Manufacturing Curriculum:

Career Development Module

Supplemental Resources from the Adult Education Field

Statewide Manufacturing Curriculum: Career Development Module

Use this classroom resource idea to provide a work-like environment in your classroom.

Time Clock

We use a time clock for the students to punch in and punch out daily for attendance purposes. This helps to simulate the actual act of punching a time clock that most of the students will do in the real workplace. It also helps to foster the idea of being at work on time and ready to work at a certain time. It significantly reduces tardiness, because there is a visual and tactile reminder that the students are required to be in class at a designated time and not at their leisure.

The time clock can be purchased from any office supply store for less than $150 including cards. The time cards can be used in conjunction with the Pay Check Math Activity listed above as an added way to show the students the full use of the time cards.

Submitted by William G. Kuban, Prairie State College

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Before the resume development process has begun, use handouts **National Association of Colleges and Employers – Job Outlook 2013 - Employers rate the importance of candidate skills/qualities** and **Avoid the Top 10 Resume Mistakes**. This will help students to have a clear understanding of what employers are searching for and of what to avoid on the resume.

Submitted by Tiffany M. Bruessard, Prairie State College

National Association of Colleges and Employers – Job Outlook 2013
Employers rate the importance of candidate skills/qualities

1) Ability to verbally communicate with persons inside and outside the organization 4.63/5.0

2) Ability to work in a team structure 4.60/5.0

3) Ability to make decisions and solve problems 4.51/5.0

4) Ability to plan, organize and prioritize work 4.46/5.0

5) Ability to obtain and process information 4.43/5.0

6) Ability to analyze quantitative data 4.30/5.0

7) Technical knowledge related to the job 3.99/5.0

8) Proficiency with computer software programs 3.95/5.0

9) Ability to edit and/or create written reports 3.56/5.0

10) Ability to sell or influence others 3.55/5.0

http://www.unco.edu/careers/assets/documents/NACEJobOutlookNov2013.pdf

Which of these do you possess? Be prepared to talk about these qualities in interviews, cover letters, and on your resume.

Avoid the Top 10 Resume Mistakes

By Peter Vogt MonsterTRAK Career Coach

It's deceptively easy to make mistakes on your resume and exceptionally difficult to repair the damage once an employer gets it. So prevention is critical, especially if you've never written one before. Here are the most common pitfalls and how you can avoid them.

1. Typos and Grammatical Errors Your resume needs to be grammatically perfect. If it isn't, employers will read between the lines and draw not-so-flattering conclusions about you, like: "This person can't write," or "This person obviously doesn't care."

2. Lack of Specifics Employers need to understand what you've done and accomplished. For example: • Worked with employees in a restaurant setting. • Recruited, hired, trained, and supervised more than 20 employees in a restaurant with $2 million in annual sales. Both of these phrases could describe the same person, but clearly the second one's details and specifics will more likely grab an employer's attention

3. Attempting One Size Fits All Whenever you try to develop a one-size-fits-all resume to send to all employers, you almost always end up with something employers will toss in the recycle bin. Employers want you to write a resume specifically for them. They expect you to clearly show how and why you fit the position in a specific organization.

4. Highlighting Duties Instead of Accomplishments It's easy to slip into a mode where you simply start listing job duties on your resume. For example: • Attended group meetings and recorded minutes. • Worked with children in a day-care setting. • Updated departmental files. Employers, however, don't care so much about what you've done as what you've accomplished in your various activities. They're looking for statements more like these: Used laptop computer to record weekly meeting minutes and compiled them in a Microsoft Word-based file for future organizational reference. • Developed three daily activities for preschool-age children and prepared them for a 10-minute holiday program performance. • Reorganized 10 years' worth of unwieldy files, making them easily accessible to department members.

