

2018

My Reemployment Plan

*Finding Employment
in Today's Job Market*

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EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

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Acknowledgements

Recognizing that how people find work in today's labor market is very different from how it was done in past decades, many states are re-thinking their unemployment insurance (UI) work search policies to expand the scope of actions that meet their requirements. To assist with this effort, a group of state workforce system leaders, in collaboration with representatives from the National Association of State Workforce Agencies (NASWA) and national and regional Employment and Training Administration (ETA) staff, came together to develop the **Pathway to Reemployment Framework**. New Hampshire was part of this team. This framework consists of a set of resources ("toolkit") that provides a "re-envisioned" approach to work search for unemployment insurance claimants, and a set of strategies and behavioral insights related to UI work search requirements. The My Reemployment Plan (MRP) is part of this resource toolkit. NH customized the content according to our workforce system policies, state unemployment insurance laws, and regulations.

In addition to the knowledge and expertise of workgroup members, the main resource utilized in this work was the [CareerOneStop](#) website. As a premier online publication on the topics of career exploration, training, and jobs, this site provides valuable content and materials that are incorporated throughout the MRP.



Introduction

What is a reemployment plan and why do I need one?

Have you tried Googling “What is the best way to look for a job?” Try it! The search results will probably not be what you’d expect. Most of us know that the practice of circling job ads in the Sunday newspaper is long gone. But, believe it or not, even looking for jobs on online job boards such as Indeed, CareerBuilder, or Monster is not necessarily the most effective way anymore. Labor markets have changed and advances in technology have revolutionized how employers look for employees and how job seekers look for work. Online talent platforms, professional networking sites, and social media are evolving drastically, perpetuating the shift in labor market dynamics. *This is why you need a reemployment plan!*

A reemployment plan is similar to a roadmap. It is designed to help you navigate the increasingly complex roads to your next job or a better career. You may be out of a job or have a job that doesn’t offer the amount of hours or pay that you need. Or, you may be coming off a layoff. No matter what your situation is, a reemployment plan will help you figure out where to begin and how to make your career exploration and job search experience more successful. Consider these ideas:

1. Keep it real.

You can’t get where you want to go unless you start with where you are. What are the realities of your life – both good and bad? Where are you falling short of your goals? Where do you know you need to improve?

2. Identify and prioritize what’s most important to you.

Life comes with certain pre-set expectations for all of us and it is not completely unhealthy or unreasonable to try to live up to some or even most of them. But when it comes to your job - your career, the place you go to day in and day out - shouldn’t you be really clear and steadfast about what *you* need and want? Certainly!

3. Commit to realistic and effective action steps.

When trying to achieve change, things do not always go perfectly. There will be times of disappointment, confusion, and discouragement. While you can’t control everything, you can set a plan that will simplify decision-making when times are tough. Committing yourself to pre-determined action steps will keep you on track and expedite reemployment.

4. Find and use available resources.

There are a vast number of different types of resources available to assist with reemployment efforts. Leave no stone unturned!

Good luck on your journey!



How do I use My Reemployment Plan?

This tool has been designed in such a way that it may assist you through your entire job seeking journey or simply provide extra assistance at a certain point in time or with certain specific issues. It is not meant to be “do all or do nothing.” You may use it independently or your case manager may use it as part of a job coaching strategy.

Each section includes helpful information for you to read and study in order to make your job search quest as efficient as possible. Occasionally, you may be referred to external links for information. You will see certain symbols throughout the document.

Action Item



Each section includes an action icon. That’s where we outline activities that will help you in your quest for your next job. If you are receiving unemployment insurance (UI) benefits, the proposed activity *may* fulfill your state’s requirements for active search for work that are a condition of you receiving benefits. Be sure to obtain the proper information pertaining to your state’s UI laws and rules and follow them. NH’s UI Laws and Rules are available at <https://www.nhes.nh.gov/law/index.htm>. If a task qualifies as a work search activity, be sure to maintain suitable documentation demonstrating the completion of the activity.

Documentation



Documentation of your reemployment plan and work search activities are important to you as a jobseeker so you can constantly monitor your efforts and adjust as needed. If you are receiving UI benefits, you should be aware of, and follow, the requirements for the state you are filing against. If you live in New Hampshire and choose to file against a different state your rights to benefits will be determined under the laws of that state. New Hampshire has a Quality Control program that selects claims for review to verify that benefits were paid or denied correctly. No matter what the requirements are in your state, one thing is certain: It’s better to be safe than sorry! The documentation icon will provide suggestions on how to best document proposed activities.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



Setting a Plan

Planning is preparing a sequence of action steps to achieve some specific goal. Remember, a plan is like a map. When following a plan, you can always see how much you have progressed towards your project goal and how far you are from your destination. Knowing where you are is essential for making good decisions on where to go or what to do next.¹

Identifying and overcoming barriers to employment

In preparation for searching for work, solutions should be found for any potential barriers to employment. Barriers are any conditions that may make employment difficult. Things such as: lacking adequate housing, clothing, food, or limited English speaking ability, a criminal record, or a lack of education, work experience, credentials, transportation or child care arrangements. Barriers can directly impact your success in finding employment. Therefore, as you begin to plan your search for work, you need to start by coming up with workable solutions and goals for overcoming any employment barriers that exist. When barriers exist, you need to seek or ask for help to find ways to resolve them. There are multiple resources available in your local community and throughout the State. Some of these resources have been identified for you in Appendix III.

Looking for a Job is Work

Looking for work can be a lot of work! You will have the most success – and a shorter length of unemployment – if you start looking for work early and stay on task.

- Identify realistic, short-term steps toward your goal (a certain number of calls or contacts per day).
- Establish a schedule and deadlines (I will revise my resume by the end of this week; I will conduct internet searches to identify 10 companies that may have jobs matching my skills by next Wednesday; etc.).
- Put your time and energy into looking for jobs you truly want and are qualified for.
- Reward yourself for accomplishing your goals. This will help you stay motivated.
- Let each success propel you to the next step.



You've heard the sayings "A goal without a plan is just a wish." or "A plan without action is just a dream." Well...it's true. So, let's get to work!



My Reemployment Plan



1. Goal

Define a SMART goal: Specific, Measurable, Attainable, Relevant, and Time-bound. Take some time to think about the questions below. Then write down your goal in the space provided below.

- What do you want to achieve? Remember, be specific. What you want probably goes beyond just “finding a job.” For example, do you want to find a job that supports just you or you and your family? Do you want a job that affords you a certain lifestyle? Do you want a job in a specific location?
- How will you know that you’ve obtained the job you’ve set out to find? For example: “I will be able to support myself without having to depend on other people” or “I will no longer have to commute unreasonable amounts of time every day.”
- Is the job you’re looking for attainable/readily available to you in the area in which you will be looking for work? For example, it may be hard to find a job as a marine biologist if you live in Berlin, NH.
- Is the goal you’ve set relevant? Will it meet your needs?
- Can you achieve your goal utilizing your current skills?
- Do you have barriers to employment that need to be addressed?
- Setting due dates as part of your goals establishes a sense of urgency. By what date do you want to start your new job?

2. Actions

We recommend that you use the Table of Contents in this document as a guide for developing your reemployment plan. Even if you have searched successfully for work before, we think a review of all these topics is valuable. At a minimum, write down all the areas you may need to brush up on to achieve your goal. Be honest with yourself! Select as many sections as you need. If you haven’t looked for a job in a long time, you may want to consider all sections. If your case manager at the local American Job Center (AJC) assigned you certain sections, write these down here too. We highly recommend that you do everything you’ve been asked to do (particularly if any potential monetary benefits depend on it), but don’t feel limited to do *only* that.

3. Prioritize

Look at the list you’ve compiled in Step 2. If you are at the beginning of your job search, having a strong, up-to-date resume is probably the most important thing right now. (It’s the bread and butter of job hunting!) But after that, what are the most important steps to study and put into practice? What can wait for further down the line? In the space provided below, rewrite your list in order of most important to less important.





My Reemployment Plan



4. Plan

As mentioned in Step 1, setting due dates establishes a sense of urgency. Specifically, setting due dates on each action step will keep you on track to achieve your overall goal in time. Use the chart below to jot down your prioritized list of actions, planned due dates, and any required notes.

My Reemployment Plan Section	Due Date	Notes

5. Monitor and Modify


Things don't necessarily always go according to plan. Life has a way of throwing challenges at us to which we have to adapt. Periodically, you will have to look at your plan, make sure that you are still on track and, if not, reevaluate. You will either have to increase your efforts to catch up with the timeline you've set for yourself or design a new plan.

If you are working with a case manager in an American Job Center (AJC) or any other reemployment specialist, they will be following up with you on a scheduled basis to discuss your progress. They can help you stay on track and provide the extra motivation to keep going.



To document the development of your reemployment plan, we recommend that you save a copy of your work electronically. Be sure to save the document in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out the results and maintain them in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.





Reemployment Activities

1. Reflect, Analyze, and Explore

According to the American Time Use Survey², employed persons aged 25 to 54 with children spent approximately 39 percent of their waking time on work and work-related activities. To put that into perspective, consider this: If you dislike your job, this means you spend well more than 1/3 of your awake time at a place you don't like, with people you don't like, doing things you don't like. How does that make you feel? The best career choices are ones that match your values, interests, and skills. Let's explore this a little further.

Work Values and Interests

In this section of your reemployment plan, you will analyze what your preferences are in a job or career. Knowing exactly what you value and are interested in will assist you to better target the right jobs in your work search and will, ultimately, help you avoid unnecessary stress in the future. The goal is to get a solid idea of the things that you either must have or cannot accept in a job and work environment.

Work values are your beliefs about what is important or desirable in the world of work. When your values line up with how you live and work, you tend to feel more satisfied and confident. Living or working in ways that contradict your values can lead to dissatisfaction, confusion, and discouragement.

Work interests provide valuable self-knowledge about your vocational interests, fosters career awareness, and provides a window to the entire world of careers that meet your interests.

Think about the following questions:

- What is important to you in terms of company culture and the people who work with you?
- Are you trying to use the skills, education, and experience you already have or do you want to start over in a completely new field?
- How much money do you need to make to support yourself and your family?
- What expectations do you have for promotions and career advancement?
- What expectations do you have for work-life balance?
- Do you want to work exclusively Mondays through Fridays or would you be willing to work weekends and holidays? [Your Rights and Obligations](#) will provide you with NH Unemployment Insurance guidelines.

Once you've determined your values, see if they line up with your interests. In other words, do the types of jobs you're interested in align with the expectations you have for your day to day job routine? Should you keep going in the same direction or is a change in course in order? Only you can answer these questions!



When you are really passionate about something, it is likely that you will naturally be more willing to go above and beyond. Nothing will stop you from getting your work done, and no obstacle will stop you from achieving success. On the other hand, “[m]ost passions don't line up well with paying careers. If you're passionate about poetry or salsa dancing, you're going to find very limited job opportunities for those things. And other people's passions are their friends or their family, or homemaking or dogs, and again, there's not much of a job market built around those things.”³

There are many Career Assessment tools to help put your work values and interests into perspective. Since assessment results may relate to as many as 900 different occupations, don't panic if your results include careers that don't interest you. Experts recommended that you take more than one assessment to broaden your ideas before you make a decision. It can also be helpful to talk with a career counselor, family, and friends before making a career decision.



What can an assessment help you do?

- Learn about occupations that are a good match for you
- Decide where you need more training or experience
- Identify the skills you bring to a job
- Write more specific, detailed resumes and cover letters
- Consider careers you may not have thought about before

What can't an assessment do?

- Guarantee that you will like a particular career
- Ensure that careers you are suited for will be in high demand by employers
- Account for differences within the same career. For example, a nurse may work in different conditions in an emergency room compared to a nursing home. Also, different employers provide an environment that can make the same career more or less attractive.



One of the most used set of Assessment tools is from O*NET (Occupational Information Network). What is **O*NET**? O*NET is a unique, comprehensive database of worker competencies, job requirements, resources and more! O*NET is the nation's primary source of occupational information. O*NET is a timely, easy-to-use resource that supports public and private sector efforts to identify and develop the skills of you, the American workforce. It provides a common language for defining and describing occupations.

How Does O*NET Work? By using a contemporary, interactive skills-based database and a common language to describe worker skills and attributes, O*NET transforms mountains of data into precise, focused occupational intelligence that anyone can understand easily and efficiently.

[O*NET Online](#) offers users the opportunity to:

- Find occupations to explore
- Search for occupations that use your skills
- Look at related occupations
- View occupation snapshots
- View occupation details
- View occupational titles
- Access comprehensive help information online
- Find occupational job outlook data
- Use crosswalks to find corresponding occupations in other classification systems (such as Education, Military, Apprenticeship and more)
- Connect to other online career resources

How Can O*NET Help You?

For you, the job seeker, O*NET can help you refine your job search by describing the skills, experience, and worker characteristics.

Job Seekers/Individuals can use O*NET to:

- Identify which jobs match interests, skills, and experience
- Explore career growth profiles using the latest labor market data
- Research requirements for a “dream” job
- Maximize earning potential and job satisfaction
- Know what it takes to be successful in a chosen field and related occupations



Do it yourself: Log on to the NHWorks Job Match System (JMS) <https://nhworksjobmatch.nhes.nh.gov/vosnet/Default.aspx> and take the online assessments.

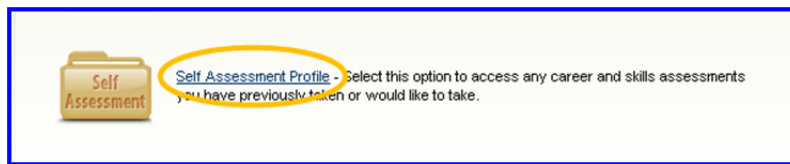
All the results from the assessments are saved in the JMS to refer back to and print if needed. Or better yet, update the assessments if you want, there are no wrong answers.

Just follow the instructions below for the JMS.

CAREER SKILLS ASSESSMENTS

To access Career and Skills assessments from the Welcome screen you will:

- Select My Portfolio
- My Individual Profiles
- Self Assessment Profile



From here you can edit your Job Skills, Personal Skills, Work Interests, Work Values, Tools and Technology and view / edit using the Multiple tab.



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Knowledge, Skills, and Abilities

Now that you know what you value in a work environment and which types of careers interest you, let's talk a little bit about the knowledge, skills, and abilities required. They all go hand in hand and all three are essential for success on the job.

Knowledge is the theoretical understanding of a subject. It's what you've learned through education or work experience. For example, in building and construction, you will require knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.

Skills are knowing how to accomplish specific task. There are two kinds of skills in the workplace: technical skills and soft skills. Knowing how to accomplish specific tasks like cooking, computer programming, or teaching, are called **technical skills**. They relate to a particular occupation. You may have learned technical skills from past work experience, school, or training. These skills are often included in job listings to describe the tasks of a position. Examples are:

- Build a cabinet
- Read an image
- Operate equipment
- Paint a portrait
- Write computer code
- Teach a lesson
- Investigate a scientific question
- Sell products to customers

Employers also want employees who fit in and get along well in the workplace. That requires **soft skills**. These are so valuable that soft skills are often the reason employers decide whether to keep or promote an employee. Some soft skills can be taught in school. But most you learn in everyday life and can improve at any time. For example:

- Good communication skills
- Critical thinking
- Working well in a team
- Self-motivation
- Being flexible
- Determination and persistence
- Being a quick learner
- Good time management

TRANSFERABLE SKILLS

Past Experience = Future Value

Transferable skills are the skills you acquire and transfer to future employment settings. Common examples include technical, interpersonal, communication, leadership and organizational skills.



