitator:
  - What was your best job? Why? What was your worst job? Why? (Listen for evidence of strengths and weaknesses, preferences.)
  - What are some limits on your job search? (Location, physical limits, required benefits)
  - What is making it difficult for you to find a job?
  - As you consider your answers, write down on the worksheet **3 jobs/occupations** that could fit your skills and goals, as well as your life circumstances.

## 9:40 – 10:00      Strengths Analysis

- Facilitator: Let's have a look at the **"Assessing You"** workbook pages 13 - 16. In this paper-based exercise you will have a chance **to identify your 5 transferrable skills and 5 personal management skills.**
  - a. Put a check mark beside each skill that applies to you (able to perform as well as most people; do not need to be an expert)
  - b. Highlight the checked skills you really like to use
  - c. Circle the highlighted skills that are your top 5 transferable and 5 personal management skills
- Take a look at your top 5 transferable and 5 personal management skills. This information will be used to sort through the job postings to find the most suitable openings for you and will be used in the resume writing section on Day 2.

## 10:00 – 10:15      Needs break – include snacks

## 10:15 – 10:30      Career Investigation

- **Online Holland Codes quiz:** <http://www.roguecc.edu/counseling/hollandcodes/test.asp>
- Facilitator: Did you complete a career suggestion on-line tool in high school? Was it accurate? Rogue Community College has a tool (Holland Code Quiz) on their website that based on our sample provides accurate job title suggestions. After you select attributes that describe you, the program will list job title suggestions for you.
  - ⇒ Let's take this opportunity to go to/get a laptop. You should see the Rogue Community College Holland Code Quiz on the screen.
  - ⇒ From the lists, select the descriptors that you can do, that you might like to do or an action that fits you.
  - ⇒ Click submit and take a few minutes to read through the list of job titles suggested for you. Let's **print** this list so you each have a copy of your results.

## 10:30 – 11:10      Job Search Tips/Hidden Job Market

- Facilitator: What do you do to find a job? How did you find the job you liked the most? **Group brainstorm** (network in person, network online, contact employer directly, career section of company website, job search engines, online job banks, workshops/career fairs, social networking sites, signs, classifieds or career ads, register with employment agency, news reports).
- In the list generated, there are two key ways to tap into the Hidden Job Market: **Networking & Contacting an Employer Directly**. Some employers do not advertise job availability because they are too busy, there are too many positions available or they get too many applications. Networking can be scary or intimidating. Let's chat about each to get more familiar and help reduce the intimidation factor.

- **Networking (in person, on-line)**
  - Facilitator: Who do you know in the industry? Family, friends and acquaintances are a great source to help you find a job in the industry or company that most appeals to you. Start the conversation either in person or with a text or e-mail. Share an example. Has networking helped you get a job in the past?
- **Contact employers directly** (in person, by phone, by e-mail, by mail)
  - Facilitator: Why not go straight to the source? Either stop in or call a potential employer to ask about openings. This provides you an opportunity to introduce yourself and put a face or voice to a name and make a good first impression to a potential employer.
- **Follow up**
  - Facilitator: Don't stop after the initial contact. Follow-up with the potential employer.
    - ⇒ Leave a resume and ask if and when you should check again
    - ⇒ Phone follow up – request a meeting that has the goal of leaving a resume
    - ⇒ Mail or e-mail, conclude by asking for a meeting
- **Rural Work Search Handout** Let's look at this worksheet in your binder. There are some extra tips for what may work in a rural setting.
- **Introduction to online and local job boards** **Online Job Search Links**
  - Facilitator: Let's go back to the list of job search options and highlight a few local options.
    - ⇒ There are a number of online job search sites where you can set up an account. Which ones have you used? If you haven't done this, please make an appointment with us to get started. ([indeed.ca](https://www.indeed.ca), [Workopolis.com](https://www.workopolis.com), industry specific sites) Demo each site.
    - ⇒ Using the computer, visit [ALIS community job posting](#). Take the students through the steps of changing the location sort to see what jobs are currently posted locally.
    - ⇒ You can also open [Google](#) and search "jobs". Demo

## 11:10 – 11:30 Work Search Plan

- Facilitator: Turn to the **Work Search Plan**. Provide a sample entry and ask students to generate one or two entries. Include activity, deadline, date completed and results.
  - Work search plans help you to set goals and keep track of what you have done. Be specific.
  - Time allotted should relate to priority importance. Tasks longer than ½ hour should be split into more tasks.
  - Include contact names and numbers.
  - This is a working document that can be amended as new information becomes available.
  - For homework, we want you to identify at least 5 steps with deadlines attached.

### 11:30 – 11:50      **Identifying Barriers**

- Write on board: **Grit: the ability to persist after setbacks**
- Facilitator: Is “grit” important? On a scale of 1 to 10, how gritty are you feeling today? The job search process involves challenges and often requires changes. Our reactions to these challenges will determine our success. Our knowledge and skills won’t help us very much if we aren’t able to put them into practice.
- Point out the **“brick wall”** on the flipchart paper. We all face some barriers to moving forward. Some of them are inside us, some are outside. For instance, we may feel that we lack the training we need (write ‘training’ in one brick). Or maybe we have been discouraged by not getting a chance (write ‘discouraged’ in another brick). Perhaps it was bad advice (bad advice). All these things can seem impossible to change. However, if we identify the individual bricks, and then work on one barrier at a time, we are much more likely to be able to knock it down. If I am feeling really down, I can plan to do some “self-care” – investing in myself. If I have had some bad advice, I can look for a better source. What ideas do you have for self-care? What about a good source of advice?
- Now it is your turn. Turn to the **Breaking Barriers worksheet**. Ask participants to fill in barriers that they are facing in their job search, and start to plan solutions.

### 11:50 – 12:00      **Reflection**

- Share as a group what you learned and any action items for Day 2
  - Facilitator: Ask each participant to reflect on the material and discussions in session 1 and **identify one new or revised job search strategy** they look forward to trying.
  - If you would like some one-on-one help with computer skills or any of the assignments, please let us know. We can meet after class.