5. Going on Too Long or Cutting Things Too Short Despite what you may read or hear, there are no real rules governing the length of your resume. Why? Because human beings, who have different preferences and expectations where resumes are concerned, will be reading it. That doesn't mean you should start sending out five-page resumes, of course. Generally speaking, you usually need to limit yourself to a maximum of two pages. But don't feel you have to use two pages if one will do. Conversely, don't cut the meat out of your resume simply to make it conform to an arbitrary one-page standard.

6. A Bad Objective Employers do read your résumé's objective statement, but too often they plow through vague pufferies like, "Seeking a challenging position that offers professional growth." Give employers something specific and, more importantly, something that focuses on their needs as well as your own. Example: "A challenging entry-level marketing position that allows me to contribute my skills and experience in fund-raising for nonprofits."

7. No Action Verbs Avoid using phrases like "responsible for." Instead, use action verbs: "Resolved user questions as part of an IT help desk serving 4,000 students and staff."

8. Leaving Off Important Information You may be tempted, for example, to eliminate mention of the jobs you've taken to earn extra money for school. Typically, however, the soft skills you've gained from these experiences (e.g., work ethic, time management) are more important to employers than you might think.

9. Visually Too Busy If your resume is wall-to-wall text featuring five different fonts, it will most likely give the employer a headache. So show your resume to several other people before sending it out. Do they find it visually attractive? If what you have is hard on the eyes, revise.

10. Incorrect Contact Information I once worked with a student whose resume seemed incredibly strong, but he wasn't getting any bites from employers. So one day, I jokingly asked him if the phone number he'd listed on his resume was correct. It wasn't. Once he changed it, he started getting the calls he'd been expecting. Moral of the story: Double-check even the most minute, taken-for-granted details -- sooner rather than later.

This article originally appeared on Monster Career Advice http://content.monster.com From: http://www.military.com/Careers/Content1?file=careersArticlesTopTenResumeMistakes.htm&area=Reference&ESRC=careers-b.nl (September 13, 2006

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Use **Words to Help You Create an Outstanding Resume** and **The Biggest Lies Job Seekers Tell on Their Resumes -- and How They Get Caught** to provide students a clear understanding of what is considered to be a fallacy and how it will impact the future. Also, it provides students with an understanding of how to use select words to strengthen resume.

Submitted by Tiffany M. Bruessard, Prairie State College

Words to Help You Create an Outstanding Resume

Proper choice of words, phrases and carefully crafted sentences can make a whole lot of difference when writing resumes. This list highlights some words that can help you create a resume that will stand out. Just make sure to choose and craft sentences carefully and you will be well on your way to impressing your potential employer.

Overused Resume Words

Before we get onto the list let's start with five overused resume words and synonyms you can replace them with

- **Perform**
  Replace with: conduct, execute, operate, produce
- **Provide**
  Replace with : contribute, extend, implement, produce, arrange
- **Identify**
  Replace with : disclose, reveal, uncover, pinpoint
- **Develop**
  Replace with : create, generate, institute, set up
- **Manage** : administer, lead, supervise, direct
  Replace with : devise, produce, compose, create

Action Words to Use on Your Resume

Your resume should be concise, descriptive and should be able to detail the scope of your responsibilities and achievements with fewer words. In order to achieve that and make your resume stand out, replace your passive voice verbs with action verbs. Below we have listed 30 action verbs to help you pack a punch into your resume.

1. administer
2. analyze
3. assign
4. build
5. collaborate
6. craft
7. communicate
8. compose
9. conceptualize
10. control
11. conduct
12. create
13. coordinate
14. cultivate
15. document
16. deliver
17. design
18. evaluate

19. enforce
20. expedite
21. forecast
22. facilitate
23. formulate
24. generate
25. integrate
26. initiate
27. investigate
28. mentor
29. maximize
30. originate
31. operate
32. produce
33. participate
34. recruit
35. research
36. resolve
37. set up
38. team
39. track
40. write

Verbs That Help Demonstrate Accomplishment

Employers want candidates that are best suited for the job that needs to be filled. When preparing your resume make use of results-oriented verbs to the experience, skills section so as to convey a strong message that will outline your accomplishments. Here are a few examples

