

RAPID RESPONSE PACKET

Visit our website:



workforcepartnership.com



WORKFORCE PARTNERSHIP

JOHNSON • LEAVENWORTH • WYANDOTTE

[americanjobcenter](https://americanjobcenter.org)

 **KANSASWORKS**
WORKFORCE CENTER
Kansas City Metro

Revised 11/13/2025



WORKFORCE CENTER RESOURCES



Workforce Partnership provides many services to individuals seeking new or better employment, regardless of residency or income. All job seekers may utilize our Workforce Centers to obtain information on high-demand jobs in the area, learn about upcoming hiring events and job fairs, receive resume and job search assistance, attend a workshop or orientation and receive basic assessments. Low-to-moderate income individuals, or others with specific barriers to employment, may also be eligible for specific programs that can help fund their education or training as part of an individual employment plan created by the job seeker in collaboration with our trained staff.

Services we provide include:

- Online Job Search
- Resume Writing and Cover Letter Software
- Veterans Services
- Career Development Workshops
- Individual Career Assessments
- Printer/copier, fax, telephone access for job search purposes
- Computer Software Instruction (Self-Directed/Self-Paced)
- Job Fairs and Hiring Events
- Job Corps
- Mature Workers Roundtable
- Young Adult Services



FREQUENTLY ASKED QUESTIONS



How do I file for Unemployment benefits?

You may file an application for Unemployment Insurance benefits through the Kansas Department of Labor. Apply online at www.kansasui.gov. To file by telephone, call (913) 596-3500.

How do I get started?

Create a Job Seeker Account by visiting kansasworks.com, which allows you to:

- Conduct job searches
- Post an electronic resume
- As a Veteran, receive advance access to new job postings
- Create a job seeker profile
- Receive automatic email updates
- Find additional information about skills certifications and training programs

Can I find your job listings on my computer?

Yes. You can visit kansasworks.com and search for jobs from anywhere you have Internet access.

Is there someone to assist me with my job search?

Yes. Visit a Workforce Center nearest you to visit with a staff person.

I'm a Veteran, what resources are available for me?

We offer priority access to all services for our Veteran customers. There also may be individualized services for Veterans facing certain difficulties in obtaining employment. Visit a Workforce Center nearest you to learn more.

Do you have workshops for Job Seekers?

Yes. Each Workforce Partnership location offers job search assistance and various workshops. Review the Weekly Schedule of Activities that follows for more information, dates and times.

Can I write a Resume?

Yes. Workforce Partnership computers are equipped with Microsoft Word and the WinWay resume-writing software to help you create a resume. A resume workshop may also be available based on consumer demand.

I see a job that I'm interested in, how do I apply?

Each job posting contains information on how to apply. Some job postings instruct applicants to call, send a resume, or to apply online or in-person. Other job postings may instruct you to see a Workforce Partnership Associate for more details, and for a potential referral. A formal job referral assures the employer that you met specific minimum requirements for the position. Before you can obtain a referral, you must ensure:

- You have an active Job Seeker Account on kansasworks.com, and
- You possess the minimum requirements for the job being advertised

How can I find out when employers are onsite at a Workforce Center?

The surest way to learn about hiring events is to make a personal visit to one of our Workforce Centers. There you will find information and announcements about Job Fairs or Recruiting and Hiring Events. That information may also appear in the employer's job posting on kansasworks.com, or on our website at www.workforcepartnership.com/hiring-events/.

Do you offer training programs?

Financial assistance may be available for active job seekers who having difficulties finding and keeping a job. Specific eligibility guidelines do apply. Orientations that provide a comprehensive overview of individualized career and training services are held weekly in each of our Centers. See a Workforce Partnership Associate to sign-up for an Orientation.

Johnson County Workforce Center

8535 Bluejacket St.
Lenexa, KS, 66214

P: (913) 577-5900

E: fdjo@workforcepartnership.com

Leavenworth County Workforce Center

515 Limit St., Ste. 200
Leavenworth, KS, 66048

P: (913) 651-1800

E: fdlv@workforcepartnership.com

Wyandotte County Workforce Center

626 Minnesota Ave.
Kansas City, KS 66101

P: (913) 279-2600

E: fdwy@workforcepartnership.com

OUTREACH LOCATION

Kansas City Kansas Community College Technical Education Center

6565 State Ave.
Kansas City, KS 66102
P: (913) 288-7875

Tuesdays & Thursdays
8:30am - 4:30pm



MENU OF SERVICES

Activities and Services	Johnson County Workforce Center	Leavenworth County Workforce Center	Wyandotte County Workforce Center
<u>Overview of Workforce Partnership Services</u> Learn about our services and how to access them.	Daily by request	Daily by request	Daily by request
<u>Career Services Orientation:</u> Learn about WIOA (Workforce Innovation Opportunity Act), available training, and career guidance assessment services.	Every Tuesday 2:30pm-3:30pm	By appointment	Every Thursday 10:00am - 11:00am
<u>Young Adult Services</u> Are you age 16-24 and out of school (high school graduate or dropout)? Explore postsecondary training, work-based learning, GED completion, career exploration, and more.	Daily by request	Daily by request	Daily by request
<u>Veterans Services Representatives</u> Disabled Veterans Outreach Program Specialists provide intensive services to meet employment needs of eligible veterans facing barriers to employment.	Daily by request	Daily by request	Daily by request
<u>Job Corps</u> Career training for qualifying individuals who are 16-24 years of age.	By appointment	By appointment	By appointment
<u>Job Search</u> Utilize our career center computers for self-directed job searching.	Daily	Daily	Daily
<u>Mature Workers Roundtable</u> Job search network for individuals age 55 and older. Learn about "returnships" to aid in career transition.	(Monthly) 3rd Wednesday: 1:00pm - 2:00pm	By appointment	By appointment
<u>Resume Workshop</u> Learn to craft the ideal resume.	(Twice Monthly) 1st Thursday: 1:00pm - 2:00pm & 3rd Tuesday: 1 1:00am - 12:30pm	Daily by request	(Monthly) 3rd Wednesday: 2:00pm - 3:00pm

Workforce Partnership programs are equal opportunity with auxiliary aids and services available upon request to individuals with disabilities. The hearing impaired may call the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777.

JOB SEARCH WEBSITES



Websites

Kansaswork.com

Kansasworks is a web-based job-matching and labor market information system.

Monster.com

Monster is a global leader in connecting people and jobs.

Jobs.localjobnetwork.com

A wealth of content that will help improve your job searching and maximize your results.

CoolWorks.com

Seasonal jobs and careers across the nation.

LinkUp.com

LinkUp sources data directly from employer websites and updates it daily.

GlassDoor.com

Glassdoor has millions of personalized jobs, salary information, company reviews, and interview questions.

Info.npconnect.org/jobs

Jobs with non-profit organizations in the Kansas City area.

LinkUp.com

NEW Solutions is proud to connect professionals, age 55+, with part-time and full-time opportunities.

GlassDoor.com

Access to the jobs, companies and analysis to level up your tech career.

Info.npconnect.org/jobs

Data-driven technology and personalized tools to match employers with candidates.



TRAINING SERVICES

Workforce Partnership offers cost-free services to assist individuals in obtaining employment and supporting career advancement. Assistance to finance short-term training in high demand industry sectors may be available to ensure your skills meet current and future labor market demands.

Training resources are limited and are reserved for **Kansas residents living in Johnson County, Leavenworth or Wyandotte counties.** Individuals **laid-off** through no fault of their own from a **Kansas business located in one of these three counties may also qualify.**

Who may qualify for training assistance?

Family/household income (**gross earnings for all family members**) is often a key factor in determining access to training services. Individuals who lost their job due to a business closure or a lay-off from a Kansas business located in one of the three counties noted above may also qualify, regardless of income. Other funding available, and prior education and work experience also affect what training services might be available.

The information below must be collected and verified by our organization (hard copy documents are typically required. Additional documents may be necessary based on individual circumstances):

- U.S. Citizenship or Valid U.S. Work Authorization Document
- Date of Birth
- Social Security Number
- Selective Service Registration (males only)
- Current Address
- Layoff Letter or Notice (Showing Lay-Off Date)
- All Individual and/or Family Income (**gross earnings**) for the past six (6) months

How do I get started?

Read all the information in this document. Create a Job Seeker account (to include creating an online resume at kansasworks.com. Then submit your name, phone number and email address to front-desk personnel to reserve a seat in the next available Career Services Orientation.

Are there any testing requirements?

We use certain assessments to capture and certify work-related skills and abilities, and to explore career interests. Assessment results are used to define career goals and to develop training plans. Training providers may have their own testing requirements to enter a given program as well.

How long does the process take?

Training resources are offered on a first-come, first-served basis, so long as funding remains available. The time it takes to start a training activity varies from person to person, since every individual has varied and different circumstances. The type of training opportunities available at any given time also varies.

What types of training might be covered?

Training must be within one of our Priority Sectors, which include the following:

1. Advance Manufacturing
2. Construction and Skilled Trades
3. Healthcare and Life Sciences
4. Information Technology
5. Transportation and Logistics
6. Finance

Whether training is hands-on and on-the-job, or in a classroom setting, it must provide industry-recognized skills and credentials upon successful completion.

Training must be available through one of our participating business partners (in the case of on-the-job training) or offered by one of our approved educational partners (in the case of classroom-based training). Most classroom-based training options appear on the Kansas Eligible Training Provider List found on [kansasworks.com](https://www.kansasworks.com). (Click on the "Training/Education" tab at the top of the screen.



Department of Labor

**UNEMPLOYMENT
BENEFITS**

File your claims online at KansasUI.gov. If are unable to file online, call the Kansas Unemployment Contact Center and speak to one of our specialists.

Kansas Unemployment Contact Center

Kansas City 913-596-3500

Topeka..... 785-575-1460

Wichita..... 316-383-9947

Toll-free 800-292-6333

Hours of Operation

Mon. - Wed.....8 a.m. to 4 p.m.

Thursday.....8 a.m. to 3:15 p.m.

Friday.....8 a.m. to 4 p.m.

(Closed state holidays)

For additional information about your **rights and responsibilities** after filing, visit the FAQ's section of our website:

dol.ks.gov/unemployment/unemployment-FAQs

APPLYING FOR UNEMPLOYMENT BENEFITS



Necessary Information

To process your claim without delay, make sure you are ready to provide:

- Full name, including any prior names such as maiden name(s) or legal name change(s)
- Social Security number
- Date of birth
- Complete mailing address
- County in which you reside
- Phone number
- Email address
- Driver's license or state issued ID number
- Name and address (as it appears on your W-2 or your paystubs) of all your employers in the past 18 months
- Beginning and end dates of your employers for the past 18 months
- Reason you stopped working for all employers (quit, fire, layoff, temporary leave of absence, etc.)

For certain claimants, the following additional information may be necessary:

Non-Citizens: Provide evidence of your authorization to work in the United States, including your alien registration number and/or your work visa number and expiration date. We may ask you to provide clear and legible copies of your documents which grant you work authorization in the United States.

Active-Duty Military (in the last 18 months): A copy of your DD-214 Member 4.

Federal Employees (in the last 18 months): Copies of any W-2's and paystubs as well as any forms SF-50 and/or SF-8 if applicable.

Filing an Initial Claim Online

Initial claims can be filed through our website from a computer or mobile device.

EASY. FAST. SECURE.
GET STARTED HERE

First-time Filers

If this is your first time filing a claim for unemployment online, you will need to create an account.

1. Go to KansasUI.gov
2. Click *Create an online account*.
3. You will be taken to the New User Sign Up page.
4. On the New User Sign Up page, complete all fields (*you will have to verify the registered phone by call or text during registration*).
5. Complete the fields and then click *Next*.
6. You will be taken back to the *Sign-In* page.
7. Enter the username and password you just created and select *login*.
8. You will need to verify the email address you registered with and enter the sent code.
9. Once you enter the code, select *verify*.
10. Once verified, you will be logged into the claimant portal.
11. To initiate a claim, select menu on top left and select claims to submit your initial application.

Returning Filers

If you have previously registered an online account at KansasUI.gov, simply log in to your account and apply.

1. Go to KansasUI.gov
2. Type in your User ID and Password and select *login*.
3. Complete MFA by verifying phone number by text or phone call.
4. From the menu on top left, select file a claim or complete the weekly certifications.

RAPID RESPONSE: MOVING AND WEEKLY QUESTIONS

K-BEN-P 0313 (Rev. 11-24)

Moving?

Change your address online at KansasUI.gov. Notify U.S. Bank of any address change by visiting usbankreliacard.com/web/usbankreliacard/login or by calling 866-335-1653.

Weekly Certification Questions:

1. Did you look for work last week as required by KDOL?
 - a. If you did not actively look for work last week, explain.
 - b. *If you did look for work, Work Search Details populates, and you will enter your three contact details for the week. Once entered, select *File Weekly Certification*.
2. Were you physically able to work?
3. Were you available to work for four (4) or more days during the week being claimed?
4. Did you refuse any offer of work between Sunday, XX/XX/XX and Saturday, XX/XX/XX?
5. Did you perform any work during the week being claimed?
6. Do you have a definite date to return to FULL-TIME employment?
 - a. If YES, enter the date you will return to FULL-TIME employment.
7. Did you receive vacation pay or holiday pay during the week being claimed?
 - a. If YES, enter the gross amount of vacation or holiday pay.
8. Did you receive any severance during the week being claimed?
9. Did you receive any bonus pay during the week being claimed?
10. Did you attend school or enter training during the week being claimed?
11. Did you begin receiving a pension during the week being claimed? (Only report a new pension that was not previously reported).

*You can update the Work Search Journal throughout the week with your work search details, instead of waiting until you complete the weekly certification.

On some questions, the system may generate additional fact-finding questions to gather required information in order to process the weekly certification.

RAPID RESPONSE: FREQUENTLY ASKED QUESTIONS

K-BEN-P 0314 (Rev. 11-24)

How much time am I required to spend looking for work each week?

You are required to look for work each week you file a claim for unemployment benefits. You must perform three work search activities each week in order to maintain your eligibility for unemployment benefits. Two of those work search activities each week must be an application for employment or submission of a résumé. Other activities could include additional job applications, attendance at job fairs, résumé review courses, Workforce Center services, browsing job posting websites, etc. We recommend that you keep a written record of your work search activities.

Do I have to take a particular job if one becomes available?

It is very important that you seek employment at jobs for which you are able to work. You should seek employment at places that utilize your skill set, knowledge and experience level. Labor market information is available at your local workforce center. Accept job offers of suitable employment.

What is suitable employment?

Suitable employment is defined as any work that a person can perform that fits within their skills, ability, training, experience, prevailing wage and commuting distance.

What if I refuse a job?

If you are on unemployment and you refuse a job offer, the Kansas Department of Labor (KDOL) will investigate the job refusal to determine if it was suitable employment. Benefits may be denied if the job is deemed suitable employment for you.

What is prevailing wage?

Prevailing wage is defined as the wage you can expect to be paid given your abilities and experience, and takes into account job demand, training and local economic conditions. Labor market information is available at local workforce centers to help you in determine what prevailing wage is for the type of work you are seeking in your area.

Do I have to take a job for less than I was earning when I got laid off?

