



PROFESSIONAL DEVELOPMENT GUIDE

BECOME
CAREER
READY.



A message from Angie McAdams, Director of Career Competiveness and Ryan Taube, Coordinator of Career Competiveness

Dear Students,

Your career development journey is in full swing and will continue well beyond graduation. Now is the time to be bold and to take advantage of your time at Piedmont Community College. Your degree coupled with career focused activities while a student will lead you to success in your career. Take advantage of activities such as networking events, workshops, and career fairs. Also, visit the CCECC frequently beginning your freshman year and let us help you to: explore careers, land internships, find meaningful part-time work, create and polish your résumé, find your first full-time job, develop your personal brand, and so much more. We work with each students to develop highly sought after career competencies. We will also work with you to connect to your new community, both on and off-campus, in a variety of ways that will include volunteerism and service-learning. Let us help you along your journey!

Sincerely,



Angie McAdams
Director of Career Competiveness



Ryan Taube
Coordinator of Career Competiveness





YOUR

CAREER
DEVELOPMENT

JOURNEY

RESUME

GUIDELINES



RESUME BEST PRACTICES

Do:

- Design your resume to the position for which you are applying
- Use consistent formatting
- Use a legible font
- Focus on your achievements
- Proofread several times for errors

Don't:

- Include personal information, such as Social Security number, age, nation of origin, religion, race, gender.
- List unrelated duties (such as opened mail, made copies, etc.)
- Lie or exaggerate your accomplishments
- Use paragraphs

Resume Checklist:

- Is your name and contact information at the top of the page
- Is your resume catching to the reader's eye? Can an employer learn about you with a quick glance?
- Is your resume specific to the position for which you are seeking employment?
- Is your job experience listed with the most recent work first?
- Do most phrases include action words?
- Is your resume truthful and accurate?



RESUMES AND CURRICULUM VITAE

RESUMES

A resume is a well-developed document that highlights an individual's educational and professional accomplishments. The challenge is to make the resume stand out from the rest by providing clear and concise statements about qualifications and experiences. The document should be no longer than two pages in length.

Do not pay for resume writing samples online or through career-related websites. Please visit the CCECC on campus for free resume assistance and samples.

CURRICULUM VITAE (CV)

Curriculum vitae are used to apply for an academic or research based position. It provides a summary of your skills and experiences and are at least two to three pages in length. Individuals who have written several publications and are members of professional organizations tend to have longer curriculum vitae. Teaching experience, patents, and research positions are also included on curriculum vitae.

Do not pay for curriculum vitae online or through career-related websites. Please visit the CCECC on campus for free cover letter assistance and samples.



Sparkline Charts

Line Chart



Bar Chart



Pie Chart



Easy Pie Charts



HEADING

The heading should include your name, local address, professional email address, and phone number.

PROFESSIONAL SUMMARY

Relevant and appropriate qualifications related to the job the applicant is applying for, directly under the contact information at the top of the document. It summarizes your skillset, achievements, and experiences related to the job opening. Professional summaries benefit non-traditional students or students who are changing career paths.

LIST OF ACTION VERBS FOR RESUMES & PROFESSIONAL PROFILES

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled
streamlined
strengthened

supervised
terminated

Communication/ People Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted
proposed

publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

Technical Skills

adapted
assembled
built
calculated
computed

conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught

LIST OF ACTION VERBS FOR RESUMES & PROFESSIONAL PROFILES

tested
trained
transmitted tutored

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

Creative Skills

acted
adapted
began
combined
conceptualized
condensed
created
customized
designed
developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced

invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
verified

More verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won

SAMPLE SUMMARY

Example #1:

- Career counseling professional with expertise in developing and delivering programs for professional development, resume revisions, and networking best practices. Experienced with employee relations, recruitment, and designing job search strategies for gainful employment. Passionate about helping individuals match their strengths and interests with fulfilling career opportunities. Organized, proactive, effective, and detail-oriented professional with strong communication and interpersonal abilities.

Example #2:

- Detail-oriented, efficient and organized professional with extensive experience in graphic design and marketing. Experience with Adobe Creative Suite, Photoshop, and Microsoft Office Suite in a collaborative team and deadline-drive environment.

Education

- List your degrees in reverse chronological order, with the most recent degree first. Also, include any relevant coursework related to the job you are applying for. If your GPA is a 3.0 or above, include it in this section.

Experience

- List the most recent experience first and include internships, field experiences, volunteer opportunities, and part-time positions. Highlight each section using a strong action verb and do not use personal pronouns.

Honors and Awards (optional)

- Include recognition from Dean's List, President's List, athletic awards and other awards

Leadership and Activities (optional)

- Include any leadership positions held at Averett (example SGA, Academic Honor Societies, etc.) or in community organizations. Student-athletes should include their sport and any achievements they may have obtained.

Academic Projects (optional)

- Students may include any capstone projects, undergraduate thesis projects, and/or presentations at conferences in this section.

Bonnie Jones

1008 South Main St. Danville, VA 24541 bonniejones@piedmontcc.edu (434) 555-1212
www.linkedin.com/in/pccstudent

EDUCATION

- Piedmont Community College**, Roxboro, NC August 2018 - present
Associate of Applied Science
Agribusiness Technology
Coursework: Basic Farm Maintenance, Agricultural Chemicals, Soil Science, Agricultural Law & Finance, Animal Science, Introduction to Business, Cutting Processes, Basic Welding Processes
- Bartlett Yancey High School**, Yanceyville, NC June 2018
Advanced Diploma
Completed 9 credit hours of college courses while in high school. Completed business and accounting courses. Captain of volleyball team; Graduate of Merit.