On the following list, identify the skills you have acquired or demonstrated through your jobs, life, volunteer positions, etc. This will help you choose which skills to include on your resume. There are undoubtedly more to consider, but this gives you a good place to start.

Technical Skills

These are the **specific** skills that you have that apply to the position you are applying for.

- | | |
|--------------------------------|--|
| Set up of an XYZ Machine | Skilled in the use of GPS |
| Proficient in Microsoft office | Type 40 WPM |
| Experienced forklift operator | Electronic equipment repair experience |

Interpersonal Skills

- | | |
|---------------------------|---------------------|
| Relating well with others | Assisting others |
| Responding to concerns | Resolving conflicts |
| Motivating people | Being a team player |

Organization Skills

- | | |
|-----------------------------|-------------------|
| Follow-through | Meeting deadlines |
| Multitasking | Planning |
| Setting and attaining goals | Time management |

Leadership Skills

- | | |
|-----------------|-------------------|
| Decision-making | Delegating |
| Evaluating | Initiating |
| Managing | Motivating others |

Communication Skills

- | | |
|-----------------------|-------------------|
| Advising | Articulating |
| Explaining | Instructing |
| Persuading or selling | Presenting |
| Public speaking | Training |
| Translating | Writing & editing |

MARKETABLE SKILLS

Marketable skills are abilities that are in demand in the job market because they are useful for tasks that are valuable in the marketplace. Marketable skills are always changing with the changes in demand in the job market. They even may change from job to job. Leadership may be a marketable skill for a supervisor position but not for a toll attendant. Everyone has skills but there is a difference between a skill and a marketable skill.



For example, a software developer who has been laid off and has worked the last 15 years programming in an outdated software language possesses skills. However, because he has worked with a language that is rarely used today, that skill is not marketable. The programmer may need some additional training to acquire updated, therefore marketable, software skills.

Determining your marketable skills is an important step in your self-assessment.

Marketable skills can be specific skills that are in demand. Current examples of skills that are in high demand in NH are CNC Machine Programmer and a licensed, experienced Tractor Trailer Truck Driver.

Marketable Skills can also be soft skills. Currently most employers complain of having difficulty finding employees that will come to work on time, not use their cell phone during work hours, or following directions. Having a strong work ethic, being dependable, and being able to follow directions are examples of soft skills that are currently in high demand; therefore, marketable.

The best place to start finding marketable skills is to search job openings in your intended career field. The job descriptions will point to those skills. A skill that continues to show up in job description after job description is an indicator that it is in demand, therefore, marketable.



*The **JMS Self-Assessment Profile** helps you identify your Job Skills, Personal Skills, Work Interests, Work Values and Tools and Technology and can present all your results in one Multiple format and then point you in the direction of matching or closely matching related occupations and jobs.*



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Career Exploration

Making an informed decision is key. At this stage, you have identified occupations or jobs that suit your interests, values, and abilities. Career Exploration is about looking more closely at those potentially good matches to narrow the list down to the *best* matches.

Career Exploration tools exist to give you the labor market information (LMI) you need to make informed choices. You can explore careers on your own using various online tools (such as [O*Net](#), [NH LMI](#) or [JMS](#)). A quick search for “career exploration tools” in a search engine like Bing or Google will bring up many options.

For more personal assistance, check out your local American Job Center (AJC) at <http://www.nhes.nh.gov/locations/index.htm> These centers feature case managers who can provide help and guidance, either one-on-one or through workshops or job search clubs. Take a look at Section 10, American Job Center Services, for more information.

As you explore each job possibility, consider the following:

- What is the average wage?
- What kind of skills and credentials are needed?
- What are the typical job duties?
- Are jobs available, and is the field expected to be stable or grow in the foreseeable future?

All of this Labor Market Information (LMI) will help you narrow your search. You’ll rule out occupations for various reasons. Maybe the salary isn’t what you need. Maybe you discover you wouldn’t enjoy the job duties or typical schedule. Maybe you decide you don’t want to take the time to get the necessary training. Or, maybe the field has few job openings or poor growth projections. After all, you don’t want to find yourself looking for another job anytime soon!



Look up your top three jobs on the [Occupation Profile](#) to learn:

- A quick overview of the field, descriptive career video and wage information for your state and nationally. The program also provides projections for the number of job openings over a 10-year timeframe.
- Details about the tasks, skills needed, and equipment used. While every employer is different, you can get a good idea of the basic kinds of work activities people do on a daily basis.
- The training typically needed to enter the field, and the level of education most workers in the field have attained. These two can differ, surprisingly.
- Finally, you'll find ideas for other occupations that use related skills and interests, and can link to training in your state that could help you prepare for a career in that field.

Then, complete the chart below for the three occupations you've researched.

	Preferred Job	Alternative Preference	Second Alternative Preference
Occupation			
State			
State Median Hourly Wage			
Percent Change in State Employment			
Projected Annual Job Openings in the State			
List three examples of required knowledge.	1. 2. 3.	1. 2. 3.	1. 2. 3.
List three examples of required skills.	1. 2. 3.	1. 2. 3.	1. 2. 3.
Typical education needed for entry.			
Typical work experience needed for a job in this occupation			
Typical on-the-job training once you have a job in this occupation			



2. Creating an Effective Resume

You may wonder why you still need a resume in an age where employers can Google you and tools like LinkedIn allow you to create something similar to a resume. But you still need a resume and here's why:

- **Your resume serves a different purpose than an online profile.** Its main purpose is to get you an interview. Your profile on a social media page, such as LinkedIn, is first and foremost a networking tool.
- **It has a long tradition other tools don't.** Resumes have been used for years and are an expected part of the job search process. You'll almost always be asked for one.
- **It's more flexible than other tools.** While there's a lot you can do with an online profile, a resume is still easier to target to a specific job or opportunity.
- **It's more portable than online profiles.** When you're networking or at a job fair, for example, it's nice to have a document you can pull out and share with others.
- **It may offer a more fair and objective screening process.** Because online profiles can contain photos and other personal content, biases may enter into the review process.

Your resume communicates your qualifications and your brand – who you are and what makes you different – to employers and recruiters. In a tough job market, you need a resume that helps you stand out in a sea of applicants.

A great resume:

- Grabs the attention of employers and recruiters
- Sells your strongest skills and accomplishments
- Shows why you're a potential match for a position or project
- Communicates both your current capabilities and future potential
- Helps you take the next step in your career
- Most importantly, gets you the interview!

As you can see, your resume remains a key marketing document and an essential part of your job search toolkit. In fact, the work you do in preparing it will serve you well in all your job search activities, from networking to interviews and beyond. Keep in mind that **there is no such thing as a "one size fits all" resume**. In order to achieve the goals of a great resume (outlined above), you must customize your resume to fit the specific job criteria each time you apply for a new position.



Demystifying the Military Resume

For those who have served in the military, [My Next Move](#), a feature of O*NET Online, is an excellent tool to convert military skills into skills that civilian employers will understand. You can input your military occupation via the alpha numeric code or your occupation title. This will give you a list of civilian occupations that also use those transferable military skills. Researching these occupations will enable you to see if they are a good match. In addition, you will find a wealth of civilian terms to use in your resume so prospective employers understand the value you bring to the table.

Resume Writing Strategies

Although there are options for what type of resume you might select to use, it is highly recommended that you make your resume a targeted resume. This format will allow you to highlight your skills to a prospective employer. Each time you apply for a new job you should review your resume to ensure that you have made the appropriate changes in order to better “target” your skills to that job. One resume will not fit all jobs to which you apply. The employer should know that you made the effort to read the job description or requirements and then tailor your resume to their job.

It’s easy to create a resume that looks like everyone else’s. But to win that interview, you need to go further. Here are three strategies that take you beyond the standard, cookie-cutter resume and get you noticed.

[*Sell yourself and your brand.*](#) Make it easy for employers to pick you. Communicate who you are, what you offer, and what makes you different from other applicants.

You choose brands all the time – when you’re buying food, clothes, and other products. Today, career experts recommend that you think of yourself as a brand. In a tough job market, you need to stand out. Knowing how you’re different from other job seekers and the value you bring to the employer helps you do this. Also, employers are short on time and attention. You must communicate who you are and what you offer quickly and concisely. And you should only offer information that’s relevant.

In the example that follows, Beth Smith promotes herself as “highly motivated” and “tech-savvy.” She backs this up by listing relevant skills, such as SharePoint and Microsoft Project, and also including a testimonial from her company’s CEO. Her brand? A dynamic, highly motivated project coordinator who’s ready to “hit the ground running”!



Beth Smith, CAPM

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www.linkedin.com/beth-smith

Cell: 555-123-4567

Project Coordinator

Highly motivated, tech-savvy professional with over 5 years' experience in a fast-paced consulting environment. Extensive experience supporting senior consultants in high-profile technology projects. Exceptional analytical ability and talent for managing information. Certified Associate in Project Management (CAPM) certification. Proficient in:

- Project Coordination
- Project Setup & Monitoring
- Project Communication
- Microsoft SharePoint
- Microsoft Project
- Microsoft Excel

"We needed to streamline our SharePoint project file system to work more effectively with clients. Beth volunteered for the project. She then analyzed the system and developed a more efficient process that we're using across the firm. She did a great job managing the project from start to finish."

—John Grant, CEO, Grant Technology Consulting.

Skills Summary:

Project Coordination/Management

- Led a project to streamline and reorganize SharePoint project management system, resulting in more accessible information and enhanced support for clients.
- Coordinated project plan, scheduling and budgeting for small but high-profile project during project manager's absence. Praised for initiative and problem-solving abilities.
- Coordinated the research and production of client-winning training proposals.
- Streamlined proposal development process, resulting in significant time savings.

Advanced Administrative Support

- Prepared best-practice guidelines for archiving project documents. Guidelines simplified document management process and were adopted company-wide
- Conducted research and trained staff on new techniques for document versioning that significantly reduced retrieval time and lost documents.
- Planned and assembled materials for high-profile client meetings.
- Created new client tracking system using Microsoft Excel.



Employment History

2005 – Present: **Senior Administrative Assistance, Grant Technology Consulting.** Advanced administrative support and project support for senior-level consultants.

2001–2005: **Administrative Assistant, Training Solutions, Inc.** Advanced administrative support to top marketing executive in fast-paced training start-up company.

Professional Development

Certified Associate in Project Management (CAPM), 2009

Microsoft SharePoint Power User Training, 2010

Microsoft SharePoint End User Training, 2009

Advanced Microsoft Project, 2008

Advanced Microsoft Excel, 2008

Education

Associate Degree, Business Administration & Management,
Northeast Wisconsin Technical College, 2001

Professional Associations

- Project Management Institute
- American Management Association, Individual Member



Highlight your accomplishments. Anyone can list duties and responsibilities, but accomplishments give you credibility. They also help your resume come alive.

When reading your resume, the first thing an employer wants to know is, “What has this person done that can help us at our company?” You can help answer this question by including your accomplishments. Be as specific as possible and include numbers to show how much of a difference you made in the situation.

Here are some questions to help you think about your accomplishments:

- Did you bring in new business by creating a new product or service?
- Did you help retain customers by ensuring high-quality products and services?
- Did you save time and money by making a process or procedure more efficient?
- Did you communicate well with customers and employees?

To identify your accomplishments, career experts often recommend a method called *CAR* (Challenge, Action, Result). What challenges were presented to you? What action did you take? What was the result?

Here’s an example from our sample resume for Beth Smith, an administrative assistant looking for work as a project coordinator:

Challenge	Action	Result
Beth was asked to look at the company’s online project file system, which was disorganized and hard to use.	She analyzed the system and reorganized it so information was more logically arranged and easier to find.	She made consultants’ work easier, which saved them time and allowed them to serve customers more effectively.

Think about what you did in past jobs. What problems did you solve? What solutions did you come up with? What specific benefits did this have for the business, customers or employees?

Use keywords effectively. The specific words you use in your resume are critical for communicating your value, both electronically and in print.

You’re already familiar with keywords from using the Web for research, shopping, and other activities. They’re the words you type in, such as “Sony flat screen TV,” to find information on a product or service.



For the purposes of your resume, keywords are words employers use to describe what they're looking for in an applicant. They're important to include in your resume, because they:

- **Identify you as a potential match for the position.** This is true whether the resume is in electronic format or in hard copy, but it's especially important for electronic format.
- **Make your resume more credible.** For example, when you name a specific software application, such as Microsoft Project, rather than saying "strong computer skills," you gain credibility.
- **Show that you are part of the team.** When you "speak the language" of an industry, you sound like someone who belongs to the team.

Think of keywords as the "buzzwords" or "jargon" of the industry. Below (in bold) are examples of keywords that might appear in a job description for a sales assistant:

- Job titles (**Sales Assistant – retail**)
- Business functions (**sale order processing**)
- Responsibilities (**analyze sales order data**)
- Required abilities (**strong analytical skills**)
- Degrees or diplomas (**Associate degree in Business**)
- Computer applications (**SAP Sales & Distribution module**)
- Companies (**IBM**)

The single most important source for keywords is the **job description** of the position you're applying for. But you'll find keywords anywhere you find job-related information. Jot down terms you come across frequently as you're doing your [resume research](#). Keywords are especially important in the top portion of your resume - but they can, and should, be used throughout. See these [sample resumes](#) and these additional samples of [targeted resumes](#) for ideas.

Follow the strategies above, and you'll have a unique and powerful resume. Better yet, when you hear "Why should we hire you?" at an interview, you'll be ready with answers!



Why are spelling and grammar so important?

Your resume and cover letter represent YOU to a prospective employer. That means you want these products to reflect positively on your attention to detail and accuracy – traits valued by employers in all industries.

Employers may view typos or grammatical errors as evidence of carelessness or limited communication skills. Use spell check – and then get a friend or family member to proofread what you have written to catch any mistakes.

Visual Resumes

We live in a visual world, so why not elevate the look of your resume to make it stand out? A visual resume performs the same basic function as a paper or PDF resume – it communicates your professional objectives, strengths, qualifications, and experience – but in a dramatically different format. It goes way beyond good paper, a clear font, and a professional headshot. It's a document that maps your accomplishments and career in a 1-page timeline or infographic. You can send employers a custom link to it, download it into a Word or PDF format to share, or snap a screenshot to post it. This probably sounds intimidating if you don't have any graphics experience, but don't worry, many affordable, and even free tools are available that will help you create a visual resume that stands out. A simple search of the term "visual resume" in any of the major online search engines will bring up many options.

Career Portfolios

A career portfolio goes beyond a resume and a cover letter to *show* a prospective employer your work experience, skills, accomplishments, etc. It includes information about who you are and examples of your work and achievements. A traditional resume is included in a career portfolio along with written and/or visual information that highlights what you have to offer.

So, what types of things go in a portfolio? [Quintessential](#), a longstanding career development website, provides a listing of the types of things you should consider including in a career portfolio, such as:

1. **Career Summary and Goals:** A description of what you stand for (such as work ethic, organizational interests, management philosophy, etc.) and where you see yourself in two-to-five years.
2. **Professional Philosophy/Mission Statement:** A short description of the guiding principles that drive you and give you purpose.