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### **Session 1 Homework**

- Ensure your Work Search Plan has at least 5 activities and completion details
- Fill in Barrier Worksheet
- Finish setting up your online job search account (if necessary)
- Identify at least one job opening to pursue
- Extra help – book appointments for assistance with digital skills, keyboarding, special circumstances such as disabilities, mental health

# Back to Work Bootcamp

## Facilitator Guide Session 2

### Learning objectives

- Participants will be able to identify 5 of their specific accomplishments relevant to employment
- Participants will create a 30 second networking “commercial” for themselves
- Participants will understand the purpose and use of cover letters and resumes
- Participants will complete a basic resume
- Participants will complete the first draft of a cover letter

### Supplies

- Refreshments: Water, Coffee, Tea, Sugar, Creamer, Cups, Napkins, Snacks
- Whiteboard and/or Flipchart Paper
- Loose-leaf paper
- Name tags or Name tent cards
- Whiteboard markers, Permanent markers, Pens, Highlighters
- Wi-Fi connection and individual devices/computers for participants
- Colour Printer
- Attendance Sheet
- Technology to show YouTube video
- [Advanced Techniques for Work Search](#) (free resource from Alis.alberta.ca)
- Copies of **Writing Accomplishment Statements, Resume Master, Resume Samples, Cover Letter Worksheet, Cover Letter Pattern, Cover Letter Samples**

### Preparation

- For joint facilitators, assign roles for the session.
- Prep technology for video: [Jobpostings.ca](http://jobpostings.ca) “How to Create Your Elevator Pitch for Networking” <https://youtu.be/X-0F26bxDvY> (3:34 min).
- Copy, hole punch and collate Session 2 Handouts to be added to Participant Binders

## Back to Work Bootcamp: Session 2

### 9:00 – 9:10 Welcome!

- As participants arrive, refreshments are available: coffee, tea, etc.
- On the table are name tags/tent cards, markers, highlighters and pens, loose-leaf paper, **Attendance Sheet, Participant Binders.**
- **Session 1 Review:** Facilitator: In Session 1 we looked at job fit and work search planning. We also considered what barriers might be blocking us from moving forward. What “Aha’s” and challenges did you encounter yesterday or when completing the homework last night?
- If challenge is not a quick fix suggest scheduling an additional meeting with the student.

### 9:10 – 9:40 Key Accomplishments

- **STARS statements** (p. 13- 16 **Advanced Techniques for Work Search** workbook)
  - Facilitator: We will be using all of the work you completed yesterday to develop the tools required for your job search plan (i.e. 30 second commercial, resume and cover letter). This is one of the most important steps in your job search process!
  - Facilitator: It is time now to reflect on your employment and personal accomplishments. We will work through an exercise to **identify your accomplishments.** Please turn to **page 13** in the Advanced Techniques workbook. Place a check beside the accomplishments that you have reached. Please feel free to add other accomplishments to the list.
  - When your accomplishment list is complete, go through it again and put a **star** beside the 5 accomplishments that are most significant or relevant to the work you are looking for.
- **Writing Accomplishment Statements** Situation, Task, Action, Results, Skills
  - Facilitator: Let’s create **accomplishment statements** from our list of top 5 accomplishments that we will use to create our 30 second personal commercial.
    - ⇒ Situation: describe the circumstances
    - ⇒ Task: Explain what you needed to do
    - ⇒ Action: describe the action you took
    - ⇒ Results: explain what happened from your action
    - ⇒ Skills: what skills did you use to complete the actions
- **Top Reasons to Hire Me:** Now it is your turn. Use the STARS format and list of accomplishments to generate your top reasons to hire me. (5 to 10)

### 9:40 – 10:00 30 Second Commercial

- Now we are going to use these ideas for a commercial. This video will give us some tips on how to do that. Watch Jobpostings.ca “**How to create your elevator pitch for networking**” <https://www.youtube.com/watch?v=X-0F26bxDvY&feature=youtu.be> (3:34)
- Facilitator: With your Top Reasons and some tips on what a 30 second elevator pitch/personal commercial should look like, **begin drafting your 30 second commercial/icebreaker.** If you are unable to get this completed, please finish it as homework tonight.



**10:00 – 10:15      Needs break – include snacks**

**10:15-10:45      Resume Overview**

- **Information to include**
  - **Facilitator:** The information to be included will depend on your background and the position you are applying for. Avoid creating one unchanging resume for every job you apply for. Employers appreciate seeing that you put effort into applying for a job for their organization. The resume may not change greatly between job applications but tailoring it to the job posting will go a long way toward success. **Let's brainstorm together:**
    - ⇒ Objective – only if it provides valuable information to the employer
    - ⇒ Name and contact information (include only one phone #.... the # that is best for the employer to reach you)
    - ⇒ Education and training – school name, program
    - ⇒ Work history – job titles, employers, date of employment, accomplishments, be specific and factual
    - ⇒ Skills – any skills not mentioned in work history can be added in another section
    - ⇒ Languages – that you speak, read or write in, including fluency level
    - ⇒ Awards – recognition for achievements (either school or work related)
    - ⇒ Activities and interests – if your work experience does not relate to the job being applied for, list leisure activities that include relevant skills
    - ⇒ Volunteer activities – list volunteer work if you believe it will provide useful information to your potential employer
    - ⇒ References – list on a separate piece of paper and take to an interview
- **Tips to writing your resume**
  - **Focus on accomplishments** (that is why we spend so much time on accomplishment statements)
  - Keep it simple
  - Don't sign or date, don't include the title "Resume"
  - Organize your resume in a way that satisfies the job requirements as listed on the posting (use language that they are requiring)
  - Strongest qualifications at the beginning
  - Use active, expressive words
  - Be honest
  - Spell check
  - Use "white space"
  - Bold important information
  - Print on good quality paper with crisp printing
- **Resume Master form**
  - **Facilitator:** This form is useful to collect all the information that you may ever use in a resume. When you develop a specific resume, you can refer to the master for the applicable pieces for the job you are applying for. You will not ever submit a resume with all of the point listed in the master. **Let's get started filling in your information.**

## 10:45 – 11: 15      **Types of Resumes**

- **Samples Chronological, Functional, Combination, Plain Text**
  - Facilitator: In your binder are four styles of resumes:
    - ⇒ Chronological – lists work, education and training in chronological order from most recent to older. Used when experience is directly related to the job applied for
    - ⇒ Functional – highlights skills and capabilities, not work history. Used when you don't have directly related work experience, have changed jobs frequently, have long periods of unemployment or changing industries.
    - ⇒ Combination – highlight skills in skill categories. Outline work history near the end of the resume. Used to highlight your skills and share a summary of your work history
    - ⇒ Plain text – do not include any specialized word processor formatting. Helpful for resumes that will be uploaded into company websites and likely to be put through applicant tracking systems.
  - Facilitator: What has worked for you in the past? Will you consider changing the format of your resume? Do you tailor your resume for each job applied for?
- **Jobscan Applicant Tracking System**
  - (<https://www.jobscan.co/applicant-tracking-systems>) The link is on the **Online Job Search Links Page**. (see p. 40)
  - Facilitator: Some employers use the Applicant Tracking System to do the sorting job of a recruiter. When applying for jobs online, it is important to ensure that your resume format scans accurately and your skills and accomplishments don't get lost in the electronic scan. You can test your resume against job titles 5 times from free from the jobscan.co website.
- **First Draft of Resume** – choose a style of resume and start on paper or computer to draft your resume. You are encouraged to **book an appointment for more help** after class in order to finish up.