CERTIFICATIONS

- Irrigation Association** June 2018
Certified Irrigation Technician
- Professional Grounds Management Society** June 2018
Certified Grounds Technician

EXPERIENCE

- Clover Trails Farm**, Yanceyville, NC Fall 2017 - present
Farm Hand
Maintain farm equipment to ensure proper working condition. Assist with planting and harvesting of a wide variety of crops including permanent pasture, annual row crops, and winter cereals.
- Reading Buddies Program at My Hometown Church**, Yanceyville, NC 2012-2017
Group Member and Leader
Led weekly tutoring sessions in which local children worked with tutoring volunteers in the subjects of reading and math; created weekly lessons. Increased volunteer participation from 5 to 20 volunteers. Organized coat drive, meals for children, and other events with the local church community.

ACTIVITIES

- National Technical Honor Society**, *Member*, Fall 2019 - present
Day-To-Engage, *Volunteer*, Fall 2018
Bartlett Yancey High School, Volleyball Team, *Member*, 2018
Bartlett Yancey High School, Beta Club Member, 2014-2018

SKILLS

- Strong knowledge of irrigation system installation
Strong knowledge of crop management procedures
Basic proficiency in Spanish



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COMMUNITY ENGAGEMENT &
CAREER COMPETITIVENESS

Résumé Example

Bonnie Jones

1008 South Main St. Danville, VA 24541 bonniejones@piedmontcc.edu (434) 555-1212
www.linkedin.com/in/pccstudent

EDUCATION

Piedmont Community College, Yanceyville, NC August 2018 - present
Diploma Expected Graduation - 2019
Early Childhood Career Option
Coursework: Infants, Toddlers, and Twos, Child Guidance, E.C. Administration I, E.C. Administration II, Curriculum Planning, Language & Literacy, Practicum,

Bartlett Yancey High School, Yanceyville, NC June 2018
Advanced Diploma
Completed 15 credit hours of college courses while in high school. Captain of basketball team; Graduate of Merit.

EXPERIENCE

Danville Family YMCA, Danville, VA June 2018 – Present
American Red Cross Certified Lifeguard
Check the pool for hazardous conditions upon arrival. Enforce pool rules and regulations at all times. Maintain active surveillance of the pool to ensure safety of all members and guests.

Danville Family YMCA, Danville, VA Fall 2017 – Spring 2018
After-School Counselor
Served as a positive role model and demonstrates professional behavior at all times. Communicated concerns with parents in a timely manner. Facilitated a program environment that invites exploration, promotes positive play, and welcomes children.

Reading Buddies Program at My Hometown Church, Your Town, VA 2012-2017
Group Member and Leader
Led weekly tutoring sessions in which local children worked with tutoring volunteers in the subjects of reading and math; created weekly lessons. Increased volunteer participation from 5 to 20 volunteers. Organized coat drive, meals for children, and other events with the local church community.

ACTIVITIES

National Technical Honor Society, *Member*, Fall 2019 - present
Day-To-Engage, *Volunteer*, Fall 2018
American Red Cross, AED/CPR and First Aid Certified, June 2018
Bartlett Yancey High School, *Beta Club Member*, 2014-2018
Bartlett Yancey High School, **Basketball Team**, *Member*, 2017

SKILLS

Basic proficiency in Microsoft Office
Basic proficiency in Spanish



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Résumé Example

MAKE THE MOST OF YOUR PART-TIME POSITIONS

Part-time positions are valuable to many college students resumes. Many skills that students learn such as managing a cash register are transferrable to career opportunities after they graduate college. Please see below for example descriptions for many common part-time positions.

Camp Counseling and Childcare

- Planned and implemented educational, social and sports-related activities for children
- Collaborated with other counselors to organize and lead large group social activities
- Multi-tasked to handle the needs of children in ages ranged from 6-13 years

Campus Employment and Involvement

- Collaborated with Student Government Association members to improve student activities on campus
- Monitored dormitory residents of 40 freshmen; providing support and resolving disagreements
- Provided tutoring services to students taking biology, anatomy and chemistry courses

Customer Service

- Managed cash and credit transactions, processed returned items, and handled customer concerns efficiently
- Provided superior customer service in a fast-paced environment while managing time for each guest's needs
- Increased sale percentages by 29% using targeted customer purchasing trends and providing excellent customer service, regularly meeting goals of \$20,000 per month

Food Industry

- Ensured optimal guest experience by seating guests, taking orders, serving dishes, and removing dinnerware efficiently and with a positive attitude
- Consistently achieved above an 18% gratuity percentage
- Recommended dishes based on customer preferences including increasing alcohol sales

Small Business and Entrepreneur

- Launched handmade bracelet company and promoted sales using social media and targeted advertising
- Increased revenue by 25% through existing client referrals to new customers
- Researched social media trends to increase sales and marketing

A woman with long, dark braids is shown from the chest down, wearing a patterned blue and white top. She is sitting at a desk and typing on a silver laptop. The background is softly blurred, showing what appears to be an office or home workspace with a window. The overall lighting is bright and natural.