1. achieved
2. attained
3. awarded
4. contributed
5. consolidated
6. customized
7. enhanced
8. exceeded
9. entrusted
10. founded
11. granted
12. improved
13. invited
14. introduced
15. launched
16. minimized
17. overhauled
18. presented

19. piloted
20. positioned
21. progressed
22. quadrupled
23. ranked
24. recognized
25. re-engineered
26. restored
27. restructured
28. resolved
29. revamped
30. revitalized
31. selected
32. streamlined
33. secured
34. transformed
35. vitalized

http://applicant.com/words-to-help-you-create-an-outstanding-resume/

The Biggest Lies Job Seekers Tell on Their Resumes -- and How They Get Caught

Why You Shouldn't Fudge Facts -- and How to Make the Truth Sound Better

By Charles Purdy, Monster Senior Editor

Desperate times often call for desperate measures -- and in a brutal employment market, some job seekers may be tempted to falsify their work or education history in order to make themselves more attractive to potential employers. HireRight.com, a provider of on-demand employment background screening, found that 34 percent of job applicants lie on resumes.

But job seekers who stretch the truth are playing an ever-riskier game, according to Dennis Nason, CEO of the recruiting firm Nason & Nason. "Background checks are much easier now," he says. "It's all pretty open on the Internet." And many companies and recruiters now employ background-check providers who specialize in sniffing out untruths.

The Gray Area Between Fact and Fiction

Almost all career experts advise job seekers to customize their resumes to individual jobs they apply for. So where's the line between self-promotion and falsehood? Some experts say it can be hard to define. "The dictionary says that 'embellish' means 'to make beautiful,' which is when a candidate is great at self-promotion," says Tim McIntyre, president and CEO of The Executive Search Group. "The difference between that and a damaging lie varies by industry and profession."

For instance, financial executives are subject to more intense scrutiny than many people going into entry-level positions that don't involve money.

But at any point in your career, stretching the truth is risky -- especially on official job applications. Brad Karsh, president and founder of JobBound, doesn't see a gray area at all: "Any uncovered fib is liable to severely damage your reputation in the workplace."

Most Common Resume Lies

According to Forbes.com, some of the most common resume lies concern:

- Education
- Employment dates
- Job titles
- Technical skills

These are the same resume areas that, if you fudge them, can cause problems -- the Internet has made it much easier to verify a person's claims about education, for instance.

And Nason notes that firms like his are sleuthing far beyond a candidate's given references to corroborate his claims -- for instance, finding and contacting the candidate's former colleagues via LinkedIn.

Career expert Liz Ryan says, "People think that they can make up and embellish details about companies that have been sold or gone out of business. But LinkedIn, Facebook and our wide-ranging networks will put a quick stop to most efforts to change history in our favor."

Truth or Consequences

And even if false credentials get you the job, those untruths may come back to haunt you.

"You're subject to immediate dismissal if it turns out you misrepresented something," says Nason.

If your company is acquired, for instance, the acquirer's HR department may perform an audit of its new employees. Or your background may be checked when you apply for a promotion. Former Yahoo CEO Scott Thompson, former Notre Dame football coach George O'Leary and celebrity chef Robert Irvine are just three of the people who made news when false background information cost them high-profile jobs.

Keeping It Real

Career experts have practical advice on how to deal truthfully with some of the problems that may cause people to lie -- follow it, and you'll be able to sleep more easily at night.

- **Employment Gaps:** Just because you weren't getting paid for something doesn't mean you weren't being productive and gaining skills. If you volunteered or worked on your own projects, say, you should speak to those things on your resume, in a cover letter or in an interview.