## 11:15 – 11:40      **Cover Letter Overview**

- **Why do we need a cover letter? How do you use it?**
  - Facilitator: A cover letter serves as your introduction to an employer, and gives you the opportunity to highlight skills and experiences that are useful to the employer.
  - Some industries do not often use cover letters, but it can be a valuable way to highlight your application.
  - If mailing or dropping off, your cover letter will be a separate document. If e-mailing you may put your cover letter in the body of the e-mail.
- **What is included (content)**
  - Facilitator: Some dos and don'ts include:
    - ⇒ Tailor the letter - link your skills to the employer's needs (don't send the same letter to every employer)
    - ⇒ Stress the benefits they will get by hiring you, with examples/proof.

- ⇒ If the job ad lists a reference #, include that in the cover letter
- ⇒ Be specific and brief. The letter should not be longer than one page
- ⇒ Research the company and reference current projects and the company objectives
- ⇒ Be creative with sentence structure (reduce the # of sentences that start with I)
- ⇒ Personalize the letter without being pushy or too familiar. Your tone is important!
- ⇒ Offer your availability to meet and include the best way to contact you
- ⇒ Spell check and print on quality paper
- ⇒ If you promise to follow – up, make sure you do!
- Review **Cover Letter Worksheet, Pattern & Samples** in binder.
- Begin **drafting a cover letter** for a job opening you have identified.

## 11:40– 11:50      **References** (work related, academic or personal)

- Facilitator: **What references do you have in place already?** When choosing the references to include in your application consider:
  - Which past supervisors, co-workers or volunteers have you worked for that can speak to your work habits, skills and accomplishments?
  - Which teachers or counsellors can speak to your school or training experience?
  - Which friends or neighbours can speak to your character and ability to do good work? Refer to them as “Character References”, NOT “Friends”.
  - List the references on a separate piece of paper. Include their job titles, mailing addresses, e-mail and phone number.
  - Reminder to always ask your references for permission before you send or deliver the reference list
  - Keep in touch with references, especially if you know they will be receiving a call from an employer. Help them be prepared to speak effectively for you.

## 11:50 – 12:00      **Reflection**

- Summarize the events of the day and homework reminder
  - Facilitator: **What is one aspect of your 30 second commercial, resume or cover letter that you will change?**
  - **Do you have any questions about your homework for this evening?**
  - **What is the main barrier you are working to overcome in your job search?** (Take notes for Barrier Punching activity in 3<sup>rd</sup> session.)

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## **Homework Session 2**

- Finalize your 30 second commercial targeting a job posting that appeals to you
- Complete your resume & cover letter.
- Identify and request permission from 3 references.
- **Make an appointment for one-on-one help if needed.**

# Back to Work Bootcamp

## Facilitator Guide Session 3

### Learning Objectives

- Participants will be able to adapt their resume and cover letter to a specific position
- Participants will understand the job interview process
- Participants will demonstrate improvement in their interview skills
- Participants will complete their job search plan
- Participants will apply for a position

### Supplies

- Refreshments: Water, Coffee, Tea, Sugar, Creamer, Cups, Napkins, Snacks
- Whiteboard and/or Flipchart Paper
- Loose-leaf paper
- Name tags or Name tent cards
- Whiteboard markers, Permanent markers, Pens, Highlighters
- Wi-Fi connection and individual devices/computers for participants
- Colour Printer
- Attendance Sheet
- **Thumbs Up cards** (on cardstock)
- **Interview Cheat Sheet Script** to review
- Copies of **Interview Cheat Sheet, Program Evaluation, Certificate of Completion**
- **Break the Barrier** punch box (optional, see p. 30)
- Invitation to a follow-up event (optional)

### Preparation

- For joint facilitators, assign roles for the session
- Copy **Thumbs Up cards** (on cardstock if possible) - one per participant
- Fill in Certificates of Completion for each participant
- Review Interview Cheat Sheet Script
- (Optional) Prepare “Break the Barrier Punch Box” and labels; see page 30
- (Optional) Prepare an invitation to a follow-up event

## Back to Work Bootcamp: Session 3

### 9:00 – 9:15 How are we doing?

- As participants arrive, refreshments are available: coffee, tea, etc.
- On the table are name tags/tent cards, markers, highlighters and pens, loose-leaf paper, **Attendance Sheet, Participant Binders.**
- Facilitator: Congratulations on making it to the last session. As we get started today, I'd like to review our course goals, and see how we are doing. We have made it through the first three key stages in our plan – Job Fit, Job Search Plan and Tools: Commercial, Resume & Cover Letter. Today we will be working on Interviews and on applying to job openings.
  - In front of you are some **Thumbs Up – or Thumbs Down cards**. You can flip them to show how you are doing with each piece. (wait after each topic for responses) Job fit? Job Search Plan? Resume? Cover Letter?
  - How about your commercials? It's your turn to show off. I'm going to ask you how you are doing, and then you can **respond with your commercial**. Take turns practicing the commercial. Praise all efforts, as specifically and constructively as possible.
  - **How did you do with your resume and cover letter?** Facilitator does a quick review of resume and cover email to identify what has been done well, and any areas needing further development – participants may share with each other if willing.
- Arrange for supplementary appointments as needed.

### 9:15 – 9:50 Adapting for Specific Positions

- Facilitator: The more we understand a position, the better we can match our application to the employer's needs. Here are **four research options**. (list on whiteboard/flipchart paper)
  - ⇒ Ad requirements
  - ⇒ Company website/social media
  - ⇒ ALIS for occupation description <https://alis.alberta.ca/occinfo/occupations-in-alberta/>
  - ⇒ Contacts/informants connected to the company or industry
- Facilitator: Once we have a clearer understanding of the position, we can start to adapt our cover letter and resume to match what is needed. Here are **5 adaptation suggestions**: (list key words on whiteboard/flipchart paper)
  - ⇒ Always confirm any requirements listed in an ad
  - ⇒ Add more specific and relevant experiences/skills and descriptions, including other life experience. For example, growing up on a farm, hobbies, training currently in progress
  - ⇒ Add detail about your connection with or interest in the company
  - ⇒ "Name drop" if you have a contact
  - ⇒ Replace or remove descriptions or skills that don't apply
- What other suggestions do you have?
- I'm going to ask each of you to **choose one job lead** that you are going to focus on today. Now I want you to **write that job on the back of your Agenda.**
- **How could you adapt your cover letter or resume** to match this job? (Take 2 or 3 ideas)

- Let's do some **research** on the jobs you have chosen. On the computer, or on your phone, I want you to look up the **ad** (if there is one), the **company** and the **OccInfo** for that position.
- **Make a note** on the back of your Agenda of 2 or 3 adaptations that you would like to make. If you need some help with word-processing, we can book an appointment, but let's get your ideas down today.