COVER LETTER WRITING

SAMPLE REFERENCE LIST

John C. Smith

420 West Main Street, Danville, VA 24541 | (434) 876-1254 | john.smith@gmail.com

REFERENCES

Name

Title/Position

Organization

Address

Telephone

Email

Name

Title/Position

Organization

Address

Telephone

Email

Name

Title/Position

Organization

Address

Telephone

Email

Reference List Tips:

- Your reference list should match the format of your resume.
- Include 3-5 references on your list
- Make sure to include as much contact information for each reference as possible
- Contact references before sending their contact information to employers
- Reference list should not include family or friends. References should be strictly professional individuals whom you have associated with. This could include faculty, staff, internship supervisors or mentors, community professionals such as pastors, and volunteer coordinators. References should be able to speak to your qualifications and skills relevant to the position you are applying for.



- Use a standard business letter format (see Cover Letter Format and sample cover letters for examples of this). Letters should be typed and almost never longer than one page.
- Analyze announcements first to find requirements and preferences to which you can refer when presenting positive aspects of your background. If details are minimal, try to call for more information or talk to colleagues and contacts to better understand the job.
- Research typical positions in your field so that if no details can be generated, you will still have a set of likely needs and expectations against which to offer your background.
- Never mention your shortcomings or weaknesses, even if the ad says the employer prefers things you don't have. Just stress your positive points without embellishments and let the reader decide whether you have enough to merit an interview.
- If the employer is known to you, do some quick research and incorporate what you have found in the first paragraph. This may convince the employer of your genuine interest.
- Don't forget to have someone critique and proofread your letters for errors. You want the employer to focus on YOU, not on a tYpO.

Bonnie Jones

1008 South Main St. Danville, VA 24541 bonniejones@piedmontcc.edu (434) 555-1212
www.linkedin.com/in/pccstudent

April 3, 2020

Jane Smith
Director of Hiring
Cone Health
1200 North Elm Street
Greensboro, NC 27410

Dear Ms. Smith:

Please accept this letter of application and resume for the open position of Clinic Certified Medical Assistant. I was referred to you by Mr. Bill Jones, a Team Leader with your company, who informed me that Cone Health is actively seeking to hire a quality individual for this position.

I have experience as a student in Piedmont Community College's Medical Assisting program. During my program, I completed an externship in a neurology office supporting nurses and doctors in clerical and lab settings. I will be receiving my Diploma in Medical Assisting and will be eligible to sit for the American Association of Medical Assistants' Certification Examination shortly after graduation. I am confident that my combination of practical experience and solid educational background has prepared me to make an immediate contribute to Cone Health. My classes have given me the knowledge and the skills to be successful in a fast paced environment.

Please do not hesitate to contact me with questions. I look forward to the possibility of a meeting so that we may meet to further discuss my background in relation to your needs. Thank you very much for your consideration.

Sincerely,

Bonnie Jones

Senior



Sample Cover Letter for a Graduating
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CAREER COMPETITIVENESS

Bonnie Jones

1008 South Main St. Danville, VA 24541 bonniejones@piedmontcc.edu (434) 555-1212
www.linkedin.com/in/pccstudent

April 3, 2020

Jane Smith
Director of Hiring
Primrose School of Brassfield
3105 Brassfield Road
Greensboro, NC 27410

Dear Ms. Smith:

Please accept this letter of application and resume for the open position of Infant Teacher. I was referred to you by Mr. Bill Jones, who informed me that the Primrose School of Brassfield is actively seeking to hire a quality individual for this position.

I have infant/toddler experience, including working at Children's House Preschool and Daycare at Mount Vernon United Methodist Church in Danville, Virginia. I will be receiving my Infant/Toddler Care Certificate from Piedmont Community College in May 2020. I am confident that my combination of practical work experience and solid educational background has prepared me to make an immediate contribution to the Primrose School of Brassfield. My current job and my classes have given me the knowledge and the skills to be successful in a preschool setting.

Please do not hesitate to contact me with questions. I look forward to the possibility of a meeting so that we may meet to further discuss my background in relation to your needs. Thank you very much for your consideration.

Sincerely,

Bonnie Jones

Senior



Sample Cover Letter for a Graduating
THE CENTER FOR
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CAREER COMPETITIVENESS

JOB AND INTERNSHIP SEARCHING



JOB AND INTERNSHIP SEARCHING

Searching for your first job or internship is a time-consuming process. It takes a persistent effort to land your first career or internship. Planning, organization, and patience are all important steps to remember as you begin this next step.

TARGET SPECIFIC JOBS

There are several questions to ask yourself when beginning looking for a job or internship opportunity.

What type of career field are you interested in working in based on your strengths, skills, personality and values?

What skills that you have acquired through your work experience and academic courses are applicable to your desired career?

Where are you interested in residing? Do you prefer living in an urban or rural area? Is the job near your family and friends? If so, how important is this to your career?

What salary range and benefits package are you looking for?

How People Find Jobs

- Word of mouth referrals
- Direct contact with companies
- Advertisements and job listings
- Employment agencies and recruiters
- Personal Connections

UTILIZE CAREER RESOURCES

Utilize resources such as Handshake, LinkedIn, Indeed, Career Builder, Glassdoor & Monster. Visit CareerOneStop, O*NET, and the Occupational Outlook Handbook to learn more about career fields, employment trends, and targeted companies. Another useful resource is to review company websites to learn more about their core values. Companies with a good work environment will make the day-to-day job much more enjoyable.



