



OUTPLACEMENT COUNSELLING

Following Termination of Employment

A PowerPoint presentation to overview the process

73 slides

W.N. Associates Inc.
February 12th 2010

PROFESSIONAL OUTPLACEMENT COUNSELLING

The following slides offer an overview
of various aspects of assistance offered by us
during the job search process - - - based on:

INDIVIDUALIZED SCHEDULES

PRIVATE, FACE-TO-FACE MEETINGS

WELL-DESIGNED PROGRAMS

FLEXIBLE APPROACH

EXPERIENCED COACHING

EXPERT KNOWLEDGE

PERSONALIZED INSTRUCTION

INTRODUCTION

Willis Newton and W.N. Associates Inc.

- **We are a human resource consulting firm specializing in - job search through a professional Outplacement Counselling process.**
- **We have successfully provided job search counselling and consulting to thousands of people from varied industries since 1981.**
- **The company pays for each Outplacement program.**
- **All Outplacement Counselling offered is personal and confidential.**
- **Provided on a one-on-one basis.**
- **The process allows each person to discuss issues in private and run an effective job search.**

Our Toronto office:

The Xerox Tower

5650 Yonge Street, Suite 1500

Toronto, Ontario M2M 4G3

- **At the Yonge/ Finch Subway stop,**
- **with direct entrance from the subway.**
- **Three Km north of the 401 on Yonge Street**
- **Meetings can be held at other locations on request**

OUR MISSION

Provide a highly personalized service to our client-candidates and employers in assisting them during the adaptation to organizational and occupational changes;

Establish strategic partnerships with employers that will enable us to understand their business and thereby provide value through worry-free solutions and enhanced productivity.

ACHIEVING OUR MISSION MEANS HAVING THE FOLLOWING CORPORATE PHILOSOPHY

- **We put caring and respect for the individual above all else.**
- **We highly value customer support and excellence in all we do.**
- **We are flexible enough to quickly respond to changing needs.**
- **We deal with all markets, clients and suppliers with honesty, integrity and a pride generated by the confidence that W.N. Associates Inc. is a respected Human Resources Consulting firm in Canada.**

SOME PRIMARY ISSUES COVERED IN PROFESSIONAL OUTPLACEMENT PROGRAMS

- **EXIT WITH DIGNITY:** assistance on the day of termination.
- **CAREERS IN TRANSITION:** a 300-page manual to help organize your job search.
- **RECRUITER / PLACEMENT AGENCY:** understanding, database and hard copy listing
- **RESUME DEVELOPMENT:** clear, clean, concise, organized, and accurate.
- **COVER LETTERS:** developing an introduction [as a marketing tool].
- **INTERVIEW TRAINING:** in-depth learning to deal with a variety of interview approaches.
- **CAREER COUNSELLING:** assisting you in focusing your job search and career.
- **CONSULTING ON THE SEARCH:** current effective job search methods.
- **PERSONAL ISSUES:** confidentiality provides freedom to discuss **any** issues.
- **ANALYZING JOB OFFERS:** negotiating; selecting a good career fit based on personal criteria.

TERMINATION PLANNING

- **Briefing session to confer on pertinent data and background to facilitate 'housekeeping issues' and counselling**
- **Co-ordinate and specify the respective roles of the company and of the consultant**
- **Schedule the date, time and place**
- **Review the notification of release methodology – what has been said to the employee; what will be said; what will not be said; and who will know prior to the exit interview**
- **Assist company through consultation and recommendations prior to separation event**

ON-SITE SUPPORT: SELF-MANAGEMENT ISSUES

- **Positioning self as winner, not a victim**
- **Establish rapport and clarify expectations**
- **Do a needs analysis**
- **Present a program**
- **Define respective roles**
- **Assist in a dignified exit/collection of personal property and return of company property**
- **Review office and administration procedures**
- **Call candidate at home later to confirm first meeting and to provide a sense of continuity**

12 LEAVING WITH DIGNITY BASICS

1. **Maintain / regain composure. Say only what is necessary.** Because this is a corporate information-giving meeting, your main purpose becomes getting relevant information from the terminating manager including a severance offer or letter of termination (that is usually presented).
2. **Receive the letter of termination.** Do not sign the letter or a 'Release' until you have given yourself time to reflect on the terms. If necessary, check with a knowledgeable advisor.
3. **Request personal items from your office** before leaving the building: coat, hat, purse, umbrella, boots, briefcase, glasses, keys, lunch, etc.
4. **Arrange for a convenient time to return to clear your desk/office** if there are a large number of items such as books, plants, pictures and files to retrieve. Some companies prefer to do their own packing and deliver your personal items to your home after your exit.
5. **Because a degree of shock may be present, memory suffers,** Make written notes for your reference and organize your thoughts (a to-do list).

