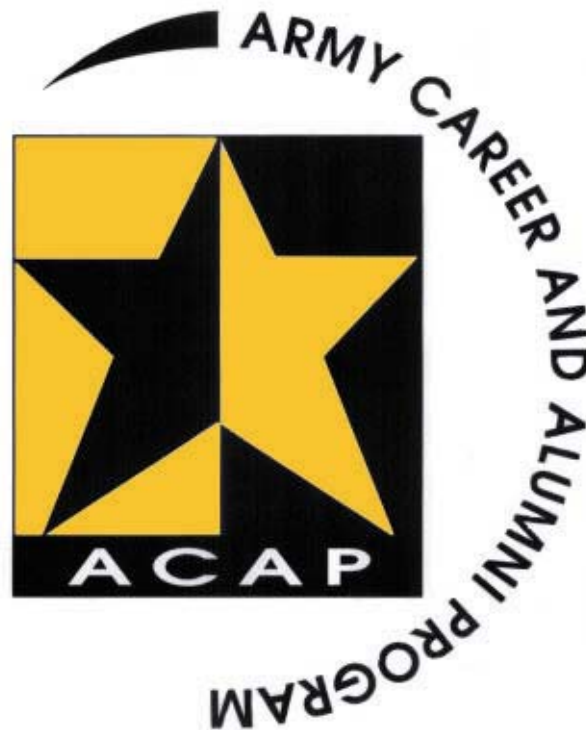
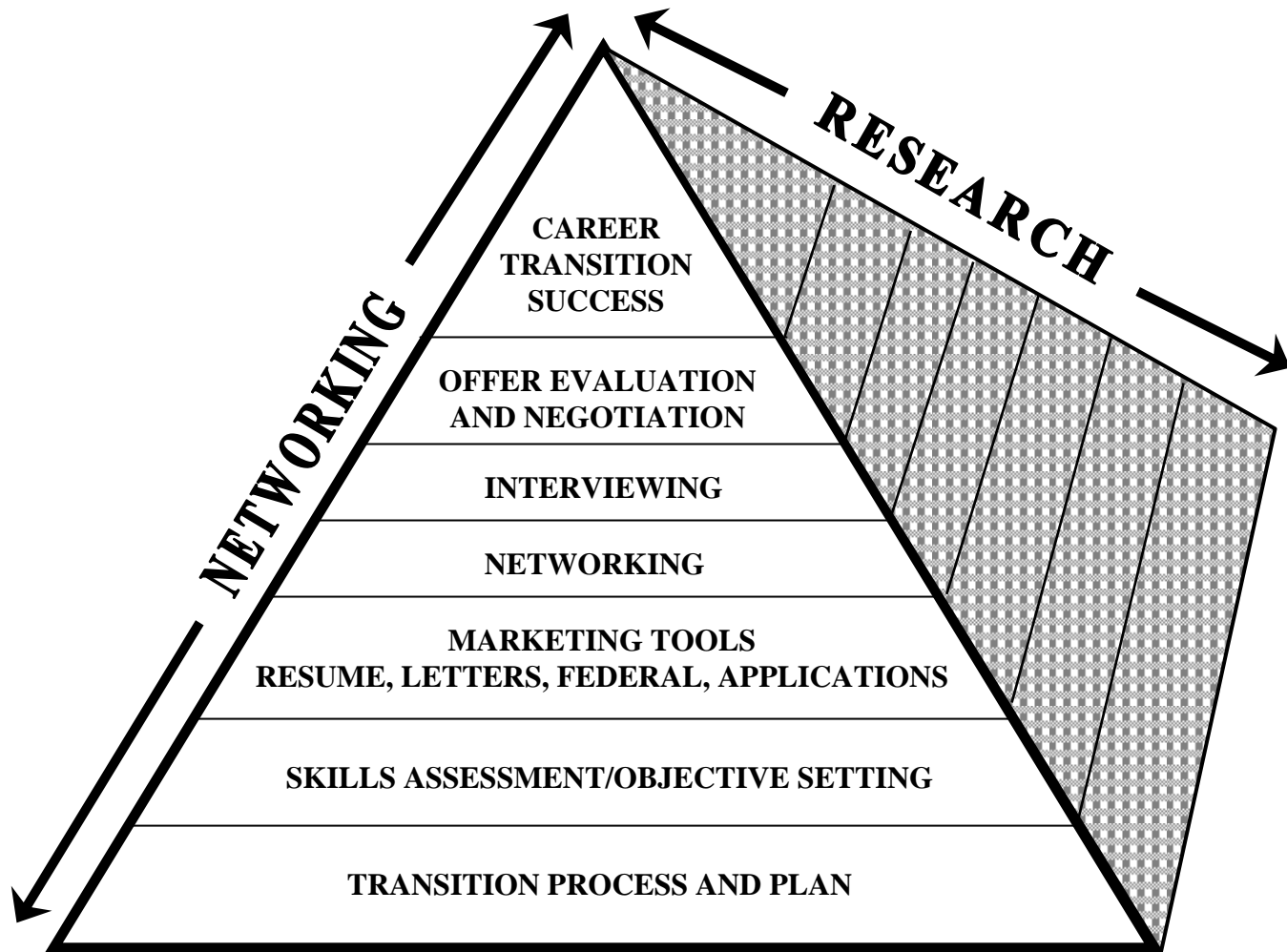


Ft. Myer Army Career & Alumni Program (ACAP)



CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



FORT MYER - ACAP

Army Career & Alumni Program Center

Programs and Services

- *2-day Senior Career Workshop*
- *Individual Counseling/Coaching*
- *Automated Career Transition Tools*

AUTOMATED CAREER TRANSITION TOOLS

-Resume/Cover Letter Writer

-Job Analyzer

-Service Provider Information

-Word Processing

-ACAP Job Listings

-Internet

-Federal Resume

-Library/Videos

INTERNET JOB LISTING INDEX

-Academic Job Listings

-America's Job Bank

-Career Magazine

-The Career Mosaic

-Federal Job Listings

-International Jobs

-America's Employers

-Careers

-E-Span

-CareerPath Classifieds

-Intellimatch

-Job Web

INTERNET JOB LISTING INDEX

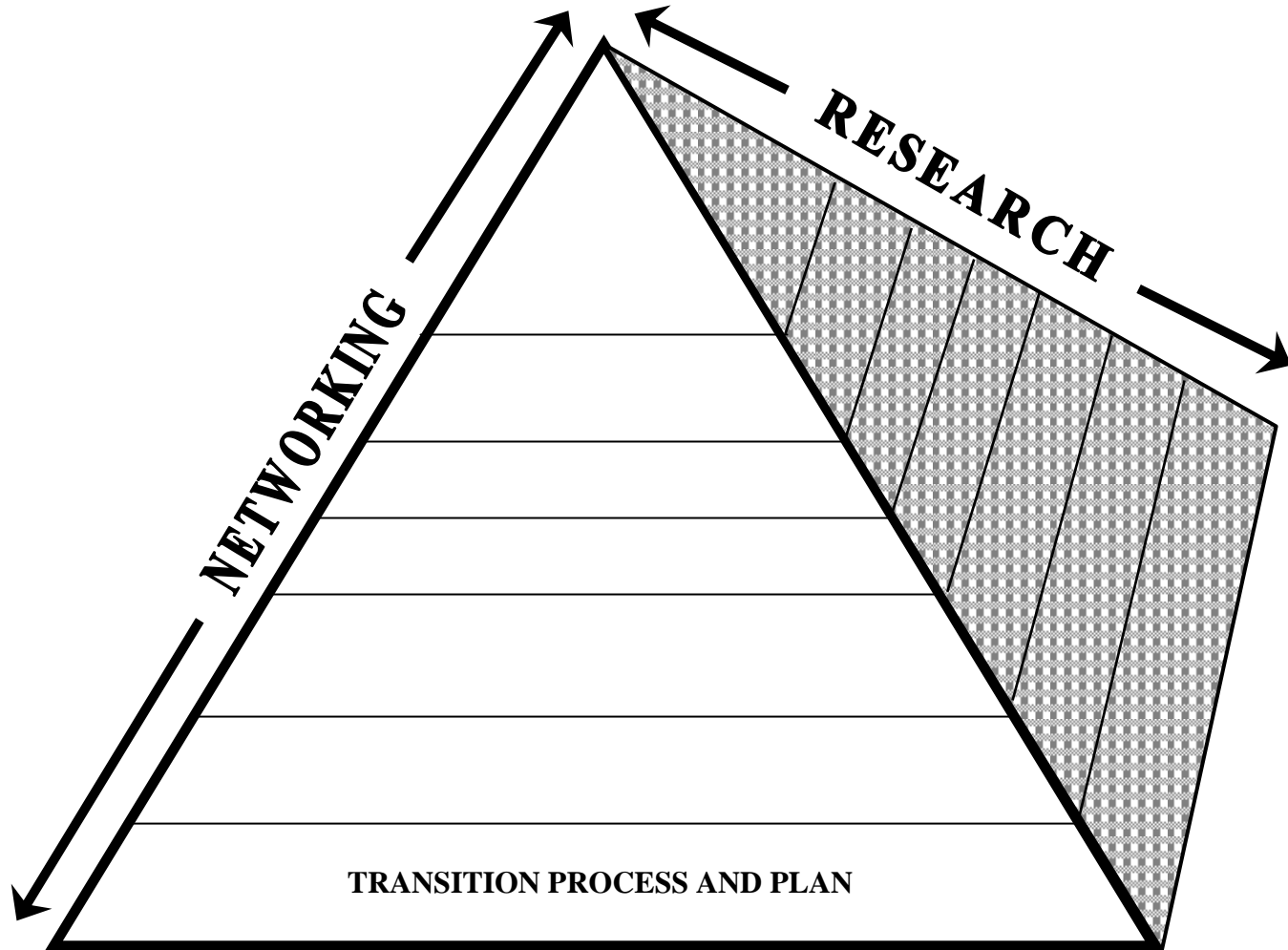
- *On-Line Career Center*
- *Helpwanted*
- *Westech Career Expo*
- *The Interactive Employment Network*
- *DoD Job Search*
- *The Monster Board*
- *Nation Job*
- *Job Center Employment Service*
- *The Internet Job Search Handbook*