SEARCH JOB POSTINGS

- Career Fairs and Employer Information sessions are a great way to meet company recruiters, and learn more about the company in a face-to-face environment.
- The Handshake Platform includes over 10,000 job and internship postings. Update and log into your Handshake account regularly to see new postings.
- Other popular search engines that post career opportunities include Indeed, Careeronestop and LinkedIn. HigherEdJobs is another good website for students looking to find career opportunities in higher education.

JOB SEARCH TIPS

Identify Your Strengths

Reflect on your career accomplishments, successes and experiences. Practice your elevator speech: if you had 30 seconds in an elevator with the head of the company, how would you convince them to hire you?

Choose Your Next Job Carefully

Think about your best and your worst jobs. Ask yourself what you want in your next opportunity. Search for jobs that match your skills, interests, and values.

Do Research

Reach out to employees at companies to learn about career opportunities before the job is posted. This shows initiative to the prospective employer.

Network Continuously

Tell everyone (family members, friends, former colleagues, etc.) that you are looking for employment opportunities. Join professional organizations to meet other people who may be able to assist you. Try to meet face-to-face with at least three or four people per day. Discuss with them you are seeking advice for your job search. The conversation should be to build a relationship, rather than ask for a job.

SOCIAL NETWORKING

LinkedIn

LinkedIn is a professional social network that has grown to over 500 million users. LinkedIn allows users to display their resume, search for jobs, and improve their professional marketability by posting job updates and networking with other professionals. Users can connect with professionals in their career field and share relevant articles.

MANAGING YOUR ONLINE PROFILES

It is important to review your online profiles for professionalism. Many employers will search potential candidates social media before extending a job offer. Students should check their profile's photos, videos, and comments for appropriateness. Users can utilize privacy settings to make their profile unsearchable or not allows public views of posts, pictures and other parts of your profile. You may want to consider deactivating social media accounts while job searching.



YOU CREATED A LINKEDIN PROFILE!...NOW MAKE IT STAND OUT!

DEVELOP YOUR PROFILE

Add important information such as a professional summary, work and volunteer experience, education, skills and endorsements, accomplishments and interests. It is also important to include a professional headshot that should meet five specifications: you are smiling, your photo is from the elbows up, you are looking directly at the camera, your clothing is appropriate to your industry and the photo was taken recently.

CONNECT WITH PEOPLE IN YOUR FIELD

LinkedIn allows users to connect with past and present colleagues, mentors, classmates, and professors. Students who grow their first degree connections with employers and professionals will become more recognizable and searchable.

HIGHLIGHT YOUR ACCOMPLISHMENTS

Students should include any honor societies, student organizations, volunteer opportunities, research fellowships, and academic courses on their profiles. Add a portfolio website link to showcase any multimedia and to make your profile stand out from the rest!

GAIN ENDORSEMENTS

Ask a professor or colleague that can attest to your body of work in an academic setting or volunteer opportunity to leave a reference on your profile. This increases your credibility on the professional network.

ACTIVELY UTILIZE PROFILE

Post and share relevant articles to your career field and join groups in your career field and alumni groups. Group discussion boards also offer insightful conversations with various associations.



NETWORKING & INTERVIEWING



DEVELOP YOUR ELEVATOR SPEECH

An elevator speech is a 30 second snapshot at who you are professionally. You never know who you will meet, so get your speech ready and practice, practice, practice! Use the worksheet below to help develop your speech.

Greeting: My name is _____

Year in School: I am currently a _____

Major/Field of Study: I am majoring in _____

Type of Experience: I am looking for _____

When you're available: for _____ (semester) _____ (year)

Strengths: My strengths are _____, _____, _____

Accomplishments: I have _____

Relevant Activities: I am involved in _____, _____, _____

Key Points:

- Keep your elevator speech short and sweet. 30 seconds or less.
- Say who you are, what you do, and what you want to achieve
- Be positive and persuasive- Focus on what you want to do, not what you don't want to do
- Practice your speech in front of family or friends, so you become comfortable with the pitch



NETWORKING

Now that you have your elevator speech developed. It is time to get out there and meet some people who can help you get your dream job! Please see below for conversation starters and tips on building your network.

Conversation Starters

- How long have you worked for this organization?
- What do you do in your day-to-day role?
- What do you enjoy most about working for this organization?
- Tell me about your work-life balance.
- What advice do you have for someone pursuing your career path?

Building you Network

- On-campus networking
- student associations and clubs
- informational interviewing
- volunteer opportunities
- professional organizations
- online networking



Research the Employer Thoroughly and the Requirements of the Job

You should understand the employer, the requirements of the job, and the background of the person or people interviewing you.

Review Common Interview Questions and Prepare your Responses

Pick some possible interview questions you think the interviewer may ask and prepare your responses.

Dress for Success

Plan out a wardrobe that fits the organization and its culture. It is always better to be overdressed than underdressed and wear clothing that fits you. Make sure your clothes are clean and not wrinkled. Keep accessories and jewelry to a minimum.

Arrive on Time

There is no excuse for arriving late to an interview. Try to arrive 15 minutes before your scheduled interview to complete additional paperwork and allow yourself time to get settled. Arriving early allows you to observe the dynamics of the workplace environment.