12 LEAVING WITH DIGNITY BASICS

6. **Talk to the outplacement counsellor in private.**
7. **Return company property:** keys, cards, Blackberry, cell phone, pager, or any other company property in your possession. The computer is locked. Personal information from computer can be requested later.
8. **Anticipate questions about your dismissal from family and friends.** Prepare a brief response that will be acceptable, credible and consistent.
9. **Plan how you will leave the building and how you will get home.**
10. **Often a taxi is provided.**
11. **Leave with dignity** and a resolve to initiate a job search strategy the next day with your counsellor.
12. **With concentration level being at a low point** following the termination of employment, a counsellor will assess whether the person can operate a vehicle to drive home. Even when a decision to drive is made, a worthwhile reminder is to BE CAUTIOUS. The counsellor might say, "Delay any thoughts about the job loss until you get home. On the way, watch out for pedestrians, traffic signs/signals, little children, and other vehicles."

INAPPROPRIATE REACTIONS BRING CONSEQUENCES

Inferred messages to the candidate:

- The decision to let an employee go is always finalized and confirmed prior to the termination meeting,
- So it is pointless for anyone to ask for the job back.
- Under these conditions, the person is not expected to complete any further assignments.

INAPPROPRIATE REACTIONS BRING CONSEQUENCES

Swearing in anger or expressing anger in violent or other inappropriate ways is a reaction that is counterproductive. Hopefully the person will save this release until the meeting with the outplacement counsellor where communication is confidential within a calm atmosphere.

Shock, hurt and disappointment are natural in this situation and how these are expressed at the time of notification is important. Some people cry, others make excuses, some remain stoic, and a few run away. Most ask a few important questions and try to adjust. The termination meeting will take only a few minutes before the manager leaves and the Outplacement Counsellor is introduced.

INAPPROPRIATE REACTIONS BRING CONSEQUENCES

Some people try to rationalize their dismissal by blaming others.

Accusations, while understandable given the heightened emotions, are out of place and may be interpreted as sour grapes. A counsellor will likely provide a reminder that prospective employers may ask the former boss for a reference.

Threatening to do some damage to information, other people, oneself or company property is a dangerous and unreasonable response. Strong feelings tend to subside later but any threat or action **WILL BE REMEMBERED**. The employee is likewise reminded by the counsellor to keep a professional and dignified demeanour and not to say anything that might jeopardize the severance payment or future negotiations should they result.

Never destroy or threaten to destroy company files or property.

ASSISTING EMPLOYEES DEAL WITH SUDDEN CAREER TRANSITIONS

Regardless of the level a person is in an organization, their salary level or their function, job loss is a change that must be consciously managed upon termination of employment.

Among the many consequences, job loss may involve significant adjustments to income level, prestige, sense of worth, structure and enthusiasm.

Each person experiences loss in their own way, to varying degrees, in their own time, perhaps in a different order.

There are three primary stages of Career Transition process that people may experience: **CHANGE, TRANSITION, NEW BEGINNING - - -**

Career Transition Process – Stage 1

Change

Sudden Job Loss possibly accompanied by:
shock, alarm, distress, relief, disbelief, helplessness

Career Transition Process – Stage 2

Transition

- Denial, seclusion, feelings of rejection, stoicism, disappointment
- Guilt, remorse, shame, embarrassment, lack of control
- Anger, resentment, bitterness, frustration
- Bargaining
- Panic, anxiety, apprehension, questioning, excitement