3. **Resume:** A summary of your education, achievements, and work experience, using a chronological or functional format.
4. **Skills, Abilities and Marketable Qualities:** A detailed examination of your skills and experience. This section should include the name of the skill area; the performance or behavior, knowledge, or personal traits that contribute to your success in that skill area; and your background and specific experiences that demonstrate your application of the skill.
5. **List of Accomplishments:** A detailed listing that highlights the major accomplishments in your career to date. Accomplishments are one of the most important elements of any good job search.
6. **Samples of Your Work:** A sampling of your best work, including reports, papers, studies, brochures, projects, presentations, etc.
7. **Testimonials and Letters of Recommendations:** A collection of any kudos you have received — from customers, clients, colleagues, past employers, professors, etc. Some experts even suggest including copies of favorable employer evaluations and reviews.
8. **Awards and Honors:** A collection of certificates of awards, honors, and scholarships.
9. **Conference and Workshops:** A list of conferences, seminars, and workshops you've participated in and/or attended.
10. **Transcripts, Degrees, Licenses, and Certifications:** A description of relevant courses, degrees, licenses, and certifications.
11. **Professional Development Activities:** A listing of professional associations and conferences attended – and any other professional development activities.
12. **Military records, awards, and badges:** A listing of your military service, if applicable.
13. **Volunteering/Community Service:** A description of any community service activities, volunteer or pro bono work you have completed, especially as it relates to your career.
14. **References List:** A list of three to five people (including full names, titles, addresses, and phone/e-mail) who are willing to speak about your strengths, abilities, and experience.

A career portfolio will also set you apart.⁴ Despite the obvious advantages of having a portfolio, few employers see them during interviews. So how effective are they? Verizon Wireless “talent connector” Krystal Dominick says only three or four applicants out of the 300 interviews she conducts annually come in with a portfolio. And how many people in that small group were hired? “All of them got jobs,” she says. “The portfolios really help them showcase their experience and their job histories.”

The benefits of developing a career portfolio go beyond having a useful tool to showcase yourself. The *process* of creating the portfolio is also a valuable way to prepare for networking and interviews. Through the effort of identifying, writing about, and organizing your experience, education, skills and



accomplishments, you will be prepared to speak easily and confidently about yourself to prospective employers.

E-Portfolios

E-portfolios or online portfolios provide the same information as a traditional career portfolio but in an online format. E-portfolios are visually appealing, easy to update and efficient to share. A quick internet search for “E-portfolios” will bring up many options.

Effective Cover Letters

The main purpose of a cover letter is to encourage an employer to read your resume. Most cover letters involve three steps: explain why you’re writing; elaborate by referring to your qualifications; and close with a suggested plan of action.

- 1. Explain to the recipient why you’re writing.** Are you replying to an ad? Were you referred to the recipient? Did you read some news about the recipient or the company that suggested they might be hiring? What’s the situation?
- 2. Address your qualifications for the opportunity.** Given what you know about the recipient’s needs, what can you offer that’s of interest? Make reference to your resume, but don’t just repeat what’s there. Elaborate and expand as needed.
- 3. Explain how you intend to follow up.** Today more than ever, it’s the sender’s responsibility (yours) to follow up after sending your resume. In the last paragraph of the letter, say how and when you intend to do this.

As a general rule, only one paragraph would be required for Steps 1 and 3, while Step 2 might involve two or more paragraphs. The letter itself should not exceed one page. This sample cover letter below, written in response to a referral, uses four paragraphs. Here’s a slightly shorter version of the same letter in [e-mail format](#). An e-mail cover letter must do the same job as the regular cover letter. However, since it’s likely to be read online, it’s important to be brief.



Beth Smith, CAPM

123 Main Street, Concord, NH 03301 • 555-123-4567 • bethsmith@comcast.net

Mr. Paul Jones
Senior Project Manager
Platinum Software Consulting
1234 Drury Road
Milwaukee, WI 53204

Dear Mr. Jones:

I'm writing because John Allison suggested you might have an opportunity for project coordinator for your upcoming Century software project.

John tells me the project will require someone with strong Microsoft SharePoint knowledge. As you can see from the enclosed resume, I ran a project at Grant Technology that involved streamlining the SharePoint file system. The new system is now in use firm-wide.

I also understand you would prefer someone who is certified in project coordination. I earned my CAPM from the Project Management Institute in 2009. The training I received gave me new insights into the importance of strong project coordination for software projects, especially for busy consultancies such as Platinum.

I would appreciate an opportunity to discuss your requirements for the Century project. I will call you on Tuesday, June 15, to inquire about setting up an interview.

Sincerely,

Beth Smith

Enclosure: Resume



Think about which resume format best suits your needs. Then, using the information you've studied in this section, write your resume and a mock cover letter. Practice makes perfect! If you are working with a case manager, be sure to follow their instructions, too.



To document the completion of these activities, we recommend that you save your work To document the completion electronically in an easily accessible location, with an appropriate file name and date.



3. Online Job Searches

Most employers expect that job seekers will use the internet as their primary tool for finding job opportunities and, in many cases, applying for jobs. But, as most of us know, the web can be a big and overwhelming place. This section outlines some guidelines that will help you get organized, ask meaningful questions, and look for answers in the right places.

Strategy

Successful job seekers have typically learned the art of time management and goal setting – key elements of an effective job search strategy. For example, many successful job seekers commit a block of hours every day for searching and identifying companies they want to contact and jobs to which they want to apply. Consider a schedule in which every Monday morning you conduct internet searches that, at a minimum, result in the names of 10 new employers. Tuesday's goal could be contacting the 10 employers you identified Monday. Tuesday morning, from 9 to 11 a.m., might be a good time to reach employers.

Staying Organized During Your Job Search

Grabs the attention of employers and recruiters

- What is next on my plan?
- What can I accomplish today?
- Who on my networking list can I talk to?

Organized people tend to plan ahead. As you wrap up your day's activities, make a to-do list, using your job search plan, for the following day. This will help you remain focused, since even when things come up unexpectedly, you'll be able to get back on track quickly. Finally, review your job search plan weekly to see if there are other actions to include, and to check completed items off your list.

Research

Research is a critical part of the job search process. It can help you:

- Identify companies that may be hiring in your field. Visit the [Business Finder](#) to identify and get contact information for employers in your local area.
- Prepare you for a job interview.
- Learn about potential growth of businesses and industries.
- Focus your job search on employers that share your values.
- Understand how you can apply your skills in a new field.

Once you've identified some companies you're interested in – or perhaps even scheduled an interview – you can visit the companies' websites to learn more about them. Locate websites by entering the full name of the business into a search engine. Refer to Section 9 (Job Interviews) of the Reemployment Activities



Chapter for more information on researching employers. Below are some key questions you might ask about potential employers:

Questions

Where to Search

What products/services does the employer provide? What industry trends are affecting the company?

Employer websites. These often describe the company unit(s) that may be hiring in your field. They also provide details on the types of products or programs they offer.

Regional or state publications:

- Chamber of Commerce directories
- Manufacturers' directories by state

National publications. Most libraries have copies in their business sections.

- National Trade & Professional Associations
- Standard and Poor's Register of Corporations, Directors & Executives
- The MacMillan Directory of Leading Private Companies
- Ward's Business Directory of Major U.S. Private Companies

These are just a few examples. Almost every industry has its own trade association.

How many employees does the employer have? What jobs does the company typically hire for? What is the employer's hiring policy? Where is the employer located? Does it have more than one location? Is it on the bus line?

Employer websites. These often include size of their workforce, hiring policies, and job openings. They may also provide details on company location(s) and mass transit options. Also, check recent press releases for news about plant expansions, new product roll-outs, or sponsorship of events.

College and university placement or career services offices. See if the company is recruiting on campus. Find out which qualifications they look for when they hire.

What are the employer's mission and values? How long have they been in business? Is the employer involved in community services? If so, what types?

Employer websites. Look for annual reports. Annual reports outline the employer's successes, growth, history, and financial status. Or contact the employer's public relations office or personnel department. Companies that give back to the community often have a section of their website devoted to their efforts.

What is the employer's financial situation? Is the company making money? Has it downsized in the last five years? Has there been any recent important news related to the company? What do others think about the company?

Employer websites. Review recent and past press releases. Annual reports often include a financial report for the year. If the company has investors, detailed financial reports may also be online.

Current newspapers, trade journals, and business magazines. The business section of most papers has articles about local companies and their executives. You can find back copies in library archives. Also check [Businessweek](#) for company and industry news.

What's it really like to work for this employer? How does this employer make hiring decisions?

Current or past employees. Talk with people who are working or have worked for the company.

Alternatively, of course, you may enter any question directly into a popular search engine such as Bing or Google. It never hurts to try!



Keeping Track

Another key component of an effective job search strategy is to keep track of your efforts. It is likely that your job search could involve hundreds of contacts and potential opportunities. You will need to organize this information to ensure you are making progress.

To do this, many job experts recommend using a "contact tracker," which creates an organized list of companies you've contacted, dates, your action to date (such as application submitted or interviewed) and the status of the lead.

Most unemployment insurance programs have their own form of contact tracker. To ensure you are in compliance with the requirements of the program, it is certainly recommended that you use the form provided by the state you are filing against. If you are a NH unemployment insurance recipient, you are required to provide the information below.

Please provide details of your first work search effort for last week.

* Work Search Date: * Method of Contact: **Select One**

* Employer Name: Applied on Company Website
 Employer name is unknown Applied on Job Search Website
Browsed Company Website
Browsed Job Search Website
Email
Fax
In person
Mail
Phone

Contact Name:

Address Line 1: PO Box:

Address Line 2: Country:

City: State: Country:

Telephone: Extn: Fax:

Email Address:

Company Website:

Job Search Website:

* Type of work: Job ID #:

Outcome of Work Search

* Results: **Select One**

Interview Date: *If scheduled for interview* Interview Time:

Start Date: *If offered a job*

However, if you feel like you need to track more information than what is required, consider designing your own tracking tool.



Creating a spreadsheet is an effective way to keep track of your job applications. It doesn't have to be fancy, and it's up to you how detailed you want to get. Here is some key information to include:

- **Company Name** – The name of the organization you're applying.
- **Contact** – Your point of contact at the company; probably the person to whom you addressed your cover letter, such as a Director of Human Resources or Office Manager.
- **E-mail** – The e-mail of your point of contact, or, if preferred, a phone number.
- **Date Applied** – When you submitted your application.
- **Application Summary** – What you submitted: a cover letter, resume, and any additional materials, like a portfolio or reference list.
- **Interview** – When your interview is scheduled.
- **Follow-Up** – Did you send a [thank you e-mail or letter](#)? If so, indicate the date sent.
- **Status** – If you were rejected, offered the job, asked in for a second interview, etc.

If you don't want to use Excel, you can create a simple table in Microsoft Word or a similar word processor. Just insert a table and choose the number of columns based on how many categories you want to keep track of (company name, contact information, date applied, and so on) and the number of rows, relative to how many positions you're applying for.

A system for organizing your search activities will not only advance your job search but will also help you quickly and easily provide the required information for your NH UI claim to ensure continuation of benefits during your period of unemployment.

If you are drawing unemployment insurance, make sure you know the answers to the following questions:

- a) What are the allowable activities and/or methods of employer contact?
- b) Is there a required number of job search activities you must perform every week? If yes, how many?
- c) Is there a required number of employer contacts you must perform every week? If yes, how many?
- d) What are acceptable methods of documentation for these activities and/or employer contacts?

Failure to follow the State's requirements can result in loss of benefits or you may risk being overpaid and having to pay money back. For more details, please refer to the **Tying in Your Reemployment Efforts with Your Unemployment Insurance Benefits** section.

Note that these are only guidelines. The best tracking mechanism is one that you understand and feel comfortable using. The following is an example of how such a tracking chart might look. It is designed for a one-week timeframe.



My Reemployment Plan



Employment Contact Tracker

NAME: _____

WEEK: _____

Company Name	Contact Name & Title	Contact E-mail/Phone	Contact Date	Contact Type (E.g., in-person visit, job application, resume, etc.)	Outcome (E.g., referral, interview, no answer, etc.)	Follow-up (E.g., follow-up call, thank you note, etc.)	Status/ Next Steps



Tools

There are many online tools you should use to make the most of the internet during your job search:

- **Company websites** can help you learn more about businesses or organizations. A company's website is the first place you should go to research an employer. The quality and amount of information on sites vary widely. You will often find vision and mission statements, a history of the organization, names of key leaders and supervisors, business goals, and job postings.
- **Social media sites** like LinkedIn, Twitter, and Facebook can be an invaluable part of a job search. Visit [Take your network online](#) for information and tips on using these sites for job searching.
- **Job boards or job banks** are the most common tool used to search for jobs on the Internet. Most let you search by keywords to find jobs. Job banks are websites where job seekers can search and apply for job openings online. They are sometimes called job boards. Many let you search by location, field, industry, or job title. However, don't spend hours browsing job boards for openings. Your chances of finding a position listed on a job board are slim. Use the [Job Finder](#) to access four national websites that are updated daily, and learn how to [post your resume online](#).
- **Online periodicals** are an easy way to access newspapers, magazines, and trade journals. Trade journals have articles by industry experts, information on networking events, industry blogs, and job banks. To find a trade journal, try typing "trade journal directory" into a search engine. Your public library can also help you access databases of trade journals and professional associations.
- **Association websites** have information on trends, volunteer or professional development opportunities, best practices, industry news, and a job board. Almost every industry has an association. You may need to be a member to gain access to their content. Most charge annual fees. Some may have six-month memberships to give you time to see how useful the site is for your job search. [Find professional associations](#).
- **Job Fairs/Recruitment Events** are conducted statewide on a regular basis. For more information on any of these visit <http://www.nhes.nh.gov/media/job-fairs/index.htm>.

Search engines are the main tool to finding information online. They search for keywords you enter and create a list of websites based on them. You can use this to track down jobs and learn more about companies. Bing and Google are examples of popular search engines.

In addition, web browsers have many tools to help you make the most of your web searches. They remember the websites you visit and can pull them up in the future after just a few keystrokes. You can save and organize the sites you visit as bookmarks or favorites. This allows you to access them more easily later.



Be sure to also check out [online networking websites](#). These can connect you with potential jobs, colleagues, and business opportunities.

State Job Banks

Of the tools listed on the previous page, it is likely that job boards or job banks may be your first stop. This is because many states require that you build and/or post a resume within their statewide job bank in order to be eligible for unemployment compensation. State Workforce Agencies are required under law to run a statewide job bank that connects employers and job seekers. They do that by providing an online forum where employers post jobs and job seekers post resumes. These job banks also typically offer search functions for employers to find workers with the right skills, and job seekers to find available jobs that match their interests, abilities, location, etc.

The National Labor Exchange

The [National Labor Exchange \(NLx\)](#) is an electronic labor exchange network that collects and distributes job openings *exclusively* found on over 18,000 sites – and is growing on a daily basis. The NLx gathers currently available and unduplicated job opportunities from verified employers and pushes that content into state job banks and other sites. So check out NH's job bank (the [JMS](#)) – it's using advanced technology to power your job search!⁵

Other Job Banks/Boards

You have probably already heard of some of the more popular job banks, such as [Monster](#), [Careerbuilder](#), and [Indeed](#). These are large job banks that include jobs of all levels, occupations, and locations. We also recommend looking at some that specialize in certain kinds of jobs. You can search for "job bank" in any web browser. You will also find many useful job board listings and specialized job banks and resources in [Job Search Links & Career Resources](#).

Most job banks will give you a general introduction to using their site. Here are the common tasks you can do at most job banks:

- **Search and apply for job openings.** There are thousands of online job banks. Most work in the same basic way. Employers pay to post job openings. Job seekers search the openings for free. Individuals typically register to learn more and apply for jobs. This should also be free of charge.
- **Post your resume.** Sometimes you can post your resume without applying for a specific job. Then employers might find you for an open position. Follow the specific instructions on each job bank site to post your resume.



- **Get a feel for the jobs and the pay.** Job banks can be a good research tool. You may find good bullet statements for your resume. You can learn what skills employers are looking for. You can also learn what kind of pay to expect for different jobs.