- **Misrepresentative Titles:** "Job seekers need to lay claim to projects and results that may not have been in their formal job descriptions," says Ryan. "Here's an example. An office manager I know took on HR in her company after the HR coordinator left. The office manager's title was never changed, but she took on responsibility for payroll, benefits and so on. She put all of that on her resume, and changed her title to 'Office Manager (with HR responsibilities).' That's a perfectly good way for her to brand herself, because she hasn't changed the title to something her old employer wouldn't recognize or support."

- **Past Salaries:** If you feel you were underpaid, Ryan says you should arm yourself with information about the salary you *should* be earning. For more salary-related information, see Monster's salary tools.

- **Skills:** If you're tempted to lie about having a technical skill, for instance, the right thing to do is clear: Gain that skill by enrolling in a class (or committing to learning it on your own). Then you'll be able to explain to potential employers truthfully that you're working on getting up-to-speed in that area.

http://career-advice.monster.com/resumes-cover-letters/resume-writing-tips/the-truth-about-resume-lies-hot-jobs/article.aspx

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Use the handout below: **10 Ways Your Resume Irks Hiring Managers** to provide students with a clear understanding of blunders that should be avoided while creating a resume.

Submitted by Tiffany M. Bruessard, Prairie State College

10 Ways Your Resume Irks Hiring Managers

Mary Lorenz, CareerBuilder.com writer

Fashion designer Coco Chanel had a personal rule: Before she left the house, the style icon always removed one piece of her ensemble to avoid the faux-pas of wearing too many accessories. Were Chanel alive today and working as a hiring manager, she would likely offer similar advice to job seekers: You don't have to include everything.

Job seekers do themselves a disservice when they send out resumes with more information than they need. Most employers don't have the time or patience to sift through the irrelevant details. Here are 10 things your resume could do without:

1. Spelling mistakes and grammatical errors.
"If you are careless enough to send out this most important document with a mistake... I immediately assume you'll never care enough about the work you send out representing my company," says Jose Bandujo, president of New York-based Bandujo Advertising. He recalls one candidate who misspelled Manhattan, despite having worked in the city for a decade and another whose great educational background didn't compensate for the fact that he couldn't spell "education."

2. Opening objectives.
"These are generic... They do nothing to differentiate one candidate from another," says Donna Flagg, president of The Krysalis Group, a human resource and management consulting firm in New York.

3. Personal attributes.
Listing personal information such as height, weight and age and providing photographs is a pet peeve for Heather Mayfield, vice president of training and operations for Snelling Staffing Services. "It is amazing that we still see this on the résumés of today, but they are out there."

4. Interests and hobbies.
If these points of information don't pertain to the job in question, there's no need to include them. "Create a mystery and save these kinds of data points when you start the job," advises Roy Blitzer, author of "Hire Me, Inc.: Resumes and Cover Letters that Get Results."

5. Details of every task you've ever performed in every job you've ever had.
"It's too much information. Managers and recruiters need to know at-a-glance what makes a candidate special," Flagg says. Focus on those details that pertain to the job for which you're applying.

6. Excessive bragging.
Stating one's accomplishments can be helpful, but when it's overdone, the candidate can come across as narcissistic, a huge turnoff for employers, Flagg says.

7. Outdated information.
Leave off the activities that you did in high school if graduation was a few years ago and omit jobs you held 10 or more years ago, as the information is probably irrelevant to the position you're trying for now.

8. False information.
"Putting [that you have] a B.S. on a resume when you do not have one is 'BS,'" jokes Stephen Viscusi, author of "On the Job: How to Make it in the Real World of Work." Not only is lying on a resume unfair and dishonest, it's also not very intelligent. "Companies verify dates of employment -- often after you start. If you have lied, they fire you...Nobody wants to hire a liar. Nobody."

9. Unexplained gaps in work history.
While job seekers should account for these gaps, they should be careful with their wording. "One of the weirdest things that I ever saw on a résumé... was a candidate who explained a 10-year lapse in work experience as being in jail during those years for killing her husband," recalls Linda Goodspeed, marketing recruiting manager at VistaPrint. In such a situation, she says, the best thing to write would be "left work for personal reasons," and the candidate would be able to explain the criminal record later.