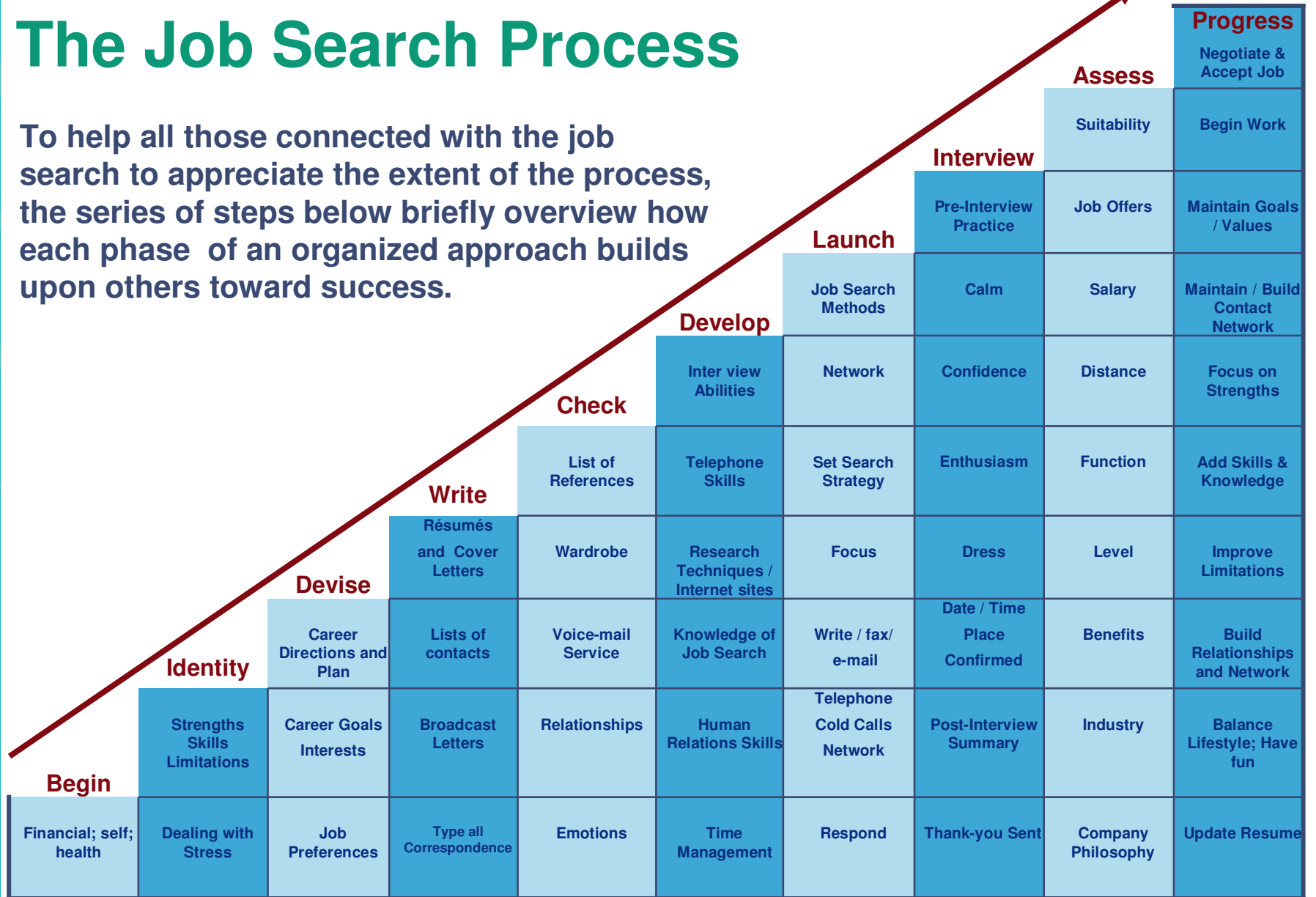
Career Transition Process – Stage 3

New Beginning

- Acknowledgement of the reality, closure
- Cleaning up loose ends, acceptance
- Resolving to move forward; action orientation
- Integrating new strengths, adjusting to the new reality
- Meeting challenges and opportunities; moving on

The Job Search Process

To help all those connected with the job search to appreciate the extent of the process, the series of steps below briefly overview how each phase of an organized approach builds upon others toward success.



BEGIN RESEARCH

- Record "network" to be activated
- Gather information about job market
 - Discuss relevant issues
- Maintain Job Search Workbook

FAMILY SUPPORT

This becomes a time to look at what each family member has control over and what assistance can be offered. Some suggestions:

- Accommodate to & calmly discuss the current reality.
- Provide comfort with a warm environment & words.
- Console with encouragement and hope.
- Applaud even the smallest progress.
- Bolster spirits with entertainment.
- Propose ways of having fun.
- Lighten any tense situation.
- Support unconditionally.
- Give approval when it is due.
- Enjoy recreational activities with your spouse.
- Remain confident in the ability of your spouse.
- Be practical & work within a revised budget.
- Be productive in your own career and work.
- Acknowledge the work done in a positive way.

FAMILY SUPPORT

- Provide needed companionship.
- Allow the work area to be free from interruption.
- Support calculated risks. Plan together. Allow for autonomy.
- Keep calm & make sure you are healthy.
- Convey your love the best you can.
- Count to 10 before responding to negative behaviour.
- Relieve stress through exercise and relaxation.
- Communicate with your spouse (adult to adult).
- Focus on what you are able to do.
- Encourage. Don't insist. It may seem like badgering.
- Be patient with yourself and your spouse.
- Listen often and listen empathetically.
- Help when requested. You are a team.
- Reinforce positive steps.

CHOICES

**If you choose, this time offers the opportunity
to grow personally and as a family,
endure with strength, and ultimately
experience new career success.**

SELF - MARKETING STRATEGIES

PUTTING IT ALL TOGETHER

Research visible and hidden job market

Networking/outreach consultation

Determine target companies

Identify and verify appropriate decision-maker

Contact through writing or phoning

NETWORKING

NETWORKING IS AT THE CENTRE OF A SUCCESSFUL CAREER TRANSITION PROCESS. Topics covered:

- **ENDLESS NETWORKING**
- **NETWORKING AND CAREER TRANSITION**
- **WHY NETWORK?**

THE HOW OF CAREER TRANSITION NETWORKING

- **Define your career objective**
- **Prepare a presentation**
- **Do market research**
- **Make a contact list**
- **Get out there**

Yes, it also takes guts.

NETWORKING

**And remember the old axiom,
“If you don’t ask, you don’t get.”**

Where appropriate, ask for an introduction, ask for the job, ask for assistance in the job search.

You may be surprised how many people are out there who are willing to help.

MARKET RESEARCH

BEFORE YOU CALL, ASK YOURSELF:

- What do I want from this meeting?
- What do I have to offer in exchange?
- Why might they talk to me?

THE STRUCTURE OF THE CALL / VISIT

1. Introduce yourself by name and state the name of a referring person if applicable.
2. Offer clearly stated reasons for requesting a meeting.
3. Relax; speak comfortably and confidently. Listen as well.
4. Tell a few relevant points about your background.
5. Discuss issues that are important to the interviewer.
6. Try to obtain further names and contacts.