## 9:50 – 10:15 Interview Preparation

- Facilitator: Ok, before our break, we are going to get started thinking about how we introduce ourselves to employers. We are going to look at interviews but first I'd like to take a few minutes to think about the **online world**. How many of you use Facebook or other social media? Did you know that employers will very often "google" job seekers to see if you are a good fit, or if there are any problem signs? We are going to pretend that you are the employer, and **Google your name** to see what they would find.
- If you find any comments or pictures that are not helpful, you can start working to remove them, or at least prepare to discuss them. There might even be someone else with the same name who is coming up.
- On the other hand, you may be missing an opportunity. Why not put up some pictures or comments that show your strengths, skills and attitudes?!
- Now, let's switch to thinking about communicating **in person**. Interviews are an important piece of the job search process. What are some tips that you can share about interviews? **(Collect 3 to 5 interview tips)**
- Turn to the **Interview Cheat Sheet** – Go through the boxes, explaining each one using the **Interview Cheat Sheet Script** as a guide.
- **Participants record ideas** on individual sheets. Start by identifying 3 key highlights they want to communicate.

## 10:15 – 10:30 Needs break - include snacks

## 10:30 – 11:15 Interview practice

- Facilitator: Before we start our practice, I have a couple of questions. First, **how will you dress or prepare?** If not mentioned, add:
  - the best you would ever dress for the job
  - don't let what you wear or your hairstyle be the most memorable thing about you
- Secondly, **what are your 3 highlights?** (participants share with the group)

- Now, we are going to try some **practice interviews in pairs**. A facilitator can partner if the numbers are uneven. Each of you will have the chance to be the interviewer and the interviewee. Here are your guidelines:
  - Remember to be respectful and positive in all your feedback
  - Each person picks 5 interview questions from the back of the **Interview Cheat Sheet**.
  - The first interviewer goes through their questions, then you switch roles and the second interviewer asks their questions.
  - When you have finished, give your partner some feedback. What worked well? Do you have any suggestions?
  - You will have about 15 minutes and then we will share what we have learned.
- Check in: **Did you communicate your 3 highlights?**
- **If time allows, do a second round of interviews with the facilitator as interviewer**

## 11:15 – 12:15      What are the next steps?

- We are on to the final stages of the Bootcamp now. Let's have a look at your **Work Search Plans**.
  - What needs to be updated? What are your next steps?
  - **Fill in changes to Work Search Plan**
  - Encourage participants to make follow-up appointments for further assistance as needed.
- **Applying for jobs**
  - Before you leave today, we want to actually **apply for at least one job**. We are going to take the next 15 minutes to fine-tune your documents and either email or print off your application. Assist as needed. If a participant is not ready, refer to follow-up appointments to finish resume/cover letter and application.
  - **Following up:** Don't let your application be the last contact with the employer. Consider dropping by, a phone call or a follow-up email to keep in touch. And when you do get an interview, you can take the opportunity to send a thank you afterwards.
- **Breaking the Barrier** (optional)
  - Let's consider the barriers that we have overcome and will overcome as we move forward. We have prepared a "brick wall" and included some of the barriers we have identified this week. In recognition of your progress and hard work, you have the opportunity to "break the barrier" that you have been working on this week! Participants "punch" out the barrier in the box. (see p. 30)

- **Evaluation**

- Facilitator: What is one thing you learned in these sessions? Which activities were the most helpful?
  - We would really appreciate your feedback to help us improve the Bootcamp. Please take a few minutes to fill out our **Program Evaluation Form**.
  - Optional: Invite participants to join in a follow-up event, such as a lunch within 2 weeks, or a Networking Event.
- Present a **Certificate of Completion** to any participants who have attended all three sessions and completed assigned homework.

## Post Presentation Debrief

As a facilitator, take a few minutes to jot down ideas for the next time, based on your observations and on the comments in the Program Evaluation forms.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



# **Participant Handouts And Resources**



## BACK TO WORK BOOTCAMP REGISTRATION FORM

Date of Bootcamp \_\_\_\_\_

Bootcamp Location \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Circle: Cell or Landline

Email \_\_\_\_\_

How did you learn about the Bootcamp? \_\_\_\_\_

\_\_\_\_\_

### My current skills

	Low					High	I am currently:
Analysing my best job fit	1	2	3	4	5		
Searching for jobs	1	2	3	4	5		
Preparing a resume	1	2	3	4	5		
Preparing a cover letter	1	2	3	4	5		
Preparing for interviews	1	2	3	4	5		
Following up on job leads	1	2	3	4	5		
							Unemployed _____
							Underemployed _____
							Employed Casual _____
							Employed PT _____
							Employed FT _____

My typing/keyboarding skills are: Limited Basic Average Advanced

I can:	Create and save a document	Yes	No	Unsure
	Send an email	Yes	No	Unsure
	Attach a document to an email	Yes	No	Unsure
	Search online for information	Yes	No	Unsure
	Create an account at a website	Yes	No	Unsure

I have easy access to: Computer \_\_\_\_\_ Printer \_\_\_\_\_ Smartphone \_\_\_\_\_ Internet or Wi-Fi \_\_\_\_\_

**\*\*\*If you have a resume and/or cover letter, please bring them along\*\*\***

I give permission to contact me for the purposes of facilitating the Back to Work Bootcamp and follow-up evaluations.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Back to Work Bootcamp

## Attendance Sheet      Dates \_\_\_\_\_

Please fill in your name, and initial each session as you attend it.

A Certificate of Completion will be provided to all participants who attend all three sessions and complete assigned tasks.

	Name	Session 1	Session 2	Session 3
1				
2				
3				
4				
5				
6				
7				
8				



## Interview Cheat Sheet Script

An interview is the beginning of a relationship. It gives the employer and the job seeker the opportunity to understand if a particular opening is a good fit. It doesn't always happen in an office – it might be a conversation at the gas station or the hockey game. It may be formal or informal, long or short. What stays the same is the purpose – both participants learning enough to decide if you should move forward.

As a job seeker, one way to become more comfortable is to build your understanding and skills. If you are comfortable and confident, you will communicate more effectively and adapt more easily. This “Cheat Sheet” is designed to help you prepare for these conversations, so you are not just a “target” getting hit with hard questions. You are a confident participant with a message to convey and questions to ask.

**Most Important:** What are the 3 most important things you want an interviewer to remember about you? Look for every opportunity to reinforce these 3 points.

**This is why I rock!** Show is stronger than tell, so you want some short stories that demonstrate that you are a strong contender. A carefully chosen story will carry lots of extra information - your sense of humour, your perseverance, your interpersonal skills, etc.

**Need to Improve:** There are some really bad answers to this question. For example, “I have no weaknesses.” (Lie) “I never learned to play the piano.” (Who cares??) “I’m always late.” Period.

A good answer should be truthful, relevant to the job and have a solution attached.

For example, “I really focus on a task, and that sometimes means that I can lose track of time. I have learned to use an alarm, and to monitor myself more carefully.”