10. A lack of professionalism.
Colored paper, cutesy fonts, links to personal websites and childish e-mail addresses all scream unprofessional and are a turn off to hiring managers. One otherwise qualified applicant didn't get an interview at Bandujo's firm solely because of the name in her email address: "weird2themax." "I recognize the advertising industry is full of talented, interesting 'characters'," Bandujo says, "but did I really want one who thought she was weird to the max?" No, he decided, he did not.

http://www.careerbuilder.com/Article/CB-1341-Cover-Letters-Resumes-10-Ways-Your-Resume-Irks-Hiring-Managers/

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Use the PDF handout attached to this supplement: **Job Seekers Thesaurus** to provide students with a thorough list of the action words that can be used to express their previous experiences. This document also provides a concise understanding of how work responsibilities should be worded on the resume.

Submitted by Tiffany M. Bruessard, Prairie State College

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Use the handout below: **Transferable Skills** to provide students a clear understanding of various skill sets that can be used in various working environments. Also, it describes the many different types of skill sets.

Submitted by Tiffany M. Bruessard, Prairie State College

Transferable Skills

Marketable job skills can be broken down into five basic categories -- transferable skills sets -- that job-seekers can use in showing applicable skills from one job/career to the next.

Below is a list of five broad skill areas, which are divided into more specific job skills:

Communication Skills: the skillful expression, transmission and interpretation of knowledge and ideas.

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing

Research and Planning Skills: the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs
- Analyzing
- Developing evaluation strategies

Human Relations Skills: the use of interpersonal skills for resolving conflict, relating to and helping people.

- Developing rapport
- Being Sensitive
- Listening
- Conveying feelings

- Providing support for others
- Motivating
- Sharing credit
- Counseling
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting

Organization, Management and Leadership Skills: the ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals.

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict

Work Survival Skills: the day-to-day skills that assist in promoting effective production and work satisfaction.

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Setting and meeting deadlines
- Organizing
- Making decisions

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcome #4** – Compile and record the personal information needed to write a resume

Use the handout below: **Personal Skills and Quality List** to provide students several examples of personality and quality traits that are valued in a work environment.

Submitted by Tiffany M. Bruessard, Prairie State College

Personal Skills & Qualities List

Make sure you place an action verb in front of your skill!

Detail oriented
Work well under pressure
Manage time well
Patient – set priorities
Goal oriented
Meet deadlines
Dedicated
Make good decisions
Logical thinker
Good planner
Perseverant
Disciplined
Follow instructions
Honesty
Self-motivated
Willing to learn
Decisive
Arrive on time
Get along well with co-workers
Work hard
Assertive
Dependable
Results oriented
Take responsibility
Mediate problems
Manage money
Ambitious
Complete assignments
Pride in performance
Competitive
Direct others
Motivate others
Keep financial records
Sense of humor
Empathetic towards other perspectives
Appreciative of diversity
Communicate effectively
Write clearly
Establish rapport quickly
Achieve goals despite obstacles
Take initiative and risks
Identify problems and utilize available resources to solve problems
Accept responsibility
Communicate despite barriers
Handle difficult situations
Learn quickly
Handle stress
Cope with rejection
Adapt to new environments
Learn through listening and observing
Self-reliant
High energy
Enthusiastic
Flexible
Adaptable
Open to new ideas and practices
Leadership
Self-confident
Independent
Take initiative
Deal effectively with customers
Good listener
Courteous
Personable
Organized
Record facts
Tactful
Trustworthy
Correspond with others
Meet deadlines
Understanding
Insightful
Pay attention to details
Knowledge of technology
Strong work ethic
Bilingual
Explain effectively to others
Time management skills

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcomes #8 & 9** – Greet the interviewer using eye contact, handshakes, and formal greeting & Answer interview questions in a role-play interview with the instructor

Use the PDF handout: **Interviewing: Raising the Bar** and **Answering the Interview Question: "Tell Me About Yourself"** to provide students a thorough understanding of how to successfully maneuver through the interview process.