Be On the Lookout for Job Scams

You should be cautious about any communications you receive offering you a job or mentioning that the sender viewed your resume online. Be cautious and NEVER send anyone money that has offered you work of any kind. Even if they have recently sent you a check which you deposited, the check could be a fake.

A few things to keep in mind when using job banks:

- **You should not have to pay to search through job openings on a job bank.** You should also be able to post your resume for free. However, you may have to register with a user name and password in order to use all the features of a job bank.
- **If it looks too good to be true, it probably is.** Sometimes, job postings on online job banks are scams. They try to get you to pay up front or perform illegal activities. Beware of job postings that ask you for an "up-front" investment of money. Also be wary of offers that seem too good to be true. For instance, you can't really earn thousands of dollars for depositing checks from foreign countries. And it may be illegal to ship items from your home. Read more about [job scams](#) on [Consumer.gov](#).
- **Never give personal information.** A legitimate company won't ask you for certain personal details online. Be careful about giving your social security or national ID number online. Also be wary of giving a credit card number, bank account information, or similar details.

Steps to better protect yourself:

- Be cautious of any employer offering employment without an interview (either in person or by phone).
- Be cautious of any employer who charges a fee to either employ or find placement for you.
- Please investigate thoroughly any employer requesting that you transfer funds or receive packages for reshipment, especially if they are located overseas. Most of these employment offers are check-cashing or shipping scams!
- Do not provide your social security number or any other sensitive information to an employer unless you are confident that the employer is legitimate.
- Be cautious of employers who conduct their interviews in a home setting or in motel rooms.
- Beware when money is required up front for instructions or products.
- Be cautious of exaggerated claims of possible earnings or profits.



Post Your Resume Wisely

Here are guidelines for making good use of your time online:

- **Explore niche (specialty) job boards.** Don't just post on Monster. Look at sites like [Dice](#) (for technology) or [Healthcare Career Connection](#) (for health care).
- **Target websites of companies you're interested in.** Determine which companies to target and post resumes to their sites. Better yet, contact these employers directly.
- **Try "aggregator" sites like NH's [JMS](#) and [Indeed](#).** These sites combine search results from job boards, company websites, professional associations, and other sources.



1. *Upload your resume to at least three different online job banks, including your state job bank.*
2. *Using the information you've learned in this section, research three companies/employers within your field of interest. Complete all the information required in the on the following page.*
3. *Track your weekly job searches and applications in an Employment Contact Tracker spreadsheet. Use the format provided to you by the NH Unemployment Insurance program ([Work Search Activity Log](#)), use the template on page 32, or use your own design (following the guidelines provided in the Keeping Track section). No matter the format, if you are receiving unemployment insurance benefits, please be sure you meet all required criteria.*



Company/Employer Research

	Company #1	Company #2	Company #3
Company/Employer Name and Address			
What products/services does the employer provide?			
Does this company/employer have more than one location? If yes, list other locations.			
What jobs does the company typically hire for?			
How many jobs in your field is this company/employer currently trying to fill?			
What are the employer's mission and values?			
How long have they been in business?			
Has the company/employer downsized in the last five years?			
Has there been any recent important news related to the company/employer?			
What's it really like to work for this employer?			



To document the completion of these activities, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the document in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



4. Job Applications

Are you ready to apply for a job? The job application is often your first step, although some employers prefer that you submit only a resume. Employers that require a job application do so to learn about your qualifications and compare you to other applicants.

Your application will likely be an employer's first impression of you so it's very important that you get it right. Employers may make assumptions about your work based on the quality of your application, so it must be completed neatly, fully and accurately.

If you are physically going to a worksite to pick up an application, you should take note of two things:

1. You never know who you will meet and with whom you will be speaking, so you should treat the situation as a business appointment. Dress appropriately and conduct yourself professionally.
2. Be prepared to complete the job application on the spot, as some employers may prefer or even require that. Be sure you have working pens on hand as well as all of the information you will need to complete the application, including details about your previous jobs.

To ensure your success, make sure you're familiar with the guidelines below.

Job Application Strategies

- **Follow directions.** Avoid having your application rejected because you filled it out wrong.
 - Read the entire application before you complete it.
 - Pay close attention to what is being asked and how you are expected to respond.
 - Do not write in sections that say "Do Not Write Below This Line" or "Office Use Only."
- **Fill out applications neatly and completely.** Make sure that your application creates a good impression by answering all the employer's questions.
 - Before you go to the job site, make certain you have all the information you might need to complete an application like names of previous employers, employment dates, addresses, telephone numbers, etc. Completing a [Pocket Resume](#) and bringing it with you insures that you will have the needed information. Use it as you fill out the application.
 - Do not use abbreviations, except for "n/a" (not applicable).
 - Respond to all questions. If a question does not apply to you, use "n/a" to indicate that it is not applicable. This shows the employer that you did not overlook anything.
 - Most applications will ask for references.



Tips on Providing References

- Talk with the individuals you wish to use as references, to make sure they are willing to provide a reference, are familiar with the job you are seeking, and are prepared to talk about your qualifications.
 - Ensure that you have current contact information for your references.
 - It is OK to include a personal or character reference – but don't use a family member for this purpose.
- **If you are filling out a paper application:**
 - Make a rough draft. Write out responses on a separate sheet of paper before completing the real application. Or, get two copies and use the first one as a rough draft.
 - Write and print clearly using a black or blue pen.
 - Proofread it. Make sure that you have no grammar or spelling errors. If possible, have someone else review the application to catch errors you might miss.
 - Keep it neat.
 - **Always list your "position desired."** Do not leave this question blank or use "any" or "open."
 - If you're answering a job ad or looking for a specific position, enter that job title.
 - If you are not applying for a specific position, enter the name of the department in which you wish to work.
 - Fill out more than one application if you are interested in more than one job.
 - **Give a range for your salary requirements.** Employers may use this question to screen out applicants. It is best to give a salary range or list "negotiable", even if you know the wage. This leaves you room to negotiate a higher salary and reduces the risk of you being screened out. [NH LMI](#) can provide you with relevant information.
 - **Give positive reasons for leaving past jobs.** Choose your words carefully with this question. Avoid using the words "fired", "quit", "illness", or "personal reasons". Always use positive statements. Here are some possible ways to handle this question.
 - **If you were fired:**
 - Do not use the terms "fired" or "terminated". Consider using "involuntary separation" or "employer discretion".
 - You may want to call past employers to find out what they will say in response to reference checks. When doing so, reintroduce yourself and explain that you're looking for a new job. Be honest that your termination hurts your chances of getting another job. Past employers will sometimes agree to use the term "resigned." This response saves them potential headaches and even lawsuits.



- **If you quit your job, use the term "resigned" or "voluntarily separated."** These responses indicate that you followed proper procedures in leaving the job. If the application asks for a reason (or if you are asked in the job interview), you can respond as follows:
 - Quit for a better job. This response includes leaving for advancement potential, to work closer to home, for a better work environment, or for a career change. If you quit for a better job, there should not be a long break in employment. Your employment history should support the statement.
 - Quit to move to another area.
 - Quit to attend school. If you use this reason, the education listed on your application and/or resume must reflect it.
 - Quit for other reasons, such as took an extended vacation/sabbatical, did volunteer work, started own business, or raised family.

- **If you were laid off from a job due to no fault of your own,** indicate the reason for the layoff. Here are some possible phrases to use:
 - Lack of work
 - Lack of operating funds
 - Temporary employment
 - Seasonal employment
 - Company closed
 - Plant closing
 - Company downsized
 - Corporate merger

- **Watch for illegal questions.** Applications may contain questions that are illegal to ask before a conditional offer of employment. These include questions about:
 - Race
 - Religion
 - Creed
 - National origin
 - Receiving public assistance
 - Gender
 - Marital status
 - Sexual orientation
 - Age
 - Disability

You need to decide how you will respond if you encounter any of these questions. If the question does not bother you, answer it. If it does, you can use "n/a." Be aware that you may get screened out by using "n/a" too frequently.

- **Present a positive, honest picture of yourself** during your job search. The information you provide is likely to become part of your permanent employment record. False information can be the basis for dismissal. Answer all questions honestly. Provide only the information that the employer wants, or that is needed to sell your qualifications. Avoid any negative information.

- **Target your qualifications.** Include only those that meet the specific needs of the job. Many applications have limited space to record your skills, experience, and accomplishments. To decide how to target the information to include, research the company, its products or services, and the skills needed for the job. Often you can attach a resume that details your skills, experience, and accomplishments.



Online Applications

Today, many employers expect job seekers to apply for positions online. You may need to apply on the employer's website or an online job board, like Monster or CareerBuilder. Do not e-mail your resume to an employer unless the job ad asks for this. To apply online, you will need access to the internet and an e-mail account.

If you don't have a computer, free internet access is available at public libraries and at your [local American Job Center](#).

If you need an e-mail address, many sites offer free accounts. Popular free services include Gmail from Google and YahooMail. Use a simple e-mail address with your name or initials. Do not use e-mails like SuperHotGuy@hottie.com. This type of e-mail address is not considered professional.

Professional E-Mail Address

Your online presence is part of your brand – and you will want to make the best possible impression when you communicate with employers. Here are some common e-mail mistakes that can send the wrong message to a prospective employer:

- **Too flirty.** Avoid cute or goofy email addresses that may be left over from college – like hotsexythang@yahoo.com.
- **Nonsensical** – like youcangetajob@gmail.com, or rotememoryrobots@yahoo.com.
- **Creating spam filter challenges** – like r_smith1980@hotmail.com. Many email filters are set up to look for numbers, underscores, and superlative adjectives. This could land your email in the junk mail bin of your intended recipient!

If you need a more professional email address, consider one containing just your name. In addition to avoiding controversy, using your name will make it easier for hiring businesses to remember you.

Consider creating a separate email address for job search activities. This keeps business emails separate from personal emails.

How to Complete an Online Application

Before you can apply online, you first need to register with the job website. This simply means that you need to create an account. To do this, you will need to choose a login name and a password. Many websites will use your e-mail address as your login. You will have to register separately for each job website.

Once you have an account, you can add the information from your resume. Below are the three most common ways to do this:

- **Attach a file of your resume.** Many applications allow you to browse for a file on your computer or USB drive. They often ask for a PDF, text, or Microsoft Word file. Select your file, and click "ok" or "insert." It's just like attaching a file to an e-mail message. Online applications often tell you if the file has been successfully uploaded.



- **Copy and paste your entire resume into the online application.** Open your resume file. Highlight all of the text using the mouse. Select "Copy" from the menu or by right clicking. Go to the online application to insert your resume. Select "Paste" from the menu or by right clicking. Make sure you check the formatting of your resume. You can add your resume to an e-mail message using the same method.
- **Enter your work history manually one field at a time.** Some online applications have different fields for different information. For example, you enter a past employer's name in one field, your dates of employment in another, and your duties in yet another. This type of application can be very time-consuming to complete. To save time and reduce errors, cut and paste text from your resume using the method above.

If you're having trouble completing the application, look for a "Help" button or link.

After Applying for a Job

If the employer has had your application for one to two weeks and you have not been contacted, you should reach out to the employer via phone or e-mail, unless the employer specially states in the job listing not to call or email. You can express your interest in the position, inquire about the status of filling the job and, if you're told it has been filled, to request that your application or resume be kept on file for future consideration.



1. Use the information you've studied in the Job Application Strategies section to create your personal data sheet.
2. Use Appendix I to practice completing an online job application.
3. Apply for jobs! This is not a drill; this is the real deal. How else are you going to find employment?



To document the completion of these activities, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the document in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



5. Tapping Your Network

You've heard the saying "It's not what you know. It's who you know." Well, it turns out that both are important. You don't need an "in" to get a job. However, *who* you know sure can help! Surveys show that more job seekers find new jobs through networking.

Companies often use networking to hire because it takes some of the risk out of the hiring process. Hiring someone they know, or that someone they trust vouches for, ups the odds that the company will find a good fit - someone with proven skills and experience and a personality that will gel with the team. Many of these job openings will never even be officially announced, because someone will refer the hiring manager to a good candidate first.

How can you tap this hidden job market? Network, of course!

Networking might sound intimidating or even cliché, but it's something we do every day. If your car breaks down and you need a good mechanic, you might ask your neighbor for a recommendation or post the question to your friends on Facebook. We rely on people we know for information and support. And, it's a two-way street, isn't it? We benefit, but we also help our circle of friends and acquaintances. If you learn a neighbor had surgery, you might bring a meal. If your friend's daughter starts babysitting, you might offer to hire her. We all have networks – people we interact with for mutual benefit.

Informal Networking

As you consider a job search, think about the network you already have: friends, neighbors, colleagues, people in your bowling league, dance class, church, gym, or kids' school, people you went to school with or meet up with every week at the dog park. You probably already use an online social networking site such as Facebook, Instagram, Twitter, or Tumblr to stay connected to friends and family near and far.

Let people know you're looking for work, and ask for job leads and advice about the industry. Post on Facebook, send e-mails, call or text, and mention it casually to your workout buddy. People can't help you if they don't know you're looking. You may be surprised at who offers to help, or who they can introduce you to. Ask for referrals and introductions. Remember, your friends know friends. So tapping your friends' networks grows your network exponentially.

Consider this example:

Let's use a multiplication rate of five. In this example you know five people within your network that could help you with your job search. Each of them know five additional people who could help, and each of them know five...etc. At that rate, there would be only four degrees of separation between you and 625 people who could potentially help you find the job of your dreams. Now that's the power of networking!



Here are some tips to make your outreach successful:

- **Be specific** about the position you are looking for or field you want to get into. The better the information, the more people can help.
- Have your “[elevator pitch](#)” ready. (Refer to Appendix II). What is that? It’s a short (less than 1-minute), plain-English summary of your background, qualifications, what you’re looking for, and how you can add value as an employee.
- Make sure that any [networking letters](#) you write are **brief, with perfect spelling, grammar, and punctuation**.
- Remember: **networking is a two-way street**. Don’t bring every conversation back to your job search. No one wants to feel like they’re being used. Someone will recommend you if they know and trust you. Listen, help them solve problems when you can, and enjoy each other’s company.
- If you don’t know where to begin, **set a quota of calls or e-mails to make each week**. Tell yourself you will take one person out for coffee each week for an informational interview (to learn more about their job or company or how they found work). It will get easier. If you get discouraged, remember: it only takes one break to land that dream job.
- Say **thank you** when anyone helps you. Send a thank you note. Treat a mentor to lunch or coffee. If a friend introduces you to someone, let him know how the meeting went. You want people who help to feel good about it, so they’re willing to do it again and the relationship stays strong.
- **Take advantage of every introduction**. Even if it doesn’t lead to a job, you might have an opportunity to learn more about a company, or skills needed in the field, or future growth prospects in the industry. And you’ve grown your network!⁶

Volunteering

As you look for your next job, doing some volunteer work can add value in several ways. Volunteering is a good way to give back to the community, stay connected, network, and show a prospective employer that you know how to use your free time well. If opportunities exist to volunteer in the field you hope to work in, that is ideal! Otherwise, sign up to help organizations and causes you are passionate about, or learn new skills that might help you on your next job. Whichever path you take, you will gain confidence and pride, have new topics to discuss when you network, and maybe even add a few more positive references to your list.



Formal Networking Events

You can also grow your network by attending formal networking events like a local business association meeting. For many of us, walking into a room full of strangers sounds as pleasant as a root canal. Take comfort in knowing that many people there have the same goals or interests as you and will be happy to meet you.

Where can you find networking events? Simple Google searches will bring up many avenues to explore.