You are required to accept a prevailing wage for your occupation even if the starting wage does not equal your most recent wage rate.

What if I am self-employed?

Self-employment must be reported to the Kansas Unemployment Contact Center. KDOL will then review the hours you spend on self-employment to determine if you are available for full-time employment. Self-employment must be reported when filing your weekly certification.

Can I work part time? How much can I earn while I am on unemployment?

If you have worked full time during the last 18 months, it is very important that you continue to seek full-time employment even if you accept a part-time job. It is possible for you to work part time and still receive unemployment. You will be able to earn up to 25% of your weekly benefit amount (WBA) before any deductions are made. Any earnings over 25% of your WBA will be deducted dollar for dollar. If you earn your weekly benefit amount or more, you will need to file an additional initial claim once you become unemployed or underemployed to begin receiving unemployment benefits again.

Can I use a P.O. Box or submit a résumé online?

If this is your first period of unemployment, we recommend you seek work search assistance through your local workforce center. Most employers prefer you contact them with a résumé and cover letter. Additionally, many employers list job openings online. If you submit your résumé online or to a P.O. Box from a newspaper ad, be sure you capture as much information as possible concerning the job for which you are applying, including a job reference number, address (street, P.O. Box or Web address), the position and to whom you are sending your cover letter.

Can I look for work at the same place every week?

It is important that you do not make unreasonable restrictions on your job search efforts. Limiting your job search to just one or even a few employers is not reasonable when attempting to gain new employment. Expand your job search to other areas in your community. Your local workforce center can assist you in identifying additional employment opportunities.

How far do I have to drive to look for work?

You are expected to commute a reasonable distance to your next job including surrounding towns and communities. Thirty miles is generally considered to be a reasonable commuting distance. You might also want to consider relocation to a different area should an employment opportunity be presented.

Can I go to school and draw unemployment?

It is possible for you to attend school and still draw unemployment. If you are attending school strictly for academic purpose, you should consider attending school at night so that it doesn't interfere with your ability to seek and accept work. You also need to adjust your school schedule to accept employment should those hours conflict with your school schedule. You still need to be available for full-time work. If you are enrolled in a vocational or technical training program, it may be possible for you to be approved for training. This will allow you to attend school full time, concentrate on the training program while gaining new skills and be exempt from seeking employment during your training.

Can I draw my pension and/or Social Security while I am on unemployment?

Social Security is not deductible and will have no impact on your unemployment benefits. However, a company pension may be considered deductible income if the employer has reported wages for you during your base period. The receipt of pension benefits must be reported to the Kansas Unemployment Contact Center once you receive your first pension check. Pensions are deducted based on your employer contributions and is applied as a weekly deduction.

Does separation pay impact unemployment benefits?

Separation, termination, severance or other similar pay may delay or reduce your unemployment benefits when paid. If you receive these types of pay, you must report this information when you file your initial application and weekly certifications for payment.

Can I receive workers compensation and unemployment at the same time?

No, the receipt of unemployment benefits is based on your ability to work. You must be able and available to work without any unreasonable restrictions to be eligible for unemployment.

Visit KansasUI.gov for additional information.

How to apply

Fill out the **Application for Medical Assistance for Families with Children.**

Send it to:

KanCare
P.O. Box 3599
Topeka, KS 66601-9738



Apply faster online
www.applyforKanCare.ks.gov

**If you have questions,
call us at 1-800-792-4884.**

Interpreters are available, if needed.
You can ask for an application in
another language.

1-800-792-4292 (TTY) for persons
with hearing impairments
1-800-498-1255 (Fax)



Medical Assistance for Families with Children

including pregnant women, children
under age 19, and low-income
parents and caretakers caring for
children



How Medical Assistance helps Kansans:

- Early diagnosis means better treatment at lower costs
- Regular health care helps Kansans lose fewer hours at school and work
- Fewer emergency room visits mean lower health insurance costs for all

Who qualifies?

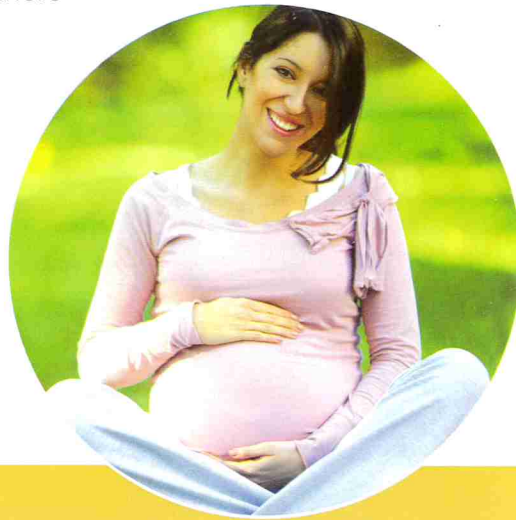
People qualify if they are Kansas residents and are U.S. citizens or documented non-U.S. citizens.

They must meet current income guidelines and be in one of these groups:

- Pregnant women
- Children under age 19
- Low-income parents and caretakers caring for children

What does it cost?

- Most families qualify with no cost to them for coverage
- Some families will have monthly premiums (costs)



- ▶ If you are applying for a family with children, use the **Application for Medical Assistance for Families with Children.**
- ▶ If you are applying for someone 65 or over or an adult or child with a disability, use the **Application for Medical Assistance for the Elderly and Persons with Disabilities.**

For those who qualify...

- Services are provided through a KanCare health plan
- Each family receives information on benefits and how to enroll in a health plan



Covered services include...

Medical services

- Office visits
- Regular checkups
- Immunizations
- Hospital services
- Inpatient and outpatient hospital
- Lab and x-ray
- Prescription drugs
- Eye exams and glasses
- Hearing services
- Home health services
- Speech, physical and occupational therapy

Dental services

- Checkups, cleanings, sealants, x-rays and fillings for children
- Checkups and cleanings for adults

Mental health services

- Inpatient and outpatient mental, behavioral and substance abuse services

.....
Benefits, income guidelines, and premiums can change at any time.



Update Your Health Insurance Coverage

When Life Happens Outside of Open Enrollment

If your health plan changes due to any of the following, you have 60 days to enroll in Marketplace coverage or change an existing plan.



Loss of health insurance coverage



Marriage/Divorce



Turning 26 (if on parent's health insurance plan)



Change in immigration status



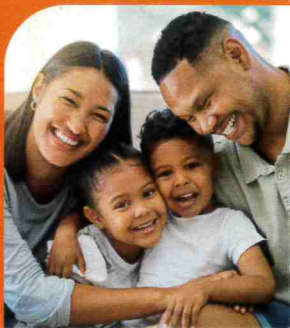
Left incarceration



Survivors of domestic violence, as well as Native Americans and Pacific Islanders, may apply for health insurance at ANY TIME.

Contact a Health Navigator today for free assistance with understanding and applying for health insurance!

866-826-8375
GetCoveredKansas.org



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Actualice su cobertura de seguro médico

Cuando situaciones ocurren fuera de la temporada de inscripción

Si su plan de salud cambia debido a cualquiera de las situaciones siguientes, tiene 60 días para inscribirse en la cobertura del Mercado de salud o cambiar un plan existente.



Pérdida de cobertura de seguro médico



Matrimonio/Divorcio



Cumplir 26 años

(si está en el plan de seguro médico de los padres)



Cambio en el estatus migratorio



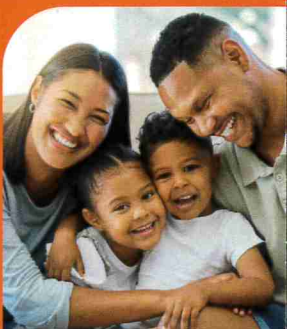
Salir de la cárcel



Los sobrevivientes de violencia doméstica, así como los nativos americanos y los isleños del Pacífico, pueden solicitar un seguro de salud en CUALQUIER MOMENTO.

¡Póngase en contacto con un navegador de salud hoy para obtener asistencia gratuita para entender y solicitar un seguro de salud!

866-826-8375
GetCoveredKansas.org



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LAYOFF-TO- EMPLOYMENT ACTION PLANNER™

NAME _____

DATE _____ AGE _____

Every year, layoffs happen to many people. Losing a job is one of life's most stressful events. You may feel shock or anger. This is normal.

You may be asking yourself questions like these: What will I do next? Will I be able to find a good job quickly? How will my family and I get by? Fortunately, with the help of the **Layoff-to-Employment Action Planner (LEAP)**, you can start answering these questions and take steps to ease your uncertainty.

LEAP covers eight main problems that workers face after a job loss. **LEAP** helps you identify and organize the issues that most need your attention. It gives you information for coping with your job loss financially and emotionally. This tool also helps you think about your career skills and begin a proactive job search. It tells you about the free services available to you. In fact, research shows that unemployed workers who use these services find jobs faster.

After you complete **LEAP**, we hope you find it easier to take immediate, positive action for your life and career.

When you are ready, take your time and respond to the statements.

STEP 1

RATE YOUR LEVEL OF CONCERN ON JOB LOSS ISSUES

Read each statement. Then circle the number that best describes how concerned you are about it. Be sure to circle a number for every item. **4 = Great Concern 3 = Some Concern 2 = A Little Concern 1 = No Concern**

SECTION 1	Great Concern	Some Concern	A Little Concern	No Concern
1. Having little or no savings to fall back on	4	3	2	1
2. Losing my house or car	4	3	2	1
3. Having health insurance	4	3	2	1
4. Finding a job that pays well enough	4	3	2	1
5. Cutting expenses and stretching my money	4	3	2	1
6. Keeping up with payments and bills	4	3	2	1
7. Meeting day-to-day expenses for food and other basics	4	3	2	1
8. Controlling my credit card use	4	3	2	1
Add the numbers circled above. SECTION 1 TOTAL: _____				

SECTION 3	Great Concern	Some Concern	A Little Concern	No Concern
17. Maintaining a healthy lifestyle	4	3	2	1
18. Being pressured about what to do next	4	3	2	1
19. Getting encouragement and support	4	3	2	1
20. Shouldering my job loss alone	4	3	2	1
21. Keeping the family together	4	3	2	1
22. Isolating myself from others	4	3	2	1
23. Talking with those close to me about my feelings	4	3	2	1
24. Losing my work routine and coworkers	4	3	2	1
Add the numbers circled above. SECTION 3 TOTAL: _____				

SECTION 5	Great Concern	Some Concern	A Little Concern	No Concern
33. Knowing what kind of work I want to do	4	3	2	1
34. Taking any job that comes along	4	3	2	1
35. Getting a job as good as the one I had	4	3	2	1
36. Knowing what I want in my next job	4	3	2	1
37. Starting over with a new employer	4	3	2	1
38. Knowing whether my skills are relevant in the job market	4	3	2	1
39. Changing careers or fields	4	3	2	1
40. Making the wrong career decision	4	3	2	1
Add the numbers circled above. SECTION 5 TOTAL: _____				

SECTION 2	Great Concern	Some Concern	A Little Concern	No Concern
9. Feeling lost or confused about my future	4	3	2	1
10. Keeping a good attitude	4	3	2	1
11. Blaming myself for my job loss	4	3	2	1
12. Dealing with shock, anger, fear, stress, negative thinking, or depression	4	3	2	1
13. Feeling embarrassed about losing my job	4	3	2	1
14. Feeling too old or not qualified for a new job	4	3	2	1
15. Being worried about getting a job given my situation	4	3	2	1
16. Taking responsibility for my future	4	3	2	1
Add the numbers circled above. SECTION 2 TOTAL: _____				

SECTION 4	Great Concern	Some Concern	A Little Concern	No Concern
25. Using my time for activities that improve my job prospects	4	3	2	1
26. Getting bored without a job	4	3	2	1
27. Wasting time on passive activities like watching TV or napping	4	3	2	1
28. Staying focused on job searching	4	3	2	1
29. Having others divert me from job searching	4	3	2	1
30. Creating a job search schedule	4	3	2	1
31. Wanting to take some time off without pressure	4	3	2	1
32. Wondering what to do with my time	4	3	2	1
Add the numbers circled above. SECTION 4 TOTAL: _____				

SECTION 6	Great Concern	Some Concern	A Little Concern	No Concern
41. Knowing whether additional training will lead to a good job	4	3	2	1
42. Feeling too old to take classes or go back to school	4	3	2	1
43. Paying for training or education	4	3	2	1
44. Knowing what training or education I should consider	4	3	2	1
45. Having to go back to school to get a good job	4	3	2	1
46. Enrolling in training that would take too long to finish	4	3	2	1
47. Having the skills to succeed in a training program	4	3	2	1
48. Needing to get a job instead of going to school	4	3	2	1
Add the numbers circled above. SECTION 6 TOTAL: _____				

Concern 2 = A Little Concern 1 = No Concern

SECTION 7	Great Concern	Some Concern	A Little Concern	No Concern
49. Landing a good job quickly	4	3	2	1
50. Creating a resume and cover letter	4	3	2	1
51. Using effective job search methods	4	3	2	1
52. Competing with other job seekers	4	3	2	1
53. Networking for a new job	4	3	2	1
54. Knowing my skills and talents and explaining them to employers	4	3	2	1
55. Presenting myself well in interviews	4	3	2	1
56. Negotiating salary and benefits	4	3	2	1
Add the numbers circled above. SECTION 7 TOTAL: _____				

SECTION 8	Great Concern	Some Concern	A Little Concern	No Concern
57. Using computers, the Internet, and other technology in my job search	4	3	2	1
58. Taking assessments to learn about my career interests	4	3	2	1
59. Finding job leads	4	3	2	1
60. Getting help and support with my job search	4	3	2	1
61. Connecting with employers	4	3	2	1
62. Using online networking and social media in my job search	4	3	2	1
63. Obtaining services that can help me cope and survive	4	3	2	1
64. Getting transportation, clothes, or child care for job interviews	4	3	2	1
Add the numbers circled above. SECTION 8 TOTAL: _____				

In the chart below, checkmark your TOTAL for each section. Then circle the section names with your two highest totals.

	HIGH TOTAL 25-32	AVERAGE TOTAL 16-24	LOW TOTAL 8-15
SECTION 1 Finances			
SECTION 2 Emotions and Attitude			
SECTION 3 Health and Social Support			
SECTION 4 Use of Time			
SECTION 5 Next Career			
SECTION 6 More Education and Training			
SECTION 7 Job Search			
SECTION 8 Use of Services and Resources			

WHAT YOUR RESULTS MEAN

Total is 25-32. You are very concerned about these issues. These issues are most important to you right now. You may need information, assistance, and support to solve your most urgent concerns. Help is available. Take the first steps by reviewing the information in **Step 3**.

Total is 16-24. You are concerned about these issues. You may need some information, help, or support on these issues. Facing and handling these concerns now will help you deal with your job loss and seek a brighter future. Many resources can assist you. Read the information in **Step 3** for suggestions.

Total is 8-15. You are not overly concerned about these issues. They are not a problem for you. Focus your energy on issues with higher scores to move ahead in your career and life. Note: If you had a high level of concern on one or two statements in the section, read the related information in **Step 3** for tips on facing the problem.

Write down the contact information of the center/agency/organization that gave you the LEAP. Be sure to take advantage of the job search resources it offers.