SET GOALS

- Define realistic career and job search goals
- Consider the appropriate balance between life goals and career goals
- Identify and discuss training needs

NETWORKING: SUMMARY

Review

Talk to as many people as possible, with the ultimate goal of identifying the person who can make the hiring decision within a company. When sufficient information is collected, the "formal" networking process is complete, although "informal" networking never ends.

- **The larger your network, the greater the penetration.**
- **Follow up / follow through.**
- **Keep a record.**
- **Stay in touch.**

OVERCOMING REJECTION

TEN STRATEGIES TO HIGHLIGHT SUCCESSES AND REGAIN COMPOSURE ON THE JOB SEARCH – Topics for discussion:

1. Take stock of resources.
2. Manage criticism
3. Deal with Stress
4. Understand the selection process
5. Make fun
6. Focus on what is “real”
7. Understand conventions of the job search
8. Focus on success
9. Take a mental snapshot
10. Relax

QUESTIONS TO ASK AN INTERVIEWER...

We review questions that can be asked by an interviewee to clarify, verify & confirm relevant issues before accepting a job offer.

There are two main reasons for a candidate to ask questions at the end of a job interview:

1. A candidate may ask questions to impress the interviewer and hopefully bolster his/her chances for the job.
2. To examine whether a good fit for the company is likely and thereby reduce the chances of encountering concerns **after** accepting a job.

As well, the company representatives who will take part in the interview process need to review these same questions - - - to be prepared for any eventuality such as: “Can I talk to one of the peers of this position?” or “How have the core values of the organization been demonstrated?”

5 of 75 other examples

- What decision-making and objective-setting opportunities are available / expected?
- What is the nature of the work? Is it: routine, varied, intense, exciting, creative . . . ?
- What career pathing is encouraged within the company?
- What resources, facilities, computer equipment / programs are available?
- How much time and effort is supported to pursue innovation or improvements?

For questions to provide the greatest value, each candidate must consider personal wants, needs and job preferences and formulate suitable wording in a comfortable presentation.

CAREER MANAGEMENT EXERCISES/DISCUSSIONS

- Appraisal of career strengths and limitations
- Establishment of references (list)
- Career counselling; career alternatives

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

STATUS CHECK - START AT THE BEGINNING

Defining “home base” becomes an exercise that can be introduced at any time.

There is no need to wait for an impending crisis to contend with issues. Do it now.

In fact, individuals who have lost their employment often find it difficult to maintain objectivity in their answers and resort to the belief that it is more important to get back to work than to determine their current career position as it relates to career goals.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

UPDATE AND REFRAME - TO INCREASE AWARENESS

This deliberate process of choosing which historical circumstances to minimize and which strengths to emphasize is at the core of proactive career management.

Highlight career control and self-determination while underplaying the current value of less significant or assumed strengths.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

PACKAGE THE PRODUCT - FORMULATE A PERSONAL PRESENTATION

Each element in the Personal Presentation is deserving of extensive elaboration and it takes time to master each part. Put simply, **the resume** is no more than a de facto record of past places of employment, duties performed and accomplishments. It is a sophisticated marketing message that is crafted to provide the greatest amount of relevant information for the limited time accorded their reading. The **cover letter** plays an integral role that tries to make the recipient more interested in the resume by linking the candidate to the reader's unmet needs. Finally, **interviews** entail articulating and appropriately expanding on the content of this written work. All components are mutually inter-dependent and result from thorough completion of the tasks in the Updating / Reframing stage.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

MARKET KNOWLEDGE - INCREASE CREDIBILITY

There are two highly effective ways to become a better informed job searcher. First, **secondary research** is the name given to going over the existing, usually written documentation that is available on virtually any subject.

The second most important information for the work searcher is through networking activity. **Networking** does not mean that you are limited by existing contacts in a given industry or company. In practice, network activity relies upon the principle now called the Six Degrees of Separation that illustrates the interconnectivity of the planet's population. It mostly depends on one's ability to express needs and commit to a high degree of persistence.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

PLANNING AND GOAL SETTING – STRATEGIZE

It is a basic truth that there are two requisites to success --- you need to know where you are (**current reality**) and your need to know where you are heading (**desired end result-goal**). The rest, the in-between part, is all action based on perseverance and careful attention to feedback.

The relationship of these three parts is a **Plan** --- your strategy to get from A to B.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

EXECUTE THE PLAN - START MARKETING YOU

This is the stage where you take assertive measures to connect with target organizations, track responses (and non-responses) and persistently follow-up.

In today's buyer's market, "fit", industry experience, education, leadership ability, and functional skills are demanded by increasingly more selective employers.

Therefore, during the marketing phase, it is necessary for job seekers to attempt to match career expectations with market realities.

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

RE-ENGAGEMENT

**It is a maxim of the job search process
that focused efforts
are eventually rewarded.**

Although the searcher has little direct control over the timing, it is a given that offers of employment will follow well-managed searches.