- Join or visit **professional associations** like the local Chamber of Commerce or industry-specific clubs. (There is a surprisingly wide range of these clubs; a search might pull up a local Telecommunications Industry Association, a Women’s Army Veterans Association, a Distribution Contractors Association, and even a National Write Your Congressman Club.)
- Take advantage of **conferences, symposia, seminars, and workshops** offered by your local American Job Center, professional associations, local colleges, or training providers.
- Join a **community job club** (often hosted by American Job Centers, churches, and libraries) for regular networking and learning events.
- Join a **special interest group** of like-minded aficionados. These too are varied, and might range from a hiking group, to tiny house enthusiasts, to veterans in business, to a ukulele club.
- Tap your **alumni network**. Does your alma mater have a local alumni chapter that hosts talks by visiting professors or meets in a sports bar to watch games? Does the college placement office sponsor career fairs open to students and alumni (or provide other supports, like resume and job search assistance or a job club)? Do you have a high school or college reunion coming up? Attend, or better yet, volunteer for the planning committee, where you’ll really get to know people by working alongside them.

Go to as many networking events as you can, because the more people you meet, the bigger your network, and the more chances of connecting with someone who can help you get a job.

Once you identify networking opportunities, what can you do to make them successful? Three steps are all you need for success: be prepared, make the most of the event, and follow up. Let’s talk about each in more detail.

1. Be Prepared

- **Know your elevator pitch.** Practice it so that it doesn’t sound rehearsed. You want to work it into conversations “naturally.”
- Bring lots of professional **business cards** and a pen. In some industries, people can get creative with business cards or promotional materials. If that might work for you, check out any of the free business card templates on line.
- If it’s a job fair, bring plenty of **professional resumes**.



- **Dress professionally and be well-groomed.** The biggest influence on a first impression comes from what you're wearing when you walk in. More creative fields may expect you to express your creative personality. And of course, if it's a meet up of the Ukulele Club, dress will likely be casual, but you should still look put together (and don't forget your ukulele). Most importantly, make sure what you wear makes you feel good so you exude confidence.
- **Do some homework** so you can be a good conversationalist.
 - Have some ice breaker questions in mind. They can be as simple as, "Is this your first time at a meeting like this?" or "Have you been part of this group for long?" or even "Everything looks good. What are you going to try?" while standing in line for appetizers. For more ideas, check out some of the many online articles.
 - Brush up on general news as well as trends in the industry.
 - If you are targeting a specific company, review their hiring needs, strategic goals, and any big news related to them. If you can identify the hiring manager, do a Google search or look at her LinkedIn profile to see what you might have in common. Did you go to school in the same town? Volunteer for the same organization? Is there something interesting in her background that could spark a genuine conversation? Remember it's about a connection: making a lasting, positive impression.

2. Make the Most of the Event

- **Be aware of body language.** The second most important element in a first impression comes from the way you hold yourself. Stand tall with your shoulders back (that shows confidence). Look people in the eye (which shows them you're paying attention) and smile (that demonstrates a positive, open personality). Give a firm, brief handshake, and avoid crossing your arms or fidgeting (which conveys discomfort or defensiveness).
- **Go up to someone with a smile and handshake**, and introduce yourself. If you see a group talking, it's okay to walk up and say "Mind if I join you?" then chime in when appropriate.
- **Ask to be introduced**, if you want to meet someone and have a mutual acquaintance.
- **Be a giver not just a taker.** Listen and offer assistance where you can. Remember – if you hijack a group conversation and make it all about you, you might create a negative impression on people who could hurt your career instead of helping. Good listening increases the odds of making a connection, and people will be more likely to remember you.
- **Try to make a personal connection.** It will build rapport and help you stand out. You can do that by sharing a personal story, which opens the door for the other person to do the same.
- **Keep everything positive.** Never bad-mouth a former boss or colleagues, or people in the room. Remember that everyone has a network, and you don't know who people know and respect.
- **Show sincerity and interest.** The best questions are ones that spark conversation, such as: What do you do at your company? What projects are you working on? How did you get into your field?
- **When you get someone's business card, take a minute to jot down anything important on the back.** It might be something personal that you can reference in a follow-up message. Always note



anything you promised to send or anyone you promised to introduce to them, so you can follow up. Don't wait to record these details, or you may forget.

3. Follow Up

- Within a few days, **send personalized thank you notes or e-mails.**
- **Request to connect with people on LinkedIn** (be sure to personalize the requests as well).
- **Keep a conversation going;** ask someone if you can take them for coffee to learn more about their field.
- And don't forget to **follow through on anything you promised to do.** Send that interesting article you mentioned. Introduce your new acquaintance who's getting married to your friend who makes homemade wedding invitations.

Overcoming a Fear of Networking

If you're shy or feel socially awkward or just sweat at the thought of trying to make an immediate good impression on a room full of strangers, don't let that stand in your way. Try some of these strategies:

- Arrive early, so there are fewer people and groups to approach.
- Bring a friend to walk the room with you.
- Volunteer for the event, so you'll have a reason to chat while you're setting up booths or running the registration table.
- Introduce yourself to someone else standing alone or who looks uncomfortable.
- Take some of the pressure off. Tell yourself you'll stay for 30 minutes, or make 3 good connections, or talk to five people wearing black, and then you can leave.
- Make it more fun by challenging a friend. The person with the least business cards buys coffee afterwards!

Remind yourself that your weakness may also be strength. Many introverts excel at listening and in one-on-one settings, which will help you make the connections you seek.



1. *Follow the steps in Appendix II to guide you through the process of designing your own elevator pitch.*
2. *Using the information you've studied in this section, identify three professional networking events within your area. Write down the information in the chart below and plan to attend them.*
3. *Attend the networking events you've identified and put this new knowledge into practice.*



My Reemployment Plan



	Event #1	Event #2	Event #3
Event Name			
Sponsoring Organization			
Contact Person Name			
Contact Person E-mail			
Contact Person Phone			
Event Date			
Event Location			
Cost (if any)			
Is RSVP Required?			
What is the last possible date for RSVP?			
Additional Notes			



To document the completion of the first two activities, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the documents in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



6. Online Professional Networking

Face-to-face networking is essential, but you can't afford to ignore online networking, which has exploded in the last decade. More companies are using social media to recruit. Why? Some companies have found that there are many benefits to online networking and recruiting via social media.

Most of us are familiar with social media sites like Facebook, Twitter, and Instagram, which can be used for professional networking or, more often, to keep up with friends, people in the news, and personal interests. For professionals, however, the giant in the room is LinkedIn. It operates one of the world's largest professional networks.

LinkedIn, like all social media sites, begins with your profile. Since your profile can be seen by anyone on LinkedIn, it's a great chance to present your goals, experience, and qualifications to any of the members who may be looking. Take time to make sure it looks professional, features a good current headshot, and contains only information relevant to your professional life. (Use other sites for personal interactions - like Facebook for posting funny cat videos, or Match.com for finding a date.) Refer to LinkedIn for additional help with your profile.

After you make yourself as attractive as possible to potential companies and recruiters, do you then just sit back and wait to be discovered? No!

- **Grow your network.** People in your LinkedIn network are called "connections." Send a personalized invitation to connect to everyone you know on the site. Spend a few minutes every day trying to expand your network as you meet new people. Explore your connections' connections and see if you can get an introduction to someone who may work in a field or at a company you're interested in. Accept invitations that come your way, as long as the person's profile looks legitimate.
- **Reach out to connections** with a polite, not pushy, "in mail" request for an informational interview or just to hear their story. (You can meet in person, by phone, or via video conferencing using a free service such as Skype, Facetime).
- **Join groups** related to your profession and schools you attended, and job search groups for advice and encouragement. Keep up with the content, and demonstrate expertise by posting content and offering insight or advice when you can. Be a resource to others. That goodwill you create might open doors for you someday.
- **Follow companies** in your field to track news and job openings.
- **Keep your profile updated.**



Social Media

LinkedIn may be the big player in the online professional networking world, but other forms of social media are even more popular. Twitter allows its users, including job seekers, to send out messages (short 140-character “tweets”) to potentially large groups of people as well as follow people or companies. As a job seeker, Twitter can be used to locate job leads, to connect with current employees of a company and to build up your “brand”. You can showcase your knowledge and experiences related to a specific job related topic or program to show potential employers how you can add value to their company. Twitter can also be used as a way to research news or updates regarding companies that you might be interested in working for as many companies post updates or news related to their company on Twitter.

Facebook has a great number of users and frequency of use. Other popular sites include YouTube (video sharing), Instagram (image sharing), Pinterest (content sharing), and Tumblr (blogs). As you engage with these or other social media sites, be aware that your social media presence has potential to help or harm your job search.

Like LinkedIn, these social media sites start with a profile. Pay attention to your privacy settings. Anything that you or friends post that is “public” can be found by a company or recruiter. Facebook, Instagram, and Twitter allow you to lock down who can see your information – limiting viewers to approved “friends” or “followers.” Pinterest, YouTube, and Tumblr accounts are more commonly public, but also offer private options.

These steps will help avoid social media pitfalls that could harm your career.

- Ask yourself, “Would I want my posts to be seen by professional colleagues?”
 - If the answer is no – and it is for most people chatting about news, politics, and dog antics on Facebook or sharing vacation pictures on Instagram – make sure your privacy settings are set to private. Look at photos or posts where a friend has “tagged” you. If their privacy settings are public, a recruiter might see that information. Ask the friend to remove tags from any posts that could raise red flags – like inappropriate photos, discriminatory comments, discussions about drug use, or bad-mouthing employers.
 - If the answer is yes – you use the social media account for professional purposes – verify that your privacy settings allow public access. Delete any posts that don’t promote the type of professional image you want to portray.
- Make sure any posts you make to public boards – whether you’re chatting about politics, redecorating or car maintenance – are polite, helpful, and factual. Remember anyone can read public posts, and form opinions about you. One workaround is to consider using a non-identifiable user name for boards unrelated to your professional life.
- Refer to the Your Online Image section below for more details.

Once you’ve eliminated the risk that your social media presence could harm your job search, take advantage of ways social media can help.



- **Follow companies and industry associations** to track trends and learn about job openings. They often have a presence on Facebook and Twitter, and may also have information about products or services on YouTube and Instagram.
- **Follow thought leaders and professionals at companies of interest**, and offer insightful comments. See if you can build a relationship. Maybe they'll follow you back or think of you when they hear of an opening!
- As noted earlier, **let your friends or followers know when you're looking for a new job** or insights into a company or industry. You never know who might be able to help, or have a friend who can help.
- If you have a public account, **post information that will attract followers in your field**, cement your "brand," and grow your network.
- **Participate in online conversations**, posting original content and links to your personal profile or blog to draw in new followers.

Networking is an important part of managing your career, and following these tips will help you master it.

Protecting Your Privacy

Online networking is vital and helpful, but be sure you don't give scammers an opportunity to steal your valuable personal information.

- **Set passwords that are hard to guess.** No names of family members or pets. No special dates like your birthday and anniversary. Nothing easy to guess like "password" or "12345." Find a word or phrase that means something to you, so it's easy for you to remember but hard for anyone to guess. Including letters, numbers, and symbols will make your password safest.
- **Protect valuable information.** Never put your social security number, mother's maiden name, birth date, or bank account information in your online resume or a social media profile.
- **Be aware of "phishing" scams**, where someone might impersonate a potential employer and reach out to you, claiming to need your social security number to conduct a background check, or your bank account information to set up direct payment. Confirm through your own research and by contacting the company to ensure the person is indeed approaching you with a real job offer.
- **Don't accept every friend or follower request.** If you get follower or friend requests from a stranger, look at their profile to assess whether they are real or simply trying to access your profile and contacts. Finding little content or few connections are red flags.

Verify questionable job ads with a simple web search, entering the company name and "scam" or "complaints" to see if you should be wary.



Your Online Image

It used to be that employers only had resumes, cover letters, and interviews to go by when making hiring decisions. That changed with increased use of the internet and social networking. **Many employers check profiles on popular online sites before making interviewing and hiring decisions.** Some posted material can leave employers wondering what type of employee you would be. This includes:

- Inappropriate photos, such as photos of you and your friends drinking or wearing inappropriate clothes.
- Inappropriate comments by your friends. Remember you can delete comments under your photos.
- Discussions about alcohol or drug use.
- Talking poorly about previous employers.
- Discriminatory comments; for instance, using slang terms for racial or ethnic minorities.
- Lying about qualifications.
- Sharing confidential information about past, current, or prospective employers.

Your online identity can help or hurt you. If an employer is considering you seriously enough to research you online, make sure that your own words or photographs don't come back to haunt you. Do an online search of your name to see what information and/or images of you come up. This will help you catch potential red flags.

Clean up your online identity. Don't list personal information or post comments, photos, or videos that you wouldn't want an employer to see. Think of everything you put online as public information. Remove any inappropriate terms, gripes about old employers, or discriminatory comments.

Create a professional online identity. Join LinkedIn and other online professional groups that are related to your career or industry. Ask someone to "recommend" you on LinkedIn. Create an online portfolio using work samples to market yourself. Blog about your professional interests.

Be choosy about who you "friend." Your profile may be squeaky clean, but make sure you don't suffer from guilt by association.

Check your grammar, spelling, and writing. Many employers reject job applicants because they show poor communication skills. Consider your online presence as part of your portfolio. Read through any of your postings to catch errors.



Build Your Brand

Your resume, your elevator speech and your online presence are all elements of your brand. Make sure each component reflects a positive image of you! Your brand should reflect your skills and accomplishments, while also reflecting the type of job you hope to get.

- **Resume:** To get help revising your resume or to have it reviewed professionally at no charge, visit your [local American Job Center](#).
- **Elevator speech:** Practice it with friends and family so it will flow smoothly when you network and talk with employers. When you describe yourself, rather than saying you are unemployed, talk about your efforts to put your skills to work.
- **Your online presence:** LinkedIn is a great place to let your network and potential employers know you are available and ready to work. Consider asking a friend or valued former colleague who is on LinkedIn to “recommend” you. Use Twitter to showcase your knowledge and experiences related to a specific job related topic or program. Check your Facebook profile and posts to ensure they are in line with the professional brand you are building. Google yourself – and clean up any negative reflections on your character.



Using the information you've studied in this section, set up an account with LinkedIn and complete your professional profile.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



7. Employment Agencies

For many people, searching for a job can be a stressful and isolating experience, particularly when things are not moving as quickly as expected. These feelings are normal, so it is important to be proactive, not fall into a rut, and try new ways to put yourself in front of potential employers. When your next job is not immediately lined up, you may want to give some consideration to employment agencies. These are entities paid by employers to recruit qualified workers for time-limited projects. There are several types of employment services that can assist your job search.

Employment Agencies offer a variety of opportunities in various fields of work. These can range from short or long-term temporary positions to full-time, direct-hire employment. These agencies receive job orders from employers and assign individuals to fulfill the terms of the contract. These assignments may last until the work order expires, which could be from several weeks to a year or more. The agency can also recommend candidates for permanent employment opportunities.

A web search for employment agencies will bring up many options, including agencies with specialties ranging from nursing to accounting to pipeline workers. Some are national and others fill a niche in the local market, but all are potential resources in your job search. Or **check with your [local American Job Center](#) to obtain a current list of frequently used agencies.**

There are several advantages to working with professional employment agencies:

- Earn income while you continue your job search.
- Gain work experience, skills, training, or increase networking contacts.
- It's easier to get a job when you have a job.
- More flexible hours or working conditions.
- Employers may offer permanent positions to temporary workers who do a good job.
- You can assess an employer or an occupation before making a commitment to training, a particular career, or a particular employer.