**GO TO
STEP 3**

STEP 3

SUGGESTIONS AND ACTION PLAN

Review the suggestions here for the sections with your highest totals. Checkmark the suggestions that sound helpful. Then write action steps you can take to cope with the issues and plan for your future. Use a sheet of paper if you need more space.

SECTION 1: Finances

- ☐ If you will have trouble making mortgage payments, contact the mortgage holder immediately to discuss a deferred- or reduced-payment arrangement.
- ☐ You may be able to obtain health insurance through a parent (if you are under age 26) or a spouse. If that is not an option, you may be eligible for COBRA through your former group plan, or you can buy coverage through the Health Insurance Marketplace (or through your state health insurance exchange, if available). In the Marketplace, you may be eligible for a tax credit that lowers your monthly premium. Start at www.healthcare.gov.
- ☐ While you are looking for a job, you may need extra help to make ends meet. Visit www.careeronestop.com/reemployment for information about programs that help with food, housing, and more. You can also call the 2-1-1 hotline or visit www.211.org for free, confidential referrals on basic needs, financial counseling, and more.
- ☐ Although it may be tempting, avoid dipping into your 401(k) so you can keep this money for retirement.
- ☐ Contact credit card companies and anyone you pay regularly to explain your situation and arrange for lower or interest-only payments.
- ☐ Cut nonessential expenses like meals out.
- ☐ Lower insurance costs by raising deductibles.
- ☐ Talk with family members about ways to trim expenses and raise income.
- ☐ Make a budget to track spending and identify items to reduce or eliminate.
- ☐ Avoid using credit cards and taking on debt.
- ☐ Begin a proactive job search.
- ☐ If you have not already done so, apply for unemployment insurance in your state. Also be sure to notify the state immediately when you start a new job.

My action steps

SECTION 2: Emotions and Attitude

- ☐ Understand that you may go through several stages after a layoff, including shock, anger, and depression. This is normal.
- ☐ Know that layoffs happen to many people through no fault of their own. Remind yourself not be embarrassed.
- ☐ Realize that you are not alone and can get support in many ways.
- ☐ Reassure yourself that you will find a job, although it may take time. Most people who look for a job eventually find one through patience and persistence.
- ☐ Make a list of your accomplishments and read it often to remind yourself of your successes and strengths.
- ☐ Picture yourself finding a job and being successful.
- ☐ Write down small steps you can take for improving your future, such as listing your goals, researching in-demand jobs, and building your skills.
- ☐ Learn a new, marketable skill, such as keyboarding. Your library may offer free classes or direct you to material for teaching yourself.
- ☐ Take action to build confidence, reduce stress, maintain self-esteem, and avoid feeling helpless. In addition to ideas in this section, consider creating a daily schedule, reading positive material, and setting up informational interviews.
- ☐ Volunteer in order to stay active, meet people, and improve your skills.
- ☐ Consider journaling to get out your thoughts and worries.
- ☐ Continue your favorite activities.

My action steps

SECTION 3: Health and Social Support

- ☐ Use your job loss as an opportunity to get or stay fit and practice preventive medicine through exercise and good diet. Avoid substance abuse.
- ☐ Realize that your family and friends may not know what to say. Tell them you need their support. Avoid taking out your frustrations on them.
- ☐ Ask your family to understand that you need time to deal with your shock before you can move forward.
- ☐ Call a family meeting to discuss the layoff, the future, family finances, and why it's important to lean on each other.
- ☐ Make sure your children know that you did nothing wrong and they are not to blame.

- ☐ Seek out positive people to encourage you.
- ☐ Stay in touch with people who were laid off with you and reach out to others in your field.
- ☐ Consider letting people know that you have lost your job. You will most likely hear reassuring words, may receive offers of help, and may learn of job openings.
- ☐ Participate in a job club or other support group.
- ☐ Have fun with family and friends.

My action steps

SECTION 4: Use of Time

- ☐ Structure your day and list your priorities and activities when you wake up. Then follow through on your to-do list. This step will curb stress, boredom, and depression.
- ☐ Start your job search immediately to keep from losing skills, contacts, and motivation.
- ☐ Set up a job search schedule with activities such as networking, researching careers, responding to job ads, and practicing interview skills. Don't let others interfere with your schedule.
- ☐ List projects that will occupy your time productively.
- ☐ Take time to reflect and to sort through your feelings. You may find it helpful to write down your thoughts and to talk with those close to you.
- ☐ Limit passive activities such as watching TV and playing games. Avoid napping, sleeping in, or staying up too late to keep your body clock on a work schedule.
- ☐ Attend meetings of professional groups to meet people and network.
- ☐ Spend time improving your job skills. Ideas include learning computer skills, volunteering, and taking workshops.

My action steps

SECTION 5: Next Career

- ☐ Contact people working in jobs that interest you to request an informational interview and to learn what they do.
- ☐ Be open to taking assessments. You may discover which careers suit you best and learn about options you had not considered.
- ☐ Research careers and pay in the *Occupational Outlook Handbook* at www.bls.gov/ooh/.
- ☐ Discover which careers are growing. Start at www.onetonline.org.
- ☐ List the pros and cons of changing careers or staying in the same field.

- ☐ Make a list of what you liked and didn't like in your past jobs. Include the things you must have in a new job and the things that are optional. Define what you want so you don't take just any job.
- ☐ Use a Skills Matcher to create a list of your skills and match them to careers that use those skills. Visit www.careeronestop.org/toolkit/Skills/skills-matcher.aspx.
- ☐ Learn how your skills can transfer to other jobs at www.myskillsmymfuture.org.
- ☐ Be confident that your strengths and accomplishments will be important to the right employer.
- ☐ Consider volunteer work to try out career interests and gain experience.

My action steps

SECTION 6: More Education and Training

- ☐ Consider workshops that improve computer skills or refresh math, English, or writing skills.
- ☐ Look into career training that may be available to you through your American Job Center.
- ☐ Learn about the training needed for in-demand jobs and jobs of interest. See the *Occupational Outlook Handbook* at www.bls.gov/ooh/.
- ☐ Consider training that may not involve much time, including short-term programs, online classes, and courses to develop specific job skills or qualifications.
- ☐ Learn about scholarships, grants, and other ways to pay for training through your local community college and at www.benefits.gov.
- ☐ Realize that learning will continue throughout your career because of technology and other changes.

My action steps

SECTION 7: Job Search

- ☐ Create a daily job search plan and get started without delay. Treat your job search like a job.
- ☐ Although it may be difficult, show enthusiasm in all aspects of your job search to make a good impression.
- ☐ Use all techniques for finding a job, including networking, calling businesses of interest, applying online, and posting your resume on job boards. The most effective techniques are networking and making direct contact with employers.
- ☐ Write down your job search barriers and their possible solutions.

- ☐ Develop a resume and cover letter that emphasize your strengths and accomplishments. Include relevant key words for your desired job to help automated systems find your resume.
- ☐ Create a 30-second introduction about your skills and career goals to use with contacts and employers. Focus on employer needs and how you can meet them.
- ☐ Create a list of target companies and what you can do for them.
- ☐ Join LinkedIn for online networking and job leads.
- ☐ Gather references, awards, transcripts, Social Security card, and other documents you may need.
- ☐ Research an organization before an interview to learn more about it. Consult its Web site and prepare questions about the job.
- ☐ Dress neatly and professionally for job fairs and interviews.
- ☐ Be prepared for interview questions. Find interview questions at www.careeronestop.org.
- ☐ Follow up every interview with a thank-you note and phone call.
- ☐ Learn the average pay for the jobs you're seeking so you know if an offer is fair. Try to let employers tell you their salary for a job before you give a desired range.

My action steps

SECTION 8: Use of Services and Resources

- ☐ Make the most of the free resources at your American Job Center or other career center: computers, Internet access, resume help, career coaching, assessments, training, job leads, job clubs, job fairs, and more.
- ☐ Visit your public library for a wealth of information on careers, job searching, and employers.
- ☐ Use helpful, free U.S. Department of Labor career sites, including careeronestop.org, myskillsmymfuture.org, bls.gov/ooh, onetonline.org, and mynextmove.org.
- ☐ Create accounts on social media sites like LinkedIn and Twitter to connect with employers and others in your field.
- ☐ Call 2-1-1 or visit www.211.org for assistance with daily needs, child care, transportation, counseling, and more.
- ☐ Learn whether community and faith-based organizations in your area offer help to the unemployed.

My action steps

WHO WE ARE

FINRA—FINRA is dedicated to investor protection and market integrity. It regulates one critical part of the securities industry—brokerage firms doing business with the public in the United States. FINRA, overseen by the SEC, writes rules, examines for and enforces compliance with FINRA rules and federal securities laws, registers broker-dealer personnel and offers them education and training, and informs the investing public. In addition, FINRA provides surveillance and other regulatory services for equities and options markets, as well as trade reporting and other industry utilities. FINRA also administers a dispute resolution forum for investors and brokerage firms and their registered employees.

► For more information, visit www.finra.org.

NASWA—National Association of State Workforce Agencies (NASWA) is the national organization representing workforce agencies in all 50 states, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

► For more information, visit www.naswa.org

NAWB—The National Association of Workforce Boards (NAWB) represents approximately 550 Workforce Development Boards and their 12,000+ business members that coordinate and leverage workforce strategies with education and economic development stakeholders within their local communities, to ensure that state and local workforce development and job training programs meet the needs of employers.

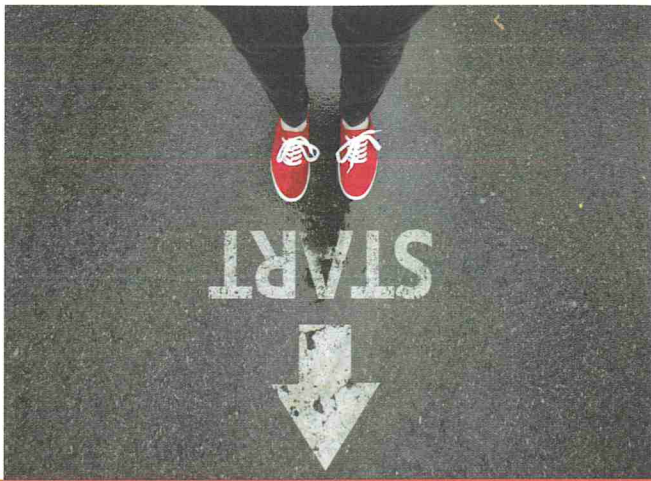
► For more information visit www.nawb.org.



Job Dislocation

How to Make Smart Financial Choices After a Job Loss





A study prepared for the Department of Labor found that approximately 6 out of 10 individuals who use the employment services of Public Job Centers are re-employed within three months.

You Can Manage Your Finances

You may not be able to control if or when your company closes a plant or lays off workers—but you can take steps to manage the financial impact.

START HERE

Review your spending. Cut where you can—as quickly as you can. This will help avoid falling behind on bills or buying on credit. Your employer, union (if you belong to one) and local Public Job Center may offer guidance and advice related to budgeting and bill paying.

Ask about dislocated worker services. Your employer or union may work with state and local officials to provide services such as job placement, retraining and resume writing.

- To find your state workforce agency visit:
<https://usnlx.com/state-workforce-agencies.asp>
- To locate a Public Job Center near you visit:
<https://www.careeronestop.org/LocalHelp>

Understand your retirement benefits. If you have a 401(k), pension or other retirement benefits, ask how a layoff affects them. You generally don't have to roll over retirement savings to another plan. If you choose to do so, you must complete the rollover within 60 days to avoid tax penalties. Contact your plan administrator if you are considering a rollover.

Avoid taking money out of your 401(k) or other employer retirement accounts. Income taxes of 20 percent generally are withheld, and if you are under 59 ½ years old, a hefty 10 percent penalty will be assessed on the withdrawal. Tap into your retirement funds to make ends meet only as a last resort. If you have a choice, keep those funds invested and working for you until you actually retire.



SMART TIP:

- Check with your plan administrator if you've taken out a 401(k) loan. Employers generally require that employees pay back any 401(k) loans within 90 days of leaving employment—and do not allow new loans.

Develop an effective work search plan. Public Job Centers are a great place to learn about different kinds of jobs, their availability, and how to get training.

Contact your local Public Job Center for more information and assistance developing a search plan and finding job opportunities.

- More information is at:
www.careeronestop.org/LocalHelp/local-help.aspx.



Do you qualify for unemployment insurance benefits?

Unemployment Benefits

Find out quickly if you qualify for unemployment insurance (UI) benefits, and how these benefits change if you receive other payments, such as severance or a buyout.

The state's Public Job Center may visit your workplace to offer guidance about the application process. If you do not receive information through your workplace, contact your state's Public Job Center.

- ▶ You can find your state's information online at: <https://www.careeronestop.org/LocalHelp>
- ▶ Collecting unemployment benefits while working may be illegal. Report the date when you return to work or start a new job.
- ▶ Do not wait for your first paycheck to report. You are no longer eligible for benefits when you start working a full-time job. You may be eligible for partial benefits if you get part-time or temporary work.

CAUTION: Although the vast majority of workers who receive UI benefits report their earnings correctly, if you fail to report earnings, you may be committing fraud and could be prosecuted.



SMART TIPS:

- ▶ Know the amount of UI benefits you qualify for and when you can expect to receive them.
- ▶ Be prepared to register with the state's employment services when you file for UI benefits. States generally require this so you can start searching for a job immediately.
- ▶ Report wages you are earning, even those from part-time or temporary work, and stop claiming benefits as soon as you return to full-time work.



Hardship withdrawals are limited to the amount necessary to cover an immediate and heavy financial need.

401(k) Hardship Withdrawals

Under certain circumstances, it may be possible to access your 401(k) funds before retirement. Check with your employer for the specifics of your plan.

A hardship withdrawal should be a choice of last resort. You will never get the full amount that you withdraw because you will have to pay taxes.

Generally, hardship withdrawals are:

- ▶ available if your employer's plan permits them, but are not required by law;
- ▶ not loans—they cannot be repaid;
- ▶ subject to regular taxes—your employer will likely deduct 20 percent up front;
- ▶ generally subject to a 10 percent penalty tax for non-Roth contributions if you are not 59½ or older; and
- ▶ not available after you have been terminated.

The IRS allows you to take a hardship withdrawal to:

- ▶ purchase or repair a primary home;
- ▶ pay education tuition, room and board, and fees for the next 12 months for you, your spouse, children and other dependents;
- ▶ prevent eviction or foreclosure on your primary residence;
- ▶ address severe financial hardship;
- ▶ pay for certain medical expenses; and
- ▶ pay for burial and funeral expenses.

There are some exceptions to the 10 percent penalty tax, such as:

- ▶ a total and permanent disability;
- ▶ medical bills that exceed 7.5 percent of your adjusted gross income;
- ▶ a court order to pay funds to a spouse, child or dependent; and
- ▶ permanent layoff, termination, quitting or early retirement during or after the year you turn 55.



Health Insurance

Compare the benefits and the costs of all available options to decide what health insurance works best for you.