Be Prepared

The day before the interview, print extra copies of your resume or CV and reference list. If you have a portfolio or samples of your work, bring those with you too. Next, remember to bring several pins and a pad of paper to take notes. Finally, turn off your cell phone when you reach the office.

Make Good First Impressions

An important rule of interviewing is to be polite and offer warm greetings to everyone you meet from the receptionist to the hiring manager. During the interview, keep in mind that first impressions can make or break an interview.

Be Authentic, Upbeat, Focused & Confident

Candidates should respond truthfully to interview questions and provide focused responses that demonstrate your skills and experience. Provide examples of your accomplishments, but keep your responses short and to the point.

JOB INTERVIEW TIPS

Candidates should never speak negatively about a previous employer, boss, or co-worker. The interview is about you and making the case that you are the ideal candidate for the job.

Remember the Importance of Body Language

Candidates who demonstrate poor body language can distract the interviewer. Effective forms of body language include: smiling, eye contact, solid posture, active listening, and nodding. Negative forms of body language include: slouching, looking off in the distance, and fidgeting.

Ask Insightful Questions

Candidates should prepare some questions to ask a few days before the interview. This shows the interviewer that you have done your research and you are genuinely interested in the job opportunity.

Thank Interviewer(s) in Person or by Email

Thank each person who interviewed you before you leave. Candidates should also write thank you emails or notes to the interviewers.



CAREER DEVELOPMENT



TYPES OF INTERVIEWS

TYPE

WHAT TO EXPECT

TIPS

Telephone Screening Interview

A call from an employer to eliminate candidates based on essential criteria. An employer may call you without an appointment.

Have your job search records organized and handy. Refer to your resume as needed.

In Person Screening Interview

Used instead of a telephone screening interview, but with same basic purpose. Provides an initial impression of your attitude, interest, and professional style.

You may not be meeting with the final decision maker, but don't slack off. Sell yourself as you would in a "regular" interview.

Selection Interview

In-depth questions to evaluate your qualifications for the position and your ability to fit in. There may be more than one interview at this stage.

Establish a connection with everyone you meet (before and after the actual interview). Sell yourself as a natural addition to the team.

Behavioral Interview (also known as a STAR interview -Situation, Task, Action, and Results)

The interviewer will ask questions that require you to describe how you have handled work-related situations. This provides more information about your behavior, personality, and character.

Think of a few examples ahead of time. Use examples that illustrate your skills and give a good impression of you.

Work Sample Interview

Gives you a chance to show samples of work you've done or demonstrate your skills. May be a display of your portfolio or a demonstration of your skills.

Run through different ways to describe the projects in your portfolio. Practice your presentation until it is smooth.

Peer Group Interview

A meeting with your prospective coworkers who evaluate how well you fit in.

Don't forget to smile. It shows confidence.

Candidate Group Interviews

These interviews set two or more applicants against each other as you all will be interviewed at the same time and most likely there are two or more interviewers. All applicants will be applying for the same position. These interviews test your style, professionalism, leadership skills and the ability to function in a group

under pressure. You will be judged on your answers, and how you interact and handle yourself in a group of peers and stressful situations. Don't get stressed out during this interview; you are among the cream of the crop, now you just need to shine above the other candidates.

TYPE	WHAT TO EXPECT	TIPS
<p>Panel or Committee Interview</p>	<p>Three or more people will ask you questions on your qualifications and evaluate how you fit in. It may include other candidates for the position.</p>	<p>Direct your answer to the person who asked the question, but try to maintain some eye contact with all group members. If other candidates are present, introduce yourself and be polite. Volunteer to respond first to a few questions, but do not dominate the entire interview. Compliment another candidate's response and then build on it with your own thoughts.</p>
<p>Luncheon Interview (also known as "The Meal")</p>	<p>Interview conducted in a restaurant to assess how well you handle yourself in social situations.</p>	<p>Pick easy things to eat so you can answer questions and pay attention to the conversation. If the location is a coffee shop, the interviewer is probably looking for a more casual conversation.</p>
<p>Stress Interview</p>	<p>Questions intended to make you uncomfortable and a test how you will handle stress on the job.</p>	<p>Keep your cool and take your time in responding to the questions. Don't take anything personally.</p>
<p>Video Conference Interview (aka Skype or Facetime Interview)</p>	<p>Uses technology for a "person-to-person" interview by video. Allow people from different locations to interview you without traveling.</p>	<p>Practice before a video camera or mirror if facing a camera during an interview makes you nervous. If the employer requests that you interview using an online video chat (such as Skype or Google Chat), do a mock interview with a friend using that technology.</p>



PRACTICE DEVELOPING S.T.A.R RESPONSES

COMMUNICATION

Tell me about a time when you had to use your presentation skills to influence someone's opinion.

Situation _____

Task _____

Action _____

Result _____

TEAMWORK

Tell me about a time you had to work in a team project that went well.

Situation _____

Task _____

Action _____

Result _____

INITIATIVE

Tell me about a time when you had to go above and beyond the call of duty in order to get the job done.

Situation _____

Task _____

Action _____

Result _____

PLANNING

Tell me about a time you had several things on your agenda and you were required to prioritize the tasks.

Situation _____

Task _____

Action _____

Result _____

PROJECT MANAGEMENT

Describe a project that did not have the positive outcome you expected. What would you have done differently given the chance?