INTRODUCTION EXERCISE

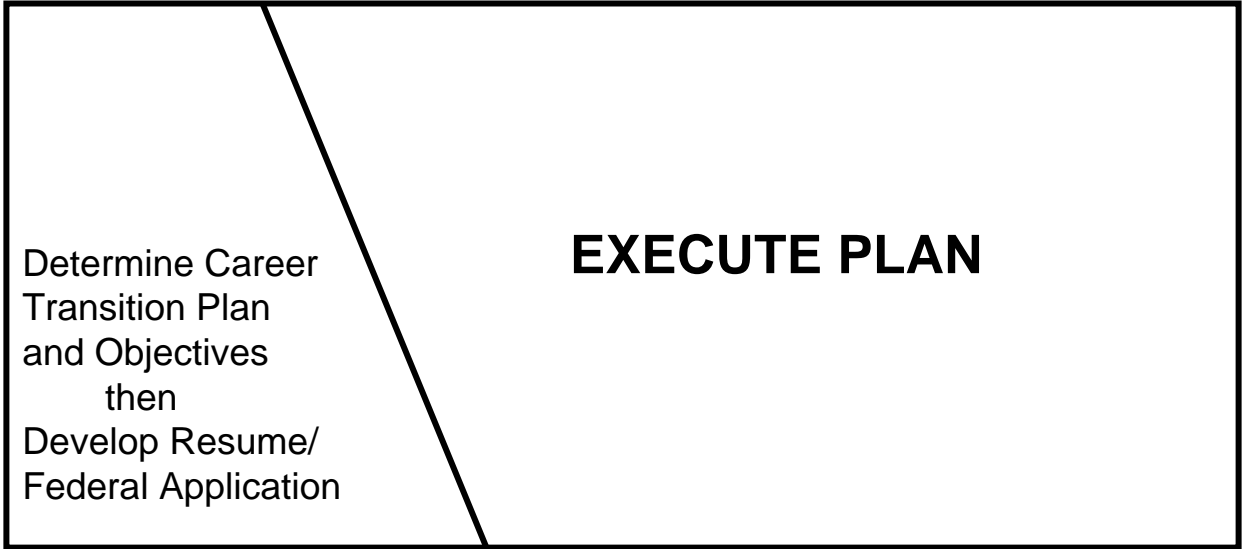
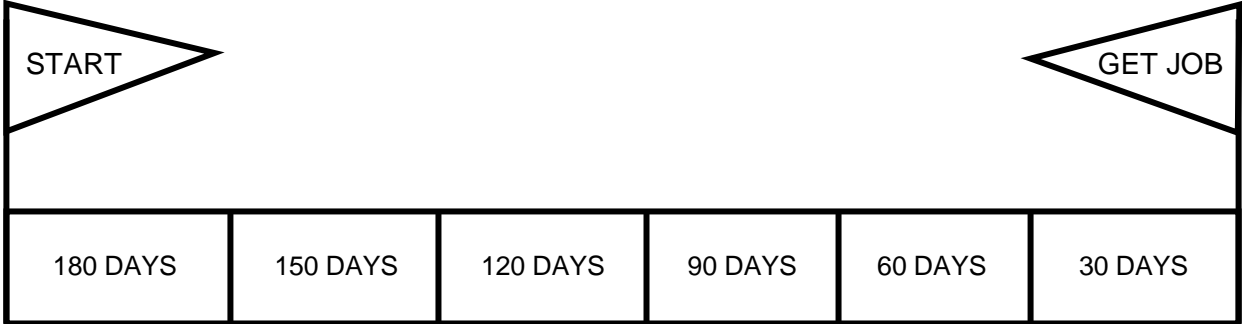
- *What do you want to do when you retire from the military?*
- *Name a significant accomplishment.*
- *How is the family dealing with the transition?*
- *What do you want to do before you die?*
- *What do you anticipate achieving from attending this workshop?*

CAREER TRANSITION PYRAMID

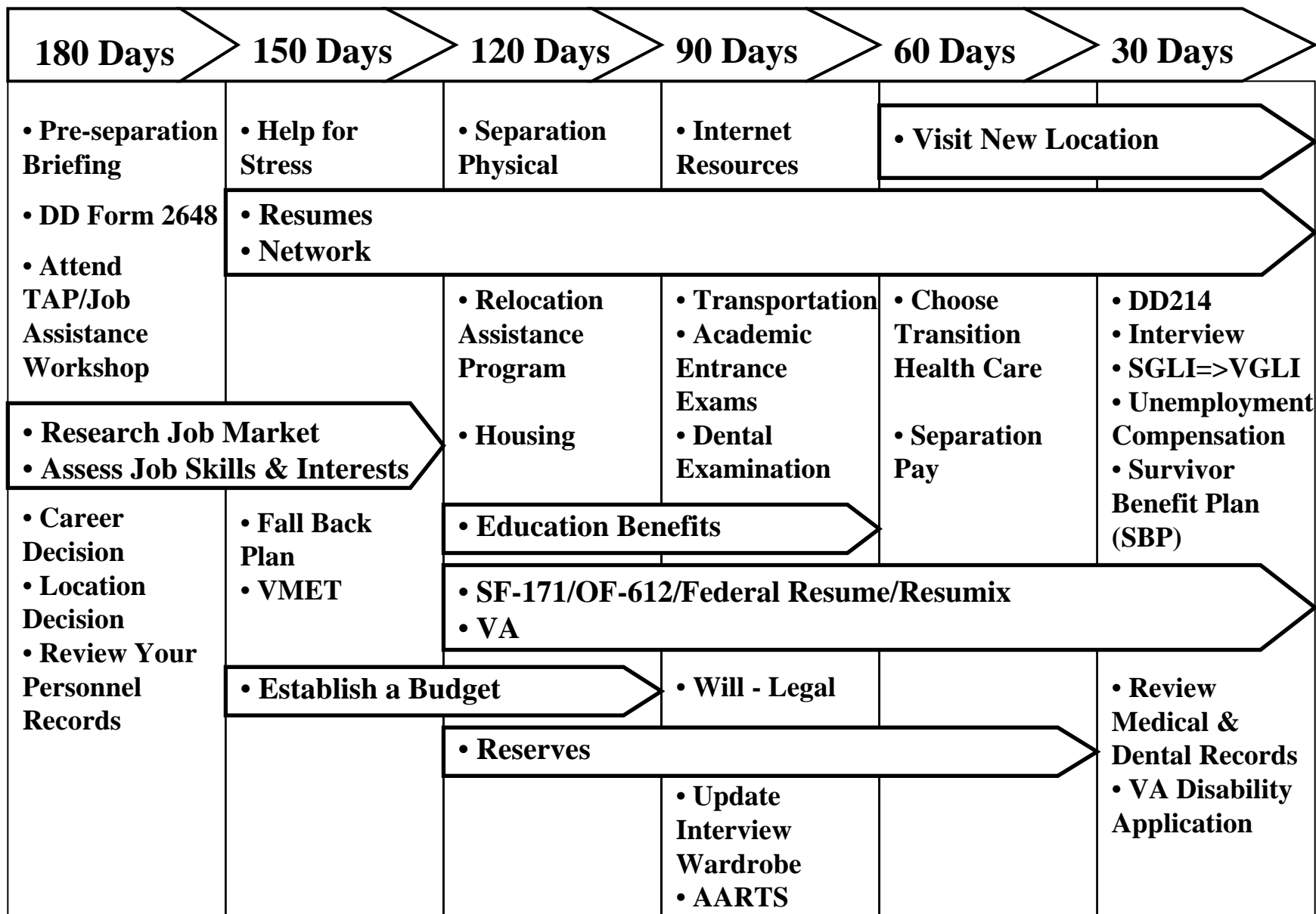
WORKING YOUR WAY TO THE TOP



JOB SEARCH MODEL



ACAP TRANSITION PROCESS



TRANSITIONS

Events and “nonevents” - good/bad, expected/unexpected - that impact our lives and require adjustments over time.

SIGNIFICANCE OF TRANSITIONS

The Level of Impact on:

Roles

Relationships

Routines

Assumptions

APPROACHING TRANSITION

Take Stock:

Situation

Self

Supports

Strategies

Source: Nancy Schlossberg in Overwhelmed--Coping with Life's Ups and Downs

TRANSITION TRUTHS

- *Change brings anxiety in everyone (be it positive or negative stress).*
- *Sometimes an old identity will stand in the way of a successful transition.*
- *It is critical to take advantage of every opportunity to learn from the transition process.*
- *Emotional responses to change affect both the transitioner and family members.*

FEARS ASSOCIATED WITH TRANSITIONING

What will I do with myself?

What will others think of me?

How am I going to define myself? [Business Card?]

Will we survive financially?

Should I tell anyone how I'm feeling?

Will I be able to get the job for me?

EMOTIONAL RESPONSES TO TRANSITION

Shock / Excitement / Apprehension / Anxiety

Anger

Rejection / Depression

Acceptance / Relief

Note the “SARA Syndrome” and fluctuations (highs and lows).

AREAS AFFECTED BY EMOTIONS

Motivation / Effort

Perception / Interpretation

Decision Making

Self-Esteem

Risk Taking
[affected by effort to avoid rejection]

RECOGNITION OF LOSSES

[What you are giving up]

Social Network/Support System

Social Status/Title

Financial Security

Government Benefits
(some benefit losses even to retirees)

FINANCIAL PREPARATION

Financial Plan should include:

- *Situation Analysis*
- *Strategy*
- *Tactics*
- *Selection of Certified Financial Planner*