COBRA—Federal law typically entitles you to continue your employer's coverage for up to 18 months. To be eligible, you must:

- ▶ have been enrolled in your company's health plan while employed;
- ▶ elect to take COBRA coverage once you have been notified that you are eligible by the later of the 60th day after the written notice is sent or the day your health coverage ceases under the company's health plan.

COBRA coverage costs the premium that you were already paying plus the amount paid by the company, and an administrative fee of up to 2 percent of the premium. Failure to make full payment on time may result in termination of COBRA insurance.

2010 Patient Protection and Affordable Care Act: Under that law, you may be able to obtain health insurance, even if you opt to get COBRA.

- ▶ For details—including eligibility for a special enrollment period—go to: www.healthcare.gov.



Protect Yourself Against Fraud

You should not have to pay to get a job, disclose personal or financial information in a job application, or use electronic money transfers via your bank, credit cards or gift cards to do your job.

If you suspect or to report a scam contact:

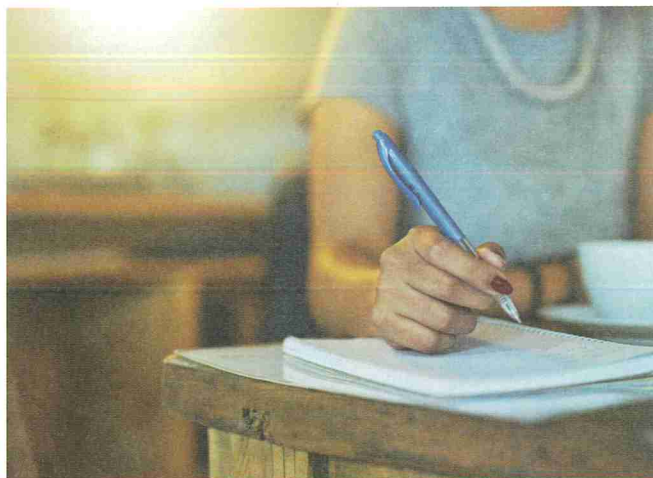
- ▶ Federal Trade Commission at: www.ftccomplaintassistant.gov or call (877) FTC-HELP (877-382-4357).
- ▶ Your state's Consumer Protection Agency or Office of the Attorney General: www.usa.gov/directory/stateconsumer

Always do a background check before hiring an investment professional:

- ▶ For a broker or brokerage firm, or an investment adviser or investment adviser firm. FINRA Broker-Check: brokercheck.finra.org or call toll-free (800) 289-9999.
- ▶ Call your state securities regulator. Contact the North American Securities Administrators Association: www.nasaa.org or call (202) 737-0900.

If you receive a lump sum severance:

- ▶ Be on guard if someone contacts you out of the blue with an investment offer. Promises of high returns and low risk are red flags.



You're not alone.
These resources can
help you manage a job
disruption.

Your “To Do” List

Putting It All Together to Keep Your Finances on Track

- ✓ **Take control of your finances.** Develop a revised budget and track spending closely.
- ✓ **Use all available employment services.** Take advantage of your state's services, and company services, if offered.
- ✓ **Get health coverage and other benefits.** Find out what employer benefits you are entitled to and what you need to do to get them.
- ✓ **Understand the risks and rules associated with 401(k) hardship withdrawals.** Contact your Human Resources department or the company that administers your retirement savings plan.
- ✓ **Protect yourself from financial fraud and job search scams.** Check out anyone offering you financial advice and any job ads or offers that seem too easy or good to be true.

MANAGE YOUR FINANCES:

Personal Finance and Investing | FINRA: www.finra.org/investors

Debt Management and Counseling | Federal Trade Commission: www.consumer.ftc.gov/topics/dealing-debt

Credit Counseling | National Foundation for Credit Counseling: www.nfcc.org

Mortgage Help | Bureau of Consumer Financial Protection: www.consumerfinance.gov/mortgagehelp

Financial Education | Federal Financial Literacy and Education Commission: www.mymoney.gov/Pages/default.aspx

Career Assistance | Department of Labor: www.careeronestop.org/jobsearch/findjobs/state-job-banks.aspx

STAY HEALTHY:

Health Information for Individuals and Families
Department of Health and Human Services |
Office of Disease Prevention and Health Promotion:
www.health.gov

Healthy Eating | Department of Agriculture:
www.choosemyplate.gov/healthy-eating-on-budget.html

Stress Management | Centers for Disease Control:
www.cdc.gov/features/copingwithstress/index.html

JOB SEARCH WORKBOOK



A proud partner of the
american**job**center[®]
network

FIND THIS RESOURCE
ONLINE AT:

KANSASWORKS.com

Resources

Job Seeker Resources

Job Search

Job Search Workbook



INTRODUCTION

Everyone has skills, but not everyone knows how to market those skills to enhance their career. This workbook will help you define and market your skills, as well as provide helpful information to assist you in your job search. The topics covered in this workbook are outlined on page 4.

If you need additional assistance, contact a Kansas Job Center near you, visit **KANSASWORKS.com** or call (877) 509-6757.

IDENTIFY YOUR SKILLS AND TALENTS

What sets you apart from the competition?



DOCUMENT YOUR WORK AND EDUCATIONAL EXPERIENCE

A good résumé should include dates of employment and demonstrate how you have helped your employers make money, save money or improve their bottom lines.

Focus on the company to which you are applying, not your wants, and remember to customize each résumé for each job to which you are applying.



DEFINE YOUR CAREER GOALS AND HOW YOU PLAN TO ACCOMPLISH THEM

Identify a mentor in the field you are interested in. If unsure about an industry, sign up for a temporary job to see what you think. Temporary jobs can lead to full-time employment.



IDENTIFY OCCUPATIONS MATCHING YOUR EXPERIENCE AND TALENTS



PREPARE YOUR MATERIALS (COVER LETTERS, RÉSUMÉS, INFORMATION FOR APPLICATIONS)

Ask someone you trust or a **KANSASWORKS** representative to review for grammar, layout and other suggestions.



TAKE ASSESSMENTS

Take the **WORKReady!**, My Next Move, mySkills myFuture assessments and others recommended in this workbook.



CONTACT EMPLOYERS

Network with everyone you meet! Get involved with activities that align with your interests and the job you want.



PREPARE FOR INTERVIEWS

KANSASWORKS representatives can do mock interviews and coach you to help ease anxiety.



GO TO INTERVIEWS

Be early, be prepared with questions and take extra résumés and anything else that demonstrates you have the skills to do the job. Always prepare questions for the interviewer at the end of the session.



THANK THE INTERVIEWER

Follow up with a thank you note or email.



EVALUATE YOUR INTERVIEW

How could you have improved the interview?



FOLLOW UP ON THE JOB

Negotiate wages after an offer has been received and accept the job.

TABLE OF CONTENTS

The Kansas Department of Commerce administers the **KANSASWORKS** workforce system, which links businesses, job seekers and educational institutions to ensure that Kansas employers can find skilled workers. The system includes various job centers, which are located statewide to connect businesses with job seekers in their area.

In addition, the system integrates Kansas universities, community colleges and technical schools so they can tailor their curriculum to the needs of Kansas businesses. The result is a seamless network in which Kansas workers receive job-specific training and Kansas businesses can find well-trained employees.

Funded in full by USDOL funds.

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Information for this booklet was pulled from various job seeker websites, such as jobsearch.about.com, collegegrad.com, quintcareers.com, forbes.com, mass.gov and best-interviewing-strategies.com.

JOB SEARCH BASICS

Managing your job search

To be truly successful, you should consider a job search a full-time job.

- Wake up early to begin searching and search all day (40 hours a week).
- Plan your time and determine what must be accomplished each day.
- Be your own boss or appoint a friend to hold you accountable to carry out your job responsibilities.
- Apply for jobs early in the day. This will make a good impression and give you time to complete applications, interviews or tests. Generally, avoid applying on Mondays and Fridays. You may want to call employers to find out the best times to apply. Some companies take applications only on certain days, or within specific hours, during the week. Cover tattoos and remove piercings when picking up applications and leave your cell phone in the car. Companies have reported they felt the job seeker was texting rather than wanting to work for them. Bring your **KANSASWORKS** pocket résumé with all your phone numbers on it.
- Fill out applications completely and write N/A where appropriate. Do not write, “see résumé.” This is a poor reflection of your work ethic and shows employers you do not follow directions properly.
- Keep a record of employers you contact, the résumé you sent for each opportunity, the date of your contacts, people you talked to and special notes about your contacts.
- Manage your time well by applying with several companies in the same part of town, when possible. Use your network to find out who is hiring in your expertise. The majority of openings are not advertised publicly, but found through networking.
- Be prepared. Develop a master application with dates, addresses, phone numbers, correct name spelling and other information about previous positions. Have résumés, pens (preferably blue), Google maps or similar navigation apps for your cell phone and job information with you at all times. You never know when a lead will come your way.
- Follow up on new leads immediately! If you hear about a job, research how the employer wants you to apply and do so right away. Do not wait until the next day.
- Network by telling everyone you know you are looking for a job. Stay in touch with friends and contacts (e.g., church pastor, former co-workers, neighbors, relatives, etc.). Develop and practice your “elevator pitch” about your skills. Ask our Workforce Specialists if you need assistance.

Using technology to get hired

Employers receive hundreds of résumés and applications for each position. Only the most qualified and proactive job seekers are attracting the attention of hiring managers and get their foot in the door for an interview.

Job search tactics now require embracing technology by creating a strong online presence, networking and using new strategies to market your personal brand.

The following strategies will help you kick start your job search and find that next opportunity.

You must have a basic understanding of the Internet. This will help you search for jobs, research companies and send emails. You must also communicate effectively online.

1. Create an online presence. A common practice for hiring managers is to Google candidates before calling them for interviews. Check into LinkedIn, Twitter and Facebook. These are great tools, but be cautious. Do not post anything you would not want a potential employer to see or read.
2. Create your own web page or blog devoted to your job search. They are not expensive to create and can help in your job search. Check out Google.com profiles or other free website solutions.
3. Post your résumé on career sites such as **KANSASWORKS.com** so you can be found for your skills and talents.
4. Network with professional organizations or alumni associations. Informational interviews are acceptable in today’s market. Look for a mentor in the field as well.
5. Develop your own personal brand. Be an expert and write papers related to your field and post them online. Volunteer at industry events to show your passion for what you do.
6. **KANSASWORKS** Virtual Services provides Skype Video conferencing to job seekers for out-of-area interviews. Workshops are also available in some offices. Speak with staff at a Kansas Job Center near you, visit **KANSASWORKS.com** or call (877) 509-6757.



Successful job candidates are those with great communication skills and passion who bring value to a company. By practicing these tips, you are on your way to landing the opportunity!

Email etiquette

Communication via electronic means has become commonplace. Here are some tips to assist you when communicating via email:

- **First contact with an employer** - Use email when the employer has invited you to do so through its website, job ad, verbal conversation or other communication. Otherwise, send a résumé and cover letter via hard copy.
- **Responding to employers** - If an employer emails you, it is permissible to respond via email. Be careful to read the email for instructions. For example, you may be asked to do some follow-up online or with another person. Always follow cues from the employer regarding preferred method of contact.
- **Thank you notes after interviews** - An email thank you is acceptable, especially if the hiring decision is happening quickly after the interview. An email will most likely be seen before a hard copy.
- **Keep it professional** - Your email alias, your subject line and your content all need to be clear and appropriate for the recipient. Do not use texting or abbreviations and use spell check.
- **Email alias** - “Hotdogdude@hotmail.com” is not appropriate. Without a professional address, you will not be taken seriously or viewed as professional.
- **Subject line** - Make it clear and meaningful to the recipient, as in “Application for Graphic Designer Listing 84G11.” A blank subject line is unacceptable. “Read this” and “Information” are meaningless and may be interpreted as containing a virus.
- **Greeting** - Do not misspell a person’s name. If you are writing to John Smith, use “Dear Mr. Smith.” Use “Ms.” for women, as it is the feminine equivalent to the masculine “Mr.” The only exception to this is when a woman uses another salutation such as “Mrs.” or “Dr.” for herself. If you do not know the name, but you do know the department where you must send your letter, use “Dear Human Resource Department staff,” or “Dear Hiring Manager at XYZ, Inc.” If at all possible, find the name to which it should be directed. Do not use “To Whom It May Concern.” The use of “Dear Sirs” will date your workplace knowledge, so avoiding this is important in your job search.
- **Content** - Use business-like writing style and be clear, concise and to the point. Start by stating why you are writing. “I am applying for the accounting internship position your firm advertised through the XYZ University Accounting Department.” Provide brief information about yourself. “This May, I will graduate from XYZ University with a bachelor’s degree in human services.” My experience includes two internships in community mental health agencies.” The same rules of hard copy correspondence apply to business email.

SKILLS, INTERESTS AND VALUES

If you have been a homemaker, student, volunteer or participated in some other seasonal activity, these skills may be applied to jobs. For example, planning and organizing a large family gathering requires communication and organization. Volunteering on a committee can demonstrate your responsibility, attendance and technical skill depending on the role you played on the committee. All these transfer into skills employers seek.

Soft skills

Soft skills are the skills all employees must have in order to succeed in the workplace regardless of the type of job. Employers place great importance on these skills and an employee who has them is considered valuable. These skills are separate from the technical knowledge you may need on the job, such as computer experience.

To employers, soft skills (also known as employability skills) are as important as technical skills. Your personal characteristics and behavior affect your ability to interact successfully with others. Personal characteristics associated with outcomes that are important in the workplace include job performance, organizational abilities, productive work behaviors and teamwork. These skills are needed to keep the job once you get it. Soft skills include:

- **Attendance** - Coming to work on time, coming every day, giving advance notice for days off, calling in sick only when absolutely necessary and calling your supervisor if you are going to be late.
- **Communication/Interpersonal Skills** - Communicating with co-workers, managers and customers in a pleasant and professional manner. Seeking advice when needed and practicing listening skills. Expressing yourself clearly so you will be understood. Being polite, not argumentative, in accepting and expressing criticism. Remaining calm in all situations and maintaining good eye contact.
- **Teamwork** - Working in a cooperative manner with others to achieve team goals and identify needs.
- **Initiative/Motivation** - Beginning or following through energetically with your job duties or a task without prompting or direction.
- **Responsibility** - Working hard toward reaching a goal. Completing required and expected duties. Being aware of time schedules. Managing personal responsibilities and working effectively with little or no supervision.
- **Appearance/Hygiene** - Understanding and adhering to dress code policies. Wearing appropriate work clothing. Displaying good personal hygiene and grooming (e.g., shower, clean clothes, brush teeth and brush/comb hair). Being aware of your personal and professional appearance.
- **Flexibility** - Willing to cheerfully accept special projects or fill in for absent employees. Embracing ideas from others or changes in the middle of a project.

- Problem Solving/Conflict Resolution - Identifying problems, evaluating all possible solutions, selecting a course of action and evaluating the outcomes. Someone who is willing to negotiate for problem solving while respecting others’ opinions and interests in a positive manner.

Technical skills and talents

Technical skills and talents are the skills you possess to accomplish a job (computer skills, operating equipment, understanding procedures, research, etc.). These are hard skills employers review to determine if you are able to perform the work.

To develop your skills further, we have resources free of charge. Please visit with your workforce professional about the right one for you.