This is a tough question to answer without preparing in advance, but if you can do it, you have taken a weakness and turned it into a strength, demonstrating powerful characteristics such as initiative, problem solving, willingness to change, teachability, and adaptability.

**Specific Challenges:** These examples can either show how you “won” or how you “learned”. Again, stories can be much more convincing and memorable than just saying that you have a skill.

**Attitude and Passions:** When you talk about something that is important to you, you are automatically more interesting and convincing. Just remember to always tie it back to the requirements of the job.

**Questions:** You definitely want to ask questions. What would you need to know if you got the job? Ask about training, new projects, the team, etc. It is ok to ask about salary/wage, but don't make it your first or last question. You can also ask when they anticipate making a decision about the position. Do not ask questions that you already know the answer to or that are available on their website, etc.

**My Goals:** How does your story fit with the employer's needs? You are NOT required to share about your personal life, but, for example, if you want a short-term position and they need a long-term commitment, it is better to have common expectations. And in a small community, word travels fast :-)

**Brilliant Ideas:** If this is an entry level position, you do not want to imply you are expecting to take over with superior ideas. However, employers are often looking for someone with some fresh ideas or innovative skills to contribute.

**On the back** are some common interview questions. No employer will necessarily ask these exact questions, but if you have answers for these, you can often adapt to the actual questions. And remember, every question has an unspoken ending ... **“in relation to this job”**.

## Instructions for Breaking the Barrier Punch Box

### Supplies

- Large cardboard box (approximately 1 m X 0.6 m) or cardboard display board
- Brick pattern paper/vinyl - or draw your own
- 17 cm circle pattern
- Utility knife
- Tissue paper
- Tape
- Post-it notes
- Scissors

### Preparation

- On the bottom of the box, or the back side of the display board, trace 8 circles. Leave at least 7 cm between circles.
- On a safe surface, cut out the circles from the cardboard.
- Cover the outside bottom of the box (or front side of the display board) with a brick pattern.
- If you have used paper or vinyl, cut an X in each circle and fold the paper/vinyl onto the back side to make a smooth opening. Trim to avoid overlap with a neighbouring circle.
- Cut out 8 tissue paper 25 cm squares.
- Tape tissue paper to the back of the cardboard over each hole, taping securely around each circle.
- If you wish, add a sign to the front: "Breaking the Barrier".
- Write barriers identified by participants on post-it notes, and attach one to the front of each tissue paper circle.

As a closing celebration, participants take turns punching through the tissue circle of a barrier they have overcome or plan to overcome.





# Certificate of Completion

This Certificate Confirms that

has successfully completed the

**BACK TO WORK BOOTCAMP**

offered by

\_\_\_\_\_

FACILITATOR

DATE

\_\_\_\_\_



# Back to Work Bootcamp

STUDENT MANUAL



# **Back to Work Bootcamp**

## **Participant Agenda**

### **Session One**

- Why are we here?
- Analyse Your Best Job Fit
- Identifying Strengths
- Career Investigation
- Job Search Tips/Hidden Job Market
- Work Search Plan
- Identifying Barriers

### **Session Two**

- Key Accomplishments
- 30 Second Commercial
- Building a Resume
- Building a Cover Letter
- References

### **Session Three**

- Adapting for Specific Job Openings
- Interview Preparation & Practice
- Next Steps
- Evaluation



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

**Date:** \_\_\_\_\_

What kind of job do you enjoy? Put an X somewhere on each line, showing your preference in each category. Try not to put too many marks right in the middle.

Enjoy Routine	Enjoy Surprises
	
Hands On	Hands Off
	
Outdoors	Indoors
	
Slower Paced	Fast Paced
	
Detail Oriented	Big Picture
	
Computer Beginner	Computer Expert
	
Independent	Part of a Team
	
Love Customer Service	Hate Customer Service
	
Early Start	Late Nights
	
One Job at a Time	Multi-tasking
	

(continues on back)

Travel

Stay Close to Home



Cooperative

Competitive



High Pay

Fulfilling Work



Follower

Leader



Flexible Schedule

Regular Hours



I prefer to organize:

People

Stuff

Information

Nothing!

Best job I ever had \_\_\_\_\_

Worst job I ever had \_\_\_\_\_

Willing to travel \_\_\_\_\_ km one way

Willing to work away? Yes No

Salary or wage goal: \$ \_\_\_\_\_ per \_\_\_\_\_

I really want \_\_\_\_\_

\_\_\_\_\_

I do NOT want \_\_\_\_\_

\_\_\_\_\_

My biggest barrier is \_\_\_\_\_

# Work Search in Rural Alberta

Adapted from [www.alis.alberta.ca](http://www.alis.alberta.ca)

Rural Alberta can be a great place to work and live. The province's smaller communities offer many advantages, including a slower pace, family-friendly activities and wide-open spaces.

You may already be living in a small community and need a job so you can stay there. Or you may be moving to rural Alberta for your spouse's job or for personal reasons.

Follow these suggestions to adapt your work search tools and techniques to a rural setting.

## Build strong relationships

Relationships are very important in a rural work search, especially when you're applying to local businesses. Use the following strategies to build and maintain relationships:

- **Network.** Networking may be even more important in a rural work search than in an urban one. People in small communities know each other, so word of mouth is an effective tool. Tell everyone you know that you're looking for work. Let them know what you can do. Local employers tend not to advertise positions—they "put the word out" and expect the information to circulate. You'll hear about work opportunities from people in your network.
- **Shop locally.** Use local businesses as much as possible, especially if you're new to the area. You'll build your network and increase your goodwill in the community.
- **Try cold calling.** Cold calls, when you don't personally know the employer you're contacting, work well in a rural setting where you'll very likely have a friend or an acquaintance in common.
- **Try canvassing.** Visiting or canvassing employers also works well in rural Alberta. Spend some time checking out businesses in your community and in neighbouring communities. Drop in for a chat and let the employer know you're looking for work. If you don't know the employer, introduce yourself to get a feel for the business and make an impression.
- **Use local references.** When applying for a job with a local employer, include a local reference if you have one, such as a previous supervisor, a landlord, a neighbour or a respected person from the community.

## Tailor your approach to match the employer

A personal approach can be effective with local small businesses, but if you're looking for work with larger companies in the area, you'll need to use formal work search techniques. For example, when you're applying to an employer in the oil and gas industry or to a large retail business, you need to be able to:

- provide a resumé and cover letter or email
- present yourself well in an interview
- use the Internet to search employer websites and job banks and apply for work online.

## Respond to the local labour market

Rural communities in Alberta have developed around primary industries such as agriculture, mining and forestry. As Alberta's economic base has widened, other industries, such as petroleum refineries, manufacturing and tourism, have gained importance in some of these communities.

Depending on the community's economic base, the range of positions available may be narrow and limited to a specific industry. As a result, jobs that fit your training and experience may be harder to find. Use these strategies to make the most of this challenge.