Employment agencies can provide valuable, honest feedback on how to approach your job search. As experienced practitioners in their fields, they can tell what jobs you are and are not qualified for, what salary level to expect, and how to sell yourself. Through their long-standing relationships with employers, they may also be aware of job opportunities that are not advertised on public job listings.⁷

If you do decide to work with an employment agency, it is important to always be professional and treat the agency as you would an employer. In the case of temporary employment the employment agency may be your employer until hired into a permanent position. It is important to be available when the agency has a job opportunity for you. If you turn down offers, they may not provide new opportunities in the future. Be sure to offer them accurate information on your skills and experience so that you do not have to decline an opportunity. In addition, keep in mind that short-term wages may reduce and/or extend your unemployment insurance benefits.



As always, in approaching any organization you hope to cultivate in your professional network, it is important to be prepared and put your best self forward. Research the organizations you want to approach so that you have a basic knowledge of what they do and how they can help. Plan ahead of time what you hope to achieve, who to speak with and what questions to ask. Dress appropriately and present yourself professionally. In short, all the information outlined here regarding resumes, job applications, networking, and interviews applies to employment agencies as much as it does to a “regular employer.”

Recruiters and Job Coaches

A recruiter, also sometimes known as a headhunter, is hired by employers to find qualified candidates for job openings. Professional recruiters have an established network of business contacts from which they can learn about leads and vacancies that have not been advertised publicly. Whether working with a recruiter or a headhunter, do your due diligence to determine if you will be required to pay any fees for the services.

Since recruiters often work with the same hiring managers over an extended period of time, they may have insights into those employers that are otherwise difficult to learn. Not only do they understand the job requirements of a position or company, they know the personalities involved and what they like or dislike in prospective hires. They also know the company culture, and can steer you towards employers that will be a good fit, and away from a bad match.

When selecting a recruiter, it's important to work with someone who is an expert in his or her field. For example, recruiters may specialize in certain professions such as accounting and finance, information technology, or executive management. A recruiter who works with companies in your profession will be better positioned to understand your career goals and the needs of potential employers.

A recruiter can also serve as a job coach, providing feedback on your resume, interviewing skills, and general career advice. You might also find a job coach who focuses solely on career and job searching advice, without providing specific job leads. A job coach can provide in-depth feedback on how you present yourself to employers and on how you can advance in your career. He or she may provide mock interview services and can provide guidance for salary negotiations. While a recruiter is usually paid by the employer when their job candidate is hired, a job coach is usually paid by the individual. Once again, you need to determine if you will be required to pay any fees for the services.

Freelance or Contract Work

These opportunities can provide several benefits while you search for your next permanent job. Taking freelance or temporary assignments keeps money coming in and keeps your skills sharp. Having these assignments on your resume also lets prospective employers know that you are motivated and focused on your career goals, and helps fill in those employment gaps. Finally, there is always the chance that impressing the boss during freelance or contract work could lead to a permanent job offer!



Use the internet to research three employment agencies in your area. Write down the results in the chart below.

	Agency #1	Agency #2	Agency #3
Organization Name			
Address			
Contact Person Name			
Contact Person E-mail			
Contact Person Phone			
Types of Services Offered For example: <ul style="list-style-type: none"> • Direct Hire Employment • Temporary-to-hire Employment • Temporary Employment 			
Types of Jobs Marketed			
Additional Notes			



To document the completion of these activities, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the documents in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



8. Informational Interviews

As you continue your job search, it is critical to be proactive in pursuing opportunities, expanding your network, and learning about new employers. Informational interviews with prospective employers can be a valuable tool for generating employment leads, as well as increasing your knowledge of career options.

An informational interview is an informal conversation with someone working in your field of interest who will give you information and advice.⁸ It is not a job interview. Rather, it is an interview that *you* conduct to collect information about a job, career field, industry or company. The primary goal is to learn what the person's job is like, what they do, what responsibilities they have, and what it's like to work in their job at their company.⁹ This information may help you decide to pursue, or not pursue, certain career paths. It can also help you practice speaking with professionals, refine your resume, or lead you to additional education or training.

Of course, one key reason to conduct an informational interview is to identify job prospects within the company and to impress the person you are meeting. Not all jobs are advertised publicly, but people on the inside may know about current or future openings. With an in-person informational interview, you can make an impression on a hiring manager, which increases the chances they will remember you when a suitable position becomes available.¹⁰

The first step is to identify people to interview. You can ask people you already know, or ask for referrals from family, friends, teachers, or colleagues. You can identify your own contacts by calling organizations directly, visiting their website, or contacting professional or business associations. You can also reach out to the alumni network of your school. You can initiate contact by phone or e-mail, and emphasize that you are only looking to discuss their profession, not a job. Be sure to mention how you got his or her name. You should ask to set up an in-person meeting, as that is the best way to get to know each other. However, if calling by phone, be prepared to ask a few questions on the spot if they are unable to meet in person.

An informational interview is less formal and less stressful than a formal interview for both you and the person you are meeting. Nevertheless, you should treat the meeting as a business appointment, dress appropriately, and conduct yourself professionally. It is also important to prepare in advance, including researching the company and/or the field you want to learn about. You should also be prepared to give a brief overview of yourself, including your education, work background, and career interests. Always respect the person's time by arriving a few minutes early and keeping the appointment length within the time you requested. Listen attentively and take notes on key points. You may also ask for names of additional people to talk to for more information or a different perspective.

Ideally, the interview is a conversation that flows naturally, but you should have several questions planned ahead of time in order to ensure you discuss the key points you want to cover. The following are sample questions you might ask to direct the discussion:¹¹

- What are the major job responsibilities?
- What are the most satisfying aspects of the work?
- What are the greatest pressures or challenges in the work?
- What are the toughest problems and decisions with which the advisor must cope?
- What is the atmosphere of the work place?
- What educational program is recommended as preparation?
- What kind of work experience would employers look for in a job applicant?
- What steps, besides meeting educational and experiential requirements, are necessary to "break into" this occupation?
- What are the key words or phrases to include in a resume or cover letter to get noticed?
- What is the career path for advancement?
- What are the most important personal characteristics for success in the field?
- What are the employment prospects in this area?
- What are some related occupations?



The questions you ask may vary, depending on what stage of the job search process you are in. For example, if you are in the early exploration phase, you might ask questions like:

- What has your career path been from college to present?
- What is the most rewarding thing about working in this industry? The most challenging?
- How do you think I can best leverage my previous experience to enter this field?

If you are further along in your job search and need specific job hunting and interviewing tips you might ask questions like:

- What advice would you give me about how to best prepare for interviews?
- What experiences, skills, or personal attributes does your company look for in new hires?
- Where are job listings advertised?

While the discussion is still fresh in your mind, it is important to reflect on what you learned and how it applies to your job search. For example, would you be satisfied working in the environment that your contact described? What do you need to do to make yourself a more competitive candidate? Are there other career opportunities available that you had not considered?¹² A good informational interview will provide several tips to follow up on.

Follow up with a thank-you note as soon as possible after the interview, and report back to the individual if you have followed up on any suggestions. If they have expressed interest, keep them updated on your job search and career. You never know when they might be able to provide assistance or a specific job lead in the future.



Conduct three informational interviews with individuals who work in your field of interest. You may choose from the questions outlined above or design your own set of questions. Be sure to take notes during the interview!



To document the completion of this activity, we recommend that you either scan or type up your interview notes and save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also keep your notes in hard copy format and maintain the documents in your work search records. Be sure to properly label and date your print



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



9. Job Interviews

Congratulations! You have been notified that a prospective employer would like to meet with you for a formal interview. For many job seekers, the interview is the most exciting – and stressful – part of the job search process. The prospect of a job is suddenly real, but the actual interview can be intimidating. The best way to calm your nerves and give yourself the best chance of getting the job is to take the interview preparation seriously.

Learn About the Company

Although you may have researched the organization when you first applied for the job, this is the time to do much more. Learn as much as you can from multiple sources. Knowledge about the company will help you answer interview questions, as well as demonstrate your interest in the company and commitment to the job. Your research will also allow you to match your skills to the needs of the employer, and will help you to ask thoughtful questions of your own during the interview. You do not need to memorize facts and figures about the company, but you should become familiar with certain basic information, such as the company's products, customers, organization, locations, size, sales, competitors, industry trends, and more. In reviewing this information, think about what makes this company a good place to work and why you are a good fit.

The best place to start your research is often the company's website. Other sources of information may include online news articles, annual reports, business and professional associations or publications, and personal contacts within the company, or even competitors of the company.¹³ Your [local American Job Center](#) can be a valuable source of information and provide you with multiple resources.

As you are conducting your research, prepare written notes of what you learn. You can bring these notes with you during your interview, which will help you remember key points and demonstrate that you took the time to prepare.

Prepare to Discuss Yourself

Your preparation should also include thinking through how you will discuss yourself, including your work history, education, goals, skills, and experiences both positive and negative. To win the job, you will need to demonstrate to the interviewer a combination of skills, experience, and personal attributes that set you apart from other applicants. Think about how to summarize your resume quickly and in a way that will emphasize what is most relevant to this job opportunity. Also consider what you learned from each of the previous experiences you listed on the resume and how these experiences will benefit your potential new employer. Prepare a list of "personal themes" that you want to highlight during the interview, especially your professional goals, skills, and accomplishments. Think of examples from your past that demonstrate each of your skills and successes. Think, on the one hand, about what makes you excited about this



opportunity and what you would like to gain from it (aside from the paycheck) and, on the other hand, what you will bring to the table for your new job.

During the interview, you will want to emphasize your strengths and the positive aspects of yourself. However, the interviewer may ask to discuss your weaknesses, how you handle conflict or stress, gaps in your employment history, reasons for leaving previous jobs, or other negative experiences. You need to think about and rehearse your answers to such questions beforehand so that you are fully prepared with appropriate answers. It will be important to answer honestly, but in a way that highlights what you have learned and how you have grown from previous experiences. For example, an interviewer may ask, “What techniques do you use to manage your time?” Even if time management is a problem for you, answering “I have real difficulty managing my time” will not help you win the job. Rather, knowing that this is a weakness, plan ahead to answer along the lines of “I’ve learned to make a real effort to keep a to-do list with deadlines to keep myself on task.”

Finally, plan ahead for several questions that you want to ask the interviewer. Asking thoughtful questions provides you with additional information about the job, demonstrates that you are actively thinking about how you will be a successful employee, and initiates a conversation that builds rapport with your potential future supervisor and enables him or her to envision you doing the job. Above all, you do not want to freeze up during the interview, unable to think of or articulate a good question to ask.

As with your research of the company, write down all of the key points and questions that you want to remember so that you can review them quickly on the day of the interview. Referring to your notes during the interview is acceptable and will demonstrate your diligence and preparation. Seeing all of your research and preparation on paper will give you a great feeling of confidence just when you need it.

Another technique to help you prepare is to conduct a mock interview. Consider recruiting family or friends to ask interview questions and provide feedback on your answers.¹⁴ Mock interview sessions may also be available in your [local American Job Center](#), in employment and staffing services, educational career centers, and other job placement organizations as part of their professional services.

Types of Interviews

There are many different types of interviews and employers may use more than one type to make their hiring decisions. When you are making arrangements for the interview, try to determine what type of interview the employer uses so that you are not surprised during the meeting. Here are several different types and tips for how to succeed with each of them:

Screening. Screening interviews are conducted to provide the employer an initial impression of your attitude and interest and to eliminate candidates based on essential criteria. Screening interviews may be conducted by phone or in-person, and they may call without an appointment. Have your job search records organized and resume handy. Even though you may not be meeting with the final decision



maker, it is important to take the screening interview seriously and treat it as you would a “regular” interview.

Selection. This interview features 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 and sell yourself as a natural addition to the team.

Group or panel. Several people ask questions on your qualifications and assess how you fit with the team. The interview may include other candidates for the position. Direct your answer to the person who asked the question, but keep some eye contact with the group. 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.

Behavioral. The interviewer will ask questions that require you to describe how you have handled work-related situations. Think of a few examples ahead of time. Use examples that illustrate your skills and give a good impression of you.

Work sample. You may be asked to provide samples of your work, such as a portfolio display, a presentation, solving a typical problem, or other demonstration of your skills. Consider different ways to describe the projects in your portfolio. Practice your presentation until it is smooth.

Peer group. You may be asked to meet with your prospective coworkers to determine how you fit with the team. Treat every member of the team with respect and try to build a rapport with each person. Often this may be informal, such as the individual who is escorting you to the formal interview. Remember, anything you say can and will be held against you or in your favor. Be professional and friendly ALWAYS and with everyone!

Meal. The interview may be conducted in a restaurant to assess how well you handle yourself in social situations. Choose an alcohol-free light meal (and not too messy) to eat so you can focus on answering questions and pay attention to the conversation.

Stress. The questions are intended to make you uncomfortable and to test how you will handle stress on the job. Keep your cool and take your time in responding to the questions. Don’t take anything personally.

Video Conference. The employer may use technology to allow people from different locations to participate without traveling. You might consider practicing before a video camera, mirror, or via Skype, if facing a camera during an interview makes you nervous.

Job Fair. This mini-interview might last only a few minutes and is similar to a screening interview. Prepare for and treat this interview as you would a regular interview. If you can, research the company beforehand and make your best impression on the interviewer to stand out from the crowd.



Third, Fourth, and More. The process is dragging on and you are getting discouraged. Try to stay upbeat and treat each interview with equal importance and preparation. Be sure to continue your job search activities as there is no guarantee that a job offer is forthcoming.

Acing the Interview

A great interview, and ultimately winning the job, depends as much on your attitude and personality as it does on your skills and qualifications. The interviewer already knows from your resume that you have the basic qualifications for the job. Your primary goal for the interview is to demonstrate that you have the full range of characteristics that will make you successful in the position. In general, employers look for certain traits, such as are you: Capable, Confident, Dependable, Enthusiastic, Flexible, Persistent, and/or Resourceful? To determine if you have these qualities, the interviewer will assess every aspect of what you say and how you behave from the moment you walk through the door until you leave. This assessment includes the substance of your answers to his or her questions as well as numerous non-verbal cues. Such non-verbal cues include your facial expressions, posture, dress and appearance, eye contact, and demeanor. The following are some key points for a successful interview:

Getting Ready.¹⁵ Get a good night's sleep and give yourself plenty of time to get ready for the interview. When choosing what to wear, consider that it is better to be overdressed for your interview than underdressed, even if you know that the working environment is casual. Similarly, be sure to be neat, clean and well-groomed. Refrain from perfume, cologne, large jewelry, or revealing clothing. Plan on arriving 10-15 minutes early. If you are driving to the interview, know the directions and where you will park, and be sure to factor in traffic. If you are taking public transportation, know the route, schedules, and fares ahead of time. Insure you have extra copies of your resume, references, a notepad and an extra pen, in addition to any information or documents needed in case you are offered the job, such as your Social Security card, driver's license, etc.

First Impressions. Smile. Use a firm, but not crushing, handshake. Maintain good eye contact, without staring. Make a point to remember the names of everyone you meet and write them down so that you can follow up with a thank you note later. Follow the lead of the interviewer. Be polite to everyone you meet. Even the receptionist at the front desk may be asked how you behaved when you arrived. Listen attentively and take notes of key points.

Brag Appropriately. An interview is not the time for modesty. Tell the interviewer about the accomplishments you are most proud of, what you have learned from them, and how they relate to the job you are applying for. Ideally, you will have several accomplishments from previous work experience that you are prepared to discuss, but you may also discuss accomplishments from your education or personal life if they are appropriate to the situation.