Submitted by Tiffany M. Bruessard, Prairie State College

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcomes #7 & 9** – Work with a partner to answer interview questions & Answer interview questions in a role-play interview with the instructor

Use the handout below: **Ten Tough Interview Questions and Ten Great Answers** and the PDF handout: **Interview Evaluation Form** to allow students to receive feedback on the interview conducted with the goal of assessing areas in which improvement is required.

Submitted by Tiffany M. Bruessard, Prairie State College

Ten Tough Interview Questions and Ten Great Answers

Mental fear of the unknown is often what produces the physical symptoms of nervousness. In addition to preparing yourself physically, you need to prepare yourself mentally. The best way to prepare mentally is to know what may be coming. Fear of the unknown can only exist when there is an unknown. Take the time to understand some of the standards when it comes to interviewing questions.

The following are some of the most difficult questions you will face in the course of your job interviews. Some questions may seem rather simple on the surface such as Tell me about yourself but these questions can have a variety of answers. The more open ended the question, the wider the variation in the answers. Once you have become practiced in your interviewing skills, you will find that you can use almost any question as a launching pad for a particular topic or compelling story.

Others are classic interview questions, such as What is your greatest weakness? Questions most people answer improperly. In this case, the standard textbook answer for the greatest weakness question is to provide a veiled positive such as: I work too much. I just work and work and work. Wrong. Either you are lying or, worse yet, you are telling the truth, in which case you define working too much as a weakness and really do not want to work much at all.

The following answers are provided to give you a new perspective on how to answer tough interview questions. They are not there for you to lift from the page and insert into your next interview. They are provided for you to use as the basic structure for formulating your own answers. While the specifics of each reply may not apply to you, try to follow the basic structure of the answer from the perspective of the interviewer. Answer the questions behaviorally, with specific examples that show that clear evidence backs up what you are saying about yourself. Always provide information that shows you want to become the very best _____ for the company and that you have specifically prepared yourself to become exactly that. They want to be sold. They are waiting to be sold. Don't disappoint them!

1. **Tell me about yourself.**

   It seems like an easy interview question. Its open ended. I can talk about whatever I want from the birth canal forward. Right?

   Wrong. What the hiring manager really wants is a quick, two- to three-minute snapshot of who you are and why you're the best candidate for this position.

   So as you answer this question, talk about what you've done to prepare yourself to be the very best candidate for the position. Use an example or two to back it up. Then ask if they would like more details. If they do, keep giving them example after example of your background and experience. Always point back to an example when you have the opportunity.

Tell me about yourself does not mean tell me everything. Just tell me what makes you the best.

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

   The easy answer is that you are the best person for the job. And dont be afraid to say so. But then back it up with what specifically differentiates you.

   For example: You should hire me because Im the best person for the job. I realize that there are likely other candidates who also have the ability to do this job. Yet I bring an additional quality that makes me the best person for the job--my passion for excellence. I am passionately committed to producing truly world class results. For example . . .

   Are you the best person for the job? Show it by your passionate examples.

3. **What is your long-range objective?**

   Make my job easy for me. Make me want to hire you.

   The key is to focus on your achievable objectives and what you are doing to reach those objectives.

   For example: Within five years, I would like to become the very best accountant your company has on staff. I want to work toward becoming the expert that others rely upon. And in doing so, I feel Ill be fully prepared to take on any greater responsibilities which might be presented in the long term. For example, here is what I'm presently doing to prepare myself . . .

   Then go on to show by your examples what you are doing to reach your goals and objectives.

4. **How has your education prepared you for your career?**

   This is a broad question and you need to focus on the behavioral examples in your educational background which specifically align to the required competencies for the career.

   An example: My education has focused on not only the learning the fundamentals, but also on the practical application of the information learned within those classes. For example, I played a lead role in a class project where we gathered and analyzed best practice data from this industry. Let me tell you more about the results . . .