- **Upgrade your skills.** If you don't have a high school diploma or if you're looking for something other than seasonal work, upgrading or short-term training can improve your chances of finding a job. Find out about [distance learning](#) courses and programs.
- **Be flexible.** If you can't find a specific position such as a gas utility operator or law office manager, what other kinds of work could you do? What other ways could you apply your skills? If you can't find full-time permanent work, would you consider a part-time or short-term position? Could you boost your skills and experience and expand your network by volunteering?
- **Be creative.** Consider starting your own business. For example, could you provide a needed service such as day care? If you have construction skills, could you partner with the local building supply company to offer your services? If you've already established a work history with an organization in a larger centre, could you telecommute or set up a virtual office for that organization?

## Take care of the basics

- **Housing:** Whether renting or buying, finding a place to live in some rural communities can be a challenge. Use your network for leads, plan as far in advance as possible and find housing before you move for work.
- **Child care:** It may take a while to find child care in the community, especially for children under 19 months.
- **Transportation:** If local public transit is unavailable or limited, or if you have to travel a long distance to work, you'll need both a valid driver's licence and access to a vehicle. Some large employers provide transportation for employees.

## Find the job you want in rural Alberta

Raising a family in a smaller community, knowing your neighbours or returning to your roots—there are many wonderful reasons for living in rural Alberta. However, you may need to adapt your work search techniques to land a job in a smaller community. Local information, personal contacts and a flexible attitude can help you find and keep work that fits your rural lifestyle.



## Online Job Search Links

### **Alberta Learning Information Service: [alis.alberta.ca](https://alis.alberta.ca)**

A comprehensive site with a range of information on careers and job search. It also includes the **Canada Job Bank**. Many resources are electronic and may be downloaded for free.

ALIS Occupational Info <https://alis.alberta.ca/occinfo/>

ALIS Job Postings <https://alis.alberta.ca/occinfo/alberta-job-postings/>

ALIS sample Chronological Resume  
<https://alis.alberta.ca/media/1513/chronologicalresumehighschoolgraduate.pdf>

ALIS sample Functional Resume  
<https://alis.alberta.ca/media/1522/functionalresumecareerchanger.pdf>

ALIS sample Combination Resume  
<https://alis.alberta.ca/media/1521/combinationresumerecentlylaidoff.pdf>

ALIS sample cover letters  
<https://alis.alberta.ca/look-for-work/cover-letters/cover-letter-examples/>

**Indeed** <https://ca.indeed.com/>

**Workopolis** <https://www.workopolis.com/en/>

**Kijiji** <https://www.kijiji.ca/>

**Jobscan Applicant Tracking System** <https://www.jobscan.co/applicant-tracking-systems>

**JobPostings.ca** [www.jobpostings.ca/videos/playlists](http://www.jobpostings.ca/videos/playlists) has a wide range of short videos with hints for job seekers. It is aimed primarily at new graduates, but the information is useful for all job hunters.

**Holland Code Quiz** <http://www.roguecc.edu/counseling/hollandcodes/test.asp>

## Work Search Plan

Activity	Deadline	Date Completed	Results of Activity

## Work Search Plan

Activity	Deadline	Date Completed	Results of Activity



## Barriers to Employment Worksheet

Barrier/Obstacle	Ways to Break Down Barrier
<p>Examples:</p> <ul style="list-style-type: none"> <li>• Lack of support</li> <li>• Time &amp; money to retrain</li> <li>• Lack of confidence</li> </ul>	<ul style="list-style-type: none"> <li>• Build support systems (teachers, family, friends, organizations)</li> <li>• Save &amp; chip away at retraining</li> <li>• Take advice carefully – making sure it matches your goals</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>
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	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>

## Writing Accomplishment Statements

<b>Statement #1</b>	<b>Situation</b> – describe the circumstances and the problem you faced	
	<b>Task</b> – Explain what you needed to do, why you needed to do it and the challenges involved	
	<b>Action</b> – Describe the actions you took	
	<b>Results</b> – Explain what happened as a result of your efforts	
	<b>Skills</b> – Describe the skills you used to accomplish what you did	

<b>Statement #2</b>	<b>Situation</b> – describe the circumstances and the problem you faced	
	<b>Task</b> – Explain what you needed to do, why you needed to do it and the challenges involved	
	<b>Action</b> – Describe the actions you took	
	<b>Results</b> – Explain what happened as a result of your efforts	
	<b>Skills</b> – Describe the skills you used to accomplish what you did	

## Resume Master Information

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

### Education & Certificates

High School Diploma or GED \_\_\_\_\_

Driver's License Class \_\_\_\_\_

College or University \_\_\_\_\_

Trades \_\_\_\_\_

Safety Tickets \_\_\_\_\_

Other courses/certificates \_\_\_\_\_

Languages \_\_\_\_\_

### Community Involvement / Volunteering / Hobbies

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

### Work History (Begin with current or most recent)

Job Title \_\_\_\_\_ Casual/Part-time/Full-time/Seasonal

Company \_\_\_\_\_

Location \_\_\_\_\_

Began \_\_\_\_\_ / \_\_\_\_\_ Finished \_\_\_\_\_ / \_\_\_\_\_  
Month Year Month Year

Significant accomplishments – what is valuable for a new employer to know?

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

**Job Title** \_\_\_\_\_ Casual/Part-time/Full-time/Seasonal

Company \_\_\_\_\_

Location \_\_\_\_\_

Began \_\_\_\_\_/\_\_\_\_\_ Finished \_\_\_\_\_/\_\_\_\_\_  
Month Year Month Year

Significant accomplishments – what is valuable for a new employer to know?

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**Job Title** \_\_\_\_\_ Casual/Part-time/Full-time/Seasonal

Company \_\_\_\_\_

Location \_\_\_\_\_

Began \_\_\_\_\_/\_\_\_\_\_ Finished \_\_\_\_\_/\_\_\_\_\_  
Month Year Month Year

Significant accomplishments – what is valuable for a new employer to know?

---

---

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**Job Title** \_\_\_\_\_ Casual/Part-time/Full-time/Seasonal

Company \_\_\_\_\_

Location \_\_\_\_\_

Began \_\_\_\_\_/\_\_\_\_\_ Finished \_\_\_\_\_/\_\_\_\_\_  
Month Year Month Year

Significant accomplishments – what is valuable for a new employer to know?

---

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**Other Important Information/Achievements**

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## Employment References

You need 3 people who will be seen as objective, knowledgeable sources of information about your workplace skills and character. They must give permission, be easy to contact and have the relevant information. Generally, at least two are work contacts (supervisor/employer, co-worker, customer) and one can be a Character Reference.

1. Name \_\_\_\_\_  
Relationship \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_
2. Name \_\_\_\_\_  
Relationship \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_
3. Name \_\_\_\_\_  
Relationship \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

If you have a steady work history, the **Chronological Resumé** is a good choice.