Determine your skills

To help determine your skills and talents, list your hobbies, club memberships, sporting activities, church and school involvement and areas of interest. List tasks you perform well or strong skills you possess, even if you have not been paid for these skills.

Your list may look like it has nothing to do with job skills or experience, but that is acceptable. The purpose of this list is to help you determine the skills you already have that can be transferred to a job.

All hobbies, sports and activities involve transferable skills, knowledge and abilities. Look at each item on your list. On the next page think about the skills or talents it takes to perform that activity. List your activities and skills as demonstrated in the example chart on the next page.



Hobbies, sports and activities Things I do well	Skills, knowledge and talents involved
Playing basketball	Positive interaction with others (be a team player) Utilize math (keep track of scores) Reach, lift, jump, stoop and run
Homemaking	Manage budgets Ability to handle multiple tasks Knowledge of human development Skills in teaching and training
Fixing Cars	Ability to diagnose mechanical problems Skill in using tools Knowledge of electronics
St. Patrick’s Day Parade Coordinator	Capacity to create printed materials Skill in advertising Organizational skills Competence to lead others Knowledge of fundraising Communicate professionally

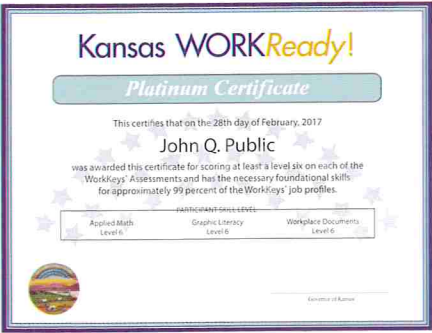
Complete the table below. Use action verbs to describe your soft and technical skills. See page 29 for a list of action verbs.

Hobbies, sports and activities Things I do well	Skills, knowledge and talents involved

ACCESS YOUR SKILLS, VALUES AND INTERESTS

Another means of determining your talents is to complete a formal assessment of your skills, values and interests. This will help determine which careers are suitable for you and which are not. You may also find that your skills and abilities match an occupation you never considered. There are many career assessment tools to help you gather this information and generate a list of occupations best suited for you. For example:

- O*NET can help you match your skills to desired occupations. This tool includes a *Skills Search* designed to help identify occupations you may want to explore. This is done by selecting a set of skills from six broad groups of skills to create your customized skill list.
- The Kansas **WORKReady!** Certificate is a nationally recognized certificate informing employers of your skills before you even walk into the interview room. It measures your skills in three areas - Workplace Documents, Graphic Literacy and Applied Math - and certifies you as a Platinum, Gold, Silver or Bronze candidate. If you are interested in taking this assessment, contact your local Kansas Job Center, visit **KANSASWORKS.com** or call (877) 509-6757.
- The Kansas **WORKTalent!** Assessment is utilized to provide insight into your personal characteristics and work-related behaviors. This will help you learn to rely on your personal strengths and adopt some different behaviors. This will help you learn to rely on your personal strengths and adopt some different behaviors to make you even more employable and successful in the workplace. If you are interested in taking this assessment, please contact your local Kansas Job Center, visit **KANSASWORKS.com** or call (877) 509-6757.



WORK EXPERIENCE

Now that you know your skills and interests, it is time to review your work experience. Write down your previous employment history. Concentrate on the details of the positions within the last seven years, including all part-time, military, volunteer, apprenticeship/internship and self-employment work. Make sure all dates, job titles and applicable contact information are accurate. Write down your accomplishments and how they relate to the position for which you are applying. Each résumé should be tailored to each position for maximum credibility. Past experience determines future performance. What did you like the best? These details will usually denote where your strengths are to help market your talents as well. Be prepared to discuss with a potential employer in an interview any times when you were not employed.

Think about the skills, knowledge or abilities it took to perform each work duty and write them down. In addition, list the kind of work characteristics involved with the duties (organization, self-management, etc.). Here are a couple of examples:

Job	Work duties	Skills or talents	Work characteristics
Farm Worker Smith and Sons May 2012 - April 2013	Selected vegetables and fruits Inspected fruit for damage and ripeness Used hoes, shovels and shears to plant, cultivate and prune	Performed quickly, skillfully and safely Labored outside and alone for long periods	Ability to work quickly, skillfully and safely
Customer Service Rep. Jones Financial Group April 2013 - Present	Answer customer phone calls Update customer accounts Answer customer questions or complaints	Display proper phone etiquette Comprehend stock market Locate information quickly Experience with computer skills Serve customers	Polite/accommodating Organization Problem solving Attention to detail Time management

Complete your work experience list below. A list of action verbs is available on page 29.

Job	Work duties	Skills or talents	Work characteristics

EDUCATIONAL EXPERIENCE

Now it is time to examine your educational history. List schools you attended with dates and major studies or courses completed. List most recent history first. List honors, accomplishments, skills and expertise (e.g., computer software applications, machinery operation, etc.). Also list activities you have participated in to increase your overall knowledge (e.g., training or certification, military services, relevant community or volunteer work). Then ask yourself what classes or training you like and why you liked them, as shown in the example below.

Degree, certificates, awards and honors	Classes or training I enjoyed and why
BA Biology	
Certificate of Microsoft Office Training	Web page design - enjoyed creativity and starting something from scratch
Gold Star Sales Award	
Employee of the Month, Oct. 2012	Scuba diving - enjoyed contact with nature and adventure
Outstanding Attendance Award	

Complete your educational history in the following table.

Degree, certificates, awards and honors	Classes or training I enjoyed and why

CAREER EXPLORATION

What career would you be happy doing every day if money was not an obstacle? This is usually an indicator of your passion and will help you be successful and attentive. At this point, you have completed your self-assessments and know your values, interests and skills.

You may also have a list of careers that align with assessment results. You now need to narrow your list of careers so you can pursue the one you find most desirable. There are hundreds of career options out there. Think hard about your choice of occupations and you will find a fulfilling and successful career. It could take some time and energy to make a decision.

Gather information in career fields you are thinking about and research labor market information for availability in your area. Gather basic information about each career on your list, such as job descriptions, employment statistics, job outlook, earnings and educational and training requirements.

For basic information about career fields, use Career OneStop. You will find occupational demographic and labor market information at the local, state and national levels. This site is constantly updated. Other helpful sites are **KANSASWORKS.com** and the Kansas Department of Labor.

Once you have enough information to decide what career(s) you would like to pursue, it is time to dig deeper. You need to learn as much as possible about your narrowed list of occupations. Once this is complete, you should be able to narrow your list to one. You can always continue your research and change your mind. Remember, nothing is set in stone.

Career Goals

With a few career options in mind, it is time to figure out how to reach your goal of actually working in that field. Perhaps you lack a few skills for the career or there are no jobs currently open. Identify what steps will help you gain experience for your career choice. Maybe you need to take some classes, get a degree or find an employer offering on-the-job training. To help determine what to do, list your career choice in one column (the type of work you want to do five or 10 years from now). In the opposite column, list what jobs, education or experience you can get to help you reach your goal as demonstrated on the next page.

Career I would like to have	Jobs/education/experience to help reach goal
Police Officer	Security Guard, Correctional Officer, Administrative Assistant in Police Department, Court Clerk, Police Academy
Writer	Book Store Sales Clerk, Library Assistant, English Course
Welder	General Labor, Position in Manufacturing Environment, Metalworking, Welding and Fabrication Courses

Complete your career goals in the following table.

Career I would like to have	Jobs/education/experience to help reach goal

Today’s workplace is very competitive. However, there are also a lot of career opportunities out there and one is for you! You need to have a variety of skills to give you a competitive edge. You may be choosing a career, deciding whether to change careers, re-entering the workforce or recovering from a job loss. Staff at Kansas Job Centers are ready to help at no cost. You may also visit **KANSASWORKS.com** or call (877) 509-6757. Additionally, career information is available at your local library, community and technical colleges and universities.

WHERE TO FIND JOB INFORMATION

If you know what job skills you have and what you like to do, you are ready to look for a job. You can look for job openings through the following sources:

NETWORKING is the key to a successful job search and the number one way people get jobs. Networking consists of building on personal contacts and making yourself known to potential employers. Talk with anyone who may know of an opportunity that would be right for you, including colleagues, recruiters, other job seekers, career professionals, etc. Do you have a mentor? This is another option, and our workforce professionals are also connected to where the jobs are.

SOCIAL NETWORKING provides a great way to make connections with potential job opportunities and promote yourself across the Internet. This can help you describe yourself, your major strengths and the benefits an employer would receive by hiring you. Check into LinkedIn, Twitter and Facebook. These are great tools, but be cautious. Do not post anything you would not want potential employers to see or read. Employers will check these sites. They want employees who can respect their companies and their customers.

KANSAS JOB CENTERS provide assistance in finding jobs and offer an office to work from until you find your next position. We offer a wide variety of other services at no cost. For a list of job centers, visit **KANSASWORKS.com** or call (877) 509-6757.

COMPANY WEBSITES are used more than ever to direct applicant flow. Many companies accept résumés and/or have résumé builders directly on their sites. Review the employment or career section of the site for job opening information and the applications process. You may also contact employers directly (even if they are not advertising openings) and speak to their personnel offices. When an update posts (e.g., new jobs), some websites automatically alert you. Follow the company on their Facebook page as it will typically post new openings there.

FEDERAL, STATE AND LOCAL GOVERNMENT PERSONNEL OFFICES list a wide range of job opportunities. Phone numbers may be found under government listings. The State of Kansas has a Civil Service Job site at www.jobs.ks.gov. To find federal openings, use www.usajobs.gov.

PUBLIC LIBRARIES have books and other materials on occupations and often post local job announcements. Some also have networking events or free computer classes.

NEWSPAPER ADS list jobs, but remember the newspaper contains less than five percent of the vacancies in your area. If you are qualified, send your résumé. These ads are usually time sensitive, so do not delay.

- LOCAL RADIO OR TELEVISION STATIONS** often announce available jobs.
- COMMUNITY AND TECHNICAL COLLEGES** offer counseling and job information to students and alumni.
- CHURCHES AND COMMUNITY ORGANIZATIONS** frequently offer employment services or provide job search assistance.
- VETERANS' PLACEMENT CENTERS OR ORGANIZATIONS** often have job listings for members. Contact the Veterans Employment Representative at a Kansas Job Center near you, visit **KANSASWORKS.com** or call (877) 509-6757.
- UNIONS AND APPRENTICESHIP PROGRAMS** provide job opportunities, information and training. Contact the Kansas Apprenticeship Council at (785) 296-4161, a relevant labor union or a Kansas Job Center for information. You may also visit **KANSASWORKS.com** or call (877) 509-6757.
- PROFESSIONAL ASSOCIATIONS** often have websites and publications that post job opportunities. There are numerous professional organizations for a variety of industries and career specialties. Many national conferences and local chapter meetings are great networking venues.

*Under the Civil Rights Act of 1964, all sources listed above serve persons of any race, color, religion, sex or national origin. The Age Employment Act of 1967 forbids discrimination of older workers. Both laws forbid employers to discriminate in hiring.

APPLICATIONS

A job application is often an employer's first impression of you. Employers often ask job seekers to fill out an application before an interview. The matter in which you complete your application often tells an employer how well you will perform your job. Since the product you are selling is yourself, it is worth the time and effort to complete the application as best you can.

Tips for completing an application

- Read the entire application before answering any questions. If you complete the application by hand, be sure to print legibly and in pen, preferable blue ink, otherwise black ink.
- Fill in all blanks providing complete, detailed information. If a questions does not apply to you, write "N/A" (not applicable) to show you did not miss the question. Do not write "see résumé" on the application.
- If you are filling out an application online, do not use auto-fill. The information loaded into your application when using auto-fill may not align correctly. Your "position" answer might instead say which college you attended or prior employment dates might just show start dates.
- Be sure all names and addresses are spelled correctly and fill out the application carefully. Other items that may be requested include: Military record, social security information and/or license/certification identification. Because of identity theft, instead of entering your Social Security number on the application, you may state, "Will provide at interview or upon hire." Please use your judgment on these items.
- For an online application, have all your information ready when starting, including a copy of your résumé to upload. Some applications have a time limit, so having this information ready up front is beneficial.
- Have your work experience list with you so you can correctly enter titles, dates, addresses and full names of supervisors if asked. Kansas Career Keepers, also known as "pocket résumés," are available at Kansas Job Centers to record your employment history.
- Use appropriate job titles for your previous positions and for the positions you are seeking. Have a specific job(s) in mind. Do not ask for "just anything."
- If you are not sure of the wages or salary of the job for which you are applying, write "negotiable" until you have a chance to discuss the job responsibilities with the employer and research labor market trends for that position in your area.
- Having a telephone is the best way to get calls from employers requesting an interview. If you do not have a telephone, ask a friend or neighbor for permission to use their number. Indicate on the application this is a number where a message may be left. Be sure to check with them often so there is little time delay.
- Professional references: The typical rule of thumb is three people who can account for your work ethic and character. These should not be related to you and should be contacts who will give you a positive

reference. Ask if they would like to be a reference for you and what they will say when someone calls. Ask for their correct name spelling and which number they would like people to call, current address, city and state and occupation. Some employers ask for business references or names of previous supervisors. If you have not held a job before, it is permissible to use teachers or family friends as references.

- If there has been a special situation in your past, such as a criminal conviction, it may be best to write, “May I explain in person” in the appropriate blank. This will give the employer a chance to ask questions and you to disclose information. However, some employers may require this information in advance of an interview. We have trained staff in our centers to help coach this. If you would like additional assistance in preparing answers regarding criminal backgrounds, visit with workforce professionals at a Kansas Job Center near you, visit **KANSASWORKS.com** or call (877) 509-6757.
- After you complete the application, check it over to make sure the information is thorough and accurate. If you have any questions about the application, ask the person in charge to explain it to you. Usually, you will be asked to sign a statement that the information you provided is true. False statements or intentional omissions are grounds for dismissal after being hired.
- If asked, agree to sign a statement giving the employer permission to contact your past employers and check your school and work records. Not giving permission gives a potential employer the impression you have something to hide.

COVER LETTER

If you are applying for a job that requires a résumé, you should always write a cover letter to accompany it. The purpose of a cover letter is to:

- Introduce yourself by setting a higher bar than others who choose not to send a letter of introduction.
- Explain how you discovered the job.
- How would your skills and talents benefit the company in this role?
- Show the employer why they should read your résumé and invite you to an interview.
- Include past experience not on your résumé or application.
- Ask for an opportunity to meet them and interview for this role.
- Assure the employer you will follow up and do so.