Situation _____

Task _____

Action _____

Result _____

STRESS TOLERANCE

Can you think of a time in the past when you have been upset with someone else? What was the situation? What was the outcome?

Situation _____

Task _____

Action _____

Result _____

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

PRACTICE USING THE STAR METHOD ON THESE COMMON BEHAVIORAL INTERVIEWING QUESTIONS

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Please discuss an important written document you were required to complete.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split-second decision.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult decision you've made in the last year.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when you missed an obvious solution to a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- Tell me about a time when you were forced to make an unpopular decision.
- Please tell me about a time you had to fire a friend.
- Describe a time when you set your sights too high (or too low).

SAMPLE INTERVIEW QUESTIONS

1. Tell me about yourself.

This is a standard ice-breaker. Don't tell the interviewer your life story. Offer a brief answer that relates to the job you're seeking.

2. Why did you select your major and how does it fit with your career goals?

Your answer to this question will help the interviewer understand just how passionate you are about your chosen field.

3. What college subjects did you like best? Least?

4. Have you changed personally during college? Please elaborate?

5. Which of your accomplishments have made you the proudest?

Use this question to show the intensity of your involvement and commitment to groups and tasks.

6. Do you have plans to further your education?

7. Tell me about your grades, both overall and in your major. Do you feel your grades reflect your work ethic?

8. What's your greatest strength?

Answer honestly and don't embellish. Find a way to relate your strength to the job you're seeking.

9. What's your greatest weakness?

Answer honestly and clearly explain how you've become more focused, organized or assertive after working to correct your weakness.

10. Under what conditions do you learn best?

11. If you were hiring a recent college graduate for this position, what qualities would you look for in a candidate?

12. Are you willing to spend time as a trainee?

SAMPLE INTERVIEW QUESTIONS

13. What kind of challenge are you seeking?
14. When you see yourself in the work world, do you consider yourself to be more of a team player or individual?
15. Why are you the best candidate for this position?
16. Where do you see yourself in 5 years, 10 years, and so on? How does this position fit into your long-term plans?
Don't say you don't know or don't offer a fantasy answer. Stay focused on your career and the employer with whom you're interviewing.
17. What is the strongest character trait you bring to this company? How would your classmates and/or co-workers describe you?
18. How would your current and/or previous professors and supervisors describe you?
19. Are you more of a risk taker or a play by the rules person? Why?
20. Assuming we hire you, what do you see as your future?
21. How long do you expect to work here and how does this job fit within your career goals?
22. What can you tell me about this company? Are you familiar with our mission and vision? How do your values fit with our mission and vision?
23. How did you learn about this position and this company?
24. What criteria are you using to evaluate a potential employer? Why is this specific criterion important to you?
25. Why do you want to work here?
Keep your answer positive and enthusiastic and be sure to weave in some of the research you've done on the company

SAMPLE INTERVIEW QUESTIONS

27. Have you had the experience of working with people of a race or sexual orientation different from yours?

(Be able to articulate how culture impacts our work re: abuse/neglect/prevention/intervention etc.)

28. What three words best describe you?

This question measures your ability to think on your feet. Your answer will show just how self-aware you are.

29. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker or classmate.

This behavior based question is designed to determine whether you're willing and able to take initiative on the job.

30. Tell me about a time when you were participating in a team project and somebody dropped the ball. What did you do to help the team finish the project on time?

This question gives you an opportunity to highlight a number of skills, including time management, leadership and commitment to a task.

31. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

32. Give me a specific example of a time when you had to conform to a policy with which you did not agree.

Do you have any questions?

Asking intelligent questions in an interview shows that you've done your research and are motivated to do well if you get the job.

Sample Questions:

What do you do in a typical day? In a typical week?

Why did you choose to work for this company?