Your name  
Street address or box number  
City, province, postal code  
Phone number with area codes  
Email address

**Objective or goals (optional) An alternative is a brief description or profile of yourself.**

Know what the goals are of your potential employer. Briefly list how your skills and training will help the employer reach those goals.

**Experience**

List any jobs that relate to the position you want. You don't have to stop at 3 jobs. Describe the skills you used in each job that match what the new position requires. Briefly list other duties and responsibilities. Describe your successes. For example:

- *Consistently met or exceeded sales targets or service standards*
- *Received positive feedback from clients or customers*

Start each item with a strong verb. For example, use "Helped set up..." instead of "Responsible for helping to set up..."

Work title, 20XX–20XX (most recent first)  
Employer name  
City, province (optional)

- Relevant responsibilities, skills, duties, and successes (use a bulleted list)
- *Managed the company's social media presence across 3 platforms*

Work title, 20XX–20XX (second-most recent)  
Employer name  
City, province (optional)

- Relevant responsibilities, skills, duties, and successes (use a bulleted list)
- *Re-organized safety procedures for an 18% decrease in lost work time*

Job title, 20XX–20XX (third-most recent)  
Employer name  
City, province (optional)

- Relevant responsibilities, skills, duties, and successes (use a bulleted list)
- *Served customers promptly and professionally*
- *Earned 3 awards for Employee of the Month last year*

**Education**

List your degrees, diplomas, or certificates. Include short education, training, and professional development courses that relate to this new job.

Diploma, certificate, or degree earned; focus of study or training (optional)

Name of educational institution, 20XX–20XX (leave off dates if they are not relevant)

City, province (optional)

Diploma, certificate, or degree earned; focus of study or training (optional)

Name of educational institution, 20XX–20XX

City, province (optional)

Name of training or professional development course, Month 20XX

**Other (optional)**

Include sections for any related information such as:

- Languages
- Awards and honours
- Hobbies and interests

## SAMPLE CHRONOLOGICAL RESUME

### Kate Jones

PO Box 3000  
Castor, AB T0C 0X0  
403-222-3333 (Home)  
587-444-5555 (Cell)  
[myname@hotmail.com](mailto:myname@hotmail.com)

### Experience

**Clerk Manager, Good Grocery** 2017 – 2019

- Handled cash sales and maintained daily float
- Mentored junior clerks
- Assisted to process monthly bill statements

**Administrative Associate, Money Credit Union** 2015 - 2016

- Handled cash deposits and bill payments
- Opened and closed accounts

### Education

Business School – Administrative Assistant Diploma 2014

Cool High School 2013

### Awards

- Received Good Grocery Clerk efficiency award twice

### Activities/Interests

- Anytown Playschool Council – treasurer
- Anytown Minor Soccer team manager

## SAMPLE FUNCTIONAL RESUME

### John Davis

PO Box 3000  
Coronation, AB T0C 1C0  
403-555-3333 (Home)  
403-575-5555 (Cell)  
[myname@hotmail.com](mailto:myname@hotmail.com)

### Summary

My goal is to find a position as a kitchen manager in a restaurant. I have always enjoyed cooking and managing staff in a kitchen. I am available to work full-time, including weekends and evenings.

### Kitchen Management Skills

- Food inventory management
- Staff scheduling and training
- Kitchen prep and cooking systems
- Plating knowledge

### Personal Characteristics

- Friendly and supportive. I enjoy working with a team to serve quality food products.
- Detailed and organized. Having worked in a variety of kitchen roles, I appreciate the importance of details in food quality and preparation.

### Education

- Alberta Food Safety certificate
- Kitchen Management Certificate

## SAMPLE COMBINATION RESUME

### George Smith

PO Box 3000  
Killam, AB T0B 2L0  
780-222-3333 (Home)  
780-444-5555 (Cell)  
[myname@hotmail.com](mailto:myname@hotmail.com)

**Profile** Honest, reliable, safety-focused Heavy Equipment Operator who is adaptable, alert and organized; an effective problem solver who is cooperative, decisive and positive

### Highlights

- 25+ years experience as a Heavy Equipment Operator
- Diverse background in industrial and commercial construction including demolition and site preparation
- Proven ability as a finishing operator
- Member in good standing of Alberta Local 902 Operating Engineers
- Solid experience as a foreman, including supervision and training of personnel on site

### Work History

Hoe Operator	Big Construction, Edmonton, AB	June 2015 – current
Heavy Equipment Operator	High Energy LTD, Hardisty, AB	June 2014 – Feb 2015
Hoe Operator	Old Pipelines Construction, Fort McMurray, AB	2013
Grader Operator	Somewhere County, Sedgewick, AB	2012 – 2013
Hoe Operator	Smith Brothers, Spruce Grove, AB	2010 – 2011
Hoe Operator	North American Construction Group, Acheson, AB	2009

### Equipment Experience

Excavators / Caterpillars – 235 / 245 / 330 / Hitachi / 270 / 450 / 750 / 800 / 1100 / 1200 / 1800  
Bulldozers / Cat / D5 / D7 / D8 / D9 / D10 / D11 / 115 Komatsu  
Scrapers / Cat / 631D / 627B / 627E / 637E / 627F  
Graders / Cat / 140G / 14G / 14H / 16H / 24H  
Heavy Haulers / Cat 773 / 777 / 793  
Rock Trucks / Volvo / 300C

### Training and Certificates

Class 5 Driver's license with clean abstract  
H2S Alive, Ground Disturbance Level 2  
First Aid, CSTS, OSSA

## SAMPLE PLAIN TEXT RESUME

JOHN SMITH  
100 Avenue Road  
Anywhere, ON 1A2 B3C  
E-mail@net.ca

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### SALES/MARKETING

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- \*\* 9 years' experience providing consistent results in Marketing and Sales
- \*\* Awarded Sales Representative of the Year for two consecutive years; exceeded targets by 22%
- \*\* Increased market share in three regional territories
- \*\* Advanced computer skills in Microsoft Office including Word, Excel and Crystal Reports

### PROFESSIONAL EXPERIENCE

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ACCOUNT MANAGER, ABC Inc., Somewhere, ON, 2003-Present

- \*\* Account manager more than 100 accounts, supervised 10 employees and developed marketing and business strategies for various accounts
- \*\* Designed and implemented special projects, which resulted in an increase in sales of 22%
- \*\* Increased client base by 32%

SALES REPRESENTATIVE, XYZ Technical Corp., Anywhere, Ontario, 1999-2002

- \*\* Expanded distributor base by more than 55% to increase market and implemented market launch of new cosmetic products
- \*\* Coordinated a sales team of 20; exceeded sales targets by 10% in 9 consecutive months

### EDUCATION

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B.A. INTERNATIONAL BUSINESS (Honours), University of Toronto, Toronto, ON, 1995

### COMMUNITY INVOLVEMENT

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CHAIRPERSON, Youth Initiatives, Somewhere, ON, 2006-Present

### AFFILIATIONS

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Member of Canadian Marketing Associations, 1995—Present

## Cover Letter Worksheet

**FIRST PARAGRAPH** - Spark the employer's interest. Tell why you're writing—what position you are targeting. Provide information about the benefits the employer will gain from hiring you.