Tips for writing cover letters

- Write a separate cover letter tailored to each job for which you apply.
- Include your address, telephone number, email and social media icons you would like them to see, especially if the role indicates this as a duty to oversee. Quite often, this is set in the ‘header’ to incorporate a consistent marketing brand on your cover letter and reference page. Ensure all documents have a consistent font and font size.
- Address each letter to a specific person (the person who would actually supervise you or the person with hiring authority). Blind letters are not as effective. You can obtain a contact name by calling the personnel department of the organization. If you cannot get a contact name, address the letter by title (e.g., Dear Customer Service Supervisor).
- Create a strong first paragraph stating why you are interested in the position.
- State the position you are seeking and the source of the job opening (newspaper ad, friend, etc.). If there is an identification number, it is suggested to insert it here. Make it easy for the hiring personnel!
- Highlight your job qualifications and what you can bring to the company. It helps to have a completed résumé before this step.
- Try to identify something about yourself that is unique or of interest to the employer.
- Show you’ve done some homework on the company (you know what they do, their interests and challenges). Check out the company’s website and social media.
- Request an interview. If possible, suggest a specific date and time that is mutually agreeable.
- Convey personal warmth, enthusiasm and passion for working for the company.
- Keep your letter short and to the point and grab the reader’s attention quickly.
- Use proper grammar and correct spelling. Proofread your letter and have someone else review it.
- Type/print letters on standard-sized (8-1/2” x 11”) white or standard color paper that matches your résumé.

COVER LETTER FORMAT

YOUR NAME

Your Street
Your City, State, Zip

Your Primary Phone
Your Email

Date

Name
Title
Company Name
Company Address
Company City, State, Zip

Dear Name or Title:

INTRODUCTION PARAGRAPH - Specify the position for which you are applying, how you became aware of the opening (e.g., newspaper ad, **KANSASWORKS.com**, radio, etc.). You want to capture the reader’s attention. Show you have done some research on the company by talking about new projects the company has taken on or citing something you read about them. Reference your enclosures.

BODY - In this paragraph, talk about your responsibilities, actions accomplished and results achieved in past jobs. Use descriptive and concise action statements. Indicate how your experience would benefit the company. Do not repeat your entire résumé, but mention those items most appealing to the employer.

CONCLUDING INFORMATION - This is the section where you close your letter. Express your interest in an interview for a position or in learning more about the company’s opportunities and hiring plans. Indicate what your follow-up plan will be (e.g., I will contact you next week to schedule a mutually agreeable meeting time, etc.). Be sure to mention how you may be reached. Finally, thank the employer for his/her time and consideration (e.g., Thank you for your time and consideration).

Respectfully,

Leave four spaces for handwritten signature

Your Name (typed)

Enclosure: Résumé

COVER LETTER EXAMPLE

JULIE ALDEN

1275 Apple Lane
Topeka, KS 66612-2345

(123) 456-7890 (C)
jalden@email.com

August 9, 2017

Patty Turner
Human Resources Manager
Patty’s Place
1234 Sailor Drive
Topeka, KS 66612-2345

Dear Ms. Turner:

I am writing in response to your ad in the XYZ paper August 6, 2017, regarding the position of Human Resource Manager. I have heard great things about Patty’s Place and have enclosed my resume for your consideration of my skills to the role which you are recruiting for.

As my résumé indicates, I have more than eight years of human resources management experience in a manufacturing environment. I have a strong background in creating and implementing training, policies and procedures and reducing turnover. Over the past three years, our company has experienced a 15% increase in retention and a 40% reduction in grievances. Our company has exceeded production goals by 10%. We believe our continued interest in our team is reflected in these numbers.

As an HR manager myself, I know the pressure is on you to recruit the best available talent to help the company grow and thrive. I would welcome the opportunity to meet with you and discuss how we could benefit each other. Next week, I will follow up with you to answer any questions or concerns you may have with my application packet. Thank you for your time and consideration.

Respectfully,

Julie Alden

Julie Alden

Enclosure: Résumé

COVER LETTER EXAMPLE

JULIE ALDEN

1275 Apple Lane
Topeka, KS 66612-2345

(123) 456-7890 (C)
jalden@email.com

August 9, 2017

John Green
Human Resources Manager
Patty’s Place
1234 Sailor Drive
Topeka, KS 66612-2345

Re: Warehouse Manager, Requisition #12345

Dear Mr. Green:

When I read your ad for a Warehouse Manager on the **KANSASWORKS.com** website, I immediately noticed how well your requirements align with my experience, education, skills and background. While my enclosed résumé provides a good overview of my strengths and achievements, I have also listed some of your specific requirements for the position and my applicable skills:

You require:

Ability to coordinate and oversee the work of subordinates.

Ability to strategically plan, develop and implement programs and operations toward achievement of team’s mission, goals and objectives.

The analytical skills to perform needs assessments, evaluate current programs, and initiate changes or adjustments to current systems and improve operations.

Problem-solving and decision-making abilities.

I offer:

Currently I oversee the quality of 25 full time and 5 temporary employees at a 24-hour fast-paced facility.

5+ years developing and implementing cross-training programs in accordance with the operations department’s vision to exceed the goals of the company by ensuring customer satisfaction is priority.

Success in implementing the Kansas **WORKReady!** assessment in turn has reduced turnover and increased employee referrals for employment.

Success in solving a variety of daily issues such as cross training to avoid delay time when one is absent and employee recognition.

As it appears my experience and expertise fit the job title requirements so closely, I would enjoy an opportunity to visit more in depth to determine how I can help Patty’s Place. I will follow up with you next week to answer any questions. In the meantime, please feel free to call my cell phone at (123) 456-7890 at your convenience. I look forward to our meeting. Thank you for your time and consideration of this opportunity.

Respectfully,

Julie Alden

Enclosure: Résumé

COVER LETTER EXAMPLE

JULIE ALDEN

1275 Apple Lane
Topeka, KS 66612-2345

(123) 456-7890 (C)
jalden@email.com

August 9, 2017

John Green
Human Resources Manager
Patty’s Place
1234 Sailor Drive
Topeka, KS 66612-2345

Dear Mr. Green:

After a review of the Job Title role, I see similarities in what you are looking for and what I could offer. Although my current role is extremely rewarding, I would like to tackle a new challenge. I see Patty’s Place is growing and introducing new products of which I would like to be a part. Therefore, I wish to forward my credentials for consideration of this role.

My experience includes working in and with upper management, staffing companies and entry level workers. Currently I cross train staff on the operations to reduce down time when one is absent. Our retention rate has surpassed the previous year’s and this may be a result of implementing the Kansas **WORKReady!** assessment to new hires. I lead one of the most successful crews and maintain 90% of the talent we brought aboard.

My job is very rewarding and I have not been looking to change until this position caught my eye. It would be a pleasure to meet and discuss this further. I will follow up with you next Monday to answer any questions you may have of my application material. In the meantime, you may reach me at (123) 456-7890 at your convenience. Thank you for your time and consideration.

Respectfully,

Julie Alden

Julie Alden

Enclosure: Résumé

RÉSUMÉ PREPARATION

Today there are very few jobs where a résumé is not required. The average employer spends seven seconds scanning a résumé. To be most effective, you need to grab their attention quickly! If you don't, the next person will!

What is a résumé?

The résumé is your marketing tool and summarizes your background. It provides an employer with an outline of your abilities, education, work experience, special knowledge and training. It is your opportunity to attract an employer's attention and separate yourself from all the other applicants competing for the job.

Effective résumés

When preparing a cover letter or résumé, remember to visit a Kansas Job Center or visit **KANSASWORKS.com** to utilize resource materials or seek assistance. For a location near you, visit **KANSASWORKS.com** or call (877) 509-6757.

Résumé tips:

- Type your résumé. Use standard-sized white paper or résumé-specific paper.
- Print on one side only.
- Do not fold, staple or bend the résumé.
- Use fonts like Arial, Times New Roman, Tahoma or Verdana with text at 9-12 points and headings at 10-14 points.
- Keep your résumé simple, bold and professional.
- Do not use shading, graphics or boxes. Limit use of underline, italics and vertical lines.
- Do not use abbreviations.
- Your résumé should be neat, clean and professional looking.
- The layout of your résumé should make reading or scanning easy. Large amounts of white space are effective.
- Be specific. Use clear and concise sentences. One page is standard, but if you have more than 15 years experience, two pages is acceptable.
- Use a header to put your name and contact information on the top of each page.
- Make sure your contact information is correct. Include primary phone number and email address.

- Use bulleted or highlighted statements beginning with action verbs to describe your accomplishments and duties. Try not to repeat the same words. Use the same number of bullets on each work experience.
 - Watch the verb tense. For current employment experience, use present tense. For previous experience, use past tense.
 - Since duties on a functional résumé are arranged by category and not past/present jobs, you may use either present or past tense. Choose one or the other and use that one throughout the résumé.
 - Do not use "ing" verbs (managing, acting, etc.). Use keywords to match your skills and abilities to the requirements of the job.

A list of action verbs can be found on page 29.

- Make sure there are no spelling, grammar or punctuation errors. Proofread carefully and have someone else review it as well.
- Add numbers or hard data to your résumé. In a document full of letters, numbers really stand out (e.g., reduced costs by 17 percent during the past 10 years). Numbers draw attention and show results achieved. Be positive and focus on benefits and results. The use of "bold" will help these.
- Do not use the words "I," "me" or "my." Your résumé is not a personal correspondence and should not include details about your personal life.
- Never lie or exaggerate.
- If you can direct your résumé to a person in the organization who is responsible for hiring, you will be much more successful at getting your foot in the door for an interview.
- Ensure the language is consistent. Construct each description or summary in a similar manner, including grammar, punctuation and length.
- Do not include salary or wages. Perhaps you will be able to negotiate, so don't sell yourself short.
- Always send a cover letter with your résumé.
- When using a Career Objective, ensure it is easy for the reader to see why you are a good fit for the job and include the specific title of the position (e.g., "Seeking a position as Sales Manager in which 10 years of customer service experience will add value," or "Seeking a position as Manager in which three years of management experience will contribute to success."). Be sure to adjust your Career Objective for the different types of jobs to which you apply.
- In some cases, a Summary of Qualifications should be used in place of the Career Objective. List your best characteristics to align with the details of the job (e.g., "Reputation for writing clear and concise explanations for technical and nontechnical users."). Be sure your list reflects how you want to be summarized as a potential candidate.
- References are no longer necessary on your résumé. You do not even need to state, "References available upon request." Employers will request your references when they are ready.

Four types of résumés

There are numerous ways to format a resume. Four primary types are discussed in this section. Review all of them and find a format that works for your situation and career experience. Then use the information you gathered on pages 11-14 to develop your résumé.

CHRONOLOGICAL RÉSUMÉ FORMAT

ADVANTAGES

Widely used format
Logical flow, easy to read and prepare
Showcases career progression and growth

DISADVANTAGES

Emphasizes gaps in employment
Not suitable if you have no work history
Highlights frequent job changes
Emphasizes employment but not skill development
Emphasizes lack of related experience and career changes

BEST USED BY

Individuals with steady work record
Individuals whose recent employers or job titles are impressive

FUNCTIONAL RÉSUMÉ FORMAT

ADVANTAGES

Emphasizes skills rather than employment
Organizes a variety of experience (paid and unpaid work, other activities)
Disguises gaps in work record or a series of short-term jobs

DISADVANTAGES

Viewed as a suspicion by employers due to lack of information about specific employers and dates

BEST USED BY

Individuals who have developed skills other than documented employment and who may be changing careers
Individuals with no previous employment
Individuals with gaps in employment
Individuals with frequent job changes

COMBINATION RÉSUMÉ FORMAT

ADVANTAGES

Highlights most relevant skills and accomplishments
De-emphasizes employment history in less relevant jobs
Combines skills developed in a variety of jobs or other activities
Minimizes employment gaps and absence of directly related experience

DISADVANTAGES

Can be confusing if not well organized
De-emphasizes job tasks and responsibilities
Requires more effort and creativity to prepare

BEST USED BY

Career changers or those in transition
Individuals re-entering the job market after some absence
Individuals who have grown in skills and responsibility
Individuals pursuing the same or similar work as in the past

TARGETED RÉSUMÉ FORMAT

ADVANTAGES

Personalized to company/position
Shows research
More impressive to employer
Written specifically to employer's needs

DISADVANTAGES

Time-consuming to prepare
Can be confusing if not well organized
Must be revised for each employer

BEST USED BY

Everyone - because any of the other formats can be made into a targeted résumé

Action verbs

Action verbs give your résumé power and direction. Begin all skill statements with an action verb. If you cannot find the word you are looking for, use a thesaurus. For employment history, use the same grammatical structure, punctuation and verb tense (i.e., current history is present tense; previous history in past tense). Do not use “ing” verbs (managing, acting, etc.).

Below is a list of verbs to use on your résumé:

achieve	deliver	inspect	purchase
address	design	instruct	recommend
administer	determine	integrate	reconcile
advise	develop	interpret	record
allocate	diagnose	interview	recruit
analyze	direct	investigate	reduce
approve	dispatch	improve	represent
arbitrate	document	judge	report
arrange	draft	lecture	resolve
assemble	edit	maintain	review
assign	enlist	manage	schedule
attain	establish	mediate	screen
audit	evaluate	moderate	select
catalogue	examine	motivate	solve
chair	execute	negotiate	specify
classify	expedite	observe	spoke
collect	explain	operate	strengthen
communicate	extract	organize	summarize
compile	fabricate	oversee	supervise
compose	facilitate	participate	tabulate
conduct	forecast	persuade	train
consolidate	formulate	plan	translate
contract	generate	prepare	troubleshoot
control	guide	present	utilize
correspond	hire	prioritize	validate
create	implement	process	verify
critique	increase	produce	visualize
delegate	initiate	promote	write

CHRONOLOGICAL RÉSUMÉ FORMAT

SAMPLE I. NAME

(785) 555-5556 (C) • samplename@outlook.com
5555 Sample Road, Great Town, KS 44481

OBJECTIVE (optional or see Summary of Qualifications on next): Mechanical Engineer

WORK HISTORY:

Industrial Engineer

2003-Present

Tool Incorporated, Great Town, KS

- Researched the current shipping department and worked with a lean team to design a more productive operating process by utilizing the latest techniques. This increased customer’s shipments within 24 hours turnaround and overall produce 50+ products out to customers each day.
- Developed a multi-step shipping process improvement plan to cross train all team members on quality control, resulting in increasing production numbers and helping the company grow 20% that quarter alone while exceeding customer satisfaction as reported by the sales team.
- Earned the Employee of the Year award for bringing the team together to accomplish this.

Design Engineer

2000-2003

Mechanical Systems, Paradise, KS

- Introduced a complete safety package for a robot loader to increase efficiency on the floor.
- Trained and mentored 5 intern engineers on SOLIDWORKS for a semester. Successfully helped our company retain 4 upon graduation.
- Evaluated and recommended machine components to fiscal and involved in saving \$5K+ on negotiating.

HVAC Engineer Assistant

1995-2000

Engineering Consultants, Kansas City, KS

- Prepared building and equipment bid specifications.
- Evaluated HVAC equipment options.
- Incorporated EPA and OSHA regulations into safety procedures.

FORMAL EDUCATION:

Currently studying for the Professional Engineering License Exam

BACHELOR OF SCIENCE DEGREE: MECHANICAL ENGINEERING, 1990

Minor: Engineering Management
Sample University, City, KS

CHRONOLOGICAL RÉSUMÉ FORMAT

SAMPLE I. NAME

(785) 555-5556 (C) • samplename@outlook.com
5555 Sample Road, Great Town, KS 44481

SUMMARY OF QUALIFICATIONS:

Review the job description and pick the top characteristics they are looking for and how you meet and/or exceed those. Put them in this section. From research, this is the section to grab the reader’s attention and to keep them reading on...