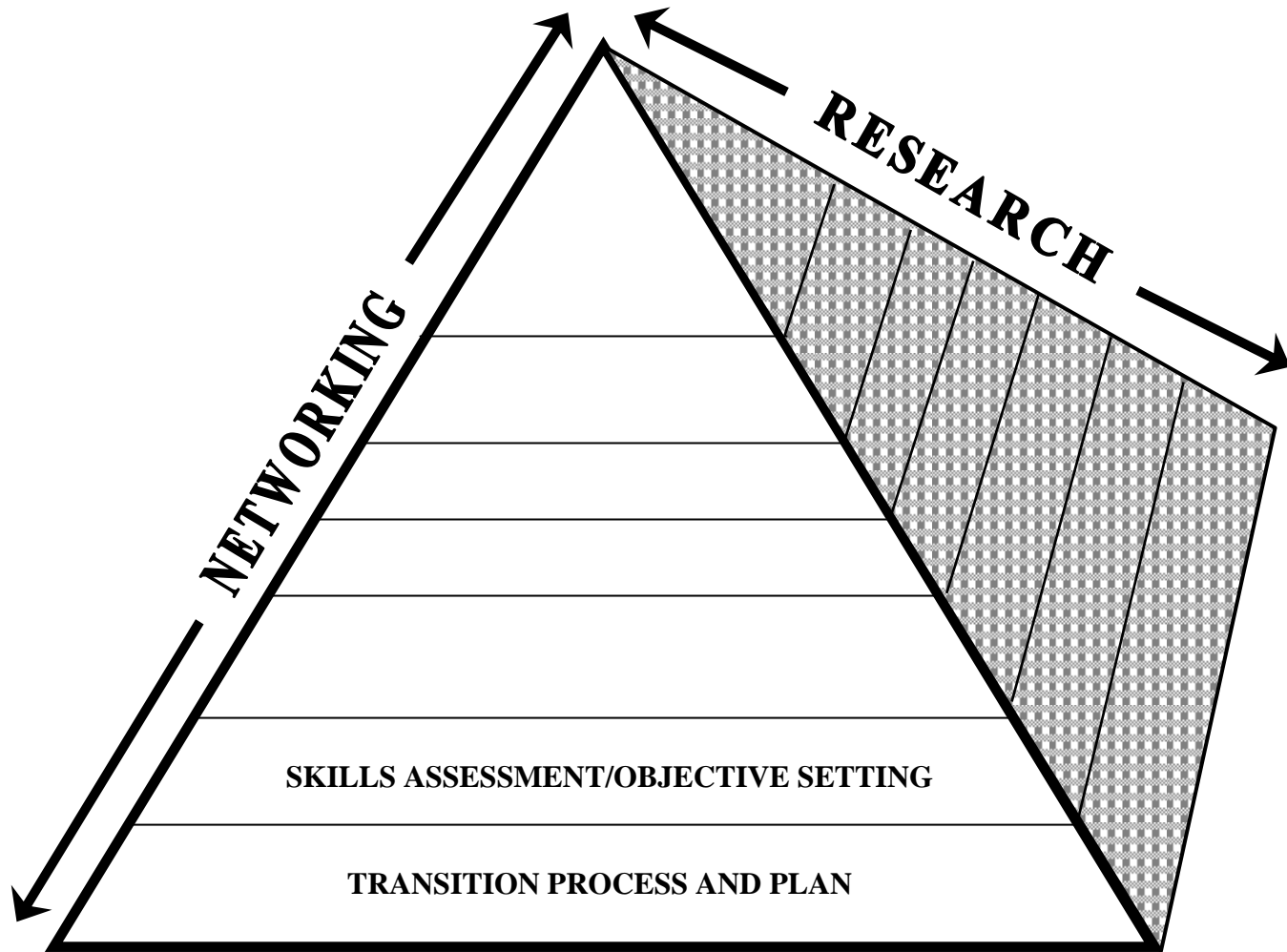
A good financial plan gives you the peace of mind to attack the transition process with confidence.

TRANSITION SUCCESS STRATEGIES

- *Plan to take ACTION*
- *Establish goals; prioritize tasks*
- *Allocate resources*
- *Maintain a positive attitude; be energetic and enthusiastic*
- *Use time wisely*
- *Plan time out*
- *Include family members*
- *Evaluate your progress and adjust*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



OBJECTIVE/GOAL SETTING

Your Options:

- *Similar Job/Same Industry*
- *Similar Job/Different Industry*
- *Different Job/Same Industry*
- *Different Job/Different Industry*
- *Undecided on Job/Industry*

UNDERSTANDING THE DIFFERENCE BETWEEN A

CAREER DIRECTION

SPECIFIC JOB OBJECTIVE

Banking Industry

- *Branch Manager*
- *Commercial Loan Officer*
- *Real Estate Analyst*

Education

- *University Professor*
- *Community College Instructor*
- *Training Consultant*

Computer Industry

- *Design Technician*
- *Programmer/Analyst*
- *Equipment Consultant*

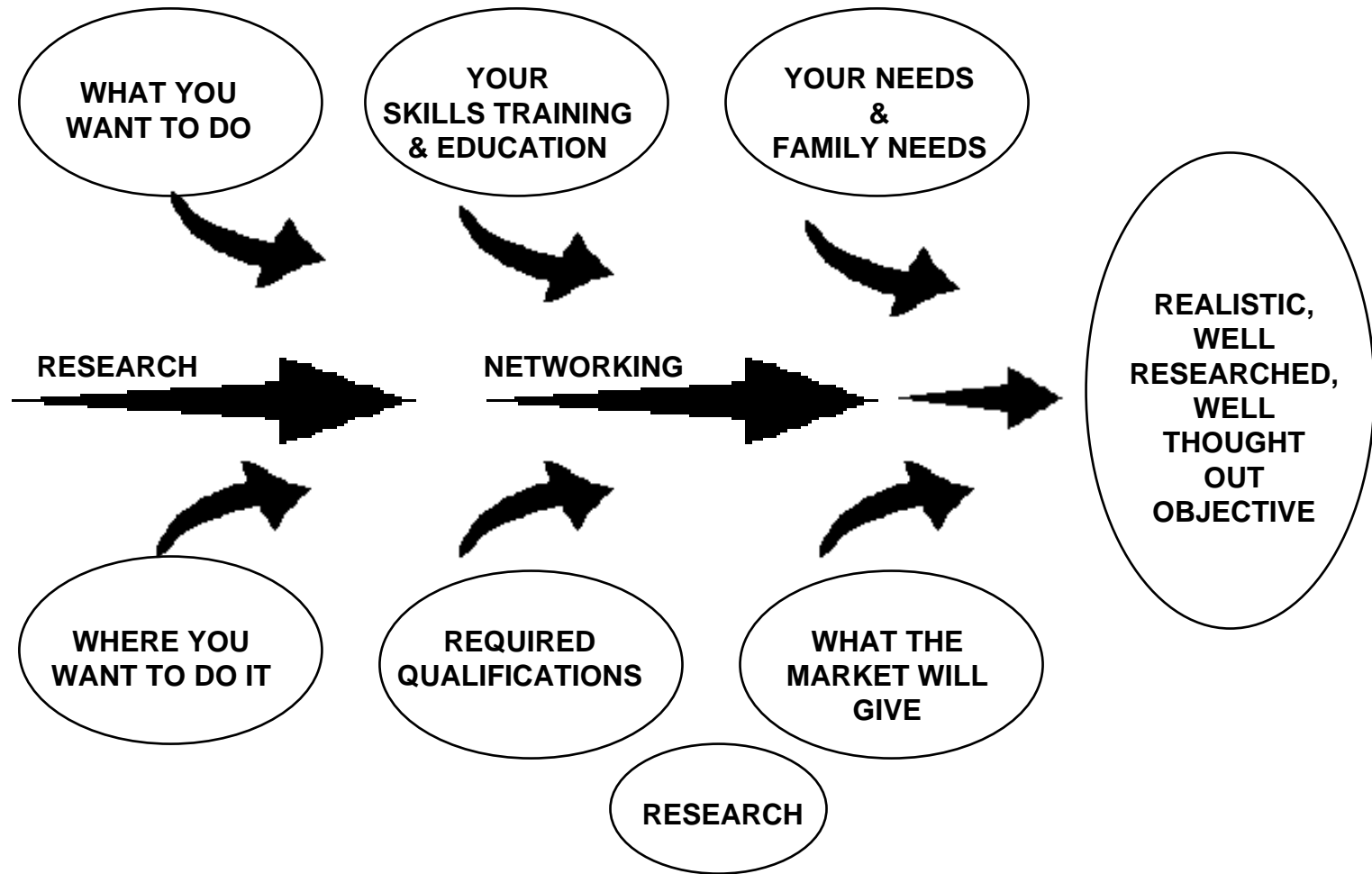
Engineering

- *Construction Manager*
- *Civil Engineer*
- *Technical Inspector*

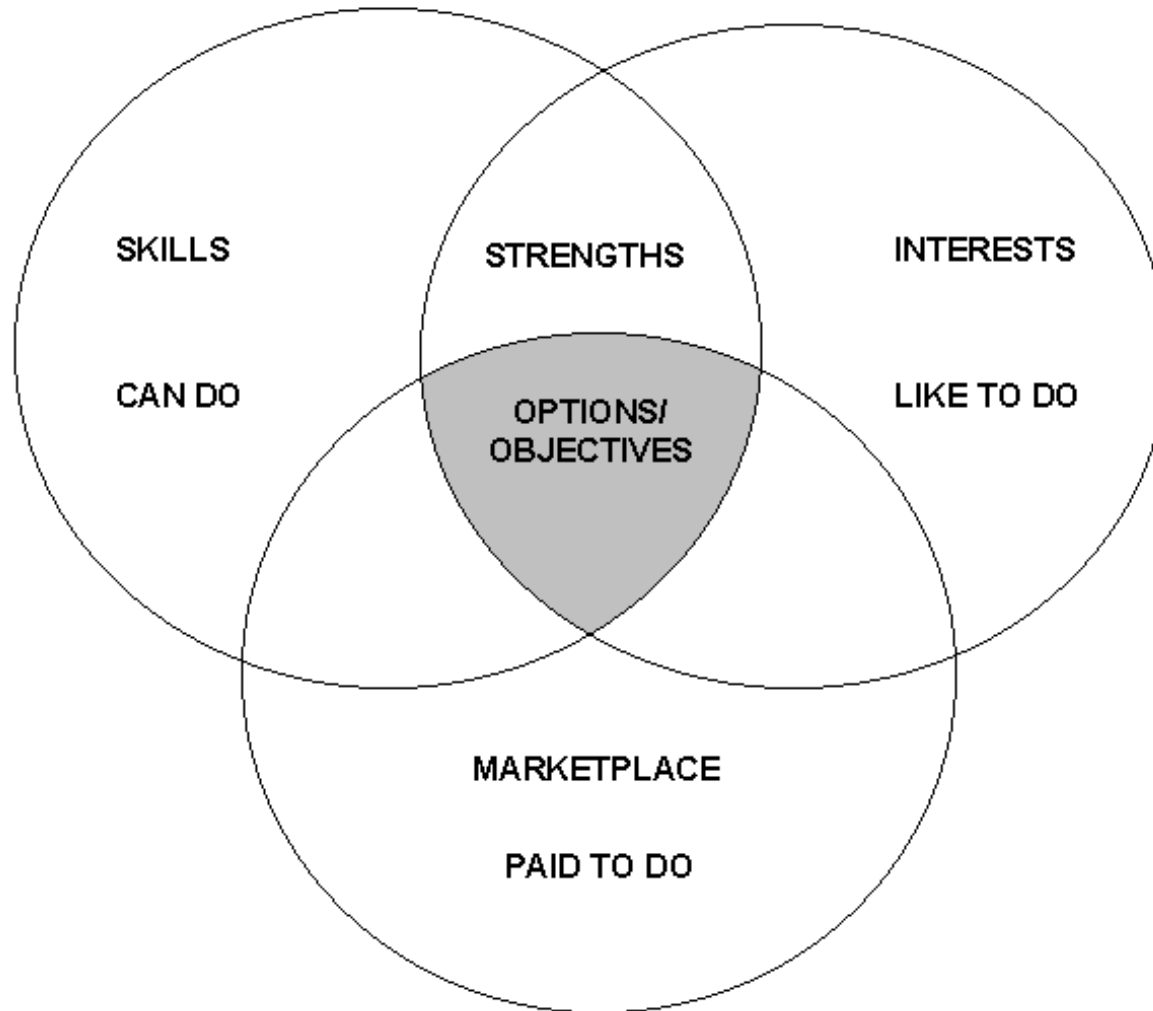
Logistics

- *Warehouse Manager*
- *Transportation Analyst*
- *Supply Contractor*

SETTING A REALISTIC OBJECTIVE



REALISM IN OBJECTIVES



SELF-ASSESSMENT INSTRUMENTS

- *Myers-Briggs Type Indicator (MBTI)*
- *Holland Self-Directed Search (SDS)*
- *Strong Interest Inventory (SII)*
- *Campbell Interest and Skill Inventory (CISS)*

SKILLS

- *Self-management Skills* - personal characteristics, conduct in the workplace.
- *Transferable Skills* - skills that can be used in more than one job or occupation.
- *Career Specific Skills* - particular knowledge or specific technical ability.