Emphasize the Positive. You should always describe your experiences in a positive way. Explain for the interviewer what your strengths are, including technical skills and personal qualities. If you have faced challenges in the past, how did you overcome them and what have you learned from them. Describe



how you stay motivated to do your best work. Avoid being negative about anything, especially past employers. If you need to discuss a bad experience, describe it as a learning experience. If you need to discuss a weakness, describe how you work to improve in that area.¹⁶

Be Prepared for Common Questions. The following are examples of common interview questions. Consider creating flashcards to help you prepare.¹⁷ There are many resources on-line or in your local library to help you think through how to answer any number of specific questions. Whatever you are asked, take a few moments to consider your response carefully, provide examples, and answer in a way that makes you a more attractive future employee.

- Tell me about yourself.
- Why are you interested in working for this company?
- Tell me about your education.
- Why have you chosen this particular field?
- Describe your best/worst boss.
- What interests you most/least?
- What is your major weakness?
- Give an example of how you have solved a problem.
- What are your strengths?
- How do others describe you?
- What do you consider your best accomplishment in your last job?
- Where do you see yourself in three years?
- Think about something you consider a failure in your life, and tell me why you think it happened.
- How do you think you will fit into this operation?
- If you were hired, what ideas/talents could you contribute to the position or our company?
- Give an example where you showed leadership and initiative.
- Give an example of when you were able to contribute to a team project.
- What have you done to develop or change in the last few years?
- Do you have any questions for me?

Ask Thoughtful Questions. The following are examples of common questions you may ask the interviewer.¹⁸ You may follow-up the answers to reassure the interviewer that you are up to the job and excited about the opportunity.

- Why is this position vacant?
- What have your most successful candidates brought to the company?
- What challenges is the company currently facing?
- How do you retain your top talent?
- Why do you work for this company?
- What are the responsibilities and accountabilities of this position?
- Please describe an average day on this job.
- What aspects of this job would you like to see performed better?
- What are the key challenges or problems of this position?
- Where can I go from here, assuming that I meet/exceed the job responsibilities?
- How would you describe the ideal candidate?
- What are the employer's short- and long-range objectives?
- What are some outside influences that affect company growth?
- Where does the company excel? What are its limitations?
- When and how will I be evaluated?



- What are the performance standards?
- With whom would I be working?
- Who would be my supervisor?
- Who would I supervise?
- What is the department's environment like?
- When will you make the hiring decision?

Illegal Questions. The following are examples of questions that an interviewer should not ask during a job interview. If you are asked, you may politely decline to answer.

- What is or was your spouse's name or line of work?
- Have you ever filed a Workers' Compensation claim or been injured on the job?
- Do you have any physical conditions that would prevent you from performing the job?
- Have you ever been arrested?
- What is your hair/eye color?
- What is your height/weight?
- Have you ever been hospitalized? If so, for what condition?
- Have you ever been treated by a psychiatrist or psychologist? If so, for what condition?
- How many days were you absent from work because of illness last year?
- Are you taking any prescribed drugs?
- Have you ever been treated for drug addiction or alcoholism?

Discussing Salary. In general, it is best to avoid discussing money, benefits, or vacation time during the interview. This discussion is best left until you receive an offer, as you want to keep the focus on why the employer should hire you. If the interviewer asks about your salary needs directly, you can provide a salary range or the salary from your previous job.

Talking to Your Current Employer

If you are currently working but know you are ready for a different job, it is sometimes appropriate to discuss this with your current boss. Consider your reasons for wanting a change – is it more money? Additional opportunities to advance your career? Perhaps you could find these solutions within your current company. Many businesses will help employees advance if they know the worker is dedicated to the company's success. Such a discussion would also be the time to ask if your boss could give you a good recommendation.

However, it is not always wise to be honest about your desire to change jobs. This strategy will work best when you know your company values your work and you trust your boss. Otherwise, it may be better to be discrete about your search for a new opportunity with a different employer and wait until you have a new job offer in hand to talk with your boss about your next



Follow Up

As soon as possible after the interview, while the discussion is still fresh in your mind, write a thank you note to each individual you spoke with. If you have neat handwriting, a hand-written thank you note is a nice touch; otherwise type and print your letter or use e-mail. Cite something specific that the interviewer told you that you are especially excited about. (Look back at your interview notes, if you have a hard time remembering detailed examples.) You can also reemphasize your strengths or describe something you did not get the chance to bring up during the interview. Be polite and convey your continued interest in the position. If you are unsure of the spelling of someone's name, be sure to call the receptionist and ask.

If the interviewer provided a timeframe for the hiring decision, do not contact them again until that date has passed. Otherwise, allow a week or two to pass before inquiring further. If you have not heard by then, you may follow up with an e-mail or phone call to inquire about the status of the decision. In the meantime, continue your job search to identify additional opportunities and create options for yourself.

If you have not heard three or more weeks after the interview you may want to send another thank you note.

Weighing the Pros and Cons

Congratulations – you have a job offer! As you decide whether or not to accept it, think about your list of priorities on your next job. How many of these items would be satisfied by the job opportunity you have just received?

Review your list and decide which factors are most important. Sometimes it isn't salary – instead, it might be a convenient commute, flexible hours, interesting work or excellent benefits for you and your family. If the job offer provides important solutions for your needs, it might be right for you!

Finally, consider whether the offer lines up with your long-term goals. Perhaps you could accept a position with a lower salary or benefits if it will help you land your ideal job in three to five years.

Accepting (or Declining) a Job Offer ^{19 20}

When you receive a job offer, depending upon the industry and occupation, you may want to ask for some time to consider it and talk it over with your family. However, if you want the position, don't let so much time pass that the company's second choice candidate will get "your" job! Ask the company representative to provide the offer in writing and go over the basic information: hours, salaries, benefits, work location, etc.

If you don't believe the job is right for you, contact the person offering you the job and also put your response in writing – promptly. Be courteous, as you may want to be considered for a future opening, or you may cross paths with that company representative in a professional capacity later. A short response is fine: Thank you for the job offer; I regret that it is not a good fit for me at this time; I enjoyed talking with you. Best wishes for future success.



A Word on Job Fairs

Job fairs or career expos may be hosted by many different organizations, including colleges and universities, community-based, non-profit organizations, business and professional associations, and more. These events offer job seekers the opportunity to meet with multiple employers in a short amount of time. In addition, job fairs often provide networking programs, resume reviews, and other workshops for job seekers.

When preparing for a job fair, the same general interview preparation rules apply. It is important to research the employers who will be participating. Many job fairs have information on participating companies on their website in advance. Ideally, investigate which employers hire people with your skill set. By knowing which employers are the best potential fit, you can focus your preparation and maximize your time during the event. Check out those companies' websites, specifically their mission, open positions, and general information. Being able to demonstrate knowledge about each company you talk to will help you stand out from the crowd. In addition, practice a quick elevator speech summarizing your skills and experience to promote yourself to prospective employers. You should also practice responses to interview questions and prepare a few questions of your own.

On the day of the event, be sure to dress in professional interview attire. Wear comfortable shoes as you can expect to do a lot of standing in line. Bring extra copies of your resume, pens, a notepad, and business cards if you have them. As you meet with the companies' representatives, show initiative by demonstrating your knowledge of the company and interest in their job opportunities. You should not necessarily expect an on-the-spot interview, but be prepared just in case. Your time with each recruiter will be short, so be concise and enthusiastic. You can take notes on the backs of the business cards you collect, which will help you keep track of who you spoke with and how to follow up.

During the fair, it is important to be flexible. No single employer representative is knowledgeable about all positions available, especially in a large organization. Some representatives are there to share their experiences working at the organization and may not be involved in the hiring process. Others may be looking for specific skill sets. If the employer representative at the fair does not know about the job you are interested in, ask for the name of someone who can help you.²¹

After the job fair, follow up with a brief thank-you note or e-mail to each company representative you met to remind them of who you are and any specifics you discussed.



Use the chart below to plan your answers to some of the most common interview questions and practice talking about yourself in a positive way. Remember that you don't want your answers to be as long as a novel, but they should be longer than just one or two words. A happy median is a brief and concise free-flowing conversation.

Practice Interview Questions

Question	Answer
Tell me about yourself.	
Why are you interested in working for this company?	
Tell me about your education.	
Why have you chosen this particular field?	
Describe your best/worst boss.	
What interests you most/least?	
What is your major weakness?	
Give an example of how you have solved a problem.	
What are your strengths?	
How do others describe you?	
What do you consider your best accomplishment in your last job?	
Where do you see yourself in three years?	
Think about something you consider a failure in your life, and tell me why you think it happened.	
How do you think you will fit into this operation?	
If you were hired, what ideas/talents could you contribute to the position or our company?	
Give an example where you showed leadership and initiative.	
Give an example of when you were able to contribute to a team project.	
What have you done to develop or change in the last few years?	



To document the completion of practice question activity, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the documents in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.





10. American Job Center Services

[American Job Centers](#) (AJCs), also known as One-Stop Centers, are designed to provide a full range of assistance to job seekers under one roof. Established under the [Workforce Investment Act](#), and reauthorized in the [Workforce Innovation and Opportunities Act of 2014](#), the centers offer training referrals, career counseling, job listings, and similar employment-related services. Customers can visit a center in person or connect to the center's information online.

Many states have unique names or brands for their centers, and services vary by location. In NH these centers are called NH Works One-Stop Centers where you can expect to access the following:

- Resource rooms with phones, free internet, and resume writing tools
- Employment plan development
- Job training services
- Job search assistance
- Career counseling
- Skills testing
- Interest assessments
- Labor market and employer information
- Workshops, classes, and other special events regarding a variety of topics such as reemployment, labor market information, interviewing, community resources, financial literacy, and budgeting
- Job clubs
- Supportive services (which can include information about SNAP, financial assistance, Medicaid, training services, child care, emergency funds, and other benefits)
- Hiring events and business service information
- Accessibility and assistive technology for people with disabilities
- Referrals to community resources and other agencies
- Unemployment insurance information



Access Community Resources

There are lots of federal, state and community resources that can help you while you are unemployed, including: food pantries, Food Stamps (SNAP), short-term help paying utilities, help with mortgage payments, professional clothes for interviews, bus passes, and others.

To find these resources:

- Explore your area's United Way agency by calling 211 or searching www.211nh.org. United Way will be able to provide information regarding available community-specific resources.

Don't be afraid to ask for help – these resources are designed to give a helping hand during difficult times!



American Job Center Career Counseling and Workshops

AJCs also have experienced staff that work with job seekers to identify their interests, assess their skills and abilities and advise them on in-demand jobs and potential training opportunities. Many AJCs also offer recruiting events, workshops on resume writing, interviewing skills, and job search activities. The breadth of services and information offered at AJCs is what makes them truly a one-stop shop – and a key resource for job seekers!



Use the [American Job Center Finder](#) to locate a center near you. Complete the chart below with the information provided. For some of the information you may need to visit the center's website directly.

American Job Center Name	
Address	
Phone	
Opening Hours	
Comprehensive or Affiliate Site?	
List the partner programs represented at this center that may be of assistance to you.	
List the center resources available at this center.	
List the worker services available at this center.	
List three upcoming activities/events at this center that may assist you with your reemployment efforts. <i>(You may have to visit the center's website directly for this information.)</i>	
Additional Notes	



To document the completion of these activities, we recommend that you save your work electronically in an easily accessible location, with an appropriate file name and date.

Alternatively, you may also print out your work and maintain the document in your work search records. Be sure to properly label and date your print documents.



Confirm the applicable NH unemployment insurance requirements and be sure to follow them closely to avoid benefit disqualifications or overpayments.



Tying in Your Reemployment Efforts with Your Unemployment Insurance Benefits

The purpose of this reemployment tool is to help job seekers find speedy reemployment in the 21st century job market. Many job seekers may be beneficiaries of unemployment insurance (UI), a vital resource that enables job seekers to support themselves while looking for a new job. A key component of receiving unemployment insurance is that unemployed workers must be able, available, and actively looking for work in order to be eligible for benefits. Through laws, regulations, and policies, each state defines what “work search” means for UI eligibility purposes. The specific kind and number of work search actions required vary from state to state and sometimes even vary within a state, depending on labor market conditions.

Additionally, UI beneficiaries have documentation requirements for their job search activities. Some states accept an attestation that the requirement was met each week; some states require submission of a written description of work search contacts each week; other states tell beneficiaries to keep a written record of their work search which they can be asked to submit to state staff for review. Some states verify some portion of the submissions, such as a random sample of work search documentation each week or one or two weeks of documentation from each individual.

It cannot be emphasized enough that – if you are drawing unemployment insurance – it is essential for you to learn and follow your state’s rules and policies regarding the following:

- a) Is there a required number of job search activities you must perform every week? If yes, how many?
- b) Is there a required number of employer contacts you must perform every week? If yes, how many?
- c) What are the allowable activities and/or methods of employer contact that will count towards the above requirements?
- d) What are acceptable methods of documentation for these activities and/or employer contacts?

Failure to follow the state’s requirements can result in loss of benefits or you may risk being overpaid and having to pay money back.

States provide the answers to all of these questions on their UI websites and, in some cases, in paper brochures. NH’s UI Laws and Rules are available at <https://www.nhes.nh.gov/law/index.htm>.

State agencies may require beneficiaries to report to an American Job Center (AJC), or One-Stop Career Center, to assess their eligibility for benefits, need for reemployment services, or other purposes. If you receive a notice directing you to report to an AJC on a certain day or during a specified week, be sure to go, or phone if you need to reschedule. **Failing to report when notified to do so may affect your benefits.**



Likewise, if you receive correspondence from your state agency asking for information related to your claim or eligibility for benefits, be sure to respond promptly. If a question comes up about your eligibility for benefits, it must be resolved for you to continue to receive the payments you are entitled to.

Detailed documentation of your reemployment activities will help you with staying organized and on track with your reemployment plan. Knowing what you did and when helps you (and your case manager) identify patterns that you may either build on, if they've proven successful, or consider revising, if they've not yielded any results.

However, for UI program purposes, the types and quality of your documentation may have a direct impact on your benefit eligibility. Therefore, we recommend that you maintain your reemployment activity documentation in such a way that it is:

Organized by Date and Activity Type. Each UI benefit payment you receive is tied to a specific claim week. Within this claim week, you must have met your state's work search requirements. Therefore, it is important to be able to prove that a) you completed the required number of work search activities within the specified claim week, and b) you completed *allowable* work search activities.

Easily Accessible and Shareable. As mentioned before, some states require beneficiaries to keep a written record of their work search, which they can be asked to submit to state staff for review at any given time. Some states that collect information about work search activities try to verify some portion of the submissions, e.g., a random sample each week or one or two weeks from each individual. Therefore, it is important that you can easily access the information and be able to share it with state staff, when needed. For a

Safe from Destruction, Tampering, Loss, or Theft. This one is clear. If you are not able to verify your work search activities when required, you may be determined overpaid. Overpayments must be reimbursed to the state agency. Keeping your documentation safe will save you a lot of unnecessary headaches.



Appendix I

Sample Job Application

It is important that you complete ALL parts of the application. If your application is incomplete or does not clearly show the experience/training required, it may not be accepted. If you have no information to enter in a section, please write n/a.