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**SECOND PARAGRAPH** - Provide more detail about your professional/academic qualifications. Detail how you can contribute to the benefits you mentioned in the first paragraph. Stress accomplishments and achievements (not job duties/responsibilities). Tailor to employer needs (from ad or job description).

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**THIRD PARAGRAPH** - Demonstrate your knowledge of the employer (based on your research). Relate yourself to the organization and how you can meet the employer's needs.

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**FOURTH PARAGRAPH** - Be proactive—request action. Ask for an interview or meeting. Express confidence that you are a perfect fit for the job. Tell how you will follow up.

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## Cover Letter Pattern

Your address  
City, province, postal code

Date

Name of Recipient  
Recipient's job title  
Company name  
Street address or box number  
City, province, postal code

Re: Position Title (Job Reference Number, if you have one)

**Dear Mr. or Ms. Last Name:** Address a specific person, not Sir or Madam. If you're not sure if the person is male or female, use the person's full name (e.g., Dear Pat Walker). If you don't have a name, send the letter to "Dear Hiring Manager" or "Dear XYZ Company Team."

**First paragraph:** Explain your reason for writing. If you are applying for a specific job, say so and state how you heard about it. If someone referred you to the employer, name that person. For example, Joe Davis, your customer service manager, suggested I write to you. If you're not applying for a specific job, just say that you are interested in working for this organization.

**Middle paragraph(s):** Explain what makes you a good fit for this job or type of work. Point out any work or training (including volunteer or school experience) that makes you a good fit for the job. Focus on highlights and leave the facts for your resumé. Is this a reply to a job posting? Explain how your skills and experience match those described in the posting. Keep your paragraph(s) short.

**Last paragraph:** If this is an **emailed cover letter**, state that a resumé or application is attached. (See "Enclosure" if this cover letter is on paper.) Request an interview. Let the reader know you will check back to set up an appointment.

Sincerely,

Your Name

(If your cover letter is in paper format, leave three lines for your signature above your typed name. Sign the letter. If you're sending it by email, you don't need to leave space before your name.)

Enclosure (This lets the reader know that you've included a resumé. You don't need this if you're sending your resumé by email.)

## Sample E-mail Cover Letter

From: Rita Low <rlow@email.address>  
Sent: Jan 10, 2019 3:52 PM  
To: recruit@bissellbrownbest.ca  
Cc:  
Subject: Comp. #222-222 Skilled Admin Assistant

Dear Mr. Sharma:

Because your company has always impressed me, I was delighted to find an opening when I recently visited your website. It appears to have been made for me.

As my attached resumé shows, I exceed your requirements for the position of admin assistant. With more than five years of progressively responsible experience at a major law firm, I can handle a high volume of diverse office duties with little supervision. Because I value efficiency, cost savings, and service, I believe I can add a great deal to your law practice. My in-house roles and awards will attest to my excellent working relationships.

I look forward to meeting you.

Sincerely,

Rita Low

## Sample Print Cover Letter

80 Smalls Avenue  
Fort McMurray AB T9H 1M6

July 4, 2019

R.C. Jacobs, Superintendent  
Allied Construction  
Box 2323  
Grande Prairie AB T5V 4Z3

Re: Journeyman Welder Position (Job Reference Number 999999)

Dear Mr. Jacobs:

I am interested in the journeyman welder position that you advertised this week in the Daily Herald Tribune.

I recently completed my journeyman certification with Smythe Manufacturing in Fort McMurray. I have also worked for three years on a variety of construction sites in Grande Prairie. My schedule is flexible, so I can work morning, afternoon and evening shifts as your ad describes. I am also fully certified for WHMIS.

My resumé is attached. I look forward to meeting with you.

Sincerely,

Bradley Roy

Enclosure

## Job Interview Cheat Sheet

<b>Most Important:</b> The top 3 things I want the interviewer to remember about me.	<b>This is why I rock:</b> Stories / examples that show why I'd be a great person for this position	<b>Need to Improve:</b> Specific, relevant skills that I can improve—and concrete solutions /plans to do so. Truthful, relevant
<b>Specific Challenges:</b> Significant challenges I have faced and how my attitudes and skills helped me to succeed, or to learn	<b>Attitude and Passions:</b> How I generally approach difficulties and opportunities; examples that show my perspective and passions	<b>Questions:</b> What I want to know about the job, the company, future plans, etc.
<b>My Goals:</b> How will this job fit into my career plans? Why do I want THIS specific position? What makes me a good fit?	<b>Brilliant Ideas:</b> Suggestions for improvement/new directions for the company/team/business	<b>Extras:</b>

## Common Interview Questions

1. Tell us about yourself.
2. Why should we hire you?
3. What do you know about this job/company?
4. What is your greatest strength?
5. What is your greatest weakness?
6. How would you describe yourself?
7. How do you get along with people?
8. What motivates you?
9. Why do you want this job?
10. How are you different from the competition?
11. What parts of this job will be most challenging for you?
12. What do you find are the most difficult decisions to make?
13. Describe a difficult work situation and how you handled it.
14. Give an example of a time you had to deal with a difficult person.
15. How do you handle stress and pressure?
16. How do you handle failure? Success?
17. How do you handle criticism?
18. What are your salary expectations?
19. Why did you leave/are you leaving your current position?
20. Is there anything else we should know about you?

Remember—every question should be answered as if it ended with  
“in relation to this job”.

## Back to Work Bootcamp

### Evaluation Form

Date \_\_\_\_\_

Bootcamp Location \_\_\_\_\_

The purpose of this form is to give you the opportunity to provide feedback on the Bootcamp. This evaluation is important because it helps to improve this course.

Please check the appropriate blank and add any comments about the course.

Did you find this course ...?	Poor	Fair	Good	Great	Comments
Useful					
Well organized					
Enough time?					
Good location					

Would you recommend this course to another job seeker?    Yes    No    Unsure

Why? \_\_\_\_\_

What was the most useful part of the course?

\_\_\_\_\_

What other training would you like to take?

\_\_\_\_\_

Do you have any suggestions to improve the course?

\_\_\_\_\_

### How would you describe your job search skills after this course?

	Low					High	Any other comments?
Analysing my best job fit	1	2	3	4	5		_____
Searching for jobs	1	2	3	4	5		_____
Preparing a resume	1	2	3	4	5		_____
Preparing a cover letter	1	2	3	4	5		_____
Preparing for interviews	1	2	3	4	5		_____
Following up on job leads	1	2	3	4	5		_____

**Thank you for your input!**