JOB OBJECTIVE

- *Objectives are your targets and can take many forms*

OBJECTIVE: Manager

OBJECTIVE: Senior Manager

OBJECTIVE: Senior Human Resources Manager

OBJECTIVE: Senior HR Manager, w/ Recruiting Ex.

JOB OBJECTIVE

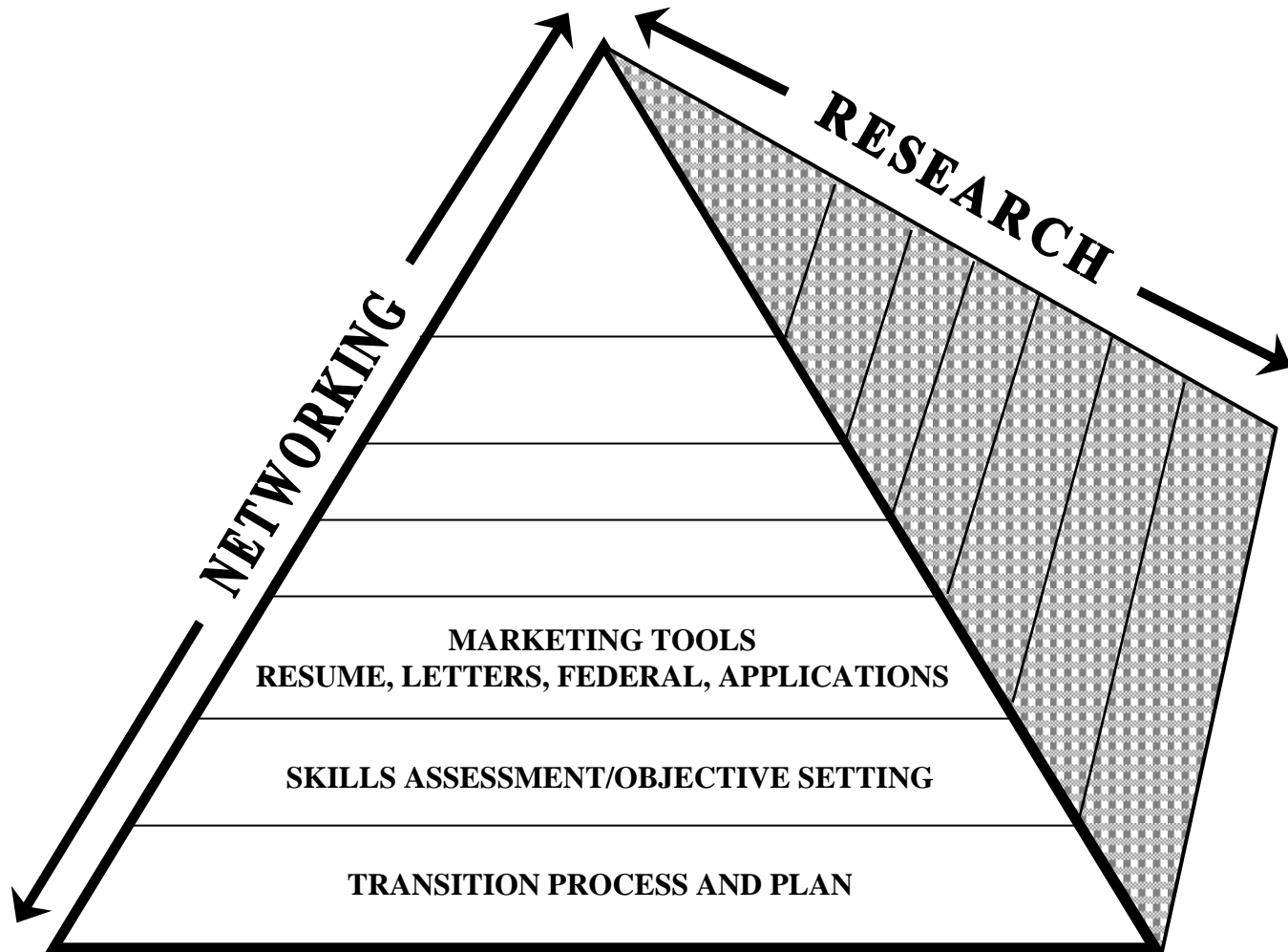
OBJECTIVE: Office Manager/Administrative Assistant

OBJECTIVE: Office Manager/Administrative Assistant in a Health/Medical Setting

OBJECTIVE: Hospital Personnel Manager/Administrative Assistant

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



THE RESUME-A WRITTEN PRESENTATION

A RESUME IS:

- *a marketing tool designed to get you an interview*
- *a billboard to influence someone who does not know you*
- *a presentation outline to guide the structure and emphasis of career discussions.*
- *a script of your best word-smithed description of what makes you special.*
- *a document used to communicate your experience and qualifications to a potential employer.*

BASIC RESUME FORMATS

CHRONOLOGICAL *Lists positions held in reverse chronological order; used when staying in same career field*

FUNCTIONAL *Demonstrates experience by emphasizing specific skills; effective when changing careers*

**COMBINED/
HYBRID** *Combines best of chronological and functional; more targeted, especially for high tech and office support*

SUMMARY STATEMENTS

A good Summary Statement defines who you are by listing:

Years of Experience

Industry/Business

Skills Outlined

Character Traits

SUMMARY OF QUALIFICATIONS

Over fifteen years of administrative and office management experience. (YEARS EXPERIENCE) Specific skills in office operations, budget maintenance, and supply and inventory functions. (INDUSTRY/BUSINESS AND SKILLS)

A results-oriented office manager who possesses good communication skills and works well at all levels of an organization. (TRAITS)

RESULTS DRIVEN ACHIEVEMENTS

Use of the “CAR” Statement

Challenge: *State the Problem*

Action: *What did you do?*

Results: *What was the outcome?*

Your achievements must be viewed as a benefit to the employer.

ACHIEVEMENT RESULTS (EXAMPLES)

QUALIFIABLE

*Improvements in Quality, Efficiency,
Effectiveness, Productivity*

Enlargement, Increases

*Decreases, Reductions, Condensations
Enhancements, (e.g., customer service),
Refinements*

Innovations (describe with adjectives)

*Simplifications (i.e., things made easier for
the organization), Streamlined Elements,
Organized Processes or Procedures*

QUANTIFIABLE

Percentage Changes - Increases or Decreases

*Changes within Specified Periods of Time
(e.g., months)*

Time or Time savings

*Dollars (Profit, Savings, Cost Avoidance,
Efficiencies)*

*Numbers (e.g., Fewer Errors, Zero Reportable
Accidents, Complaints)*

*Doubled, More than Tripled, Halved,
Multiplied*

Eliminated, Balanced

FOCAL POINTS FOR “CAR” STATEMENTS

- *People*
- *Technology*
- *Products*
- *Money*
- *Facilities*
- *Environmental*
- *Services*
- *Time*
- *Other Resources*

RESUME STRATEGY

- *Focus in on target*
- *Tailor resume to intended position, organization or individual*
- *Select appropriate format(s) - maintain consistency*
- *Ensure professionalism throughout*
 - *form, paper and production*
 - *terminology, language, grammar and punctuation*
 - *telegraphic style; action verbs*
 - *emphasis on achievements*
 - *personal integrity*
 - *desired length*
- *Get resume to the right person*

COMPUTERIZED RESUME SCANNING

- *Read resume with scanner*
- *Categorize by job possibilities*
- *Generate letters of rejection or interview offers*
- *Store information for future openings*
- *Store actual resume image*

HUMAN VS. COMPUTER SCANNING

Human

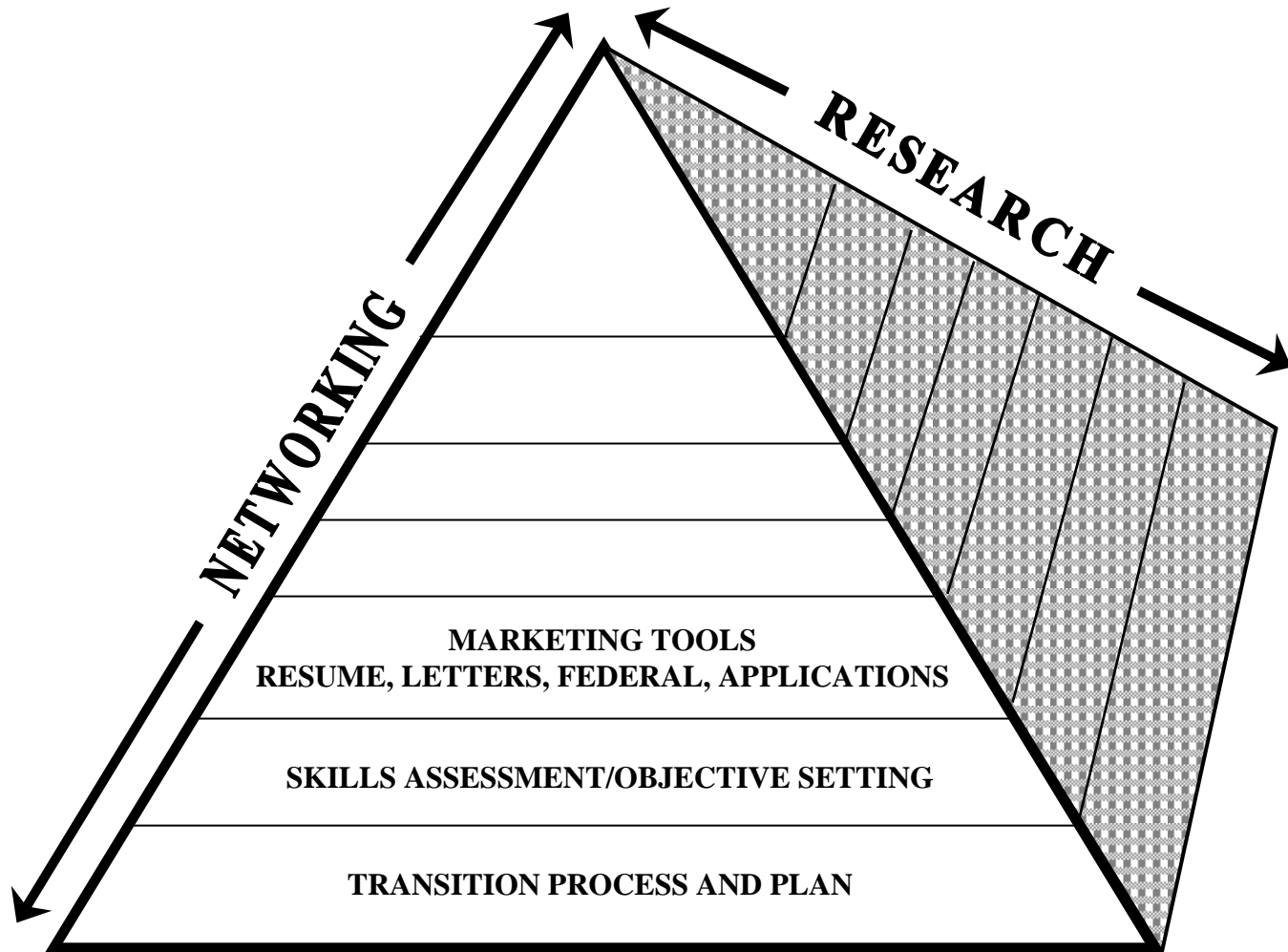
- *Focus*
- *Powerful action verbs*
- *Language of the job*
- *Accomplishments*
- *Bolding, italics, underlining, font variation*
- *Laser print*
- *Fold and mail*