PERSONAL INFORMATION							
Name (First, MI, Last)				E-mail			
Mailing Address							
City, State, and ZIP Code							
Phone Number				Alternate Phone Number			
JOB INFORMATION							
Are you responding to an online job posting?				<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please list name of the position.							
Availability							
<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat	<input type="checkbox"/> Sun	<input type="checkbox"/> No Preference
I am seeking work:		<input type="checkbox"/> Full-time		<input type="checkbox"/> Part-time		<input type="checkbox"/> Full-time or Part-time	
How many hours can you work weekly?			Can you work nights?			<input type="checkbox"/> Yes <input type="checkbox"/> No	
ADDITIONAL INFORMATION							
Have you ever been employed by this organization in the past?						<input type="checkbox"/> Yes <input type="checkbox"/> No	
I certify that I am a U.S. citizen, permanent resident, or a foreign national with authorization to work in the United States.						<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you ever been convicted of, or entered a plea of guilty, no contest, or had a withheld judgment to a felony?						<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, please explain:							
Do you have a driver's license?		<input type="checkbox"/> Yes <input type="checkbox"/> No		Driver's License #		Issuing State	



EDUCATION

School	Location	Years Completed	Major	Degree or Diploma
High School				
College and/or Business/Trade School				

If you have any other education or training, please explain:

MILITARY

Have you ever served in the military? Yes No

Date Entered _____ Discharge Date _____

Are you currently a member of the National Guard? Yes No

Specialty _____

WORK EXPERIENCE

Please list ALL work experience beginning with your most recent job held. Attach additional sheets if necessary.

Company	Job Title	Name of Last Supervisor
Company Location	Company Phone Number	Reason for Leaving
Start Date	End Date	

List the jobs you held, duties performed, skills used or learned, and advancements or promotions you received while you worked at this company.

May we contact the above employer? Yes No



Company		Job Title		Name of Last Supervisor	
Company Location		Company Phone Number		Reason for Leaving	
Start Date		End Date			
List the jobs you held, duties performed, skills used or learned, and advancements or promotions you received while you worked at this company.					
May we contact the above employer?		<input type="checkbox"/> Yes <input type="checkbox"/> No			
Company		Job Title		Name of Last Supervisor	
Company Location		Company Phone Number		Reason for Leaving	
Start Date		End Date			
List the jobs you held, duties performed, skills used or learned, and advancements or promotions you received while you worked at this company.					
May we contact the above employer?		<input type="checkbox"/> Yes <input type="checkbox"/> No			
REFERENCES					
<i>Please include only individuals familiar with your work and do <u>not</u> include relatives.</i>					
Name	Relationship	Phone Number	E-mail		
Name	Relationship	Phone Number	E-mail		
Name	Relationship	Phone Number	E-mail		
Name	Relationship	Phone Number	E-mail		
Name	Relationship	Phone Number	E-mail		
CERTIFICATION					
I certify that all answers and statements on this application are true and complete to the best of my knowledge. I understand that, should this application contain any false or misleading information, my application may be rejected or my employment with this company terminated.					
Signature			Date		



Appendix II

Engaging with a Great Elevator Pitch

An elevator pitch is a networking essential. In about 30 seconds, you can tell someone enough information about you, what you're looking for, and simply get a conversation started. You don't want to get into too much detail or tell your whole life story. Focus on the most important things that you want someone to know and remember about you.

Keeping in mind your SMART goal for your job search, try this format for deciding what to include in your elevator pitch, but remember – keep it brief!

Who are you?

- Identify one or two words that you would use to describe yourself
- In one sentence, describe your background or experiences.

What do you do?

Choose one or two of the following:

- Very briefly describe an accomplishment that you are proud of and relates to something that you'd like to do in the future
- Describe the type of work that you want to do
- Name 2-3 skills, knowledge or abilities that make you a valuable to an employer

What are you looking for?

Describe the job situation that you are looking for.



Appendix III

Additional Programs and Services

211 NH

For everyday needs and difficult times, **2-1-1** is your connection to thousands of resources across New Hampshire, including basic requirements that need to be met to support your job search efforts, such as food, clothing and shelter. Just dial **2-1-1**. Toll free outside New Hampshire: 1-866-444-4211.

TTY line: 1-603-634-3388

Be sure to apply for all the assistance for which you qualify.

For more information visit: www.211nh.org

Apprenticeships

Registered Apprenticeship helps mobilize America's workforce with structured, on-the-job learning in traditional industries such as construction and manufacturing, as well as new emerging industries such as health care, information technology, energy, telecommunications and more.

Registered Apprenticeship connects job seekers looking to learn new skills with employers looking for qualified workers, resulting in a workforce with industry-driven training and employers with a competitive edge.

For more information visit: <https://www.nhes.nh.gov/elmi/career/apprentice>

Community Action Agencies

The Community Action Agencies, which are strategically located across the state, offer a wide variety of community based support services:

- Energy and Utility Assistance, Fuel Assistance & Weatherization
- Housing and Homelessness Prevention Programs
- Nutrition, Hunger Prevention & Health Services
- Women, Infant & Children (WIC)
- Child Care, Head Start & Family Support Services
- Programs for Elderly and Disabled
- Information & Referral and Outreach
- Emergency Crisis Intervention
- Multicultural, Community Volunteer Services

Each Community Action has their own website because they are individual non-profit organizations, and depending on local need, some programming may vary.

For more information visit the following websites:

Community Action Program Belknap-Merrimack Counties, Inc.

www.bm-cap.org

Community Action Partnership of Strafford County

<http://www.straffordcap.org>

Southern NH Services

www.snhs.org

Southwestern Community Services, Inc.

www.scs-helps.org

Tri-County Community Action

<http://www.tccap.org>



Community College System of New Hampshire (CCSNH)

CCSNH is NH's public two-year community college system. Each of the seven community colleges offers associate degree, certificate, and skill-based training programs that provide the opportunity for a college education and career training that is both affordable and accessible. The Community College System of New Hampshire meets a wide variety of needs and serves multiple constituencies.

CCSNH provides opportunities for learners of all ages including:

- Students seeking an affordable first two years of a four-year degree
- Career changers and dislocated workers
- Place bound learners
- Incumbent workers updating professional skills
- High school graduates seeking college preparatory coursework
- Current high school student earning concurrent enrollment credit

The CCSNH is present in every region of the state. Students may enroll in credit or non-credit courses, part time or full time. Classes are offered days and evenings. Many courses are offered completely on-line providing "anytime, anywhere" access over the Internet. In addition, through *CCSNH's Running Start program*, high school students may earn dual high school and college credit for courses taught in their high schools. Admissions, financial aid, and additional information are available at each campus and on the web.

For more information visit: <http://www.ccsnh.edu>

Ex-Offenders – Job Search Help

Don't let your record keep you from finding and keeping a job after your release. CareerOneStop's Job Search Help for Ex-Offenders is for anyone with a criminal record. You'll find tips, information and resources to help you explore careers, learn about training and school options, search for, apply for, and begin a new job.

For more information visit: <https://www.careeronestop.org/exoffender>

Healthcare - Covering New Hampshire

Covering New Hampshire is the official resource for Granite Staters to learn about the Health Insurance Marketplace and the affordable health insurance plans that are now available to you.

For more information visit: www.coveringnewhampshire.org

Job Corps – New Hampshire

Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16-24 improve the quality of their lives through career technical and academic training. Their mission is to teach eligible young people the skills they need to become employable and independent and place them in meaningful jobs or further education.

Visit: <https://newhampshire.jobcorps.gov>

NHCarePath



In New Hampshire, there are many paths available to help people of all ages live better in their communities. NHCarePath connects you to a range of information, assistance, and care throughout New Hampshire, from caregiver resources and services for aging, disability and independent living to counseling and financial planning tools. NHCarePath also connects you to statewide partners that provide services and supports, including:

- Area Agencies offering developmental services
- Community Mental Health Centers
- Department of Health and Human Services (DHHS)
- ServiceLink

If you're a caregiver, family member, older adult, a person living with a disability, or anyone wanting to access services and supports in New Hampshire, call 1 (866) 634-9412 to find assistance with your individualized needs.

For more information visit: <https://www.nhcarepath.dhhs.nh.gov>

New Hampshire Department of Education, Bureau of Adult Education

The mission of the NH Bureau of Adult Education is to provide a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying and achieving their potential academic and/or career goals and to assist students to become active participants in their communities.

In addition to funding and monitoring more than 50 adult education programs across the state, the Bureau administers the high school equivalency testing program and issues the NH High School Equivalency Certificate.

Many adult education programs also receive local funding and work closely with community business leaders to meet their adult education needs. Examples of locally funded projects include workplace literacy programs, Bridge programs and occupational skills training.

For eligibility guidelines, adult education center locations and programs, and more detailed information visit the following **Adult Education Resources**:

To request a High School Equivalency Transcript

<http://education.nh.gov/career/adult/equivalency-test-transcript.htm>

NH High School Equivalency Testing Information

<http://education.nh.gov/career/adult/equivalency-test-test.htm>

HiSET Information

<https://hiset.ets.org/>

NH Adult Education Program Locations

<http://www.nhadulted.org/locations/>



New Hampshire Department of Health and Human Services (DHHS)

The largest agency in New Hampshire state government is responsible for the health, safety and well-being of the citizens of New Hampshire. DHHS provides services for individuals, children, families and seniors, and administers programs and services such as mental health, developmental disability, substance abuse, and public health. This is accomplished through partnerships with families, community groups, private providers, other state and local government entities, and many citizens throughout the State who help make New Hampshire a special place to live.

For more information visit: <https://www.dhhs.nh.gov/>

NH Vocational Rehabilitation (NHVR)

The mission of New Hampshire Vocational Rehabilitation is to assist eligible New Hampshire citizens with disabilities secure suitable employment and financial and personal independence by providing rehabilitation services. NH Vocational Rehabilitation works with individuals with disabilities & employers toward eliminating, reducing or circumventing the barriers created by a disability or disabilities that have prevented the person from becoming employed, and/or maintaining their employment.

NH Vocational Rehabilitation:

- Assists individuals with disabilities explore their interests, aptitudes, goals, values, experiences and choices toward identifying an employment goal
- Aides in identifying the barriers to employment and the resources needed to overcome or circumvent those barriers
- Provides services, counseling and support to assist individuals with disabilities achieve their employment goals
- Offers technical assistance and support to businesses and employers who hire individuals with disabilities.

For more information visit: <https://www.education.nh.gov/career/vocational>

On-The-Job Training

Participants earn a salary from day one while being trained and mentored at the job site. Training takes place in a normal work day setting which can be in the public or private sector. Training is normally one to one. Instructions are provided for hands-on training of the specific job tasks and functions. Duration of the job will depend upon the complexity of the job. Since training takes place within a normal work day setting, employers are reimbursed by grants or other entities for taking the time away from usual production to train an employee. Reimbursement is normally 50% of the trainee's salary for a specified period of time. Salary level of the trainee increases as their skill level and knowledge increases.

For more information contact or visit your [local American Job Center](#).

Pathway to Work Program

The Pathway to Work initiative is a voluntary program to assist unemployed claimants start their own businesses. The program allows eligible unemployed claimants to continue to receive their unemployment benefits while working full time to start businesses in New Hampshire. Financial support is provided while they access the resources and training they need to get their business off the ground. New Hampshire



partners with the Small Business Development Center (SBDC) to provide the resources and training as well as guidance on starting their business.

Who is eligible?

- Unemployed;
- Collecting NH unemployment compensation benefits; and
- Identified as likely to exhaust regular unemployment insurance benefits available; and
- Willing to work full time to start a business in New Hampshire.

For more information visit: <https://www.nhes.nh.gov/nhworking/pathwaytowork>

Return to Work Initiative

The Return to Work initiative is a voluntary program to provide a structured, supervised training opportunity by a qualified NH employer to eligible NH unemployed individuals over the age of 18, while continuing to collect unemployment compensation, if eligible. This program is an opportunity for a trainee to get their foot in the door and learn new skills and an opportunity for an employer to train without the accompanying costs. The training must be authorized through NHES prior to the beginning of the training. Workers' Compensation coverage is provided by NHES. The training program may be up to six weeks, and a maximum of 24 hours per week, during a Benefit Year. While in approved training, claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training times unless otherwise exempted.

For more information visit: <https://www.nhes.nh.gov/nhworking/return>

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors. Participants also have access to employment assistance through American Job Centers. Participants must be at least 55 years of age, unemployed, and have a family income of no more than 125% of the federal poverty level.

SCSEP participants develop skills and confidence and gain work experience through placements in a variety of community service assignments at non-profit and public facilities including health care services, clerical and office support, cooking and kitchen duties, maintenance and repair, child care, customer service and retail sales. Participants work an average of 20 hours per week at their assignments and are paid minimum wage. They are covered by Workmen's Compensation and are offered an annual Physical exam at no charge.

New Hampshire has two Senior Community Service Employment Program providers covering the ten counties in the state.

- The National program is administered and operated by Boston ABLE Network and covers Carroll, Cheshire, Coos, Grafton, Hillsboro, Strafford and Sullivan counties.
- The state program is administered by the N.H. Department of Resources & Economic Development – Office of Workforce Opportunity and operated by the Community Action Program, Belknap-Merrimack Counties, Inc. and covers Belknap and Merrimack Counties.
- The national and state SCSEP programs share responsibility for Rockingham County.



For more information visit: Community Action Program Belknap-Merrimack Counties Inc.: www.bm-cap.org
or Operation Able of Greater Boston: www.operationable.net

ServiceLink

The ServiceLink Aging and Disability Resource Center is a Program of the NH Department of Health and Human Services.

ServiceLink Resource Centers are trusted places in your community to get answers about healthcare and other services. ServiceLink serves people of all ages, income levels and abilities and staff are available during normal business hours Monday to Friday. After hours appointments are available as needed. The professional staff will provide you with the most up-to-date and unbiased information about resources available where you live.

For more information visit: www.nh.gov/servicelink

Small Business Development Center (SBDC)

The NH SBDC's services are offered in regional offices and satellite locations by certified business advisors who provide one-on-one long-term management advising to small businesses at no cost to the client. SBDC business advisors are experienced business owners and managers and are certified through the New England SBDC Professional Development Program.

Client companies come from all sectors seeking advice on financing, improving operations, business sustainability best practices, bringing new products to market, and where to start in launching a new business or purchasing an existing one.

They offer free online courses in their e-Learning for Entrepreneurs program, resources and tools in their Resource Center, and environmental management advising and education through the Business Sustainability Program.

For more information visit: <https://www.nhsbdc.org/about>

Trade Act Program

The Trade Adjustment Assistance (TAA) program is available through the Trade Act of 1974 to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports and certain shifts of production and/or services to other countries. Under this program, workers may be eligible for training, job search allowance, relocation allowance, and reemployment services. Additionally weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers when they exhaust their unemployment benefits.

Reemployment Trade Adjustment Assistance (RTAA) under the Trade Act of 2009 allows workers at least 50 years of age who become reemployed after separation from the Trade certified company to receive 50 percent of the difference between their previous wage and new wage. They may collect for a period of two years, up to a maximum of \$12,000. The Trade Adjustment Assistance Extension Act of 2011 amended the maximum amount to \$10,000.00.

For more information visit: <https://www.nhes.nh.gov/services/employers/trade-act>



Veterans and Eligible Spouses

Veterans and eligible spouses are given priority of service for the receipt of employment, training and placement services in all workforce programs funded by the Department of Labor. This means that those veterans or eligible spouses, who meet all the eligibility requirements for a program or service, receive access to that program or service either earlier than others who are not eligible for priority of service, or if resources are limited, the veteran or eligible spouse receives access to the service or resource instead of or before others.

If you are a veteran or eligible spouse, please identify yourself as such when inquiring about any NH Works programs or services or upon visiting a NH Works office. By doing so, you will be able to take full advantage of this priority.

For more information on veteran's resources and programs refer to the [NH Veterans' Resource Directory](#).

WorkReady NH

Need to improve/enhance your soft skills? WorkReady NH is a tuition-free workforce development program for career-minded individuals who want to improve their workplace skills and add a nationally recognized credential to their Resume.

WorkReady NH is tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

For more information visit: <http://www.ccsnh.edu/workforce-training/workready-nh>



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