The offers may or may not come from anticipated sources and initially, some may not even appear to have merit. Indeed, an offer of employment has one thing in common with a rejection --- they are both just feedback responses to an action (Admittedly, the former is more desirable). When most criteria are met in a written offer of employment, great!

FOUNDATIONS OF EFFECTIVE CAREER SELF MANAGEMENT - DISCUSSIONS

**The strategic career developer knows
that every opportunity needs to be examined
on its own merit.**

Accepting or declining an offer is less complicated when:

- the stages of a plan are in place, and
- significant personal or professional re-engagement conditions such as goals, standards, priorities, and preconditions have been well thought out and recorded for easy retrieval, review and adjustment.

COLD CALLS - A REQUIREMENT OF THE JOB SEARCH

Success (getting a meeting) is not the result of magic; it follows from initiative, determination, endurance and playing the percentages. In other words, success doesn't happen every time a call is made, just once in a while. And THAT IS WHAT MAKES IT WORTHWHILE. When "cold calling" is mentioned during the Outplacement Counselling subject – "Typical Search Techniques", the comment that I hear most of the time is

"I hate making cold calls."

COLD CALLS CAN MAKE THE DIFFERENCE

The "cold call" is one of the methods for reaching job prospects that also yields valuable rewards. All calls are successful when you look positively at them by reframing replies. The prospect's answer is just a response - not a rejection.

COLD CALL BASICS

1. Make relevant notes as you talk.
2. Think success; be positive.
3. Prepare a script, with your goal.
4. List qualities, skills, experience.
5. Try to get a 3rd-party endorsement.
6. Have all materials ready. Practice.
7. Sit up straight and smile.
8. Speak clearly, confidently
9. Be alert; listen.

A COVER LETTER: TO MAKE SURE THAT YOUR RESUME GETS NOTICED

The cover letter is a business communication and your introduction to a potential employer.

It serves to grab the reader's attention by briefly highlighting relevant skills and experience.

One of the goals for this letter is to create enough interest in you to make the reader want to review your resume and call you for a meeting.

A COVER LETTER: TO MAKE SURE THAT YOUR RESUME GETS NOTICED

As a marketing tool, the letter is an opportunity to point out how your competencies match the stated job criteria. Customize each letter making it relevant and responsive to the reader's needs. Keep in mind the following questions:

- "Why will they be interested in me?"
- "What value can I add to their bottom line?" and "What contribution can I make?" When responding to an advertised position, make sure that all relevant points from the ad are covered.

A COVER LETTER: TO MAKE SURE THAT YOUR RESUME GETS NOTICED

Emailing, faxing or mailing your boilerplate "Cold-Call" or "Direct Marketing" letters addressed "Dear Sir or Madam" or "To Whom It May Concern" may well be discarded by the recipient and thus provide low response return.

Most letters and resumes are screened
before they reach the hiring person.

PRESENT A PROFESSIONAL FORMAT

- Use the same letterhead as on your resume and check all information.
- Date your letter.
- A header serves as routing information that allows the reader to immediately know who the intended recipient is. If possible, direct all correspondence to a specific individual and state their correct title. State the company name and address in full.
- Make sure your resume is attached. When corresponding with larger numbers of companies, check to ensure that the E-mail addresses and all other information is accurate. Keep a record of all correspondence for your callbacks.

HAVE A QUALITY CONTROL CHECK LIST

1. Correct name, title, company, address, and postal code.
2. E-mail, telephone, and fax numbers confirmed.
3. Date.
4. Company names (Inc., Ltd., Limited, etc.) confirmed.
5. Add information to a database.
6. Spelling, especially the recipient's name.
7. Grammar. Uniform tense (past, present).
8. Punctuation (properly used commas, colons, etc).
9. Expand technical abbreviations.
10. Choose the style and variety of words carefully.

HAVE A QUALITY CONTROL CHECK LIST

11. Accurate and targeted information.
12. Organization. Laid out well and easily scanned?
13. Spacing, margins, centering, and white space.
14. Lettering (font, size, bolding, and capitals).
15. Consistency of format, centred on the page.
16. Quality white paper selected if it will be mailed.
17. Word-processed, laser printed, signed (if hard copy).
18. Enclose/attach your resume.
19. Is it too long or too wordy? One page is standard.

OPENING AND CLOSING SENTENCES

The first sentence of your cover letter serves two purposes:

- to clearly introduce you and disclose why you are writing, and
- to gain the attention of a prospective employer.

There is no need to be wordy or descriptive in this paragraph. In fact, offering a long-drawn-out first paragraph can detract from the impact you want to make.

The statements below in ‘A Few Sample Openings’
are presented to illustrate
that there are many effective ways to begin a letter.

A FEW SAMPLE OPENINGS

- This letter and the enclosures will serve as a follow-up to our telephone conversation pertaining to my inquiry regarding a <job> position at your firm.
- The attached resume will provide you with a general outline of my experience to support my application for a position as <job> with <firm>.
- Please accept the enclosed resume as an introduction and an expression of interest in a <job> position with your company.
- My goal is to secure a <job> position with your firm and my resume is enclosed to begin the process.