Computer

- *Focus*
- *Nouns (key words for “things” and industry specific abbreviations)*
- *Language of the job and technical terms*
- *Accomplishments*
- *Cautious bolding, but no italics, no underlining, no shadows or boxes, no font variations, no lines and no graphics*
- *Laser print*
- *No folds or staples*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



COVER LETTERS

The letter that “covers” or accompanies a resume

WHAT IT CAN DO FOR YOU:

- *Present an initial impression of you*
- *Get your resume to the right person who has the authority to hire you*
- *Bridge the gap between what the employer needs to see and what is in the resume*

COVER LETTER STRUCTURE

- *Heading*
- *Address*
- *Salutation*
- *First Paragraph*
- *Second Paragraph*
- *Third Paragraph*
- *Signature Block*

COVER LETTER PARAGRAPHS WHEN SUBMITTING A RESUME

Paragraph 1 Who are you?

Why are you writing?

What are you looking for?

How can you benefit the company?

Paragraph 2 Summarize the achievements and experiences which make you a wise choice for the job.

Paragraph 3 A call to action - You are truly interested and look forward to discussing your qualifications in greater detail. Suggest a time/place for a face to face meeting.

OR

Address the issue of salary history or requirements, but only when employer demands.

Paragraph 4 Call to action - Thank you for your consideration (if not noted earlier).

COVER LETTER STRATEGY

- *Ensure compatibility with resume*
 - *paper*
 - *format*
 - *content*
 - *language*
- *Research and match-up with job opportunity*
- *Highlight strengths*
- *End on strong note*
- *Plan for action*

OTHER CORRESPONDENCE

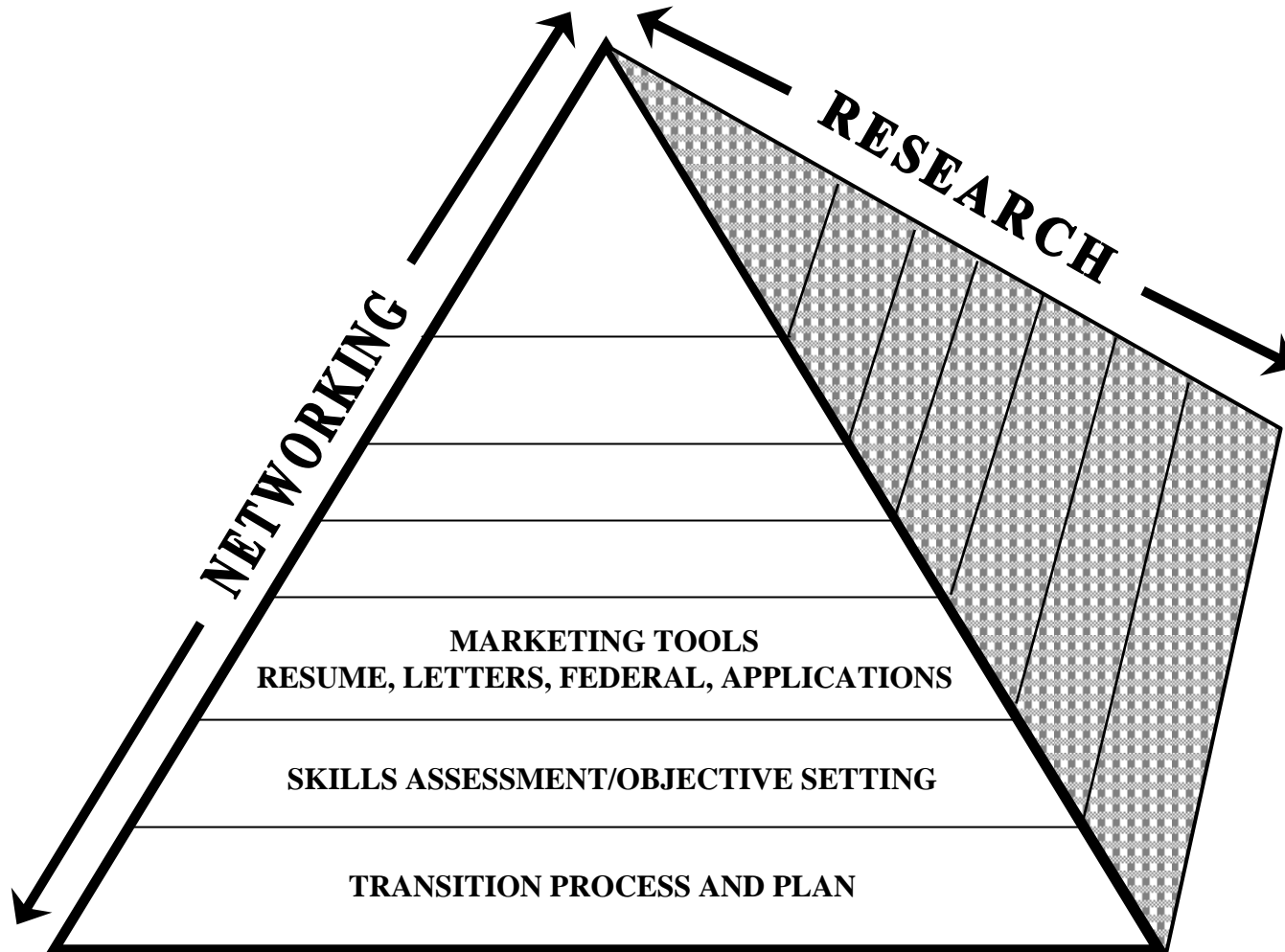
- *Letter to answer advertisement in newspaper, trade journal, etc.*
- *Employment Agency/Search Firm letters*
- *Network “thank you” notes/letters*
- *Follow-up to a job interview*
- *Acceptance letter following an offer that does not contain all the specifics negotiated*
- *A final “thank you” note to all included in your network*

PROFESSIONAL REFERENCES

- *Successful people with good communication skills*
- *Have at least 3 to 5; diverse group; ask their permission*
- *Can validate resume and interview*
- *Serve as character witness providing information on personal traits*
- *Can amplify your qualifications*
- *Carefully select and manage*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



APPLYING FOR A FEDERAL JOB

- *Choose application form: OF612 or federal-style resume*
- *Respond to vacancy announcement addressing selective placement job factors or Knowledge, Skills and Abilities...KSAs*
- *Have available most recent performance appraisal*
- *Provide college transcripts if applying based on education*
- *Provide DD-214 if claiming Veterans Preference*

WHAT TO INCLUDE

Job Information:

Announcement number, title grade of position

Personal Information:

name, address, SSN, citizenship, veterans preference, reinstatement eligibility, highest Federal civilian grade held

Education:

high school, colleges, universities

Work Experience:

job title, duties, accomplishments, employer, supervisor, start and end dates, hours per week, salary

Other Qualifications:

job-related training courses, skills, certificates, licenses, honors, awards

RESUMIX

Automated Resume and Referral Process

- *Applicant submits One Resume (3 pages) With Supplemental Data Using On-Line Site, E-Mail or Regular Mail*
- *Applicant Applies for Various Positions Using Self-Nomination Form*
- *Resumix System Records Data Submitted, Processes Forms, Forwards Applicant Data and Tracks Progress*

THE FEDERAL-STYLE RESUME

- *Set aside rules on private sector resumes*
- *Must provide specific, detailed, in-depth information*
- *Always put most important job-related information first.*
- *May have up to five pages*
- *Must identify vacancy on resume; one resume for each vacancy*
- *Sign and date resume*

BEFORE YOU TURN IN YOUR FEDERAL APPLICATION

- *Proofread all forms and documents; have it reviewed by Career Transition Counselor*
- *Inquire if any additional forms are required; fill out and attach to application*
- *Be sure to sign federal application in ink*
- *Keep track of all the jobs you apply for*