Example: If the job description asks for a minimum of 5 years of SOLIDWORKS experience in a manufacturing environment:

24+ years’ experience with SOLIDWORKS programming, AutoCAD and similar programs. The past 19 years have been successfully creating design work in the manufacturing industry.

WORK HISTORY:

Industrial Engineer

2003-Present

Tool Incorporated, Great Town, KS

- Researched the current shipping department and worked with a lean team to design a more productive operating process by utilizing the latest techniques. This increased customer’s shipments within 24 hours turnaround and overall produce 50+ products out to customers each day.
- Developed a multi-step shipping process improvement plan to cross train all team members on quality control, resulting in increasing production numbers and helping the company grow 20% that quarter alone while exceeding customer satisfaction as reported by the sales team.
- Earned the Employee of the Year award for bringing the team together to accomplish this.

Design Engineer

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Mechanical Systems, Paradise, KS

- Introduced a complete safety package for a robot loader to increase efficiency on the floor.
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HVAC Engineer Assistant

1995-2000

Engineering Consultants, Kansas City, KS

- Prepared building and equipment bid specifications.
- Evaluated HVAC equipment options.
- Incorporated EPA and OSHA regulations into safety procedures.

FORMAL EDUCATION:

Currently studying for the Professional Engineering License Exam

BACHELOR OF SCIENCE DEGREE: MECHANICAL ENGINEERING, 1990

Minor: Engineering Management
Sample University, City, KS

FUNCTIONAL RÉSUMÉ FORMAT

SAMPLE I. NAME

C: (785) 555-5556
samplename@outlook.com
Address, City, KS

SUMMARY OF QUALIFICATIONS

10+ years as the line supervisor of highly competitive distribution center; leading and developing a team of 25+ members at a given time to ensure product is quality assured prior to leaving the facility with a 10% error rating in past year.

Proven skills include:

- Onboarding

— Staffing/Scheduling
- Cross Training

— Safety Protocols
- Motivation

— Retention
- Member of the National Management Association.
 - Served as a liaison of upper management and the staffing company.
 - Hold the record of highest production with lowest overhead cost of departments.
 - Have trained 100+ employees and a track record of 90% retention of talent.
 - Department has increased safety training and ensured cross training resulting in 60 less accident reports in the past year.
 - Hands-on leadership, forklift operation and in-house certification.
 - Certified with OSHA 10.
 - CPR Certified and EMT coursework (no certification).
 - Kansas **WORKReady!** Certificate: Silver level credential, 2003.
 - Introduced company to the Kansas **WORKReady!** Resulting in numerous accolades for the proven ability of the assessment in the workplace.

PROFESSIONAL EXPERIENCE

Line Supervisor

2000-Present

Assistant Line Supervisor (1.5 yrs)

Team Member (1.5 yrs)

Company Name, Topeka, KS

EDUCATION

HIGH SCHOOL DIPLOMA, 2000
SCHOOL NAME, CITY, KS

COMBINATION RÉSUMÉ FORMAT

SAMPLE I. NAME

Customer Service Professional 
C: (785) 123-4567 • name@email.com • Address, City, State, Zip

SUMMARY OF QUALIFICATIONS:

*Proactive self-starter of taking initiative, personal responsibility, ownership of work and reputation for removing obstacles and making things happen. Passionately involved in coaching new hires and mentoring the interns. One who is committed to researching trends and suggesting innovations to stay ahead of competitors. Works closely with all levels of management, **KANSASWORKS** and staffing companies for recruitment needs. One whom is passionate of providing high quality customer care.*

PROFESSIONAL EXPERIENCE

- General Office
- Organized and implemented weekly group activities for collaboration and innovation
 - Scheduled appointments for General Manager
 - Maintained accurate financial records and timely invoice payments
 - Prepared reports and created documents using Microsoft Office products
- Customer Service
- Welcomed customers and visitors in a professional and courteous manner
 - Provided customers with desired information in a timely manner
 - Assisted customers with concerns
 - Received exceptional rating from company's secret shopper
- Communication
- Introduced Instant Messaging as a solution of responding to needs quickly
 - Developed social media platform for company to have an online presence
 - Established rapport with diverse individuals and groups in the community
 - Suggested ideas to the management team and influenced action for employee morale

WORK HISTORY

OFFICE ASSISTANT / CUSTOMER SERVICE REPRESENTATIVE

- Company ABC, Paradise, KS • June 2013 - Present
- Maintain social media sites for company
 - Communicate with customers, employees and other individuals to answer questions, trouble shoot problems and provide a clear picture to the owner
 - Responsible for annual Employee Recognition Awards Luncheon, negotiate catering costs and ensuring the event was successful
 - To pass public relation scripts to owner for addressing in a timely manner

EDUCATION

ASSOCIATE OF ARTS: BUSINESS ADMINISTRATION, 2012
COLLEGE NAME, CITY, STATE, ZIP

TARGETED RÉSUMÉ FORMAT

ANN KINNEY
506 10th Avenue
Kansas City, MO 66118

(913) 123-4567 (C)
akinney@email.com

SUMMARY OF PROFESSIONAL QUALIFICATIONS:

- Experienced manager with expertise in human relations and project management
- Extensive background in staff recruitment and retention
- Staff training and development
- Superb written and oral communication skills
- Organizational and strategic planning
- Program marketing
- Contract negotiation and compliance
- Knowledge of federal and state employment law

PROFESSIONAL AFFILIATIONS

- Society of Human Resources Management
- Portland Human Resources Management Association

PROFESSIONAL EXPERIENCE

Clinical Director

Riverbend Inc., Chicago, IL • 2010-2015

- Senior management of a Joint Commission of Accreditation of Healthcare Organizations (JCAHO) accredited treatment facility. Responsible for all aspects of program management including clinical, administrative and fiscal.
- Responsible for recruiting, orienting, training and supervising 50 staff. Reduced staff turnover from 38 percent to 14 percent by improving staff orientation and training, professional development and mid-level management coaching.
- Provided oversight of all aspects of staff performance - performance evaluation, progressive discipline, mediation of staff disputes and grievance procedures in accordance with state and federal laws.
- Increased annual revenue by 38 percent through program marketing.

Program Director

R. Dykeman Center, Chicago, IL • 2003-2010

- Administrative, clinical and human resources management of an outpatient mental health center - 60 full-time employees and 45 contract employees housed in various locations.
- Responsible for the recruitment, supervision and performance evaluation of medical and administrative staff.
- Provided training to enhance workplace performance at all levels of staffing.
- Independent consultant to several small businesses, law firms, non-profit agencies and school districts on staff grievance procedures, team building, and the setting and achieving of organizational goals.

EDUCATION

University of Heidelberg, Heidelberg, Germany • May 2002
Doctor of Psychology in Clinical Psychology • 3.8 GPA

INTERVIEWING

Interviews can be a little overwhelming, but with the proper preparation, you’ll be ready. Below are some general tips to get you focused. After a few interviews, you’ll feel more confident.

Before the interview

- Plan ahead - Research the company, the position and if possible, the people you will meet in the interview. Review your work experience. Be ready to support past career accomplishments with specific information targeted toward the company’s needs. Have your facts ready. There are lots of sample interview questions out there. If you journal out the questions and answer, you will be able to review for the next interview if this one does not work out.
- Be prepared - Take the following items with you to the interview: copies of your resume, driver’s license, union card, military records and a list of references, both work and personal. You will need some of these items once you are hired as you will be asked to complete an I-9 form. Also bring any supporting documents to help you close the deal and be hired (e.g., an architect should bring his portfolio).
- Role Play - Once you have finished studying, begin role-playing (rehearsing). Use the general questions provided below. Write down answers if it helps make your presentation more concise. Try to keep your answers to the information your new employer will want to know. Staff at your local Kansas Job Center may also be available to provide mock interviews.
- Create and Rehearse - You have a limited amount of time to make an impression on someone. Create and rehearse a 30-second statement, also called an “elevator speech” or “30-second commercial.” By writing this out and rehearsing it everywhere, it will flow more easily. Be prepared with the following information:
 - Who you are
 - What business or field you are in
 - What is your unique selling proposition and what makes you different from the competition
 - What benefits will employers derive from your services?

Here is an example: “Hi, my name is Abby Smith, and I have five years experience as a Marketing Manager in a fast-paced advertising company. I love to build relationships with people, and I work a lot in the community building alliances and partnerships. My passion is working on projects with people.

How to answer interview questions

Interviewers often begin an interview by asking you to tell them about yourself. It is helpful to think about your response before going to the interview so you do not stumble with a response. Be sure and keep your answer tailored around the position and company you meet with.

Questions asking “what if” are difficult to answer. For example, what would you do if your supervisor told you something illegal? These questions should be answered based on your knowledge, experience and personal

values. Remember your solution is not as important as your attitude. A calm approach is best - do not rush into an answer. It is best to cushion your answer by saying something like, "One thing I might consider would be..." Then, if the interviewer does not like your solution, you can consider a different approach.

Interviewers are not allowed to ask questions concerning marital status, religion, ethnicity or national origin, age (other than if you are between the minimum and maximum age required for the job), children, childcare arrangements, pregnancy or disability. Most employers who ask for this information do so in casual conversation or out of ignorance. Think about how you will answer or avoid answering such questions.

Traditional vs. behavioral interview questions

In a traditional interview, you will be asked a series of questions that typically have straightforward answers like "What are your strengths and weaknesses?" or "What major challenges and problems did you face? How did you handle them?" or "Do you desire a typical work week?"

In a behavioral interview, an employer has decided what skills are needed in the person they hire and will ask questions to find out if the candidate has those skills. Instead of asking how you would behave, they will ask how you behaved in the past (what you did, what you said, how you reacted or how you felt). The interviewer will want to know how you handled a situation, instead of what you might do in the future. Behavioral interview questions will be more pointed, more probing and more specific than traditional interview questions. Follow-up questions will also be detailed.

Examples of Traditional Interview Q&As

1. **Can you tell me a little about yourself?** Prepare ahead of time by developing your own 30-second personal branding statement to tell clearly who you are, your major strengths and the clear benefit your employer received. The advantages of this approach are quickly getting their attention and interest in knowing more.

Sample answer: "I'm a seasoned retail manager who developed training programs and loss prevention techniques resulting in revenue savings of over \$2.3 million for Acme Corp. during the past 11 years."

2. **What is your greatest weakness?** Be careful with this one. When you are asked what your greatest weakness is, try to turn a negative into a positive.

Sample answer: "Being organized hasn't always been my strongest point, but I implemented a time management system that really improved my organizational skills" or "I like to make sure my work is perfect, so I tend to spend a little too much time checking it. However, I've created a good balance by setting up a system to ensure everything is done correctly the first time."

3. **Do you prefer to work independently or on a team?** When the interviewer asks this question, they want to know if you're a team player or would rather work on your own.

Sample answer: "I am equally comfortable working as a member of a team or independently. In researching the LMN Company, your mission statement and the job description, I could see similarities to my previous position where there were some assignments requiring a great deal of independent work and others where the team effort was most effective. As I said, I'm comfortable with both."

4. **Why are you the best person for this job?** The best way to respond is to give concrete examples of why your skills and accomplishments make you the best candidate for the job. Take a few moments to

compare the job description with your abilities, as well as mentioning what you have accomplished in other positions. Be positive and reiterate your interest in the company and the position.

Sample answer: "I've got extensive experience in [name the appropriate field] and have the specific skills you are looking for," or "I'm a fast learner. I adapt quickly to change and will hit the ground running" or "I'm dedicated and enthusiastic about helping this company meet its goals and will provide top-quality results with minimal oversight. I'm an outstanding performer who takes pride in my work. You won't have any regrets when you hire me."

5. **What is your greatest strength?** This is one of the easier interview questions you'll be asked. When you are asked questions about your strengths, it's important to discuss attributes that qualify you for the job. The best way to respond is to describe the skills and experience directly correlated with the job for which you are applying.

Sample answer: "When I'm working on a project, I don't want to just meet deadlines. Rather, I prefer to complete the project well ahead of schedule" or "I pride myself on my customer service skills and my ability to resolve what could be difficult situations."

6. **How do you handle stressful situations?** Give some examples of stressful situations you've dealt with in the past. Tell how you use time management, problem-solving or decision-making skills to reduce stress.

Sample answer: "I react to situations, rather than to stress. That way, the situation is handled and doesn't become stressful" or "I actually work better under pressure and I've found I enjoy working in a challenging environment."

7. **What major challenges and problems did you face?** How did you handle them? Be sure to include specific examples of how you handled a particular difficult situation. Discuss how you researched the issue and contributed to finding a solution.

Sample answer: "During a difficult financial period, I was able to satisfactorily negotiate repayment schedules with multiple vendors" or "When the software development of our new product stalled, I coordinated the team that managed to get the schedule back on track. We were able to successfully troubleshoot the issues and solve the problems within a very short period of time."

8. **I see from your application you have been convicted of a crime. Will you explain this to me?** Be prepared to answer questions about your criminal record. Do not be lengthy in answering the question. Be truthful and accountable. Talk about regret, responsibility and redemption in your answer. It is best to write this out and practice prior to the interview.

Sample answer: "I'm glad you asked because I want you to feel comfortable hiring me. I want to assure you it had nothing to do with my previous employers. I made some poor choices I wish I hadn't made, but I have matured and will never make those same choices. Since then, I've taken the time to decide what field I would like to get into, have enrolled in several clerical courses and can type 50 wpm. I am familiar with several software programs for word processing and have excellent phone skills. I am very interested in learning all I can about this industry and I know I would be an asset to your organization," or "When I was younger I got mixed up with the wrong crowds and got in trouble for breaking into cars. We all do things when we are young we regret. I used the time to my advantage by completing an air conditioning and heating training program and received my certificate. I've researched several air conditioning companies in the area and yours is well respected. I would really like to be a part of your team" or "In my past, I was involved with drugs, but that is all behind me and I've taken control of my life. I have two years experience in food service and want to stay in this industry and learn as much as possible. Because of my past, when you hire me, your company is eligible for the Work Opportunity Tax Credit, which can save you up to \$2,400. Are you familiar with this program?"

Preparation for the behavioral interview

The best way to prepare for a behavioral interview is to refresh your memory and consider some special situations you have dealt with or projects on which you have worked. Prepare stories to illustrate times when you have successfully solved problems or performed memorably. The stories will be useful to help you respond meaningfully in a behavioral interview. Remember, your answer is not as important as your attitude. A calm approach is best - do not rush into an answer.

Examples of Behavioral Interview Q&As

1. Give me an example of a problem you faced on the job and tell me how you solved it. This is a great question to show your ability to be creative and problem solve. Choose a problem you might face in the job you are interviewing for.

Sample answer: "I think it is important to get information and clarify the problem first before coming up with possible solutions. If you skip this step, other people's time can be wasted. For example, at my last job we had a problem where the situation was "X," the action I took was "Y" and the positive outcome was "Z." I was commended by Keith in Accounting for solving the problem and getting the project back on track."