A FEW SAMPLE CLOSINGS

- I look forward to the opportunity meet you to discuss your needs and my abilities in greater detail.
- I would appreciate the opportunity to meet with you to discuss in detail how my expertise may be of use to <firm>.
- I will call you next <day/date> to pursue an opportunity to meet with you.
- It would be a pleasure to meet with you to discuss my qualifications and other areas of interest in detail.
- I look forward to meeting you, <name> and will follow up this letter with a telephone call next week.

PREPARE A DEFINITIVE RESUME

- Design clear, concise, up-to-date résumés
- Summarize experience, employers, years, responsibilities and accomplishments, education
- Design a series of cover letters to accompany résumé
- Assist in generating cover letters, résumé, envelopes

BASICS FOR CONSTRUCTING A RESUME - YOUR VEHICLE TO THE INTERVIEW

The primary goal in presenting a resume is to communicate your experience, education, skills, and accomplishments to a potential employer. Because it serves both as a career history and as a marketing tool, a well-constructed and well-designed resume can open the door to interviews and give you an edge over your competition

In preparing your resume you have to appreciate who you are, what you want and what you have to offer. Putting "yourself" on paper is no less important than negotiating a business deal or preparing for an interview. It is more than name, rank, and serial number and is neither a shopping list or an autobiography. When an outplacement counsellor is hired by a company to assist a terminated employee with the job search, one of the main activities is to collaborate on the creation of an effective resume.

BASICS FOR CONSTRUCTING A RESUME - YOUR VEHICLE TO THE INTERVIEW

Prospective employers have become very selective about securing a precise fit (experience, knowledge, education, personality, style, expectations) between a new employee and their organization.

Employers refine the list of candidates that they choose to interview by first reviewing (reading and/or scanning) resumes.

Therefore, it is imperative that you do a thorough job.

SUGGESTIONS AND GUIDELINES

- Put Your Name on Top
- Target Your Resume
- Keep a Consistent Style
- Be Concise
- Present as Unique
- Be Clear
- Watch your Language
- Proofread and Edit
- Word Process the Document
- Make It Visually Appealing

Avoid...

- Abbreviations that are uncommon
- Slang or jargon; being too wordy
- Attachments, photos
- Your S.I.N. #
- Any references to age, gender, religion, race, ethnic origin, health, finances, weight, disability, height, and marital status
- Monetary requirements
- Inaccurate claims
- Reasons for leaving a job
- Covers, binders, coloured paper (unless creativity must be demonstrated)
- Large unexplained gaps in time

ACTION WORDS

In order to complete a action oriented resume, most statements will begin with words such as those listed below. Develop a series of points for each position held.

Expand each statement to include an answer to the question "So what happened?" for every claim. In this way you offer a prospective employer a valuable snapshot of what you have been able to accomplish.

SAMPLE ACTION WORDS: MANAGEMENT

Administered

Analyzed

Assigned

Attained

Chaired

Consolidated

Contracted

Coordinated

Delegated

Developed

Directed

Evaluated

Executed

Improved

Increased

Organized

Oversaw

Planned

Prioritized

Produced

Recommended

Reviewed

Scheduled

Supervised

SAMPLE ACTION WORDS: COMMUNICATION

Addressed

Arbitrated

Authored

Corresponded

Developed

Directed

Edited

Enlisted

Formulated

Influenced

Interpreted

Lectured

Led

Mediated

Moderated

Persuaded

Translated

Publicized

Recruited

Reconciled

MAINTAINING SELF-ESTEEM AND MOTIVATION FOR THE JOB SEARCH – COUNSELLING HELPS

Stress is a nearly constant companion to everyone on the job search. Every environment provides for the possibility of encountering stress. Most people utilize a modest amount of stress to their advantage, or adapt to its effects one way or another so that they are no longer consciously aware of it. Some curl up with a good book; others enjoy knitting, cooking or woodwork; still others relax while participating in a sport or a hobby.

However, when one finds life turned topsy-turvy because of a crisis such as a termination of employment, usual coping strategies can be less effective. Job loss is one of those experiences that can play havoc with emotions and feelings of self-worth. The negative effects of stress become more acutely evident and can affect both motivation and self-esteem.

MAINTAINING SELF-ESTEEM AND MOTIVATION FOR THE JOB SEARCH

Stress is difficult to define, but we know it when we encounter it. Stress can express itself in the elevated blood pressure, hyper-tense muscles, altered hormone secretions, and generally in a tense, harried feeling.

Learning and practising stress-reducing techniques can bring significant reductions in these and other potential reactions such as preoccupation of thoughts, sleepless nights, impatience, tactlessness, procrastination, seclusion, irritability, depression and anxiety.

Comparable reactions have been described as “fight, fright or flight” because they correspond to the responses of animals which, when confronted by a threatening situation, prepare to do battle, freeze or run away. Our problem as people, though, is that both our world and we are so much more complex.

COMBINING TODAY'S TECHNOLOGY WITH THE TRIED AND TRUE

For many, the Internet has become the primary source for job hunting while snail mail and person-to-person contact have become secondary to ever advancing electronic media.

But there are reasons and advantages to combining the traditional and the new job search technique.