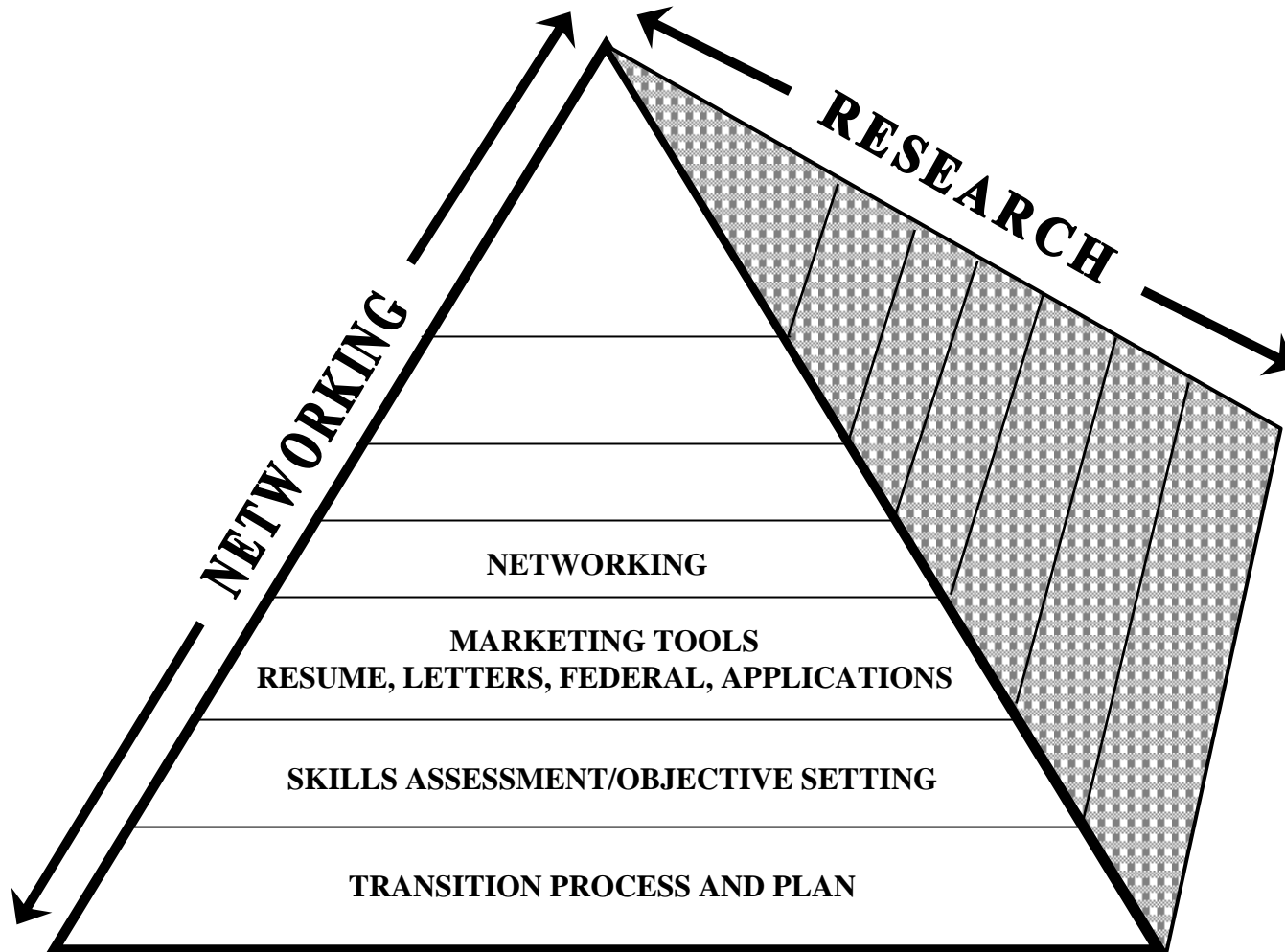
OFFICE OF PERSONNEL MANAGEMENT'S

“Employment Information Highway”

- *Career America Connection*
- *Federal Job Opportunities Bulletin Board*
- *Federal Occupational and Career Information System (FOCIS)*
- *Federal Job Information Touch-Screen Computers*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



NETWORKING

Networking is an organized method of making links from the people you know to the people they know, gaining and using an ever-expanding base of contacts.

Networking is the personal process of linking up with others to exchange:

- *Information*
 - *Advice*
 - *Contacts*
 - *Support*

Is Your "Net" Working?
Anne Boe and Bettie B. Youngs

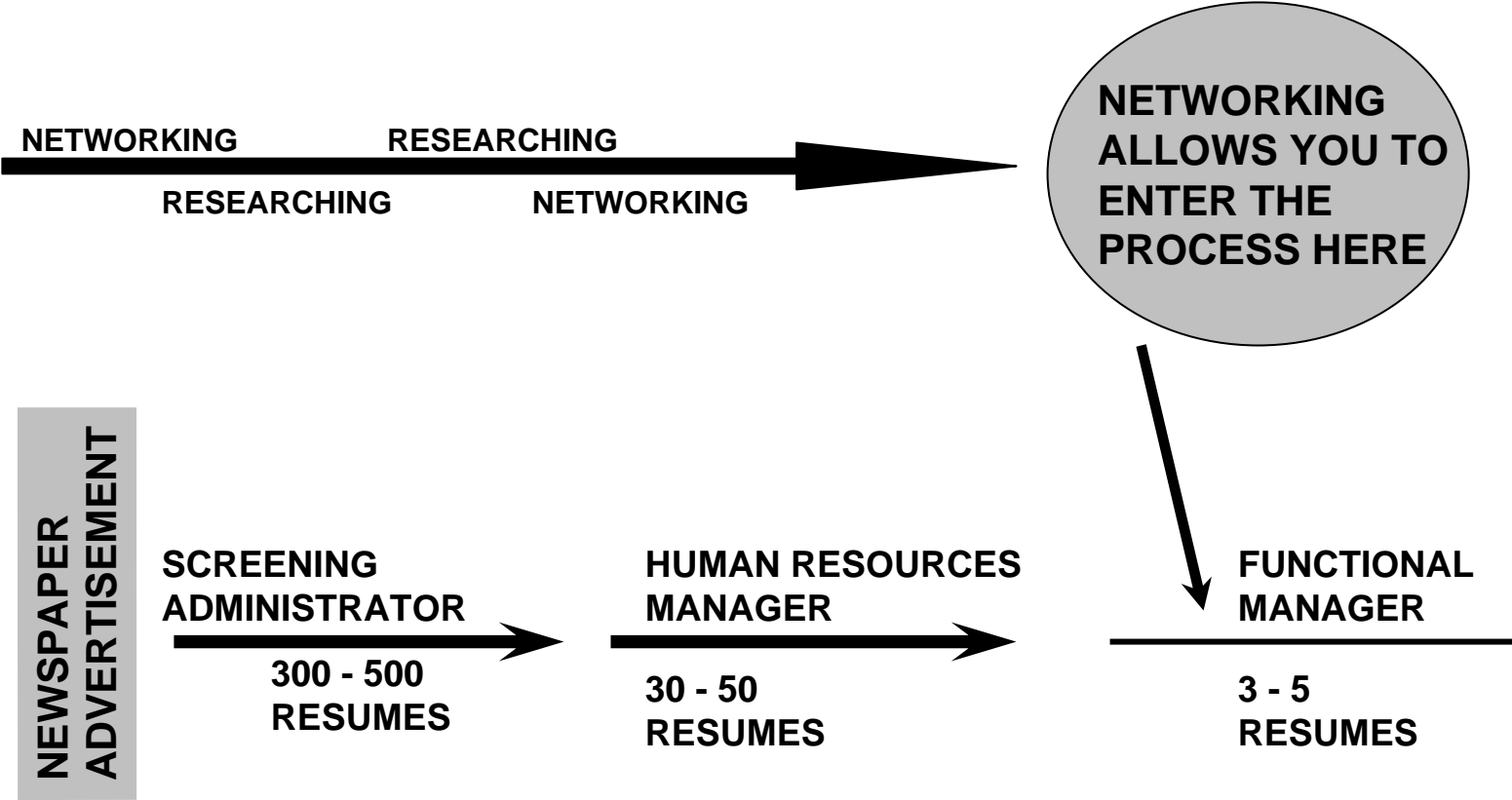
WHY USE NETWORKING?

- *Dynamic job market*
- *“open” vs. “hidden” job market*
- *Realistic scenario for the job seeker*
 - *100-200 “contacts” yield 12 interviews*
 - *12 interviews yield 2-3 good job offers*
 - *Several job offers to consider simultaneously*
 - *Two parties to a job offer/selection*
- *Advantages of informal networking*

ESTABLISHING YOUR NETWORK

- *You have used networks all your life*
- *Contacts to start your personal network:*
 - *Neighbors*
 - *Holiday Card Lists*
 - *Church/Social Organizations*
 - *Bosses/Co-workers*
 - *Family*
 - *Professional References*

VALUE OF NETWORKING



AT THE NETWORK MEETING

(Informational Interview)

- *Establish your skills and credentials*
- *Seek information about your career field*
 - *Skills needed*
 - *Types of organizations that use your skills*
 - *General salary range*
- *Ask for at least two referrals to others in this field*
- *Can you use their name?*
- *Consider leaving a copy of your resume*

TELEPHONE NETWORKING

Essential Elements in the Process:

- *Know your objectives*
- *Identify who to call and what to say*
- *Be prepared to deal with challenges*
- *Get a commitment for a face-to-face meeting*
- *Work to continually improve telephone skills*

NETWORKING TIPS

- *Have a clear definition of short/long range goals*
- *Conduct a comprehensive career search*
- *Identify target companies/approach professionally*
- *Follow-up on the “open” job market*
- *Continue to network while using other methods in your career search*

NETWORKING SOURCES

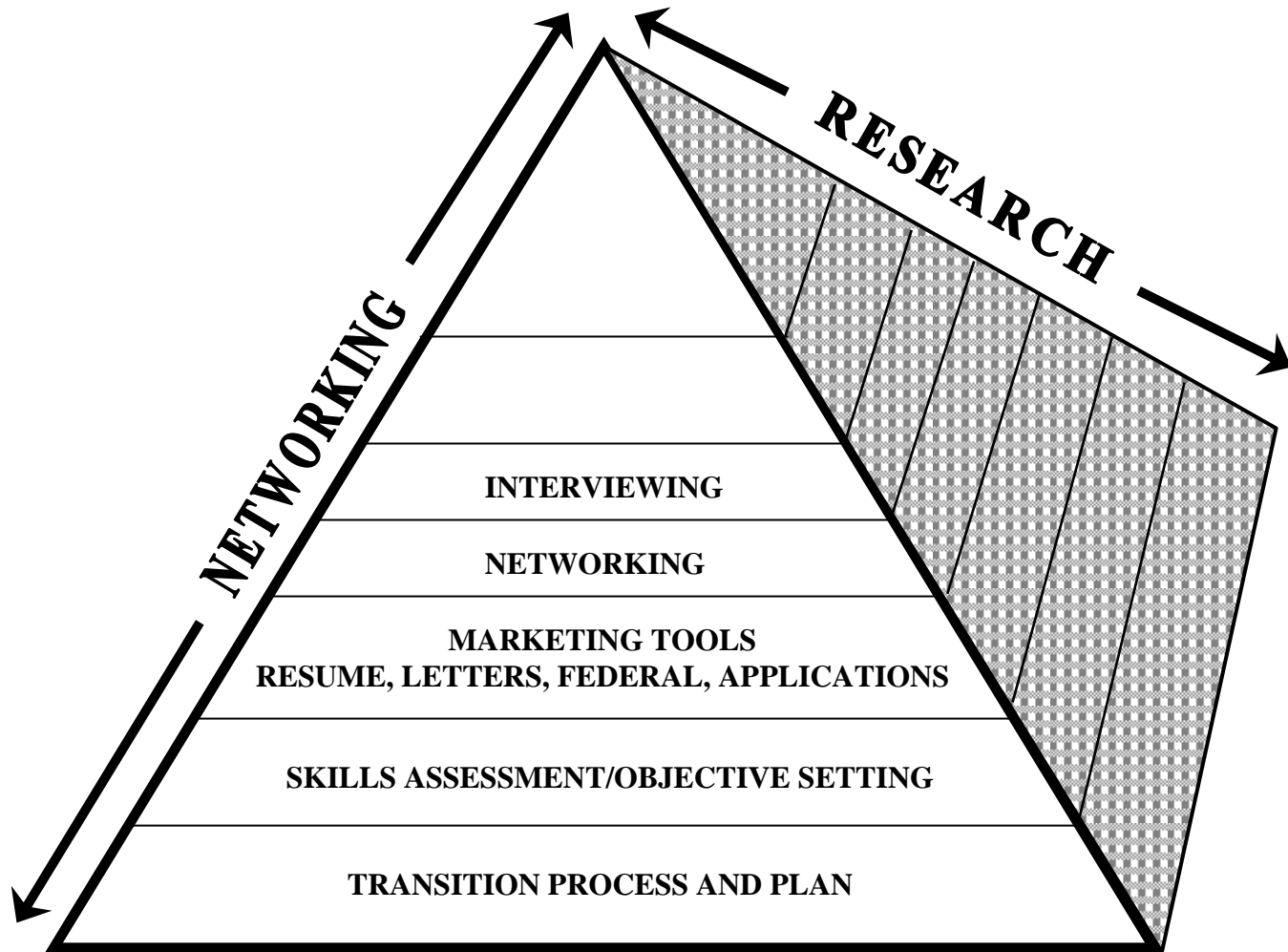
- *Public Sector Agencies*
 - *Department of Labor*
 - *State Employment Agencies*
 - *Federal, State, County and Municipal Agencies*
- *Private Sector Sources*
 - *Professional Associations*
 - *Labor Organizations*
 - *Universities, Colleges, Technical/Vocational*
- *Employment Agencies*
 - *Placement Agencies*
 - *“Executive” Placement*
 - *Executive Development Agencies*
- *Job Fairs*
- *Internet and Other Electronic Sources*