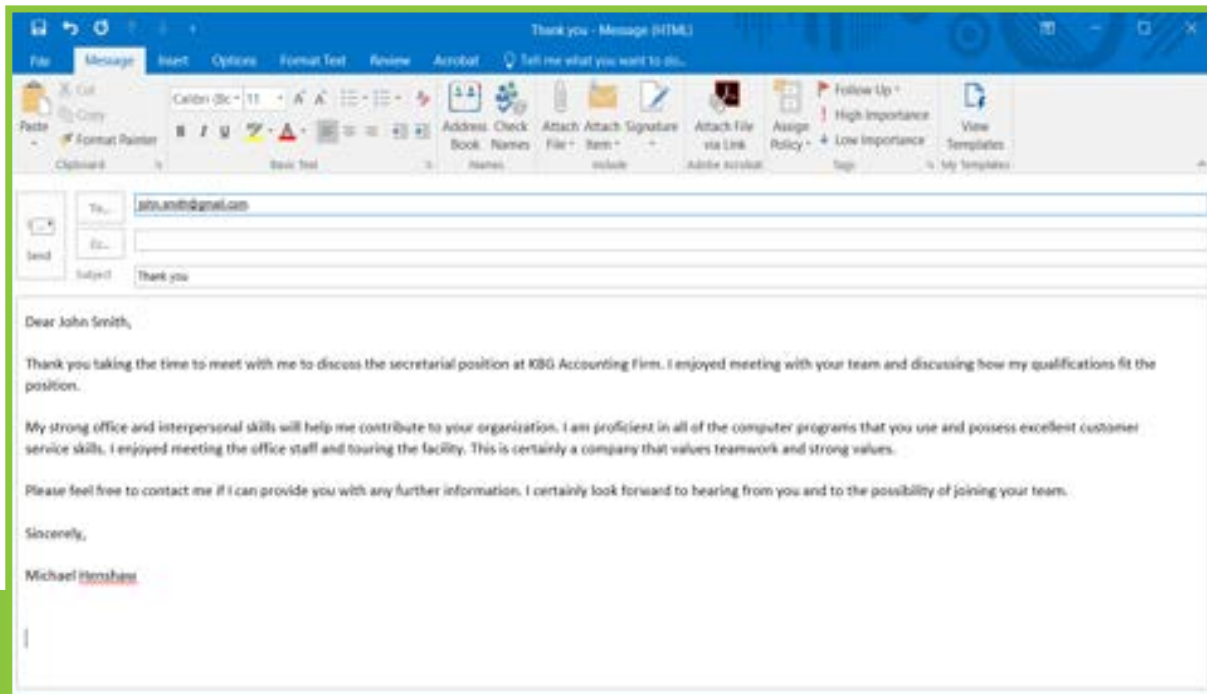
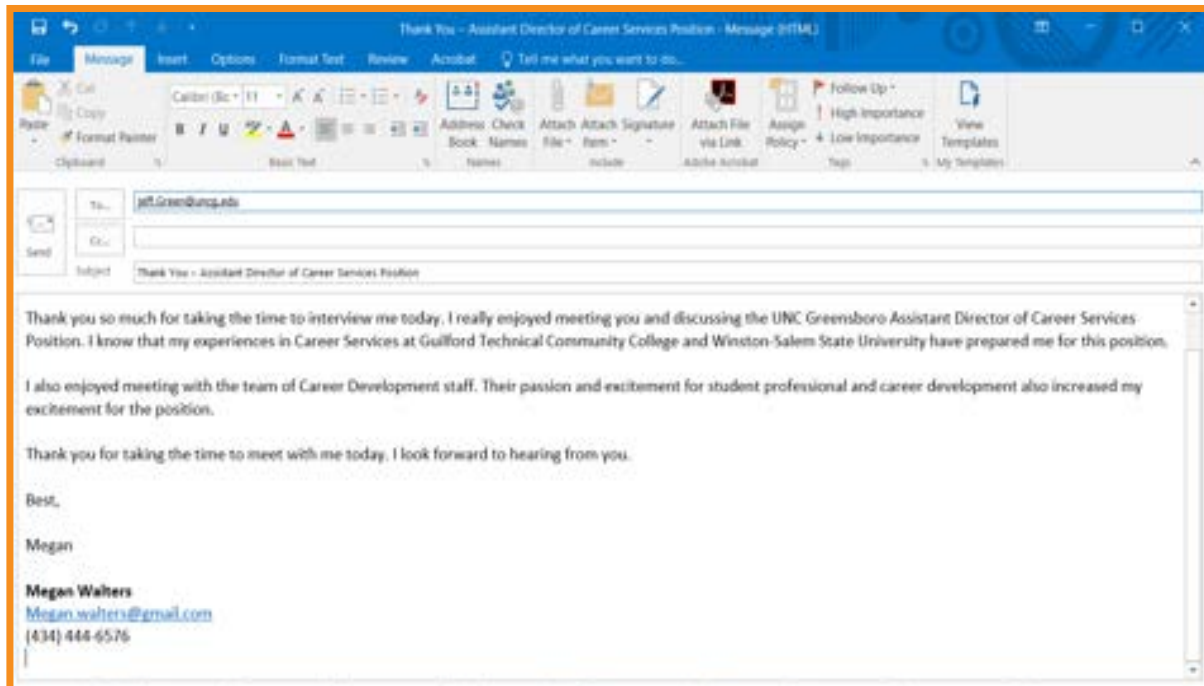
What kind of internal and external training do you provide?

How would you describe your company culture?

Additional Comments:

Skype, behavioral, phone, informational, panel, group interview, individual

SAMPLE THANK YOU EMAIL



- Sending a thank you note or email will help you stand out from the rest of interview applicants. It shows a sincere appreciation for the time the employer took to meet with you and learn more about your experiences and accomplishments relevant to the position. Some points to include in your thank you email/note are why you are excited about the opportunity, an explanation why you think you are a good fit for the position, and the next steps for the hiring process.



PREPARING FOR

GRADUATE
SCHOOL

THINKING ABOUT ATTENDING GRADUATE SCHOOL?

Questions potential graduate students should ask themselves before enrolling?

1. What do I want to achieve by attending graduate school? Example: higher salary, advancement in career, changing career paths etc.
2. Can I afford to pay for graduate school out of pocket or do I need to take out student loans?
3. Can I balance my family obligations (such as spouse or children) and the academic course load that is required?
4. Should I enroll full-time or part-time in graduate school?
5. Should I continue to work?
6. Would an online graduate degree program be more realistic? If so, does it need to be 100% online?

FINDING THE RIGHT SCHOOL AND PROGRAM

Cost and Financial Aid Availability

Graduate school is expensive and students need to be realistic about the program they can afford and how long it will take to repay the student loans they incur. Financial aid is important to consider when considering graduate school. Some graduate programs offer assistantship opportunities and work-study positions for students.