Over the past twenty years we have progressed from electric typewriters, to word processors, to fax machines, to voice mail, to E-mail, and now to Blackberries, Twitter and Face book.

COMBINING TODAY'S TECHNOLOGY WITH THE TRIED AND TRUE

Yet, because most jobs are still not advertised, networking and planning remain necessities.

Technological advances have been a boon in speeding up communication in the job search effort. It is important, however, to remember that all of these are only tools, essential to efficient and effective communication in the 21st century.

They carry the message, but marketing must support the message.

Traditional approaches (telephone, networking, contacting agencies, cold calls, personal delivery of resume) are still important methods of job searching.

INTERVIEW - YOUR TIME TO SHINE

10 Step Summary

1. Research the company.
2. Be on time. Relax.
3. Take resumes and list of references.
4. Be yourself. Know yourself.
5. Make responses clear and concise.
6. Have a few questions for the interviewer.
7. Dress appropriately.
8. Get business cards from those you meet.
9. Send a Thank You letter.
10. Make a follow-up call to indicate interest.

PRE-INTERVIEW CHECK LIST

- Position being interviewed for.
- I have researched and reviewed all necessary background information.
- Clothing is available and prepared.
- Personal grooming needs met.
- Transportation is arranged.
- Directions are checked/address recorded.
- Time/date checked and confirmed.
- Name and title of interviewer checked and recorded.
- Extra copies of resume, a reference list, pen, writing pad – all in a neat portfolio.

INTERVIEW TYPES

The interview is the first time
in the job search process
where it is possible to “sell” your ideas and qualifications.

So the best results relate directly
to the quality of your preparation.

TYPES

SCREENING INTERVIEWS

BEHAVIOURAL / SITUATIONAL INTERVIEWS

TARGETED INTERVIEWS

PANEL INTERVIEWS

STRESS INTERVIEWS

MEAL-TIME INTERVIEWS

Hundreds of questions are available for discussion

NEGOTIATING THE JOB OFFER

Most of us started negotiating at an early age. I recall at six years of age trying to get a small increase in my allowance and at fourteen, negotiating with my parents to stay out until midnight. It is clear that negotiating with family members continues while friends, colleagues and employers have been added to the list of people with whom we negotiate regularly on issues both small and large in scale and importance.

In a solid negotiation, each party to a successful outcome will begin from a position of influence and on a foundation of trust and willingness to come to that win-win agreement.

NEGOTIATING THE JOB OFFER

- RESEARCH TO EVALUATE THE JOB
- SUGGESTIONS TO KEEP IN MIND DURING NEGOTIATIONS
- PREPARATION IS KEY
- ACCEPTANCE OF THE OFFER
- WEIGHING CRITERIA AT THE CLOSE

Prior to entering into any employment negotiation, a company usually has a budgeted amount for salary scale above which they are unlikely to go.

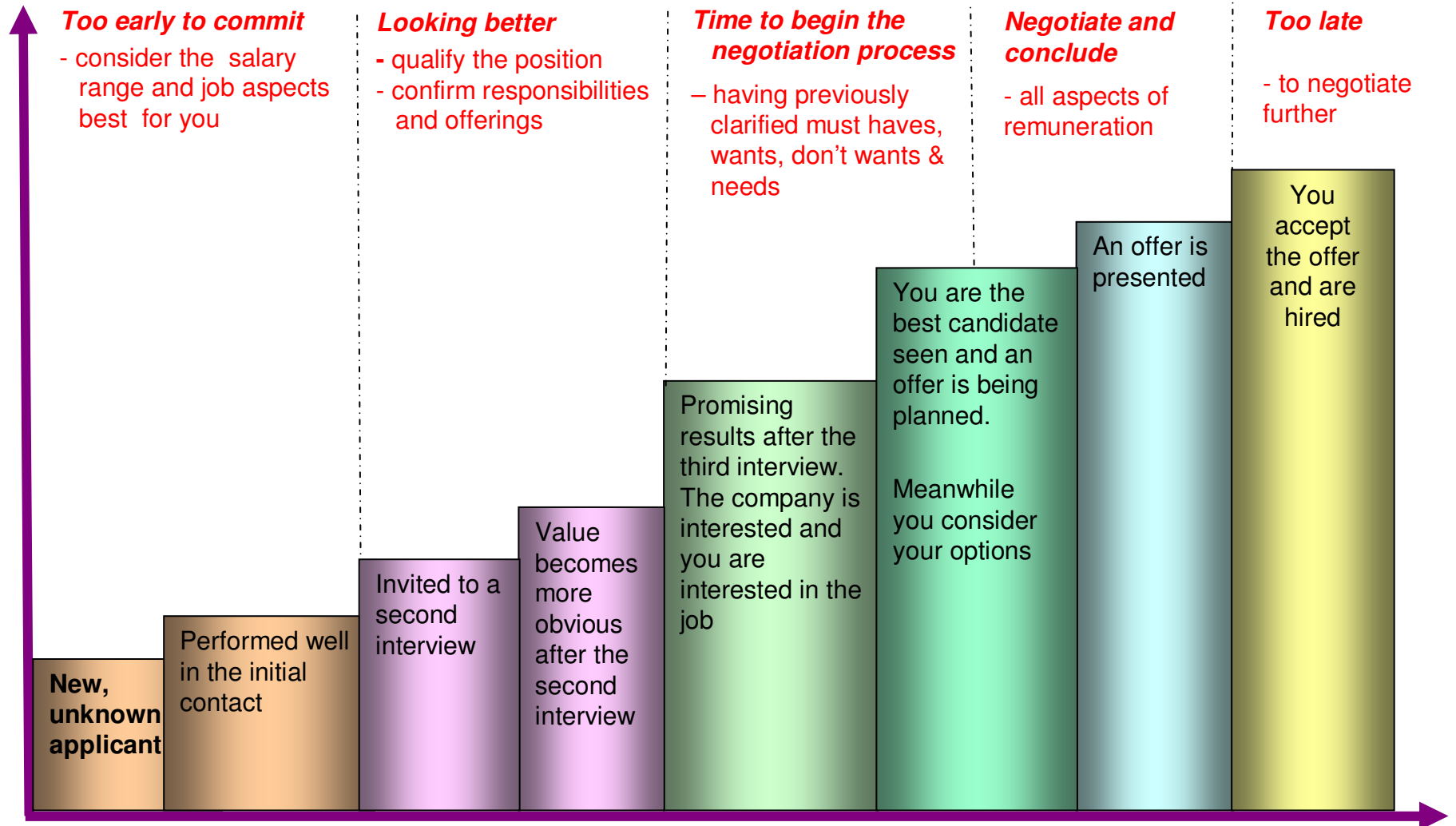
Constraints to offering a greater salary may be in place such as a preset salary grid for the position. Likewise, a job seeker must know the minimum amount of salary and benefits he/she is willing to accept.