OTHER NETWORKING APPROACHES

- *Automated Career Transition Tools*
- *Classified Advertisements*
- *Specialized Papers and Journals*
- *Telephone Directory*
- *Company Literature*
- *Library Reference Material*
- *Letters to Companies*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



INTERVIEW PREPARATION

- *Research the company*
 - *Purpose, products, services and size of company*
 - *Key facts, individuals and goals*
 - *Language/culture of industry*
- *Determine your marketable skills and character traits*
- *Anticipate employer objections by knowing your weaknesses*

INTERVIEW PREPARATION

- *Have anecdotal evidence (CAR statements and varied examples) to describe your career skills*
- *Handle the issues of grooming, timing, transportation and presentation*
- *Be ready to talk money and negotiate*
- *Conduct mock interviews*

GOOD “FIRST IMPRESSIONS”

- *Bad “first impressions” cannot be overcome*
- *Look like you fit in - research appropriate dress*
 - *Ask network and references*
 - *Consult catalogues and magazines*
- *Update wardrobe*
 - *Take the conservative approach*
 - *This is not the time for a fashion statement*

PROFESSIONAL IMAGE

A man's professional wardrobe:

- *Be of good quality, fine fabric, attention to detail, good fit*
- *Basic suits in gray, navy, gray pinstripe or navy pinstripe*
- *White cotton shirt, silk tie, and black, brown or burgundy dress shoes*
- *Choose complementary patterns for shirt, tie, belt or braces and pocket squares (if worn)*

PROFESSIONAL IMAGE

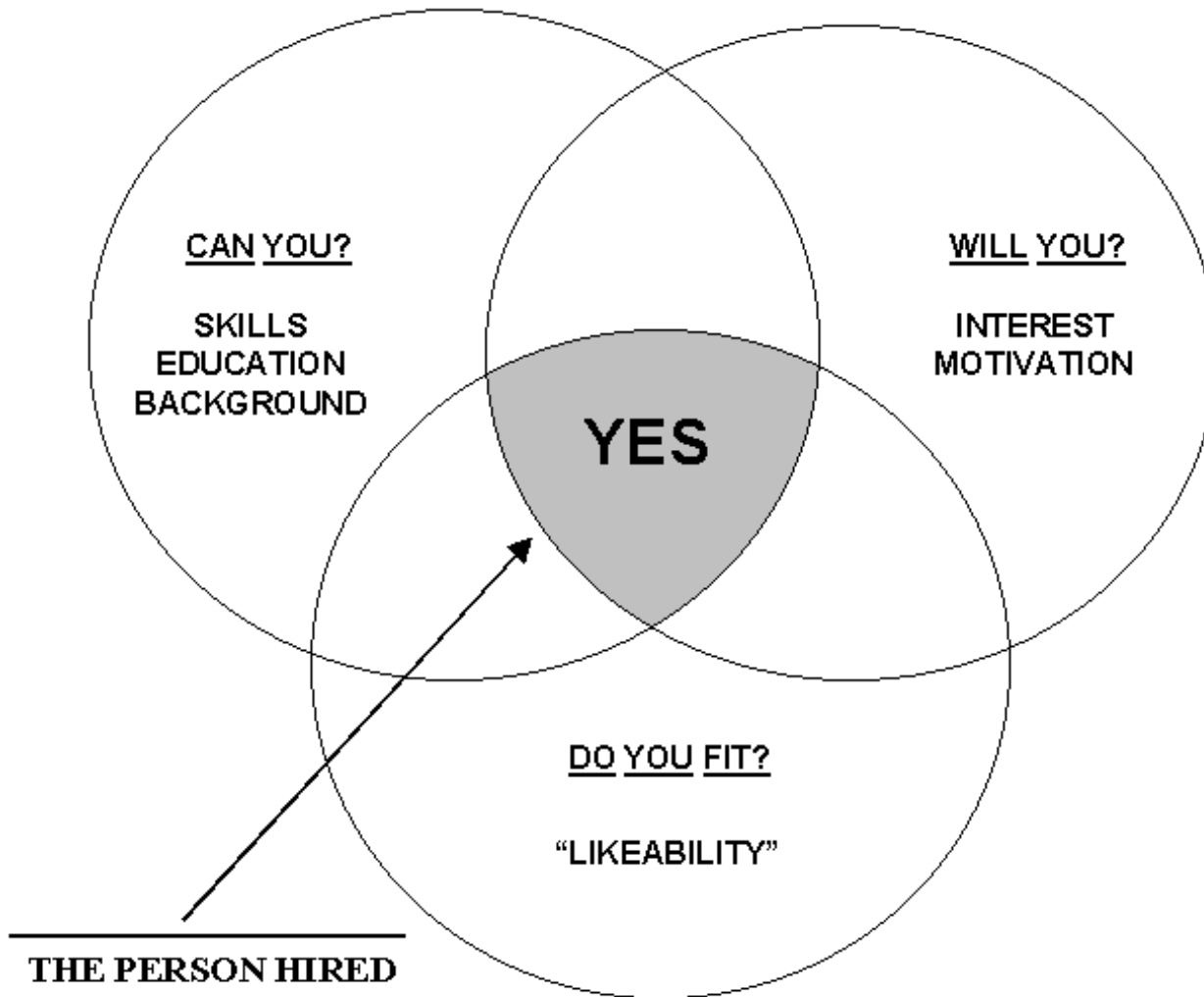
A woman's professional wardrobe:

- *Be of good quality, fine fabric, attention to detail*
- *Basic suits in solid black, or solid navy*
- *Skirts at knee-length or longer*
- *Blouses in silk or cotton; leather mid-heel pumps*
- *Basic jewelry, scarves or printed blouses with solid suit*

INTERVIEWS NOT REQUIRING PROFESSIONAL ATTIRE

- *Wear dark, solid color pants or slacks*
- *Wear a sport shirt in a solid color or very subtle stripe*
- *Dress compatible with location and occupation*
- *Bring and wear safety items as appropriate*
- *Bring own tools for performance testing*

THE CRITICAL HIRING QUESTIONS



HIRING INTERVIEWS

Screening

Peer / Technical

Decision

THE SCREENING INTERVIEW

Conducted: *By telephone or in person*

Agenda: *Confirm basic job requirements (education level, skills, experience)*

Purpose: *To reject you*

Strategy: *K.I.S.S. Just answer the questions*

Remember: *The screener does not have the power to hire you. However, he/she does have the power to reject you.*

THE PEER INTERVIEW

Conducted: *In person*

Agenda: *Can you really do what your resume says?*

Can we work with you?

Purpose: *Testing and confirmation of skills*

Strategy: *Relax and be yourself*

Remember: *Build a relationship and validate your resume*

THE DECISION INTERVIEW

Conducted: *In person*

Agenda: *Determine fit*

Purpose: *To hire or reject*

Strategies: *Use results-oriented achievements to back up your answers.*

Remember: *Talk about what you can offer the company. Give related examples.*

INTERVIEW STYLES

- *Casual*
- *All Business*
- *Set*
- *Abrupt*
- *Panel*

**“GOOD QUESTIONS ARE MORE IMPRESSIVE
THAN RIGHT ANSWERS”**

MISCONCEPTION

Employers pay closer attention to your responses than to your questions.

REALITY

Questions demonstrate your aptitude for absorbing the information that is transpiring in the conversation.