2. What did you like best and least about your previous job? This question reveals a lot about you. You want to be sure to include the things you liked especially those that will appeal to the hiring manager. Give specific examples of how your last job allowed you to show your skills. Never make statements such as "I liked my last company because they gave me a lot of vacation days," or something similar. When answering what you liked least, keep it short and do not be negative.

Sample answer: "What I liked best about my previous job was getting to work with a wide variety of people. This really allowed me to learn how to be patient, handle different situations and provide excellent customer service. What I liked least was there didn't ever seem to be enough time to complete all the paperwork required. I know the paperwork is necessary, but I really prefer to utilize my time and talents to provide service to customers."

3. Describe a situation when working with a team produced more successful results than if you had completed the project on your own. The hiring manager wants to learn more about your thought process. You will want to show your ability to solicit ideas from others, listen carefully and persuade people to your point-of-view.

Sample answer: "I have worked both as a member of a team and independently in my career. I enjoy both and can do both equally well; however, I do think working with others has brought better results to projects. For example, at XYZ, I was asked to chair our committee on implementing a new process for taking customer orders. I was able to bring the team together for several meetings, stay in contact via emails and together we developed a new process that received great reviews from our boss. It also really improved the time it took to input information and in turn really made the customers a lot more satisfied as well."

At the interview

- Dress appropriately for the interview and the job. Dress at a level above the position you are interested in obtaining. For men and women, a nice conservative suit is appropriate. If you have tattoos, cover them as their dress code may not allow it. Remove piercings or put in clear studs. Try not to smoke immediately prior to the interview.
- Always go to the interview alone. Arrange for a babysitter and transportation. Plan to arrive 10 to 15 minutes early and be relaxed before the interview.
- Remember that your first impression is made when you walk through the door. Introduce yourself and shake hands firmly. Be friendly to everyone you meet. You never know who will be involved in the final hiring decision.
- Maintain eye contact with your interviewer. If there is more than one interviewer, include all interviewers when you answer the question. Show you want the job with your interest.
- Take notes. Show the interviewer you are serious about their time, what he or she says and demonstrate your organizational skills.
- Listen and adapt. Be sensitive to the style of the interviewer. Pay attention to those details of dress, office furniture and general decor, which will afford helpful clues to assist you in tailoring your presentation.
- Try to relate your answers to the interviewer and his or her company. Focus on achievements relevant to the position.
- Encourage the interviewer to share information about his or her company. Demonstrate your interest. Some suggested questions to ask the interviewer are provided in the next section.
- Be positive. Avoid negative comments about past employers. Answer questions in a clear and concise manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.
- Thank the interviewer and ask for his or her business card. This will help when sending the follow-up note.

Questions to ask the interviewer

At the end of the interview, the interviewer will probably ask if you have any questions. Asking questions shows your interest in the company or the position. It is also your chance to clarify any item not thoroughly explained during the interview. Here are a few sample questions you might ask at the end of the interview:

- How would I be trained or introduced to the job?
- Will you please describe the department's goals for the year?
- What are the opportunities for growth and advancement in this company?
- Will you list the major job duties I would be performing in a typical day? Be sure you have a good understanding of the job (duties, work hours, etc.).
- When do you plan to make a hiring decision?
- What can one do to exceed your expectations in this role?
 - What does your top performer's day look like?
 - What attracted you to this company or what do you like best about working here?

- Do not ask about benefits or salary in the interview. Save this for the offer stage. Most likely, the employer will tell you.

If you do not have any questions, say something like, “Thank you, but I think you have given a good description of what the job involves and have answered all my questions. I am very interested in the job and am sure I would be an asset to the company.”

Closing the interview

- If the employer does not offer you a job or say when you will hear about it, ask when you may call to find out about the decision.
- If the employer asks you to call or return for another interview, make a written note of the time, date and place.
- Thank the employer for the interview and reaffirm your interest and qualifications for the job.
- Ask for the interviewer’s business card. If more than one person did the interview, ask for a business card from each.
- Send a thank you note immediately. If necessary, clarify any points you did not make well or overcome any employer hesitation. Reinforce your interest and qualifications.



See “Thank You Letters” on page 41 for more information.

After the interview

Make each interview a learning experience. After it is over, ask yourself these questions:

- What points did I make that seemed to interest the employer?
- What questions did I have the most difficulty answering?
- Did I present my qualifications well?
- Did I overlook important qualifications for the job?
- Did I learn all that I needed to know about the job?
- Did I ask all the questions I had about the job?
- Did I talk too much? Too little?
- Was I too tense? Too relaxed?
- Was I too aggressive? Not aggressive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?
- What did my non-verbal communication “say?”

Make a list of specific ways you can improve your next interview. Remember, practice makes perfect. The more you interview the better you will get. If you plan carefully and stay motivated, you can market your job talents.

THANK YOU LETTERS

You should plan to send a thank you letter within 24 hours of your interview. Some professions expect a mailed hard copy while others find an emailed thank you appropriate. Follow the cues from the employer regarding the preferred method of contact

Tips on writing thank you letters

When you write your letters, use these guidelines:

- Use the same paper stock you used for your resume and cover letter.
- Write clearly and concisely.
- Be sincere - most people can tell when you are not being honest.
- Proofread your letter and make corrections. Check for spelling, grammar, typos, etc.
- Keep a copy of thank you notes and replies for your records, especially if you have attempted to restate or clarify topics discussed.
- Mention the day of the interview and job title.
- Talk about your interest in the company and the position for which you interviewed. Be specific about why you are interested and how you are a good fit for the team.
- Say you want the job.
- Address any questions you feel you did not fully answer during the interview. This letter is your last chance to make a positive impression on the interviewer.
- There will probably be several people interviewing, so set yourself apart from other candidates so the interviewer will remember you. Highlight a key point the interviewer will recall and therefore remember you.
- If you meet with more than one person, send them all thank you letters, each one a bit different because you don’t know who is making the decisions.
- If the company communicated its specific needs, issues or challenges, use your thank you letter to show how you can meet their needs.
- If the company communicated its ideal qualifications for a candidate, use your thank you letter to outline how you meet or exceed those qualifications.

Thank you letter samples are on the following pages.

THANK YOU LETTER FORMAT

YOUR NAME
Your Street
Your City, State, Zip

Your Primary Phone
Your E-mail

Date

Name
Title
Company Name
Company Address
Company City, State, Zip

Dear Name or Title:

FIRST PARAGRAPH - Thank the person with whom you interviewed being sure to remind them of the position for which you interviewed. Refer to how impressed you were with the company or how enthusiastic you are about the possibility of learning more about the company. Highlight a key point from the interview that will make you stand out.

SECOND PARAGRAPH - In this paragraph you could offer information you may have forgotten to mention in the interview or refer to how your experience relates to the position. Include a brief statement explaining how these relate mentioning your qualifications, skills and education, if applicable to the position.

THIRD PARAGRAPH - Thank the interviewer once again for taking the time to meet with you. Make sure the employer knows you are still interested in the position. Tell the employer you look forward to hearing from them and can provide additional information, if necessary.

Respectfully,

Leave four spaces for handwritten signature

Your Name (typed)

THANK YOU LETTER EXAMPLE

JULIE ALDEN
1275 Apple Lane
Topeka, KS 66612-2345

(123) 456-7890 (C)
jalden@email.com

August 9, 2017

Patty Turner
Human Resources Manager
Patty's Place
1234 Sailor Dr.
Topeka, KS 66612-2345

Dear Ms.Turner:

Thank you for meeting with me last Friday about the Administrative Assistant position. I was very impressed with your facility and believe my qualifications would be a good match for Patty's Place.

As discussed in my interview, I have more than 10 years of experience in an office setting and feel my skills match your needs. My affiliation with the Society of Human Resources Management will also be of value to your company. I welcome the opportunity to learn new responsibilities working for your company and am very interested in the position.

Again, thank you for taking the time to meet with me. I would be pleased to provide any further information and look forward to hearing from you. You may reach me at either my cell phone number or email address as listed above.

Respectfully,

Julie Alden

Julie Alden

TESTING / ASSESSMENTS

Some jobs may require testing or assessment. Usually, the job announcement or ad will mention required tests. Tests that may be given include:

- Assessment tests - Predict your ability to learn and perform job tasks.
- Practical tests - Measure what you know and what you can do in a job (e.g., word processing speed for a secretarial job or knowledge of street names and routes for a firefighter job).

Below are some online resources available to improve your basic computer skills:

- ACT WorkKeys Curriculum - Please enroll with your workforce professional.
- Microsoft Word Tutorial - This site will take you through a tutorial on the functions and tools available in Microsoft Word.
- Learn Free - This site offers courses about everyday life, math and money, computers, Microsoft Office, email, Internet and online classes.
- Kansas **WORKReady!** Certificate - This is a nationally recognized certificate informing employers of your skills before you ever walk into the interview room. It measures your skills in three areas - Workplace Documents, Graphic Literacy and Applied Math - and certifies you as a Platinum, Gold, Silver or Bronze candidate. Benefits to you are:
 - Leads to higher starting salaries
 - Improves your chances for career advancement and promotions
 - Makes interviews less stressful because your skills are already documented
 - Provides you the confidence of knowing your specific strengths
 - Allows you to assess your skills and choose the best career for you

If you are interested in taking this assessment, please contact your local Kansas Job Center, visit **KANSASWORKS.com** or call (877) 509-6757.

How to prepare for assessments

Brush up on job skills related to your job field. For example, if you are taking a typing test, practice typing. If you are taking a construction test, review books and blueprints. If you are taking WorkKeys, ask a workforce professional to enroll you in the refresher course - ACT WorkKeys Curriculum (previously known as Career Ready 101).

Here are some tips to help you with most tests:

- It is natural to be nervous about tests.
- Make a list of what you need for the test (pencil, eyeglasses, ID, etc.). Check it before leaving.
- Get a full night's sleep.
- If you are sick, call to reschedule the test.
- Arrive early at the test site.
- If you need any special accommodations, tell the test administrator in advance.
- If you do not understand the test instructions, ask for help before the test begins.
- Work as fast as you can. Do not linger over difficult questions.
- Find out if guessing is penalized. If it is not, guess on questions of which you are unsure.
- After the test, find out what your scores actually mean.

For many jobs, your work talents and other capabilities will count more than your test scores.

**FOR MORE
INFORMATION**

NETWORKING - KANSASWORKS.COM

EMPLOYMENT & TRAINING RESOURCES:

Kansas Department of Commerce: KansasCommerce.com

State of Kansas Employment: jobs.ks.gov

Career One Stop: CareerOneStop.org

O*Net Online: ONetOnline.org

Federal Bureau of Labor Statistics: [bls.gov](https://www.bls.gov)

Federal Employment: [Usajobs.gov](https://www.usajobs.gov)

US DOL Employment & Training: doleta.gov

Job Corps: JobCorps.gov

ACT WorkKeys: act.org/workkeys

ACT KeyTrain Curriculum: KeyTrain.com

Kansas HRePartners: HRePartners.com

MORE RESOURCES:

Kansas Commission on Veteran Affairs: kcva.ks.gov/kanvet

Kansas Department of Labor: klic.dol.ks.gov

Kansas Department for Children and Families: dcf.ks.gov

Kansas Department of Corrections: doc.ks.gov

Kansas Board of Regents (College & Universities): KansasRegents.gov

Kansas Commission on Disability Concerns: KcdcInfo.ks.gov

Kansas Registered Apprenticeship Program: KansasApprenticeship.org

OTHER USEFUL WEBSITES:

Kansas Realtor Association: KansasRealtor.com

Kansas Chamber of Commerce: KansasChamber.org

Kansas Department of Motor Vehicles Relocation Guide: dmv.org

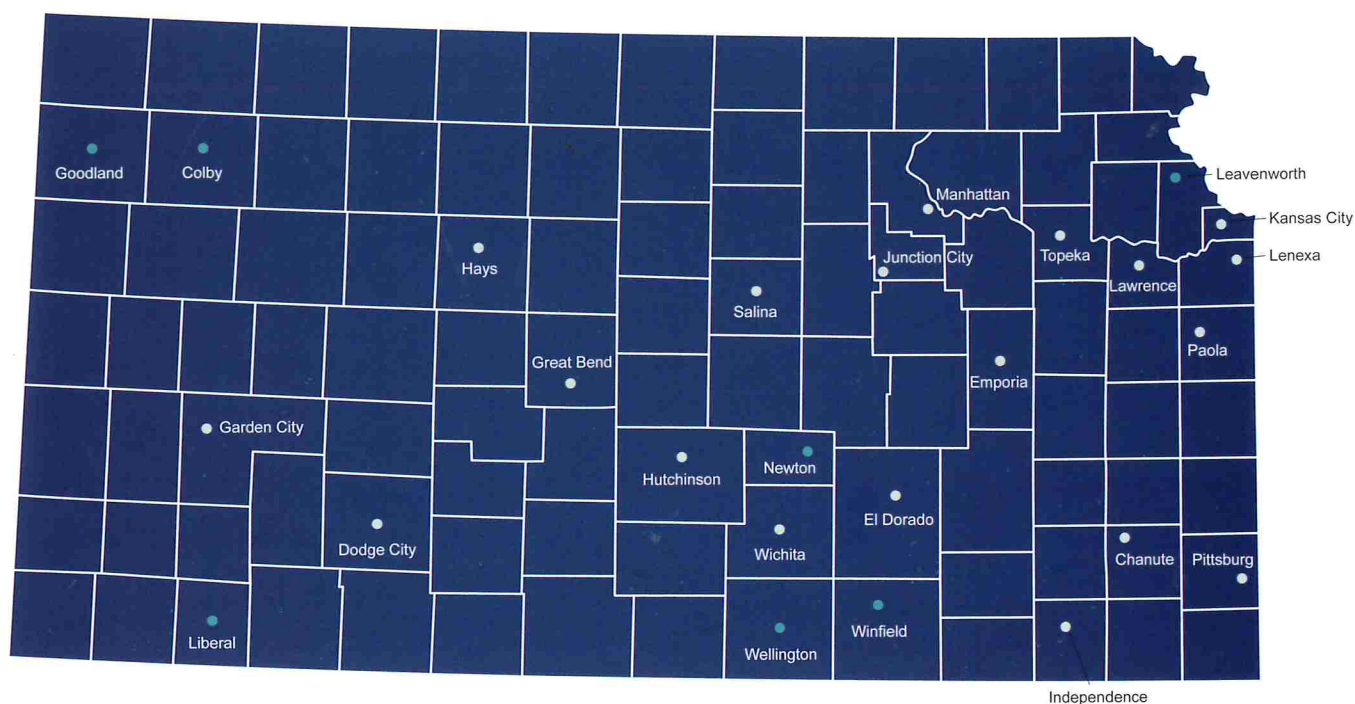
Relocation Calculator: HomeFair.com

The Kansas Department of Commerce is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and other barriers to employment.

TAKE NOTES

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly textured appearance and some very faint, scattered dark specks, possibly dust or minor imperfections in the paper itself. The edges of the paper are slightly irregular, suggesting it might be a scan of a physical document.

LINKING QUALIFIED JOB CANDIDATES TO BUSINESSES!



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FOR MORE INFORMATION

(877) 509-6757

Email: workforcesvcs@kansasworks.com

KANSASWORKS.com

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626 Minnesota Ave, Kansas City, KS 66101



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