Location

Location is important to consider because a student will be residing there for several years. If a student is from a rural area and used to living there, he or she might not enjoy living in a busy metropolitan area and vice versa.

Online or On-Campus

Students who work full-time jobs and have a family might not be able to attend a graduate program in person because of work and family responsibilities. Many schools are moving their graduate programs online to meet the need for flexibility for students. Online learning does require more self-awareness and independence than a brick and mortar class. Students should make sure that online programs are fully-accredited similar to their traditional campus program.

GRADUATE SCHOOL INFORMATION

APPLYING TO GRADUATE SCHOOL

Applying to graduate school can be a time-consuming task. Every school has its own application form and additional application requirements. The basic requirements are as follows:

Application Form

The form will include your name, address, phone number and email address, and educational history. Please be aware of the application deadline because many colleges do not allow for submissions after a certain date.

Transcripts

Transcripts provide the school an official academic record of your grades and GPA. Most schools will require an official transcript that needs to be paid for and ordered from your undergraduate institution.

Standardized Test Scores

Most, but not all, graduate programs require students to submit test scores for one or more of the standardized admission tests such as the Graduate Recognition Exam (GRE). The GRE is broken down into three test sections: verbal reasoning, quantitative reasoning, and analytical writing. The Educational Testing Service (ETS) offers the exam year-round. Other common standardized exams include the LSAT (law) GMAT (business) and MCAT (medical).

Standardized tests should be taken in the spring or summer. Students need to receive their test results in enough time to decide what programs to choose to apply to.

Letters of Recommendation

Letters of recommendation are personal references written by faculty members who have first-hand knowledge of the student's undergraduate academic performance. Letters of recommendation are an importance piece of the application process and should be sent to faculty at least two months before the application deadline.

Please send the faculty members a copy of your resume, a stamped pre-addressed envelope to the program's admission committee or email addresses if email is preferred method of delivery.

Personal Statement

A personal statement is the opportunity to sell yourself to the admission committee. The admissions committee may use the personal statement as a way to get to know your goals, what you bring to the graduate program and what you hope to gain from attending the program.

QUESTIONS TO ASK YOURSELF BEFORE YOU BEGIN WRITING YOUR PERSONAL STATEMENT

What's unique or impressive about you or your life story?

What specific details of your life could help the committee better understand you or set you apart from other candidates? (personal or family issues, life events that helped shape your goals)

Have you had to overcome any hardships (economic, familial, or physical) in your life?

What personal characteristics (ex: trustworthy, dependable, passionate) do you possess that would help you become successful in the profession? What ways have you demonstrated these characteristics? Provide an example.

Why are you a strong candidate for our graduate program?

GRADUATE SCHOOL INTERVIEW QUESTIONS

1. Tell me about yourself.
2. Why are you interested in this field?
3. Why are you interested in our school?
4. What are you going to research?
5. What are your strengths and weaknesses?
6. What are your career goals? How will this program help you achieve them?
7. Describe your greatest accomplishment.

RESEARCH INSTITUTIONS VERSUS NON-RESEARCH INSTITUTIONS

Research Institutions

Some graduate programs require students to produce original research in their field of study. Students need to have an interest in research opportunities if they plan to attend a research-based institution. Students can search for the best research colleges and universities in the United States where graduate programs are highly recommended. Research typically culminates in the writing and defense of a thesis or dissertation. Writing a thesis in graduate school can help students prepare for a doctorate program in the future.

GRADUATE SCHOOL INFORMATION

Non-Research Institutions

Graduate schools that do not require a written product such as a thesis tend to take less time to complete. The program may mirror a bachelor's program, which allows students to take courses and exams without significant writing or research. Some students may not be interested in research and do not plan on pursuing a PhD after completing their master's program. They can focus on project-based assignments that suit their interests and skillset. Students can also work with faculty on real-world projects instead of spending hours writing and researching. Hands-on projects and skills may be emphasized and learned during a non-thesis program.

CHOOSING BETWEEN A THESIS AND NON-THESIS PROGRAM

DO

- Consider the impact of your decision: Are you making the decision based on current ambitions or are you looking 5-10 years down the road?
- Speak with friends or mentors who have been in your situation. They can assist you with questions you may have about the decision-making process.
- Research thesis topics before beginning a graduate program. Students who have a topic in mind will feel more confident entering the program.
- Connect with faculty members and/or current students following both thesis and non-thesis program tracks. They can provide insight into specific school programs and you are building your network at the same time.

DON'T

- Decide not to complete a thesis because you feel stressed or overwhelmed about the task at hand.
- Complete a thesis because you think it will enhance your resume. Thesis's require significant time and energy over a period of years.
- Forget to research other graduate school tracks besides a completing a thesis or dissertation. Non-thesis tracks can be very challenging and rigorous for students as well.
- Let yourself slack off by following a non-thesis track. Students can present at an academic conference or take additional classes to enhance their graduate study program.



SCHEDULE AN APPOINTMENT

- Resume Creation or Review
- Career Exploration
- Internships
- Cover Letter Creation or Review
- Job Searching
- Interview Preparation
- Mock Interviews



For More Information Contact:

ANGIE MCADAMS

Director of Career Competitiveness
434/791.5629 | amcadams@averett.edu

RYAN TAUBE

Coordinator of Career Competitiveness
434.791.5656 | rtaube@averett.edu