**An Executive's Guide to Successful Job Hunting
Kevin Murphy**

TOUGH QUESTIONS

- *Tell me about yourself.*
- *Why are you leaving your current job?*
- *In your last position, what was your most significant accomplishment?*
- *What kind of salary are you looking for?*
- *What are your strengths and weaknesses?*
- *Why should we hire you for this position?*

INTERVIEW TIPS

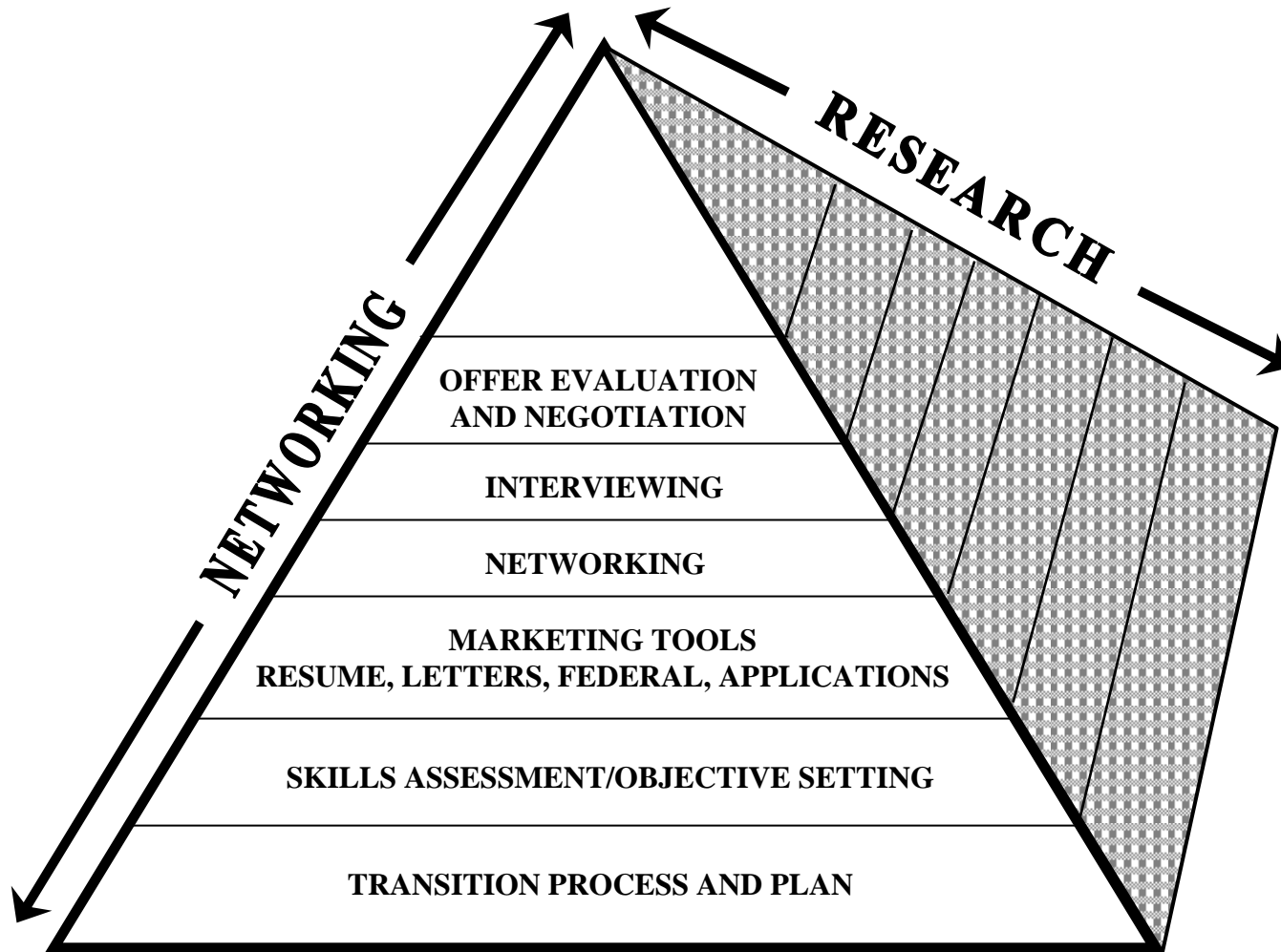
- *Arrive on time; Be pleasant to everyone*
- *Review your information/materials and resume*
- *Put together your portfolio of resume-supporting documents*
- *Think and speak positively; be enthusiastic*
- *Adjust to interviewer's lead*
- *Prepare and ask appropriate questions*
- *Determine next step*

INTERVIEW FOLLOW-UP

- *Debrief yourself and get lessons learned*
- *Send thank you letter to the interviewer*
 - *Express your appreciation and pleasure for meeting him/her*
 - *Relate your enthusiasm for the position and company*
 - *Emphasize a specific selling point*
 - *Establish next point of contact*
- *Follow-up with a phone call in a few days*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



EVALUATING JOB OFFERS

A job offer is more than salary - you must consider:

- *Does the job offer meet or exceed your objectives?*
- *Is there opportunity for growth/promotion?*
- *What do others with similar experience and skills receive?*
- *Is the total compensation package adequate?*
- *What impact will this job have on you and your family?*

NEGOTIATION PROCESS

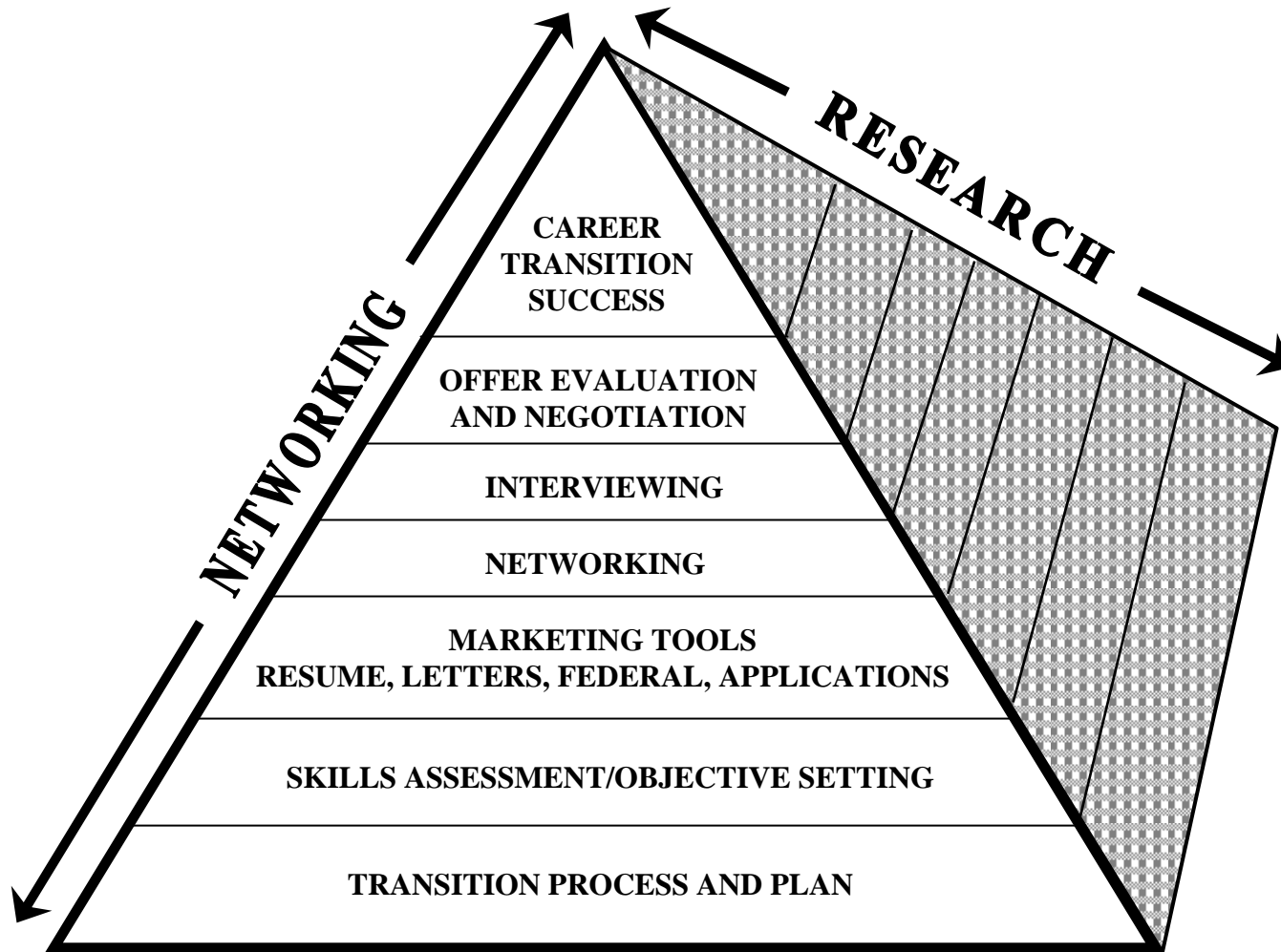
- *What can be negotiated?*
 - *Salary*
 - *Benefits*
 - *Working conditions*
 - *Future opportunities for raises/promotions*
- *Set realistic goal by:*
 - *Knowing your requirements*
 - *Researching going salary rates*

NEGOTIATION PROCESS

- *Employer starts process*
 - *Negotiate only after job offer*
- *Investigate benefit programs*
 - *Health and Retirement Plans*
 - *Vacation, sick leave, personal days, holidays*
- *Strive for win-win situation*
- *Take time to consider all options before accepting*

CAREER TRANSITION PYRAMID

WORKING YOUR WAY TO THE TOP



CAREER TRANSITION SUCCESS

- *The First Thirty Days*
- *From Outsider to Insider*
- *Nine Strategies to Help You Hold onto Your Job*
- *Relationships in the New Job*

THE FIRST THIRTY DAYS

- *Attendance - Don't miss a day for the first month*
- *Work Hours - Arrive early, keep busy, offer to help others*
- *Introduction to key personnel - Meet as many people as possible*
- *Level of assigned work - Don't decline work beneath you*
- *Avoidance of politics - Don't become involved in office politics*

“Do What You Love, Love What You Do, and Deliver More Than You Promise”

Harvey MacKay

FROM OUTSIDER TO INSIDER

- *Learn the lay of the land*
- *Win over the best employees*
- *Don't sweat the details*
- *Change the culture*

NINE STRATEGIES TO HELP YOU HOLD ONTO YOUR JOB

- *Display a sense of urgency*
- *Make sure your efforts have a positive effect on the company's bottom line*
- *Do more than you ever have before*
- *Develop skills that are unique in your organization*
- *Look for better, more efficient methods to do the work*

NINE STRATEGIES TO HELP YOU HOLD ONTO YOUR JOB

- *Keep your employer informed about your value to the company*
- *Never think that you can't be replaced*
- *Avoid "I-deserve-it"*
- *Show a little gratitude*

John R. Graham, National Business Employment Weekly

RELATIONSHIPS IN YOUR NEW JOB

- *Your relationship with your new manager/supervisor*
 - *Understand boss' expectations of you and keep boss informed*
 - *Never discuss your boss unfavorably*
- *Your relationship with coworkers*
 - *Take the initiative to introduce yourself*
 - *Take the time to memorize names, titles and positions*
 - *Listen but don't contribute to office gossip*
 - *Don't tell people how you did things back in your previous position*

YOUR TRANSITION ADVANTAGES

- *Participation in this Workshop*
- *Knowledge of career search process*
- *Government Benefits
(including Retired Pay)*
- *Access to Government Service Providers*
- *Professional Assistance of Career Transition Personnel*

CONCLUSIONS

- *Develop and use a Career Transition Plan*
- *Be prepared; cultivate network*
- *Learn to market yourself...you make it happen*
- *Resume/federal application is critical (know yourself)*
- *Keep organized and complete records*
- *Keep the faith (never give up)*

**IT'S NOT THE
BEST QUALIFIED
WHO GETS THE JOB
IT'S THE BEST PREPARED!**