NEGOTIATING THE JOB OFFER

Also, before making a decision to accept a job, weigh salary requirements in conjunction with personal and financial circumstances and whichever of the following criteria are important to you. Prior to closing the deal (signing back the offer of employment), prioritize those areas that you rate as necessary and / or highly desirable.

- **Type of industry**
- **Growth in the market**
- **Clients / customers**
- **Mobility**
- **Stated vision and mission**
- **Products**
- **Size of company**
- **Management structure**
- **Atmosphere in the workplace**
- **Preferred function**
- **Desired title**
- **Degree of administration**
- **Performance measurement process**
- **Benefits / pension / perquisites**
- **Key responsibilities / accountabilities**
- **Promotion possibilities**
- **Autonomy**
- **Company philosophy**
- **Training / courses**
- **Location/distance from home**
- **Travel expectations**
- **Access to facilities/amenities**
- **Holidays**
- **Time of next salary review**
- **Hours of work / flexibility**
- **Pressure/stress on the job**
- **Reporting structure**

NEGOTIATION PROGRESS



Typical Timing of Negotiations

SURVIVING A NEW JOB: GROWING YOUR CHANCES FOR CAREER SUCCESS – FOLLOW-UP

One of the senior managers in our job search program expressed a very common concern about the prospect of starting a new job at a new company. While being thrilled at securing a position after only two months, this apprehension was brought to the fore because she had endured 3 terminations over the past 8 years.

It is well known that one of the undesired yet common consequences of being fired is often a lowered self-confidence and a questioning of abilities. This can carry over into future endeavours with a hesitation like, “I know I can do the job but how do I make certain that I don’t mess up?”

SURVIVING A NEW JOB: GROWING YOUR CHANCES FOR CAREER SUCCESS

In any job, you are on display - - - discussed and judged by many of those around you. The acceptance you receive and the time it takes to become accustomed to a new job varies for each person and with the demands of the workplace.

Some people seem to be immediately received positively everywhere they work while others may have a more difficult time getting on board and succeeding at a job in a particular environment.

To increase your chances for success, be yourself, do your best, and function on the job the best way you can while following 19 tips.

19 TIPS ON SURVIVING A NEW JOB: GROWING YOUR CHANCES FOR CAREER SUCCESS - DISCUSSION

1. COURTESY, COMMUNICATION, CONCENTRATION
2. LISTEN & OBSERVE
3. CULTIVATE AND NOURISH COWORKERS
4. LISTEN, THINK BEFORE YOU ACT
5. SHARE WITH THE TEAM
6. UPDATE JOB SEARCH TOOLS
7. GROW YOUR PROFESSIONAL IMAGE & SELF-CONFIDENCE
8. INCREASE SKILLS
9. SET MEDIUM-TERM GOALS
10. MANAGE YOUR EXPECTATIONS

19 TIPS ON SURVIVING A NEW JOB: GROWING YOUR CHANCES FOR CAREER SUCCESS - DISCUSSION

11. CULTIVATE APPROPRIATE COMMUNICATION
12. HAVE EMPATHY
13. RESPECT EVERYONE
14. RECOGNIZE STRENGTHS
15. TAKE RESPONSIBILITY
16. BUILD MENTAL TOUGHNESS
17. ASK FOR HELP
18. TAKE CALCULATED RISKS
19. CHOOSE WORDS WISELY