   Focus on behavioral examples supporting the key competencies for the career. Then ask if they would like to hear more examples. Enhance your career opportunities by getting the training you need, find degrees and schools near you!

5. **Are you a team player?**

   Almost everyone says yes to this question. But it is not just a yes/no question. You need to provide behavioral examples to back up your answer.

   A sample answer: Yes, Im very much a team player. In fact, Ive had opportunities in my work, school and athletics to develop my skills as a team player. For example, on a recent project . . .

   Emphasize teamwork behavioral examples and focus on your openness to diversity of backgrounds. Talk about the strength of the team above the individual. And note that this question may be used as a lead in to questions around how you handle conflict within a team, so be prepared.

6. **Have you ever had a conflict with a boss or professor? How was it resolved?**

   Note that if you say no, most interviewers will keep drilling deeper to find a conflict. The key is how you behaviorally reacted to conflict and what you did to resolve it.

   For example: Yes, I have had conflicts in the past. Never major ones, but there have been disagreements that needed to be resolved. I've found that when conflict occurs, it helps to fully understand the other persons perspective, so I take time to listen to their point of view, then I seek to work out a collaborative solution. For example . . .

   Focus your answer on the behavioral process for resolving the conflict and working collaboratively.

7. **What is your greatest weakness?**

   Most career books tell you to select a strength and present it as a weakness. Such as: I work too much. I just work and work and work. Wrong. First of all, using a strength and presenting it as a weakness is deceiving. Second, it misses the point of the question.

   You should select a weakness that you have been actively working to overcome. For example: I have had trouble in the past with planning and prioritization. However, I’m now taking steps to correct this. I just started using a pocket planner . . . then show them your planner and how you are using it.

   Talk about a true weakness and show what you are doing to overcome it.

8. **If I were to ask your teachers to describe you, what would they say?**

This is a threat of reference check question. Do not wait for the interview to know the answer. Ask any prior bosses or professors in advance. And if they're willing to provide a positive reference, ask them for a letter of recommendation.

Then you can answer the question like this:

I believe she would say I'm a very energetic person, that I'm results oriented and one of the best people she has ever worked with. Actually, I know she would say that, because those are her very words. May I show you her letter of recommendation?

So be prepared in advance with your letters of recommendation.

9. **What qualities do you feel a successful manager should have?**

   Focus on two words: leadership and vision.

   Here is a sample of how to respond: The key quality in a successful manager should be leadership--the ability to be the visionary for the people who are working under them. The person who can set the course and direction for subordinates. The highest calling of a true leader is inspiring others to reach the highest of their abilities. I'd like to tell you about a person whom I consider to be a true leader . . .

   Then give an example of someone who has touched your life and how their impact has helped in your personal development.

10. **If you had to live your life over again, what one thing would you change?**

    Focus on a key turning point in your life or missed opportunity. Yet also tie it forward to what you are doing to still seek to make that change.

    For example: Although I'm overall very happy with where I'm at in my life, the one aspect I likely would have changed would be focusing earlier on my chosen career. I had a great internship this past year and look forward to more experience in the field. I simply wish I would have focused here earlier. For example, I learned on my recent internship and then provide examples.

    Stay focused on positive direction in your life and back it up with examples.

In reviewing these responses, please remember that they are only to be viewed samples. Please do not rehearse them verbatim or adopt them as your own. They are meant to stir your creative juices and get you thinking about how to properly answer the broader range of questions that you will face.

http://www.collegegrad.com/jobsearch/Mastering-the-Interview/Ten-Tough-Interview-Questions-and-Ten-Great-Answers/

Statewide Manufacturing Curriculum: Career Development Module

For use with **Outcomes #1-10** – applications, resumes, cover letters, and interviews

Use the PDF handout: **Job Interview Worksheets** to provide students thorough examples of needed documents to create applications, resumes, cover letters, and interviews.

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